



Request for Proposal (RFP)

for

**Selection of Project Management Company(PMC)
Cloud Service and Management Service Provider**

for

**Tribal Development Department,
Government of Maharashtra**

Tender Notification No.: TRTI/2022/IT/DESK-01/4268

Dated 09/12/2022

Issued By

The Commissioner
Tribal Research & Training Institute, Pune
Government of Maharashtra



email: trti-mah@nic.in



**Tribal Research & Training
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Government of Maharashtra
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स्वयंतंत्र्याचा अमृत महोत्सव

E-TENDER No. TRTI/2022/IT/DESK-01/ 4268

Date: 09/12/2022

Invitation of Request for Proposal (RFP) for Selection of Project Management Company(PMC) - Cloud Service and Management Service Provider for Tribal Development Department, Government of Maharashtra. TRTI is Inviting Request for Proposal (in two Bid systems - Technical Bid & Commercial Bid) for Cloud Service and Managed Service Provider. Interested bidder can submit their Technical Bid & Commercial Bid Offline on website <https://mahatenders.gov.in>

Name of the Service	Tender Fee (in Rs)	Earnest Money Deposit (EMD) (Rs)
Request for Proposal (RFP) for Selection of Project Management Company(PMC) - Cloud Service and Management Service Provider for Tribal Development Department, Government of Maharashtra	Rs. 20,000/-	Rs. 2,00,000/-

1. The Institute shall be selected based on the selection criteria decided by TRTI as mentioned in the Bid Document.
2. The Bid Documents are available on website <https://mahatenders.gov.in>
3. The interested Bidders will have to register and enroll on website <https://mahatenders.gov.in>.
4. The interested Bidders will have to submit all the required documents through online.
5. The Tender Fee of Rs. 20,000/-is required to be deposited Online through Net Banking / NEFT.
6. The EMD of Rs.2,00,000/-is required to be deposited Online through Net Banking / NEFT.
7. The detailed Bid Document can be download from the website <https://mahatenders.gov.in>
8. Interested Institutes / Bidders shall submit their Bid on or before **28/12/2022, 17:00 hrs.**
9. The advertisement & Tender Document is also available on office website <https://trti.maharashtra.gov.in> for information only.
10. Right to reject any or all the Bids is reserved by the Commissioner, TRTI, Pune


Notice:

This document is the property of TRTI, Pune. It may not be copied, distributed or recorded on any medium, electronic or otherwise, without TRTI's written permission, even by the authorized personnel / company / agency for any purpose other than the purpose specified herein and it is strictly prohibited as it shall amount to copyright violation and thus shall be punishable under the Indian Law.

(Dr. Rajendra Bharud, I.A.S.)
Commissioner, TRTI, Pune

DISCLAIMER

1. The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Applicant(s), whether verbally or in documentary or any other form, by or on behalf of Tribal Research and Training Institute, Pune, (TRTI) or any of its employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
2. This RFP is not an agreement and is neither an offer nor invitation by Tribal Research and Training Institute, Pune, (TRTI) to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their application for qualification and thus selection pursuant to this RFP (the "Application"). This RFP includes statements, which reflect various assumptions and assessments arrived at by TRTI in relation to the work/s. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for TRTI, its employees or advisors to consider the objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Applicant should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this document and obtain independent advice from appropriate sources.
3. Information provided in this RFP to the Applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. TRTI accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
4. TRTI, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way with selection of Applicants for participation in the Bidding Process.
5. TRTI also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this RFP.
6. TRTI may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.
7. The issue of this RFP does not imply that TRTI is bound to select and shortlist Applications and reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever. The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by TRTI or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and TRTI shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation for submission of the Application, regardless of the conduct or outcome of the Bidding Process.



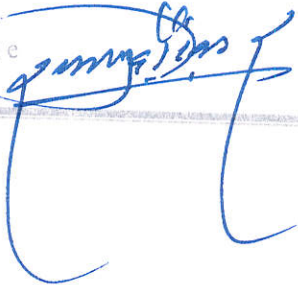
IMPORTANT DATES & INFORMATION FOR TENDER

