

## Bid Corrigendum

GEM/2026/B/7148042-C5

Following terms and conditions supersede all existing “Buyer added Bid Specific Terms and conditions” given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

### Buyer Added Bid Specific Additional Terms and Conditions

1. **OPTION CLAUSE:** The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration
2. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
3. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
4. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
5. Buyer uploaded ATC document [Click here to view the file.](#)

### Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers’ controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers’ Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export

experience.

9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

\*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)



बिड संख्या/Bid Number: GEM/2026/B/7148042

दिनांक /Dated: 24-01-2026

## बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	03-02-2026 13:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	03-02-2026 13:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Women And Child Development
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	National Commission For Protection Of Child Rights (ncpcr)
कार्यालय का नाम/Office Name	Janpath New Delhi
वस्तु श्रेणी /Item Category	Virtual Machine (Compute) - Government Community Cloud (GCC); Red Hat Enterprise Linux; 64; 8; 1:2; Web Server; Primary DC; 100
अनुबंध अवधि /Contract Period	3 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / <b>Minimum number of bids required to disable automatic bid extension</b>	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / <b>Number of days for which Bid would be auto-extended</b>	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	1
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / <b>Financial Document Indicating Price Breakup Required</b>	Yes

#### ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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#### ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/Bid splitting not applied.

#### एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality

- and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
  3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :**

Financial Document - [1769237513.xlsx](#)

**अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required**

**Design and Diagram related to System Architecture:**[1769237533.pdf](#)

**This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-**

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Average Annual Turnover	20	5	<a href="#">View File</a>
Certifications	16	2	<a href="#">View File</a>
Number of Government and PSUs clients hosted of cloud	5	1	<a href="#">View File</a>
Permission to physically audit	5	5	<a href="#">View File</a>
MeitY Empanelment	5	5	<a href="#">View File</a>
2 Data Centre facilities in India in 2 separate seismic zones providing MeitY empanelled Cloud Services under GCC	5	5	<a href="#">View File</a>
Uptime Certification	2	2	<a href="#">View File</a>

Self- Declaration on Non-Blacklisting	2	2	<a href="#">View File</a>
Technical Presentation	40	23	<a href="#">View File</a>

**Total Minimum Qualifying Marks for Technical Score: 50**

**QCBS Weightage(Technical:Financial):70:30**

**Presentation Venue:**Venue and Schedule for presentation will be informed to eligible bidder after opening the bid

**Pre Bid Detail(s)**

<b>मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time</b>	<b>प्री-बिड स्थान/Pre-Bid Venue</b>
30-01-2026 11:00:00	5th Floor, Chanderlok building, 36-Janpath, New Delhi-110001

**Virtual Machine (Compute) - Government Community Cloud (GCC); Red Hat Enterprise Linux; 64; 8; 1:2; Web Server; Primary DC; 100 ( 4 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Deployment Model	Government Community Cloud (GCC)
Operating System	Red Hat Enterprise Linux
RAM(in GB)	64
vCPU	8
Physical Core to vCPU Ratio	1:2
Type of Server	Web Server
Usages Type ( Primary / DR)	Primary DC
Storage (in GB)	100
Type of Storage Media/Drive	SSD with NVMe
Mandatory Inclusion with each Virtual Machine	As defined in definition and SLA documents which is integral part of Virtual Machines
CPU Launch Year	2020
System Software / DB	NA
Planned Duration in months	36
<b>एडऑन /Addon(s)</b>	

**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Virtual Machines	अतिरिक्त आवश्यकता /Additional Requirement
1	Rajesh	110001,NCPCR,5th Floor,Chanderlok Building,36- Janpath	4	<ul style="list-style-type: none"> <li>Planned Duration ( in Months ) : 36</li> </ul>

## क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/**Buyer Added Bid Specific Terms and Conditions**

### 1. **Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

### 2. **Generic**

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

### 3. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

### 4. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

## अस्वीकरण/**Disclaimer**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)

9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



Bid Document for Selection of Meity empanelled Cloud Service Provider CSP for providing and managing Cloud Infrastructure for hosting of Applications (Website and Portals) on Government Community Cloud (GCC)

For

National Commission for Protection of Child Rights (NCPCR)

Government of India  
Ministry of Women and Child Development  
National Commission for Protection of Child Rights (NCPCR)  
5<sup>th</sup> Floor, Chanderlok Building  
Janpath, New Delhi-110001

*[Handwritten Signature]*  
23.1.2024

### **1. Letter of invitation**

National Commission for Protection of Child Rights (hereinafter referred to as "NCPCR") invites bids from empaneled Cloud Service Provider (CSP) of Ministry of Electronics and Information Technology (MeitY) for providing Cloud services NCPCR as per Scope of Work.

### **2. Brief Background**

NCPCR is a statutory body under Ministry of Women and Child Development (Government of India) created in pursuance of the Commissions for Protection of Child Rights (CPCR) Act, 2005 in March 2007. The mandate of the Commission is to ensure that all laws, policies, programmes and administrative mechanisms are in synch with Child Rights perspective, as enshrined in the Constitution of India and also the UN Convention on the Rights of the Child (UNCRC). The Commission also have responsibility of monitoring of implementation of laws relating to children such as; Juvenile Justice (Care and Protection of Children) Act, 2015; Protection of Children from Sexual Offences (POCSO) Act, 2012 and Right to Education (RTE) Act, 2009. It also deals with the other Laws relating to protection of Child Rights.


### **3. Purpose and Objective**

The objective of this RFP is to enable NCPCR to migrate & host its Application on cloud. NCPCR wishes to engage an eligible entity STQC audited and MeitY empanelled Cloud Service Provider herein after referred to as CSP) for providing government community cloud & managing cloud services for a period of 3 years post award of contract for this project.

NCPCR is currently hosting its Application on a NIC Cloud provided by NICS. As per the new directives from NICS, the existing cloud infrastructure is going to be obsolete and it is now required to avail new Cloud services . With these directives, NCPCR as per the GeM guidelines, would like to invite bids from eligible bidders to provide all the services mentioned in scope of this bid document.

### **4. Guidelines for Proposal Submission**

- I. Eligible agencies are required to submit their proposals in a 2-bid system i.e. technical proposal & commercial proposals through GeM portal only.
- II. Bids/proposal which are incomplete or in physical mode or received after due date for submission of same shall be liable to be rejected.
- III. Bids/proposals submitted should remain valid for a period of 6 months (i.e. 180 days) from date of submission of same on GeM Portal. In case, due to some unforeseeable circumstances, tendering process is not completed within the bid

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validity period, the NCPCR may like to request the bidders to extend the validity period of the bid.

