
	<p>भारत सरकार वाणिज्य एवं उद्योग मंत्रालय, वाणिज्य विभाग विकास आयुक्त का कार्यालय नौएडा विशेष आर्थिक क्षेत्र नौएडा दादरी रोड, फेज II, नौएडा 201305-</p>	
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F. No. 28016/24/2015-Admn / 5368 / 15/6/2026

Dt; 06.2026

TENDER NOTICE

Sealed offline tenders under Two Bid System are invited from reputed and experienced service providers for "Website and Webmail Hosting Services" for the Office of the Development Commissioner, NSEZ, Noida for a period of one year.

Interested firms/agencies may submit their quotations in sealed envelopes to this office within 15 days from the date of publication of this notice. It is further clarified that the right to extend or reduce the aforesaid period of 15 days shall solely vest with this office.

The detailed Terms & Conditions and Scope of Work are enclosed separately with the tender document.

Interested bidders may obtain detailed tender documents from the office during working hours or visit the official website.

Digitally signed by
Kislay
Date: 12-06-2026
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Asstt. Development Commissioner
NSEZ, Noida

1. Eligibility Criteria

1.1 The bidder should be a registered company/firm/proprietorship engaged in the business of website hosting, webmail hosting, cloud hosting, server management, or related IT services.

1.2 The bidder should have a minimum of (03)three years' experience in providing similar services to Government Departments/PSUs/Autonomous Bodies/Reputed Private Organizations.

1.3 The bidder must possess valid registration documents such as:

- GST Registration Certificate;
- PAN Card;
- Certificate of Incorporation/Registration of Firm;
- Any other statutory registration required under law.

1.4 The bidder should not have been blacklisted/debarred by any Central Government Department, State Government Department, PSU, or Autonomous Body. A self-declaration to this effect shall be submitted.

1.5 The bidder should have adequate technical infrastructure and qualified manpower for providing uninterrupted hosting and support services.

2. Two Bid System

2.1 The tender shall be submitted in two separate sealed envelopes:

- **Envelope-I:** Technical Bid
 - **Envelope-II:** Financial Bid
- 2.2 Both envelopes shall be placed in one outer sealed envelope superscribed:
“Tender for Website and Webmail Hosting Services”

2.3 The Technical Bid shall contain:

- Company profile;
- Experience details;
- Copies of work orders/completion certificates;
- Registration certificates;
- Technical specifications offered;
- Undertaking regarding non-blacklisting;
- Acceptance of Terms & Conditions duly signed.

2.4 The Financial Bid shall contain only the price quotation in the prescribed format.

2.5 Financial Bids of only technically qualified bidders shall be opened.

3. Submission of Tender

3.1 Interested firms/agencies may submit their quotations in sealed envelopes to this office within 15 days from the date of publication of the notice.

3.2 The right to extend or reduce the tender submission period shall solely vest with this office.

3.3 Tenders received after the prescribed date and time shall not be entertained.

3.4 Conditional, incomplete, unsigned, or improperly sealed tenders shall be summarily rejected.

4. Scope of Work

- Provide a dedicated/Cloud server on rent for hosting the official website and webmail.
- Ensure server and applications are GIGW 3.0 compliant, including accessibility, Security, and performance.
- Provide secured email services with spam filtering, encryption, and backup.
- Setup and configure SSL certificates, firewall, intrusion detection, and ensure regular security updates.
- Ensure hosting from a Tier III or above data centre, located within Delhi NCR.
- Offer 24x7 technical support, weekly backups, and SLA-based maintenance.
- Implement website monitoring, log analysis, and cybersecurity compliance.
- Provide monthly uptime report and compliance summary.
- Provide bulk e-mail service.
- All future cyber security compliances as mandated by CERT-IN, NIC or any Department of Central Government.

5. Service Requirements

5.1 The hosting services should ensure minimum 99.5% uptime excluding scheduled maintenance.

5.2 The servers/data centers should preferably be located in India and comply

with Government of India guidelines relating to data security and cyber security.

5.3 The bidder shall ensure adequate security measures against unauthorized access, hacking, malware, and data breaches.

5.4 Technical support should be available during office hours and emergency support on a 24x7 basis through phone/email/ticketing system.

6. Contract Period

6.1 The contract shall initially be valid for one year from the date of award of work/order.

6.2 The contract may be extended for a further period on satisfactory performance and mutually agreed terms.

7. Earnest Money Deposit (EMD)

7.1 The bidder may be required to submit an Earnest Money Deposit (EMD) Rs. 10,000/- in the form of Demand Draft/Banker's Cheque in favour of Development Commissioner, NSEZ.

7.2 Bids without prescribed EMD, wherever applicable, shall be rejected.

7.3 EMD of unsuccessful bidders shall be returned without interest after finalization of the tender.

8. Performance Security

8.1 The successful bidder may be required to furnish a Performance Security Deposit as prescribed by the office before commencement of services.

8.2 The Performance Security shall remain valid throughout the contract period.

9. Payment Terms

9.1 Payment shall be made after satisfactory delivery of services and submission of invoice/bill along with necessary supporting documents.

9.2 No advance payment shall be made.

9.3 Statutory deductions such as TDS shall be made as per Government rules.

10. Penalty Clause

10.1 In case of failure to provide satisfactory services or prolonged downtime, penalty may be imposed as decided by the competent authority.

10.2 Repeated service failures may lead to termination of the contract and forfeiture of Performance Security.

11. Termination of Contract

11.1 The contract may be terminated by the office at any time by giving written notice if:

- Services are found unsatisfactory;
- Terms and conditions are violated;
- The bidder is found involved in fraudulent practices.