1. Key Events and Dates

Sr. No.	Event	Date & Time
1	Publish Date	12/12/2022, 11:00 AM
2	Document Download / Sale Start Date	12/12/2022, 11:00 AM
3	Bid Submission Start Date	12/12/2022, 11:00 AM
4	Clarification Start Date	12/12/2022, 11:00 AM
5	Clarification End Date	28/12/2022, 17:00 PM
6	Pre Bid Meeting Date	19/12/2022, 16:00 PM
7	Bid Submission End Date	28/12/2022, 17:00 PM
8	Technical Bid Opening	29/12/2022, 17:00 PM
9	Commercial Bid Opening	To be intimated later


2. Other Important Information Related to Bid

Sr. No	Item	Description
1.	Earnest Money Deposit (EMD) (To be paid Offline)	Rs. 2,00,000/- (Two Lakh Rupees Only)
2.	Tender Fee (To be paid Offline)	Rs. 20,000/- (Rs. Twenty Thousand Only)
3.	Bid Validity Period	One-hundred-and-twenty (120) days from the date of submission of Bid.
4.	Last date of signing contract	As intimated in work order of TRTI



ABBREVIATION

1. MSP – Managed Service Provider
2. CPU – Central Processing Unit
3. RAM – Random Access Memory
4. VLAN – Virtual Local Area Network
5. CSP – Cloud Service Provider
6. RTO - Recovery Time Objective
7. GCC – Government Community Cloud
8. VPC – Virtual Private Cloud
9. DR - Disaster Recovery
10. TRTI – Tribal Research & Training Institute
11. DNS – Domain Name System
12. FC-IP – Fiber Channel over IP
13. MPLS - Multiprotocol Label Switching
14. RPO - Recovery Point Objective
15. BCP - Business Continuity Plan
16. SLA – Service Level Agreement
17. DC-DRC link - Data Centre and Disaster Recovery Centre link
18. RCA - Root Cause Analysis
19. DB Server – Database Server
20. VAPT - Vulnerability Assessment and Penetration Testing
21. RACI - Responsible, Accountable, Consulted and informed



1. INTRODUCTION

1.1 BACKGROUND

- 1.1.1 Tribal Research and Training Institute, Maharashtra State, Pune is an autonomous Organization of the Government of Maharashtra, which was established under the centrally sponsored scheme in 1962. Tribal research and training institutions are working in the tribal-dominated area research on various aspects of tribal subjects. The following objectives of the organization were set up during the establishment of this institution.

Organization's Objectives and Functions

- ✓ Evaluate the impact of various schemes implemented by the Central and State Government for the financial, educational and social development of tribal communities on tribal life.
- ✓ Do research on issues related to tribal life and development.
- ✓ Providing pre-employment training for the officers / employees working in Tribal Development Department and for tribal students.
- ✓ Organizing different training sessions for the tribal
- ✓ Adivasi cultural museum to organize tribal arts and culture, organize handicraft exhibition in different urban areas, and create a short film on tribal life.
- ✓ Administrative control over the functioning of Scheduled Tribes Certificate Examination Committees working in the State level in Maharashtra State

Tribal Research and Training Institute has been the only government organization in the state to conduct various training programs in the context of Tribal subjects for the last 50 years and tribal subjects. The Central Government has appointed this organization as the nodal agency for all tribal research and training institutes in the country by taking note of the work of this organization.

- 1.1.2 TRTI would like to select Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra.
- 1.1.3 TRTI would like to engagement of an Agency for Hosting, Migration of Applications, Maintenance and Management of Cloud Service Provider.

1.2 REQUEST FOR PROPOSAL

- 1.2.1 TRTI invites responses ("Tenders") to this Request for Proposal ("RFP") from MeitY (Ministry of Electronics & Information Technology, Government of India) empaneled cloud service providers or his authorized service provider ("Bidders") for the provision of system implementation services as described in this RFP, "Scope of Work"



1.2.2 TRTI would like to do hosting, maintenance and Management of Cloud Service Provider with statistical analysis, is the collection and interpretation of data from the Various databases.

1.2.3 TRTI invites detailed proposals (Technical and Financial Proposals together referred to as "RFP") from capable agencies.

1.2.4 The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP ("Evaluation Criteria") to identify the successful Bidder for the Assignment ("Successful Bidder").

1.3 BRIEF DESCRIPTION OF THE BIDDING PROCESS

1.3.1 TRTI intends to follow a 'two stage' bid process for selection of the successful agency, as outlined in this RFP.

1.3.2 The Bidders would need to submit, within the Proposal Due Date as prescribed under the "Important dates & information for Tender" of this RFP; Qualification, Technical and Financial Proposal in the prescribed formats.