- IV. Bidders are advised to visit the GeM Portal regularly till closing date for submission of bids to keep themselves updated about any addendum/ corrigendum/modification in RFP document. All queries should be raised through GeM Portal only.
- V. Subcontracting of a part of the work or entire work is not permitted.
- VI. The NCPCR reserves the right to accept or reject any or all bids without giving any reasons thereof.

#### 5. Bid Process schedule

S.no	Activity	Timeline
1	Bid uploaded on GeM portal	T
2	Pre-Bid Meeting	T+4 days
3	Bid opening	T+ 10 days
4	Presentation/Technical bid evaluation	T+14 days
5	Financial bid opening and evaluation	T+17 days
6	Award of Contract	T+18 days

Note: T indicates the day of publish of bid on GeM portal

#### 6. Pre -qualification / eligibility Criteria:

S.no	Criteria	Documentary Evidence
I	<b>Legal Entity:</b> Bidder must be incorporated and registered in India under the mandate by the companies act 2013 or Indian Partnership Act 1932, LLP registered under LLP Act 2008 or Joint Venture or consortium partner and should have been operational in India for minimum of 3 consecutive years	<ul style="list-style-type: none"> <li>• Latest Certification of Incorporation/ Latest Registration Certificate/ certificate of Joint Venture/ Consortium Partnership Deed.</li> <li>• PAN</li> <li>• GSTIN Certificate.</li> </ul>
II	<b>MeitY Empanelment:</b> The Bidder/CSP should be empanelled with MeitY for providing Cloud services and infrastructure and should have STQC Audit completed	Valid and latest certificate issued by MeitY
III	<b>MeitY Empanelment:</b> The Bidder/CSP	Self declaration of bidders on their

  
27/1/2026  
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	should have at least 2 Data Centre facilities in India in 2 separate seismic zones providing MeitY empanelled Cloud Services under Government Community Cloud (GCC).	letter head duly signed by the authorized person.
IV	<b>Self- Declaration on Non-Blacklisting:</b> Bidder should not have been blacklisted / debarred by any Govt of India/State Government entity or any PSU in India as on the date of bid submission	Self declaration of bidders on their letter head duly signed by the authorized person.

Failure in uploading any of above mentioned documents on GeM Portal, the bid shall be rejected and Bidder shall not be considered for technical and financial evaluation.

### 7. Technical Criteria:

- a. Bidders must submit their technical and financial proposal only through GeM Portal. Technical proposal must have the detail of contact person.
- b. The marking scheme is as laid out below: -

S.no	Technical Parameter	Supporting Document	Marks	Minimum Qualifying Marks
I.	Average Annual Turnover generated hosting and managing of cloud services during last 3 (three) Financial Years. Less than 10 Cr – 0 marks more than or equal to 10 Cr but less than 30 Cr - 5 marks more than or equal to 30 Cr but less than 50 Cr – 10 marks more than or equal to 50 Cr but less than 70 Cr - 15 marks more than 70 crore - 20 marks	Valid copy of certificates	20	5
II.	Certifications: 1. ISO 27001 = 2 marks 2. ISO 20000 = 2 marks 3. ISO 9001= 2 marks 4. ISO 27017= 2 marks 5. ISO 27018 = 2 marks 6. ISO 14001= 2 marks 7. ISO 22301= 2 marks 8. Soc 3= 2 marks	Valid copy of certificates	16	2
III.	Number of Government (Central/State) and PSUs clients hosted of cloud.	Copy of Work Orders or satisfactory	5	1

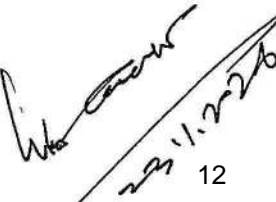
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	One (1) marks will be awarded for each project.(Maximum 5 project can be consider)	Completion certificate.		
IV.	Permission to physically audit the proposed facility and private cloud being deployed by NCPCR or their authorized agencies.	Self Declaration	5	5
V.	<b>MeitY Empanelment:</b> The Bidder/CSP should be empanelled with MeitY for providing Cloud services and infrastructure and should have STQC Audit completed	Valid and latest certificate issued by MeitY	5	5
VI.	<b>MeitY Empanelment:</b> The Bidder/CSP should have at least 2 Data Centre facilities in India in 2 separate seismic zones providing MeitY empanelled Cloud Services under Government Community Cloud (GCC).	Self declaration of bidders on their letter head duly signed by the authorized person.	5	5
VII.	<b>Uptime Certification:</b> The proposed Data Centre (Both DC and DR) should be minimum Tier III certified from TIA 942 uptime and higher level of availability and minimize downtime.	Certificate from Uptime Institute as well as Undertaking on Bidder's letterhead, clearly mentioning that the Data Centre is complying With Tier III requirements.	2	2
VIII.	<b>Self- Declaration on Non- Blacklisting:</b> Bidder should not have been blacklisted / debarred by any Govt of India/State Government entity or any PSU in India as on the date of bid submission	Undertaking on Company's Letterhead, duly signed and stamped by authorize signatory	2	2
IX.	Technical Presentation Presentation should include i. Human resource capabilities/capacity ii. Understanding of the Scope iii. Solution Architecture iv. Project Management Approach & Methodology v. Strategy for completion of work within timeline vi. Project Schedule/Proposed Timelines		40	23

## 8. Method of Selection

Quality –cum- Cost Based Selection (QCBS) shall be followed for short listing of bidders who have passed eligibility or prequalification criteria.

- I. The technical proposals will be allotted weightage of 70%, while the financial proposals will be allotted weightages of 30%.The minimum qualifying marks against

  
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each technical parameter (table at s.no 7 (i-ix)) is required for qualifying for participate in financial bid.

- I. The financial proposal with the lowest cost will be given a financial score of 100 and other proposals will be given financial scores that are inversely proportional to their prices.
- II. The total score will be obtained by adding the score achieved by bidder under technical proposal (with the weightage of 70%) and the Score achieved by the bidder under the financial proposal (with the weightage of 30%).
- III. On the basis of the combined weighted score for quality and costs, the agency shall be ranked in terms of the total score obtained. The proposal obtaining the highest total score in evaluation of quality and costs will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 would be recommended for award of the contract. In case of tie, the bidder with higher technical score shall be selected for award of work.

#### **9. Duration of the contract**

As per MeitY Guidelines, Initially, the contract will be awarded for 3 year, based on the satisfactory performance, work would be extended upto 2 year with existing rates and terms and condition. If the services provided are not as per the contract agreement/up to the mark, the contract will be terminated by the NCPCR.