11.2 The office reserves the right to terminate the contract without assigning any reason by giving reasonable notice.

12. Right of Acceptance/Rejection

12.1 The Office of the Development Commissioner, NSEZ, Noida reserves the right to:

- Accept or reject any or all tenders;
- Cancel the tender process at any stage;
- Relax or modify any condition without assigning reasons.

12.2 Mere submission of tender shall not confer any right on the bidder for award of contract.

13. Confidentiality

13.1 The bidder shall maintain confidentiality of all official data, emails, documents, and information hosted on the servers.

13.2 The bidder shall not disclose any information to third parties without prior written approval of the office.

14. Dispute Resolution and Jurisdiction

14.1 Any dispute arising out of the contract shall be subject to the jurisdiction of courts situated at Noida/Uttar Pradesh only.

14.2 Efforts shall first be made to resolve disputes amicably through mutual discussions.

15. General Conditions

15.1 The bidder shall comply with all applicable laws, rules, and Government instructions.

15.2 The successful bidder shall not assign or transfer the contract without prior written permission of the office.

15.3 The office reserves the right to inspect the infrastructure and verify documents submitted by the bidder.

16. Availability of Tender Document

Interested bidders may obtain detailed tender documents from the office during working hours or visit the official website of the office for downloading the tender documents.

17 . Server Requirements

Parameter	Minimum Specification
Processor	2xOcta Core E5 -2609v4 (16 Cores) or higher
Ram	32/64 GB or higher
Storage	4*2 TB SSD with RAID

Bandwidth	10 TB Data transfer on 1 GBPS port or higher
OS	Windows 2019 Server Standard Editions or higher.
Control Panel	Plesk 10 Domains/ C Panel or higher
Backup	Daily/Weekly with 15-day retention
Data Center	Tier III or above, located in Delhi/NCR
Uptime	99.9% SLA
No. of Interfaces/IP	2, IPv6
RAID Configuration	RAID 5/6
SSL Certificate	Firewall and SSL Certificates for all Website's/ Webmail's / Software's

18 . Services to be hosted on Dedicated Server

Sr. No.	Domain	Service	Front End	Back End
1.	www.nsez.gov.in	Website of Noida SEZ	Asp.net	Mysql
2.	webmail.nsez.gov.in	Email Service of Noida SEZ	Microsoft Exchange Server	
3.	www.entrycard.nsez.g ov.in	Web Software for ID Card	Php	Mysql
4.	www.moradabadsez.g ov.in	Website of Moradabad SEZ	Php	
5.	webmail.moradabadsez.gov.in	Email Service of Moradabad SEZ	Microsoft Exchange Server	
6.	www.jaipursez.gov.in	Website of Jaipur SEZ	php	
7.	webmail.jaipursez.gov .in	Email Service of Jaipur SEZ	Microsoft Exchange Server	
8.	www.eouonline.nsez. gov.in	Web Software for all EOU's under NSEZ	Asp.net	Mysql

Financial Bid Format

S. No.	Parameter	Minimum Specification	Price/Value (₹)
1	Processor	2 × Octa Core Intel Xeon E5-2609 v4 (16 Cores) or higher	
2	RAM	32 GB / 64 GB or higher	
3	Storage	4 × 2 TB SSD with RAID Configuration	
4	Bandwidth	10 TB Data Transfer on 1 Gbps Port or higher	
5	Operating System (OS)	Windows Server 2019 Standard Edition or higher	
6	Control Panel	Plesk (10 Domains) / cPanel or higher	
7	Backup	Daily and Weekly Backup with 15-Day Retention Period	
8	Data Center	Tier III or above, located in Delhi/NCR	
9	Uptime	99.9% Service Level Agreement (SLA)	
10	Network Interfaces / IP	Minimum 2 Public IPv4 Addresses and IPv6 Support	
11	RAID Configuration	RAID 5 / RAID 6	
12	SSL Certificate & Security	Firewall Protection and SSL Certificates for all Websites, Webmail Services, and Hosted Applications/Software	
13	Technical Support	24×7 Monitoring and Technical Support	
14	Disaster Recovery	Provision for Data Recovery and Restoration in case of System Failure	
15	Gross Amount	Total Amount for all Services (Annual)	₹ _____
16	Any other chargers		₹ _____
17	GST (If Applicable)	GST @ ____ %	₹ _____
18	Total Annual Cost (Including GST)	Grand Total Payable Annually	₹ _____

UNDERTAKING FOR ACCEPTANCE OF TERMS & CONDITIONS

To,

**The Development Commissioner,
Noida Special Economic Zone (NSEZ),
Noida, Uttar Pradesh.**

Subject: Acceptance of Terms & Conditions of Tender for Website and Webmail Hosting Services

Sir,

I/We hereby certify that I/We have read and understood all the terms and conditions, eligibility criteria, scope of work, service requirements, contract conditions and other provisions contained in the tender document for Website and Webmail Hosting Services.

I/We agree to abide by all the terms and conditions of the tender document and undertake to provide the services strictly in accordance with the prescribed specifications and requirements.

I/We further certify that:

1. Our firm has not been blacklisted/debarred by any Government Department, PSU, Autonomous Body or Statutory Authority.
2. All information furnished in the bid is true and correct.
3. We shall maintain confidentiality of all data and information hosted on the servers.
4. We accept the jurisdiction of courts at Noida, Uttar Pradesh.
5. We understand that NSEZ reserves the right to accept or reject any bid without assigning any reason.

Date: _____

Place: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

Seal of Firm