1.3.3 TRTI would evaluate all the Submissions in accordance with the evaluation criteria set out in the RFP to select a qualified bidder.

1.3.4 Joint Venture Consortium is permitted.

1.4 OBTAINABILITY OF RFP DOCUMENT

The RFP would be available at <https://mahatenders.gov.in/>. It may be noted that all subsequent notifications, changes and amendments in the assignment/ documents would be posted on the website <https://mahatenders.gov.in/> & [https://trti.maharashtra.gov.in.](https://trti.maharashtra.gov.in/)

GENERAL INSTRUCTIONS

1.4.1 The language of the Bid and related documents and correspondences shall be in English language.

1.4.2 The Bidder shall provide all the information sought under this RFP. TRTI will evaluate only those Bids that are received in the required formats and complete in all respects.

1.4.3 The Bid shall be typed or written in indelible ink and signed by the Authorized signatory of the Bidder who shall also initial each page. All the alterations, omissions, additions or any other amendments made to the Bid shall be initialed by the person(s) signing the Bid.

1.4.4 Bidders are encouraged to submit their respective Bids after exercising due diligence of factors influencing the implementation of the Project applicable laws and regulations, and any other matter considered relevant by them.

- 1.4.5 The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP ("Evaluation Criteria") to identify the successful Bidder for the Assignment ("Successful Bidder").
- 1.4.6 The Bidder shall be responsible for all costs associated with the preparation of its Bid and its participation in the bidding process, including but not limited to field investigations, data gathering, analysis, design etc. as also any discussions/negotiations. TRTI will not be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the bidding process.
- 1.4.7 TRTI may modify the RFP by issuing an Addendum before Due Date. Any Addendum thus issued shall be part of the RFP and shall be hosted on the website (<https://mahatenders.gov.in> & <https://trti.maharashtra.gov.in>). TRTI will assume no responsibility for non-receipt of the Addendum.
- 1.4.8 Bidders will not be permitted to alter or modify their bids once submitted.
- 1.4.9 TRTI shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the RFP, the bidding documents or the bidding process, including any error or mistake therein or in any information or data given by TRTI.
- 1.4.10 Any Bid not accompanied by the Tender fee & EMD shall be rejected by TRTI, as non-responsive.

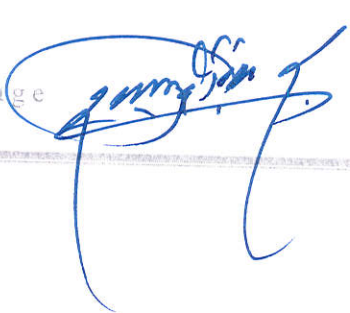
The bidders may address their queries, if any to the following Email id: it.trti-mh@nic.in on or **before 19/12/2022, 14:00 PM**

SCOPE OF WORK

The detailed Scope of Work -

The scope of services shall comprise the following:

- I. Project Planning & Management
- II. Preparation of GCC or VPC Cloud, and Disaster Recovery site
- III. Installation and setup of GCC or VPC Cloud, and Disaster Recovery site
- IV. Migrations of various Applications (Minimum 25 Applications)
- V. Periodic DR-DRILLS
- VI. Documentation and Reporting
 - Create documentation of the infrastructure, workflows, RACI matrix as a part of the handover exercise.
 - Track quarterly SLA performance
 - Maintenance & Support of Cloud and DR solution



VII. Change Management Workshops

VIII. Monitoring performance parameters, alerts and taking proactive measures for continuous improvement

IX. Restoration of Primary Site as per SLA

X. Security Audit

I. Project Planning & Management

- I. Understand the current infrastructure setup of TRTI Data Centre / Data Analytics And Project Management Centre for TSP Planning and Budgeting/ Tarang along with configurations and working.
- II. Submit the implementation plan to TRTI, Pune for review and finalization of the same. The plan needs to highlight - delivery, installation, roll-back plan, downtime requirements, resource deployments, dependencies, etc. on a time scale. Please note that since this is a migration of a LIVE Data from various clouds to Pune based data center, the transition to DR-site has to be seamless and with minimal downtime, especially during the working hours of the Department.
- III. Prepare a micro-level replication plan along with testing of the same and get the same approved.
- IV. Preparation of Resource plan for Servers, Storage infrastructure, Virtualization, Connectivity and finalize the same.
- V. Conduct Business Impact Analysis and configure Business Impact Analysis in the DR orchestration solution.