#### **10. Technical Evaluation of Bids**

The eligibility criteria for the bidder to qualify at this stage are clearly specified in the *Pre-Qualification/Eligibility Criteria* section of this document. Bidders are required to submit supporting documents as proof of eligibility. Only the technical bids of those bidders who meet the eligibility criteria will be taken up for evaluation. Bidders who do not achieve the Minimum Qualifying Marks as specified in the table at Sl. No. 7 (i-ix) shall not be eligible for the opening of the financial bid.

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### **11. Financial Evaluation of Bids**

The financial bids of the bidder who achieve the Minimum Qualifying Marks in Technical Criteria will be opened on the notified date and time and reviewed to determine whether the financial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified.

- i. The Bid price will include all taxes, duties, levies etc., excluding GST and all prices shall be quoted in Indian Rupees only
- ii. Any conditional bid would be rejected.

### **12. Signing of Contract**

At the time when the NCPCR notifies the successful bidder that its Bid has been accepted, the NCPCR will send the bidder the Contract form incorporating all terms and conditions laid out in this bid document for agreements between the parties. The NCPCR reserves the right to incorporate additional clauses as per legal and regulatory requirements of the NCPCR.

### **13. Scope of work**

The broad project scope includes hiring a MeitY empanelled vendor (CSP) to provide Government Community Cloud (GCC) hosting and managed services for hosting of NCPCR's website and portals on secured cloud for a period of 3 years Application.

Even during the contract period of 3 year, the service and performance of CSP would be reviewed by the NCPCR on yearly basis. The NCPCR reserves the right to terminate the contract any time with 3 month notice to selected bidder on grounds of non-performance, data loss or lack of technical support from CSP.

The proposed solution shall be scalable, extensible, highly configurable, secure and very responsive and shall support integration and optimization including scale up and scale down of required services and solutions (existing legacy and acquired in future), designed for or used by the NCPCR or NCPCR may undergo in up-gradation.

The broader requirements are expressed in the below:

- I. Cloud Infrastructure for applications hosting (DC site).
- II. End to End Managed Service & Data Migration

The objective is to migrate the NCPCR website and e-Baalnidan and other portal and Mysql database to the cloud environment with the latest compatible version. One of the fundamental

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requirements of migrating applications to cloud environment is its scalability, flexibility and performance enhancement.

The cloud service provider should follow the below basic compliance requirement:

- I. The cloud service provider should be MeitY empanelled and should be listed on the GeM portal.
- II. CSP shall offer DC cloud services with their Data Centre location within India only. All the physical servers, storage, and other IT hardware from where cloud resources are provisioned for NCPCR must be within Indian Data Centre only. CSP shall ensure that NCPCR applications data resides within India only. Any cost related to SSL certificates, VPN and public IP borne by bidder. All monitoring, provisioning, should be within India and 100% isolated from other regions outside India, if in case CSP has Global presence.
- III. The NOC (Network Operations Centre) and SOC (Security Operations Centre) facility must be within India for the Cloud Environments and the managed services
- IV. The CSP's shall comply or meet any security requirements applicable to Bidder published by the Government bodies such as CERT-IN, NCIIPC (National Critical Information Infrastructure Protection Centre etc.) at the time of bid submission. The Bidder shall meet all the security requirements indicated in the IT Act 2000, the terms and conditions of the Provisional Empanelment of the Bidders and shall comply to the audit criteria defined by STQC.
- V. CSP is considered acting as its own MSP (Managed services provider).
- VI. ***It is explicitly made clear that bidders scope of work won't include the management of existing website and portal of NCPCR. However, the bidder shall always coordinate with the team of NCPCR for any doubt or such other clarifications, as may be required, in the course of migration and hosting of existing applications of NCPCR over the cloud.***

#### **14. Managed Services**

The NCPCR is looking forward for the delivery of the following broad areas of services under this project:

##### **14.1 Design of Cloud Infrastructure**

- I. CSP shall set up and manage the entire cloud solution to be deployed for NCPCR by Provisioning and Managing Cloud based resources on finally approved lowest price as per

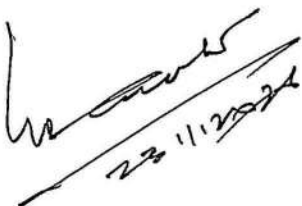
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Bill of Quantity subscription based OPEX Model for additional resource. CSP should be MeitY empaneled and should have Government Cloud Community (GCC) for cloud hosting of applications of government client. There shall be provision of cloud hosting of applications for customers/ citizen in public domain i.e., DMZ and database MZ zone.

- II. The CSP should specify the DC site location. NCPCR may, at any point of time, undertake audit of the provisioned cloud environment; CSP is required to facilitate such timely audits as decided by the NCPCR.
- III. CSP shall adequately size the necessary compute, memory, and storage required, building the redundancy into the architecture (including storage) and load balancing.
- IV. CSP shall provide a detailed solution document including Architecture solution for setting up of the Data Centre site. The same shall be approved by the NCPCR.
- V. The CSP shall ensure that all peripherals, accessories, sub-components required for the functionality and completeness of the solution, including but not limited to devices, equipment, accessories, software, licenses, tools, etc. should also be provisioned according to the requirements of the solution.

#### **14.2 Deployment of Solution on Cloud**

- I. The GCC shall be hosted on a separate isolated cloud at the CSP's Data Center from other community cloud.
- II. The proposed GCC environment shall only host Cloud services for Departments / Ministries /Agencies / Autonomous Institutions / Statutory Bodies / Offices under Government of India or States or UTs or Local Governments or PSUs within India (herein after referred to as Government Departments).
- III. The infrastructure elements including physical server, physical storage (including backup storage) and network equipment in the GCC shall be dedicated only for the Government Departments. There shall be physical and logical separation (of space, servers, storage, network etc.) from the public and other cloud offerings of the Cloud Service Provider. However, these infrastructure elements can be shared (physically only) among the Government Departments within GCC only.
- IV. The entire Network path for each of the hosted department applications shall be logically separate from that of other government departments and entire Network path of NCPCR shall be administered through a Firewall with secured VLAN zoning. CSP shall administer the firewall policy as per standard guidelines issued by the MeitY.



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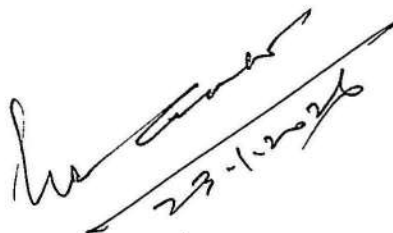
- V. CSP shall ensure with respect to monitoring tools, if any agent has to be deployed on the VMs or otherwise, the monitoring tools shall not capture NCPCR's application and/or user data.
- VI. Security solutions such as UTM (Unicode Transformation Format), WAF (Web application firewall), Anti-Virus, HIPS (Host Intrusion Prevention system), Anti-DDoS, etc. shall be deployed (as shared service) for securing NCPCR's applications on GCC.