II. Preparation of GCC or VPC Cloud, and Disaster Recovery site

- I. Procurement of the equipment as per the Work Order / Contract. The procurement may be prioritized as per the schedule.
- II. Testing of the equipment before installation.
- III. Ensure readiness of DR-site.

The above list shall be understood as general guidelines and not an exhaustive list.

III. Installation and setup of GCC or VPC Cloud, and Disaster Recovery site

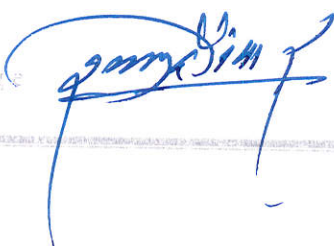
- I. The Cloud Service Provider will develop, prepare, and provide a GCC or VPC, and DR Solution Implementation Plan. The Implementation Plan shall have the detailed design, specifications, drawings, and schedule along with inspection and test plan, risk matrix and risk mitigation strategy, training material and documentation for all deliverable
- II. Configure to enable continuous incremental replication of all the critical data on Primary site to DR-site.
- III. Configure to facilitate workflows for bringing up the applications and all the components it depends on at DR while it is up at primary site without pausing/stopping the replication and must offer a workflow-based management. Monitoring and reporting capability for the real time monitoring of a DR solution parameters like RPO (at DB level), RTO, and replication status and should provide alerts (including SMS and e-mail alerts) on any deviations. The proposed solution should be able to conduct DR Drills from a centralized location. The proposed

solution should be capable of doing pre-flight / Dry-run checks to ensure conditions are met to ensure a successful DR Drill.

- IV. Should configure to able to manage hosts either by deploying agents or without deploying any agent and should not require any change in the existing environment.
- V. Should configure single-click recovery mechanism for single or multiple applications.
- VI. The Cloud Service Provider shall provide the GCC or VPC, and DR infrastructure on-demand as and when ordered by TRTI, as per scope of work defined in subsequent sections.
- VII. Setup network (including switches, routers, and firewalls) and uninterrupted network availability through a network link dedicated for connecting between the main DC site, DR site.
- VIII. Configure shared storage sizing for GCC or VPC, and DR Hosting requirements.
- IX. Provisioning, configuring, and managing FC-IP router for DC to DR replication in case the proposed solution requires FC-IP router.
- X. Ensuring related DNS changes for private WAN and internet, application availability and integrity, and database synchronization with application at DR site.
- XI. The MPLS bandwidth required for TRTI to use the applications from the GCC or VPC, and DR site will be provided by the GCC or VPC, and DR Cloud Service Provider as per the technical specifications. The GCC or VPC DC, and DR Cloud Service Provider will be responsible for core infrastructure facility for provisioning of internet, MPLS/ point to point connectivity, including termination devices, network security in terms of Enterprise Class firewall and IPS/IDS. The GCC or VPC, and DC/ DR Cloud Service Provider should also provide secured VPN to use the applications from the GCC or VPC, and DC / DR site. Bandwidth compression / optimization mechanism must be part of the solution.
- XII. Reverse Replication is necessary and envisaged when the DR site is acting as the main site. Cloud Service Provider should ensure consistency of data in reverse replication till the operations are not being established at the Primary Site. The RPO would be applicable in reverse replication also. The entire data should be made available for restoration at Primary Data Centre. Restoration at Primary Data Centre will be the prime responsibility of vendor, but necessary support must be provided by the DR Cloud Service Provider.

IV. Migrations of various Applications

- I. Initial Migration of all scoped business critical applications (Approximately 25 Applications) on physical and virtual platform will be migrated to the DC & DR site after which the continuous replication will start. Initial migration may be done over the net or transfer of data on physical media from Primary site to DR-site.
- II. MSP should acknowledge that it is required to provide a complete Disaster Recovery facility and thus all works required therefore shall be performed by the Cloud Service Provider notwithstanding the fact that the same has been not mentioned in this Scope of Work of RFP
- III. The Service Provider should mention about the team structure that would be dedicated for TRTI. The Service Provider would be single point of contact for TRTI to connect with the CSP. The Service Provider will work in parallel with all other TRTI/TDD based software agencies for – current or future business process collaborations. The Service Provider would have a monthly meeting with TRTI & all the software agencies focusing on continuous business process improvement &



security aspect. The Service Provider would be responsible for advising the department on betterment of processes, bringing in cost efficacy by monitoring utilization & mapping resources as per need.