#### 14.3 Dynamic Scaling of Resources

- I. The initial sizing & provisioning of the cloud infrastructure (including the system software and bandwidth) shall be carried out based on the information provided in the bid document. Subsequently, the CSP shall scale up (or scale down) the resource requirements (compute, memory, storage, bandwidth etc.) based on the growth in the user compute load / data load / bandwidth load to support the scalability and performance requirements of the solution and meet the SLAs. There should not be any constraints on the services.
- II. The scaling up / scaling down should be dynamic in nature, to cater the peak load demand and has to be carried out with prior approval by the NCPCR. However, it shall be responsibility of CSP to monitor unanticipated spikes in user load and support the dynamic scalability requirements in near real time provisioning.
- III. The CSP shall provide the necessary details including the sizing calculations, assumptions, current workloads & utilizations, expected growth / demand and any other details justifying the request to scale up or scale down.

#### 14.4 Infrastructure Analysis & Build

- I. CSP shall provide complete hardware details installed at Data centre.
- II. Proposed solution should have IP schema depicted at high level to secure the applications directly getting exposed to Internet. CSP should propose to deploy different applications and database in different VLANs with restricting users to directly access database layer and storage layer.
- III. CSP shall provide Backup solution with different features, like snapshots of VMs, Relational Database Management System backup (RDBMS), incremental and full back up of all data, restoration of data in test environment or as and when required.



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#### 14.5 Ownerships of Data /VMs /Software

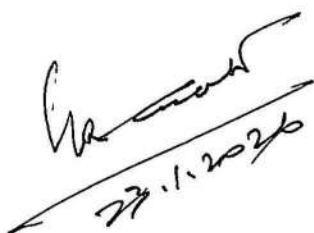
- I. NCPCR shall retain ownership of all data & applications hosted on CSP's infrastructure and maintains the right to request (or should be able to retrieve) full copies of these at any time (without additional charges).
- II. NCPCR retains ownership of all virtual machines, templates, clones, and scripts/applications created for the NCPCR applications. NCPCR retains the right to request (or should be able to retrieve) full copies of these virtual machines at any time (without additional charges).
- III. NCPCR retains ownership of loaded software installed on virtual machines and any application or product that is deployed by NCPCR on the Cloud Infrastructure.

#### 14.6 Compliances

- I. The CSP cloud service offerings shall always remain complied with the MeitY guidelines & standards. CSP shall be responsible for the costs associated with implementing, assessing, documenting, and maintaining such Empanelment/Compliances.
- II. CSP shall always remain adhered to the prevailing guidelines issued by NCIIPC (National Critical Information Infrastructure Protection Center), RBI, CERT-In, MeitY and any further guidelines issued by Government of India etc. from time to time.

#### 14.7 Documentation

- I. CSP shall create and maintain all the necessary technical documentation, design documents, standard operating procedures, configurations required to continued operations and maintenance of cloud services.
- II. The documents which hold critical information, process, policies shall have to be approved by NCPCR
- III. The CSP shall develop, maintain, update following documents as per NCPCR requirements:
  - a. Details of inventory for Compute, Storage, Network, Security elements.
  - b. Details of the management, monitoring and helpdesk tools
  - c. The WAN connectivity plan
  - d. Load Balancer & WAF throughput
  - e. Escalation matrix.
  - f. Other details as desired by NCPCR



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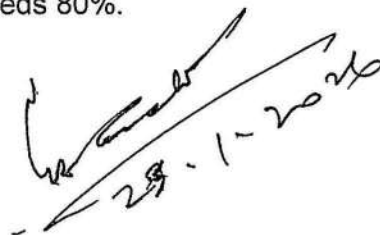
## 15. General Requirements

### 15.1 Resource Management

- I. The CSP shall manage the instances of storage, compute instances, and network environments. This includes installed operating systems and other system software.
- II. CSP shall provision for resource utilization i.e. CPU graphs of each virtual machine.
- III. CSP shall provision for resource utilization graph i.e. RAM of each virtual machine.
- IV. CSP provision for resource utilization graph i.e. disk of each virtual machine. There shall be
- V. Graphs of each disk partition and email alerts should be sent if any threshold of disk partition utilization is reached.
- VI. CSP shall provision to monitor the uptime of cloud resources. The report shall be in exportable form.
- VII. CSP shall ensure that there should be historical data of minimum 6 months for resource utilization and audit logs of scalability i.e. horizontal and vertical to resolve billing disputes if any.
- VIII. CSP shall provide utilization reports for Internet bandwidth, load balancers etc.
- IX. CSP shall assist NCPDR as and when required in database support or application support and should give suggestion for long queries, system slowdown incidents.

### 15.2 Operational Services

- I. CSP shall ensure the overall reliability and responsive operation of the cloud services through both proactive planning and rapid situational response in real time.
- II. CSP shall manage the network, storage, server, and virtualization layers, to include performance of internal technology refresh cycles applicable to meet the SLAs of GeM and MeitY.
- III. CSP shall ensure monitoring of performance, resource utilization and other events such as failure of service, degraded service, availability of the network, storage, database systems, operating Systems etc.
- IV. Prepare a comprehensive O&M plan for managing the cloud services and keep it updated.
- V. CSP shall ensure uptime and utilization of the cloud resources as per SLAs of GeM and MeitY.
- VI. CSP is required to dynamically provision & scale up additional VMs, resources when the utilization exceeds 80%.

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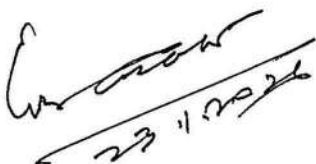
- VII. CSP shall investigate outages, perform appropriate corrective action to restore the hardware, operating system, and related tools.
- VIII. Any required version/Software /Hardware upgrades, UAT testing, patch management etc. at the Cloud Infra will be supported by the CSP for the entire contract period at no extra cost to NCPCR .
- IX. CSP shall document and perform patch management appropriate to the scope of their control and/or provide self-service tools to perform patch management. Generate Alerts well in advance on the upcoming patches via email and management portal.

### 15.3 Self Service Management & Provisioning

- I. Self Service management / provisioning focuses on capabilities required to assign services to users, allocate resources, and services and the monitoring and management of these resources.
- II. The CSP shall provide Self Service Provisioning Portal / Basic monitoring tool / Dashboard with two factors authentications via the Secure Sockets Layer (SSL)/Transport Layer Security (TLS) or Secure Shell (SSH) or through a web browser to remotely administer their virtual instances having fine-grained role-based access controls.
- III. CSP shall enable NCPCR to provision virtual machines, storage, and bandwidth dynamically (or on-demand), on a self-service mode or as requested.
- IV. CSP shall enable service provisioning via online portal/interface, API.
- V. The CSP shall ensure that effective Remote Management features exist so that issues can be addressed by NCPCR in a timely and effective manner.
- VI. The Utilization Monitoring tools shall have minimum following features:
  - a. Real time performance health checks., Monitoring & alerts
  - b. Historical Performance Monitoring.
  - c. Cloud Resource Usage including increase / decrease in resources used during auto-scale.
- VII. The CSP shall provide complaint registration facility online portal/ interface (tools).

### 15.4 Data Management

- I. The CSP should provide configuring, scheduling, performing and managing back-ups and restore activities (when required) of all the data including but not limited to files, folders, images, system state, databases and enterprise applications in an encrypted manner.



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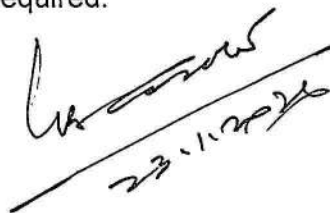
- II. CSP shall facilitate Transfer of data back in-house, either on demand or on termination of contract for any reason.
- III. CSP shall provide and implement security mechanisms for handling data at rest and in transit.
- IV. CSP must not delete any data at the end of the agreement without approval of NCPCR.
- V. When CSP (with prior approval of NCPCR) scales down the infrastructure services, CSP is responsible for deleting or otherwise securing NCPCR's Content /data prior to VM deletion as per NCPCR instruction and in case deleted, shall ensure that the data cannot be forensically recovered.

### 15.5 User Administration

- I. CSP shall Implement Identity and Access Management (IAM) that properly separates users by their identified roles and responsibilities, thereby establishing least privilege principles and ensuring that users have only those permissions necessary to perform their assigned tasks.
- II. CSP shall facilitate Administration of users, identities, and authorizations, effectively managing the root account, as well as any Identity and Access Management (IAM) users, groups, and roles they associated with the user account.
- III. CSP shall implement multi-factor authentication (MFA) for the root account, as well as any privileged Identity and Access Management accounts associated with it for cloud portal.

### 15.6 Helpdesk

- I. CSP must provide multiple support options catering to the varying levels of support requirements (e.g., toll free number, online portal , chat etc.) for NCPCR.
- II. The CSP will allocate project manager who will be single point of contact (SPOC) for any issues or queries related to infrastructure and will act as coordinator between NCPCR and Cloud infrastructure team.
- III. CSP shall make convenient & secure provisions for officials or representative from NCPCR for periodically visiting the data center site on quarterly basis or as and when required.

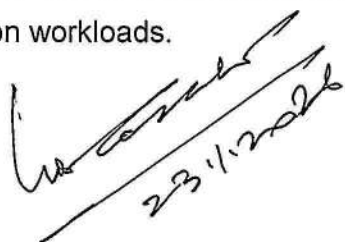


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## **16. Cloud Computing Requirement**

### **16.1 Virtual Machines (VMs)**

- I. The CSP shall do provisioning for required computing resources for hosting of all the required applications as per the scope. The CSP shall deploy VMs on Server- Hardware having 1:2 Physical Core to vCPU ratio.
- II. CPU (Central Processing Unit) shall be provided with a minimum equivalent processor speed of 2.4GHz. The CPU shall support 64-bit operations.
- III. CSP shall deploy and configure latest MySQL (open source), RHEL operating system and related services and provide adequate licenses for Operating system and other software, if required.
- IV. CSP shall provide facility to configure virtual machine of required vCPU, RAM and Disk.
- V. CSP shall provide facility to use different types of disks like SAS, SSD based on type of application.
- VI. Upon deployment of virtual machines, the CSP has to assume full administrator access and is responsible for performing additional configuration, security hardening, vulnerability scanning, application installation, troubleshooting, hardening, patch/ upgrades deployment, BIOS & firmware upgrade as and when required.
- VII. CSP shall ensure patching of VMs on the next available patch or provide self-service tools to patch VMs.
- VIII. The CSP shall provide scalable, redundant, dynamic Web-based storage.
- IX. The CSP shall provide SSD based block storage capabilities on-demand, dynamically scalable per request for virtual machine instances of arbitrary size ranging from 1GB to TBs.
- X. The CSP shall provide options to use different types of disks based on performance Requirement of the hosted application stack. Once mounted, the block storage should appear to the virtual machine like any other disk.
- XI. There has to be different disk Space options to allocated for virtual machines and file data as per the requirement of NCPCR.
- XII. CSP shall offer the Database service that makes it easy to set up, operate, and scale a relational database in the cloud.
- XIII. Cloud Service should support enhanced availability and durability for database instances for production workloads.

  
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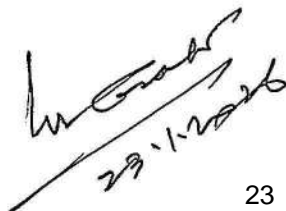
- XIV. Cloud service should support creating a DB back up and restoring the DB instance from the backup to a specific date and time.
- XV. CSP shall perform following Database support services:
- a. Installation, configuration, maintenance of the database.
  - b. Regular monitoring of CPU & Memory utilization of database server.
  - c. Alert log monitoring & configuration of the alerts for errors.
  - d. Space monitoring for database table space, Index fragmentation monitoring and rebuilding.
  - e. Performance tuning of Databases
  - f. Patching, upgrade & backup activity and restoring the database backup as per defined interval and Schedule/review the various backup and alert jobs.

### 16.2 Network Interface & Segmentation of VMs

- I. CSP shall ensure that cloud VM network is both IPV4 & IPV6 compatible.
- II. CSP must ensure that cloud virtual machines are into separate network tenant and virtual LAN.
- III. CSP shall provide Private static IP addresses for all the VMs.
- IV. CSP must ensure that all the cloud VMs are zoned in different network segments (VLANs) as per NCPCR's requirements.
- V. CSP shall ensure the VMs provisioned should have minimum 4 no's of 10G vNIC and should be scalable to 25G each.
- VI. CSP should ensure sub-millisecond latency between VMs within same data center.