- IV. The Service Provider should submit a detailed plan regarding cloud deployment and configuration to the Department. This plan should include the following-
- a) CPU, RAM, Storage requirement
 - b) On-line and full off-line backup of existing system Notification of downtime to end users (TRTI or TDD's agencies)
 - c) System export window
 - d) Replication tool configuration
 - e) Transfer time of data from DC to DR Data restoration at DR side.
 - f) Data Sync times and dependencies if any Switching on DC servers
 - g) Notifying end users (TRTI or TDD's agencies).
 - h) Coordination with other vendors
 - i) Network architecture planning including VLAN configuration planning, IP address planning & Subnet planning and routing planning, Firewall configuration planning
 - j) Backup methodology
 - k) Failover mechanism for replication links Business continuity Architecture planning

On acceptance of the above plan by the TRTI, the Service Provider should assist the TRTI in deploying/migrating the Departmental application onto the cloud and offer for testing.

Migration of Existing Data Center (If Require) – In Future, due to any administrative reason migration of Physical data center which is located at Department of Technology, Savitribai Phule Pune University require then Selected Bidder need to migrate all hardware's & software's to the new place suggested by TRTI. The cost involve for migration will be given as per the rules & regulations separately.

Testing

Following cloud resource deployment/provisioning, the Service Provider must perform following testing:

a) Functional Testing: Once system is exported, data is migrated to Cloud site and application started functioning, the functional testing of Application will be done by the TRTI along with third party agencies selected by TRTI. The MSP requires to provide support and co-ordination in this case.

- b) Department and application developers/system integrators may perform following testing.
- I. Software Module testing as per functional requirement.
 - II. User authentications testing.
 - III. Users add/delete, reports generations
 - IV. Heavy application transactions on DR servers
 - V. Data upload/Download
 - VI. Connection per second /user per second



- VII. Backup exports
- VIII. Backup restoration
- IX. SMS/Email Gateway Integration/testing
- X. API integration with other applications if required
- XI. Payment gateway integration

c) Data Integrity Testing:

Data integrity testing will be performed by TRTI along with third party agencies selected by TRTI which would include:

- I. Amount of data verification at both end
- II. Table size and records testing.
- III. User status at both ends.
- IV. Invoices/transactions verification at both ends.
- V. Data in log files.

d) Business Continuity Testing: In the event of a disaster at DC site, activation of services from the DR site is the responsibility of Service Provider. The Service Provider shall develop appropriate policy, checklists in line, with ISO 27001 & ISO 20000 framework for failover and fall back to the appropriate DR site. DR drills needs to be performed by the Service Provider half yearly to check disaster preparedness. The Reverse replication from DR side to DC site also needs to be verified properly by the MSP.

The testing should include the uninterrupted replication to DC servers & Data integrity test of DC servers. The Service Provider should address any lag in replication due to any unforeseen errors.

e) Data Ownership

DATA residing on the CSP/MSP data center will not be accessed, modified, deleted analyzed and mined in any way or format by the CSP/MSP or by use of Artificial Intelligence without the explicit written consent of the department.

f) Identity and Access Management for BCP

Role based access to Department officials and Development team to carry out BCP.

Operational Acceptance tests

The Service Provider will have to facilitate the Operational Acceptance Tests. Operational acceptance tests will be performed by Department; however, Service Provider will have to facilitate Operation Acceptance during commissioning of the system (or subsystem[s]), to ascertain whether the system (or major component or Subsystem[s]) conforms to the scope of work. The Service Provider will have to facilitate the testing of application from Department users during the Operational Acceptance. Necessary support shall be provided by the application vendor of Department.

Operations & Maintenance Services

The Service Provider shall be responsible for providing maintenance support from the date of issuance of operational acceptance by Department. The maintenance and support should include the following activities:

A. Resource Management

I. Adequately size the necessary compute, memory, and storage required, building the redundancy into the architecture (including storage) and load balancing to meet the service levels.



II. While the initial sizing & provisioning of the underlying infrastructure may be carried out based on the information provided by the Department, subsequently, it is expected that the MSP, based on the growth in the user load (peak and non-peak periods; year-on-year increase), has been scale up or scale down the compute, memory, and storage as per the performance requirements of the solution and meet the SLAs using the auto-scaling features.