### 16.3 Security of Virtual Machines (VMs)

- I. VMs should be firewall protected
- II. VMs should have Host based Security Software.
- III. The CSP shall provide Identity and Access Management for managing access to NCPCR users.
- IV. Hardening & patch management of underlying infrastructure by CSP
- V. Management of the Operating system processes and log files of the VMs
- VI. Cloud service should support auditing with features such as what request was made, the source IP.
- VII. address from which the request was made, who made the request, when it was made, and

  
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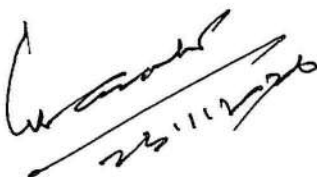
- VIII. Management of the OS processes and log files including security logs retained in guest VMs.

#### 16.4 Server Load balancing

- I. CSP should deploy a Load Balancer to distribute the traffic across many computing resources within the same site to increase the responsiveness and availability of applications.
- II. CSP should provide secure, hardened, redundant (hardware or software) based Load balancer services.

#### 16.5 Backup / Restoration / Migration / Deletion of VM Images & Data

- I. CSP shall provide the capability to copy or clone virtual machines for archiving, troubleshooting, and testing. It shall allow take an existing running instance (or a copy of an instance) and export the instance into an image format. Entire VM data backup must be available to NCPCR.
- II. CSP shall have provision for automatic restart (High Availability) of virtual machine on another physical server in case of host server failure.
- III. CSP shall have provision for live migration of virtual machine to another physical servers and vice versa in case of predictive server failure.
- IV. In case of suspension of a running VM, the VM shall still be available for reactivation for a reasonable time without having to reinstall or reconfigure the VM.
- V. In case of suspension beyond a reasonable time, all the data within it shall be immediately deleted / destroyed and certify the VM and data destruction to NCPCR as per stipulations and shall ensure that the data cannot be forensically recovered.
- VI. CSP shall cover (not limited to) Backup & Restoration of VM images, Operating System, Applications, Databases and File system etc.
- VII. CSP shall also perform Administration, tuning, optimization, planning, maintenance, and operations management for backup and restore.
- VIII. The disk-based backup solution must have the feature to integrate with any Tape Library.
- IX. CSP shall ensure prompt execution of on-demand backups & restoration of volumes, files and database applications whenever required.
- X. The backup service must provide following capabilities.



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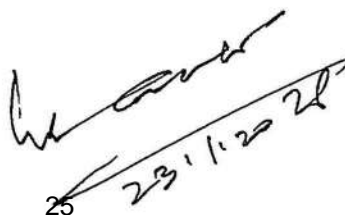
- a. Compression: Support compression of data at source before backup.
- b. Encryption: Support at least 128-bit encryption.
- c. Alert: Support email notification on backup job's success / failure
- d. File exclusion: Ability to exclude specific files, folders, or file extensions from backup
- e. Deduplication: Provide deduplication capabilities

#### XI Indicative Backup plan

S.no	Backup Type	Backup Frequency	Retention Period
1	Incremental	Daily	7 Days
2	Full	Weekly	1 Month
3	Full	Monthly	6 Months
4	Full	Yearly	1 Year

### **17. Maintenance & Support**

- I. The CSP shall be responsible for providing 24\*7\*365 days' support to the infrastructure for from the date of issuance of operational acceptance by NCPCR. Ensuring Uptime and utilization of the cloud resources as per SLA's of GeM and MeitY.
- II. The CSP shall conduct vulnerability and penetration test (VAPT) (from a third-party testing agency which may be CERT-IN empanelled) on the Cloud Infrastructure every 6 months and reports should be shared with NCPCR . The CSP needs to update the system in response to any adverse findings in the report, without any additional cost to NCPCR.
- III. On expiration / termination of the contract, CSP shall handover complete data in the desired format to NCPCR which can be easily accessible and retrievable.
- IV. CSP shall perform patch management appropriate to the scope of their control and/or provide self-service tools to perform patch management. Any required version/Software /Hardware upgrades, patch management etc. at the Cloud Site will be done by the CSP for the entire contract period.
- V. CSP shall submit the reports on a regular basis in standard format. The following is only an indicative list (including but not limited to) of MIS reports that may be submitted.
  - A. Daily
    - a. Summary of resolved unresolved and escalated issues / complaints
    - b. Log of backup and restoration undertaken
  - B. Weekly

  
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- a. Summary of systems rebooted.
- b. Summary of issues / complaints logged.
- c. Summary of changes undertaken in the Data Centre including major changes like configuration changes, patch upgrades, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.
- d. patch update status of all VMs.

#### C. Monthly

- a. Availability reports of Virtual machines.
- b. Summary of component wise uptime
- c. Log of preventive / scheduled maintenance undertaken
- d. Log of break-fix maintenance undertaken
- e. Logs and Audit Trails
- f. Log Access Availability
- g. Provide Audit Trail of the account activity to enable security analysis, resource change tracking, and compliance auditing

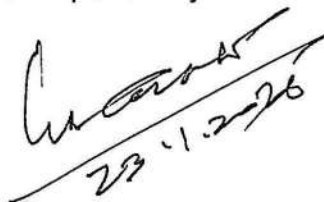
### **18. Migration Planning**

Comprehensive planning for migration of the application and data to the cloud including developing the migration roadmap identifying the constraints and inhibitors to cloud migration. The migration plan should detail out:

- I. Migration Tools, software, applications, scripts, and associated licenses has to be planned and documented.
- II. Procedures and documentation to be developed for migration of applications and data & content including redevelopment/additional development, If required.
- III. Test Plans for verifying successful migration
- IV. Detailed Risk Management Plan that will identify potential risks, set out possible mitigation approaches, and identifies specific tasks the CSP will undertake to help avoid identified risks connected with the Migration.

### **19. Exit Management / Transition-Out Services**

- I. Continuity and performance of the services at all times including the duration of the agreement and post expiry of the agreement is a critical requirement of NCPCR. It is the prime responsibility of CSP during exit management period no services related to cloud and

  
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application shall be affected/degraded. Further, CSP is also responsible for all activities required to train and transfer the knowledge to NCPCR or representative agency of NCPCR.

- II. The exit management period starts, in case of expiry of contract, at least 3 months prior to the date when the contract comes to an end or in case of termination of contract, on the date when the notice of termination is sent to the CSP. The exit management period ends on the date agreed upon by NCPCR or three months after the beginning of the exit management period, whichever is earlier.
- III. At the end of the contract period or upon termination of contract, CSP is required to provide necessary handholding and transition support to ensure the continuity and performance of the services to the complete satisfaction of NCPCR.
- IV. CSP shall be responsible for copy all data, software, virtual machine images, etc. and provide to NCPCR in industry standard media.
- V. CSP shall ensure that all the documentation required by the NCPCR for smooth transition are kept up to date and all such documentation is handed over to the NCPCR during the exit management process.
- VI. Post exit all the data content should be removed after stipulated period and approval of NCPCR to ensure that the data cannot be recovered.
- VII. CSP shall address and rectify the problems with respect to migration of the NCPCR application and related Cloud infrastructure during the transition.
- VIII. At any time during the exit management period, the CSP will be obliged to provide an access of information to NCPCR and / or any replacing vendor in order to make an inventory of the assets (including hardware / Software / Active / passive), documentations, manuals, archive data, live data, policy documents or any other material related to configuration of Cloud infrastructure.

## **20. Exit Management Plan**

- I. CSP shall provide NCPCR with a recommended "Exit Management SOP" within 90 days of signing of the contract, which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.
- II. CSP shall provide support to NCPCR for transferring data / applications at the time of exit management and as per the guidelines defined by MeitY.
- III. Exit Management Plan will include following but limited to:

  
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- a. A detailed program of the transfer process that could be used in conjunction with a replacement vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
- b. Plans for provision of contingent support to the implementation of Cloud Infrastructure solution for a reasonable period (minimum one month) after transfer.
- c. Method of transition including roles and responsibilities of both the parties to handover and takeover the charge of project regular activities and support system.
- d. Training and handholding of NCPDR's designated officers for maintenance of project after contract ending.
- e. NCPDR will approve this plan after necessary consultation and start preparation for transition.

## **21. Cloud Security Requirement**

The CSP should ensure complete security requirements for the Government Community Cloud hosting of IT application with suitable security arrangements as per Meity guidelines and responsible for security of Cloud infrastructure. CSP shall provide end-to-end security services to meet IT security challenges for the infrastructure based on the proven frameworks and security best practices. It is envisaged that the security operations shall be centralized, structured and coordinated and shall be responsive resulting in effective threat prevention and detection helping the deployed cloud solution to be secure from attackers. The proposed cloud solution shall have multiple security layers to secure the infrastructure from threats. CSP shall propose and provide security solutions that may not be mentioned in the RFP but are required as per the guidelines of Meity.

CSP shall provision for following security solutions (not limited to):

- a. Web Application Firewall for OWASP (open web application security protocol) web top 10 protection.
- b. Intrusion Prevention System / Intrusion Detection System (IPS/IDS)
- c. Malware Analysis – CSP shall conduct analysis of newly discovered malware to uncover its scope and origin.
- d. DDoS service – CSP would offer DDOS Protection to protect the cloud infrastructure and application from attackers.



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- e. Anti-Virus - Implementation of anti-virus software and other malicious software prevention tools shall be supported for operating systems, VMs, data bases etc..
- f. Best practices from enterprise security including password strength, password aging, password history, reuse prevention etc. must be followed for access control.
- g. The CSP shall also propose for Security Information and Event Management (SIEM) solution supporting threat detection and security incident response through the real-time collection and analysis and correlation of security events. It shall also support compliance reporting and incident investigation.
- h. NCPCR will perform physical audits at the data centre and will require access to the infrastructure as and when required by NCPCR.
- i. Data shall not leave the Indian boundaries and data residing within Cloud shall not be accessed by any entity outside the control of NCPCR.
- j. Cloud service shall support audit features such as what request was made, possibly the source IP Address from which the request was made, who made the request, when it was made etc.
- k. Logging - Logs must be maintained for all attempts to log on (both successful and unsuccessful), any privilege change requests (both successful and unsuccessful), user actions affecting security (such as password changes), attempts to perform actions not authorized by the authorization controls, all configuration changes etc. Additionally, the access to such logs must be controlled so that entries may not be deleted, accidentally or maliciously.
- l. All unused operating system services and unused networking ports must be disabled or blocked. Only secure maintenance access shall be permitted and all known insecure protocols shall be disabled.
- m. The network architecture must be secure with support for UTM, Firewall and encryption. The system shall also allow host-based firewalls to be configured, as an additional layer of security if the network firewall were to fail. Cloud services shall be provided on an unlimited network connectivity between the server and storage and network and shall be able to support multiple (primary and additional) network interfaces. The proposed data center shall be isolated from failures in other data centers. Cloud service provider should be able to configure the secure network over an internet like IPsec VPN tunnel or SSL VPN. Cloud services shall provide a web interface with support for multi-factor authentication to access and manage the resources deployed in cloud and also provide Audit Trail of the account activity to enable security analysis, resource change tracking, and compliance auditing.

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- n. Conducting regular vulnerability scanning and penetration testing of the systems, as per guidelines of MeitY or any other Government Agency's.

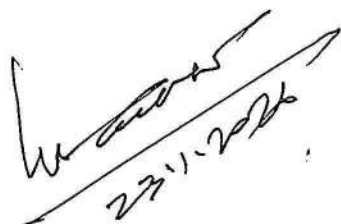
## 22. Schedule and Timelines

The Bidder will have to rollout the project in four phases. The cloud resources/services that need to be commissioned during each phase are as given below along with the timelines.

S.no	Phase	Component	Time Frame
1	Phase-1	Provisioning of cloud resources and other required component for NCPCR Applications.	Within 10 days of issuance of work order.
2	Phase 2	Installation of the required software and configuration on the new Cloud environment.	Within 15 days after provisioning the services mentioned in Phase 1.
3	Phase 3	Migration of existing application.	Provide necessary support and help to Agency nominated by NCPCR for Migration of NCPCR's application on cloud server.
4	Phase 4	Operational Acceptance	1 month after testing of applications hosted on cloud server and satisfactory report from NCPCR.
5	Phase 5	Operational and Maintenance	Will start from the day and date of issuance of Operational acceptance by NCPCR. This will be for a period of 3 years

## 23. Performance Bank Guarantee

5% of Contract value as Performance bank Guarantee in form of Bank Draft/Bankers Cheque drawn in favour of National Commission for Protection of Child Rights (NCPCR) payable at Delhi/New Delhi should be submitted in original through Speed Post/Courier/Registered Post/By hand so as to reach Shri Rajesh Kumar Singh, Registrar,



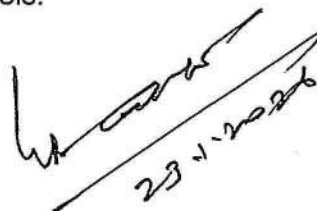
National Commission for Protection of Child Rights (NCPCR), 5th Floor, Chanderlok Building, Janpath, New Delhi-110 001 with in 15 days of awarding the contract.