III. In addition to auto-scaling, for any major expected increase in the workloads, carry out the capacity planning in advance to identify & provision, where necessary, the additional capacity to meet the user growth and / or the peak load requirements to support the scalability and performance requirements of the solution

IV. The scaling up / scaling down has to be carried out with prior approval by Department. The MSP should 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. MSP is required to provision additional VM's when the utilization exceeds 80%. In case of any requirement over and above the agreed configuration, parties shall execute a separate SOF.

B. Patch & Configuration Management

Manage the instances of storage, compute instances, and network environments. This includes Agency-owned & installed operating systems and other system software that are outside of the authorization boundary of the MSP. MSP is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity, and access management, and managing network configurations. Any required version/Software /Hardware upgrades, patch management etc. at the Cloud Site has been supported by the solution provider for the entire contract period at no extra cost to TRTI.

C. User Administration

I. Implement Identity and Access Management (IAM) that properly separates users by their identified roles and responsibilities, thereby establishing least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks.

II. Administration of users, identities, and authorizations, properly managing the root account, as well as any Identity and Access Management (IAM) users, groups, and roles they associated with the user account.

III. Implement multi-factor authentication (MFA) for the root account, as well as any privileged Identity and Access Management accounts associated with it.

D. Security Administration

I. Appropriately configure the security groups in accordance with Department's networking policies

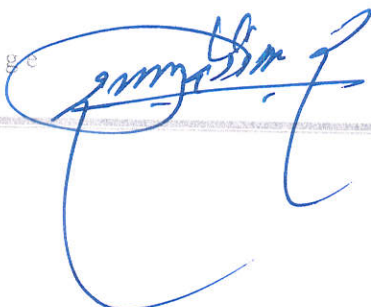
II. Regularly review the security group configuration and instance assignment to maintain a secure baseline.

III. Secure and appropriately segregate / isolate data traffic/application by functionality using DMZs, subnets etc.

IV. Ensure that the cloud infrastructure and all systems hosted on it, respectively, are properly monitored for unauthorized activity.

V. Properly implementing anti-malware and host-based intrusion detection systems on their instances, as well as any required network-based intrusion detection systems in accordance with the GoI/GoM's policies.

VI. Conducting regular vulnerability scanning and penetration testing of the systems, as mandated by GoI/GoM's policies.



VII. Review the audit logs to identify any unauthorized access to TRTI / Tribal Development Department systems.

VIII. The Cloud Service Provider shall conduct vulnerability and penetration test (from a third-party testing agency which may be CERT-IN empaneled) on the proposed Cloud solution every year and reports should be shared.

IX. The Service Provider needs to update the system in response to any adverse findings in the report, without any additional cost to Department. Department may also depute auditors to conduct security check/ vulnerability test/penetration test.

E. Monitoring Performance and Service Levels

I. Provide and implement tools and processes for monitoring the availability of assigned applications, responding to system outages with troubleshooting activities designed to identify and mitigate operational issues

II. Reviewing the service level reports, monitoring the service levels and identifying any deviations from the agreed service levels

III. Monitoring of service levels, including availability, uptime, performance, application specific parameters, e.g., for triggering elasticity, request rates, number of users connected to a service

IV. Detecting and reporting service level agreement infringements

V. Monitoring of performance, resource utilization and other events such as failure of service, degraded service, availability of the network, storage, database systems, operating Systems, applications, including API access

VI. Necessary tools to monitor the root cause for performance degradation of any applications. TRTI should be able to easily justify whether issue is an application issue or Hosting/hardware/Bandwidth issue.

F. Usage Reporting and Billing Management

I. Track system usage and usage reports

II. Monitoring, managing, and administering the monetary terms of SLAs and other billing related aspects

III. Provide the relevant reports including real time as well as past data/information/reports for user

IV. TRTI and Service provider to validate the billing and SLA related penalties

G. Backup and Restore

I. Configure, schedule, monitor and manage backups of all the data including but not limited to files, images, and databases as per the policy finalized by DIT.