#### 24. Payment Terms

- I. The billing for cloud services will be quarterly based Cloud Service providers shall raise quarterly invoices to NCPCR.
- II. NCPCR will release the payment subject to the condition that invoice and all supporting documents produced are in order and work is performed as per the scope of the project and meeting the SLA Criteria. NCPCR shall be entitled to delay or withhold the payment of a disputed invoice or part of it delivered by CSP.
- III. All payments shall be made corresponding to the goods or services delivered, installed, or operationally accepted, as per the contract implementation schedule.
- IV. NCPCR shall be entitled without prejudice to its other rights and remedies, to deduct from the price payable to the bidder and also to seize the performance bid security.

#### 25. Penalty clause

- I. For the NCPCR to ensure that the CSP adhere to the Service Level Agreements defined by MeitY and GeM, this describes the Penalties which may be imposed on CSPs/MSP. In case these service levels cannot be achieved at service levels defined in the agreement, the NCPCR will invoke the performance related penalties as per GeM SLA..
- II. In addition to the penalty as mentioned in the SLA, liquidated damages will be levied on the bidder, in the event of the bidder delays in meeting the implementation milestone.
- III. In case multiple SLA violations occur due to the same root cause or incident then the SLA that incurs the maximum penalty may be considered for penalty calculation rather than a sum of penalties for the applicable SLA violations.
- IV. Penalties shall not exceed 100% of the periodic quarterly bill payment. If the penalties exceed more than 50% of the total quarterly bill payment, it will result in a material breach. In case of a material breach, the service provider will be given a cure period of one month to rectify the breach failing which a notice to terminate may be issued by the NCPCR.
- V. Service provider must provide a robust, fault-tolerant infrastructure with enterprise-grade SLAs with an assured uptime of 99.5%, SLA measured at the VM Level & SLA measured at the Storage Levels.

  
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**26. Financial Bid Format**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
<b>S.no</b>	<b>Description</b>	<b>Qty</b>	<b>Cost per month</b>	<b>Cost of one year</b>	<b>Cost of one year (Including GST)</b>
I.	Virtual Machine : 8vCores, 32 GB Memory, 100 GB Disk with additional 50 GB Storage per month, Linux OS	2			
II.	Virtual Machine : 8vCores, 64 GB Memory, 100 GB Disk with additional 50 GB Storage per month, Linux OS and MySQL Databse.	2			
III.	Load Balancer : Application Load Balancer services- 100 MBPS throughput	1			
IV.	Security : Web Application firewall 100 MBPS	1			
V.	BaaS: Unlimited data transfer per instance	1			
VI.	BaaS: Backup retention per GB	1000			
VII.	VAPT (vulnerability assessment and penetration testing): conduct the VAPT Testing every six month and patch the cloud infra as per findings	2			
VIII.	Technical support and maintainace	1			
IX.					<b>*Total Annual Cost including GST</b>

**\*The Value of price/financial bid quoted by the bidder should match with total Annual cost (including GST) indicating in row – IX above. Any discrepancies or inconsistencies will lead to rejection of financial bid.**

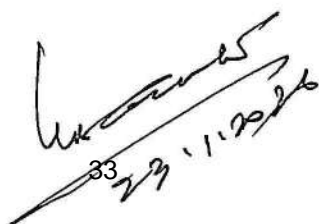


**27. Bid Price**

- I. The Bidder shall quote total price for all component as per mentioned in attached financial bid format document.
- II. The value of price/financial bid quoted by the bidder should match with total amount indicating in financial bid format document. Any discrepancies or inconsistency will lead to rejection of financial bid.
- III. All rates and amount shall be indicated in Indian rupees only.
- IV. Prices shall be inclusive of all other taxes and Goods and Services tax.

**28. General terms & conditions**

- I. In case of any dispute or difference arising out of or in connection with the terms & conditions and contract, the matter shall be referred for arbitration to a sole Arbitrator to be appointed by the Chairperson, NCPDR. The award of the Arbitrator so appointed shall be final and binding on both the parties.
- II. In the event of any dispute/difference remains unresolved after following above process, the same shall be subject to the jurisdiction of the Court in Delhi.
- III. The agency must ensure for providing timely technical support and resolving any issues, whether technical or operational, within two days from the time the issue is reported by NCPDR or depend on the severity of issue. Dedicated escalation matrix must be shared with NCPDR to ensure smooth communication and swift issue resolution escalation matrix should include contact details of key support personnel, response times, and hierarchy of escalation for unresolved issues.
- IV. During the course of discharge of its duties, the agency and its employees assigned for the project may have access to myriad data of various stakeholders sensitive personal information of the stakeholders including but not limited to their name, date of birth, Aadhaar number, mobile number, bank account number, benefits etc. The Agency shall take all necessary precautions and steps to maintain absolute data secrecy. Also, it shall take all necessary steps to prevent misuse of data either in paper form or in digitized form, not put in public domain and not transmitted in such digital form which can be intercepted or searched through internet search engines. In other words, the Consulting Agency shall be wholly and irrevocably responsible for maintaining absolute data secrecy in accordance with provisions of the Aadhaar Act, 2016, the Information Technology Act, 2000 and the Digital Personal Data

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Protection (DPDP) Act, 2023. Any violation by the Consulting Agency or its officers shall be dealt with strictly as per law.

- V. NCPCR reserves the right to accept or reject any proposal or all proposals and to cancel the selection process, at any time prior to the award of work, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the reasons for such action.
- VI. If any information furnished by agency is found to be incorrect at any time, the contract is liable to be terminated without any notice and bank guarantee furnished by the firm is liable to be forfeited by the Commission.



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Finacial Bid Format					
Name of Agency					
A	B	C	D	E	F
S.no	Description	Qty	Cost per month	Cost of one year	Cost of one year (Including GST)
i	Virtual Machine : 8vCores, 32 GB Memory, 100 GB Disk with additional 50 GB Storage per month, Linux OS	2			
ii	Virtual Machine : 8vCores, 64 GB Memory, 100 GB Disk with additional 50 GB Storage per month, Linux OS and MySQL Databse.	2			
iii	Load Balancer : Application Load Balancer services- 100 MBPS throughput	1			
iv	Security : Web Application firewall 100 MBPS	1			
v	BaaS: Unlimited data transfer per instance	1			
vi	BaaS: Backup retention per GB	1000			
vii	VAPT (vulnerability assessment and penetration testing): conduct the VAPT Testing every six month and patch the cloud infra as per findings	2			
viii	Technical support and maintainace	1			
ix					<b>Total Annual Cost including GST *</b>

\*The Value of price/financial bid quoted by the bidder should match with total Annual cost (including GST) indicating in row – IX above. Any discrepancies or inconsistencies will lead to rejection of financial bid.

Name  
Designation  
Signature