II. Restore from the backup on monthly basis and on request where required

H. Business Continuity Services

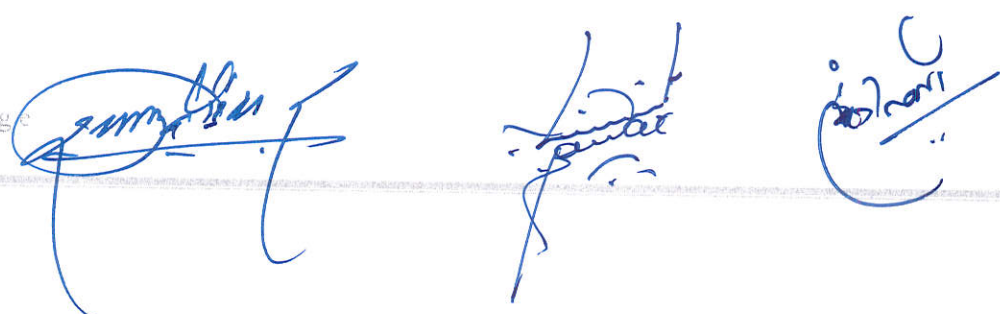
Provide business continuity services in case the primary site becomes unavailable

I. Support for third party audits.

Enable the logs and monitoring as required to support for third party audits

J. Management / Transition-Out Services

a) Provide a comprehensive exit management plan and SOP within 90 days of signing of the contract, with focus on sustainability



b) Migration of the VMs, data, content, and any other assets to the new environment or on alternate Managed Cloud Service Provider's offerings and ensuring successful deployment and running of TRTI's solution on the new infrastructure by suitably retrieving all data, scripts, software, virtual machine images, and so forth to enable mirroring or copying to Agency supplied industry standard media.

c) Ensure that all the documentation required for smooth transition including configuration documents are kept up to date

d) Once the exit process is completed, remove the data, content and other assets from the cloud environment and destroy the VM, Content and data of TRTI.

Training

The Service Provider shall arrange for 10 trainings session for representatives (from software developer agencies of TRTI, TDD & internal staffs), chosen by TRTI on proposed cloud platform from OEM.

Helpdesk

Service Provider must provide multiple support option catering to the varying levels of support requirements (e.g., toll free number, ticket chat and forum) for the TRTI.

Roles and responsibilities of Service Provider

The following activities are to be undertaken if the department has legacy applications (full suite or partial) that are planned to be migrated to cloud:

1. **Migration Planning:** Comprehensive planning for migration of the application suite and data to the cloud including developing the migration roadmap identifying the constraints and inhibitors to cloud migration. The migration plan should be detailed.
2. The configuration proposed to fulfill day-1 requirements. The MSP should have sufficient understanding of the applications that will be hosted in the cloud so that whenever there is any problem, they can closely co-ordinate with the respective application developer to mitigate the problem with minimum adverse impact to the operation as per ITIL framework.
3. Communication, change management, and training needs
4. Cloud governance for post-implementation
5. Test Plans for verifying successful migration
6. Detailed Risk Management Plan that will identify potential risks, set out possible mitigation approaches, and identifies specific tasks the MSP will undertake to help avoid identified risks connected with the Migration.

Migration Process

Provide relevant tools and services for backup, migration, and replication of applications / data

1. Complete architectural understanding of the existing applications and processes necessary for successful migration of the applications and data as well as continued operation and maintenance of the services
2. Analysis of the interdependencies such as application dependencies and affinities to servers, server configuration etc.
3. Dependencies between applications and data
4. Provision the necessary compute & storage infrastructure on the cloud including the underlying software licenses to host the Application Suite that meet or exceed the day-1 minimum capacity

5. Setup of Development, Quality, Production and Disaster Recovery Environments by provisioning the necessary compute & storage infrastructure on the cloud along with the underlying software licenses to host the Application Suite.
6. Configuring external connections to the hosted infrastructure required to upload database backups and virtual machine (VM) images to the hosting environment.
7. Migration of the Application Suite from the existing infrastructure to the cloud infrastructure. The migration (supported by SI) shall also include the migration of underlying data & files from the current database(s) / storage into the database(s) / storage on the cloud.
8. To enable easy migration to cloud, Department may consider up-gradation of OS & DB to latest version available in market.
9. Deployment of the new Applications on the cloud environment as per the TO BE Architecture.
10. Configure, manage, deploy, and scale the system on environments setup on cloud
11. The operations and maintenance of the infrastructure including host operating system and virtualization layer down to the physical security of the facilities in which the service operates will be the responsibility of the CSP
12. Advise the Government Department / Agency on optimal operational practices, recommend deployment architectures for cloud infrastructures, design and implement automated scaling processes, day-to-day and emergency procedures, deploy and monitor underlying cloud services, performance reporting and metrics, and ensure the overall reliability and responsive operation of the underlying cloud services through both proactive planning and rapid situational response.
13. Interface with the CSP(s) on behalf of the Government Department / Agency for all activities including monitoring the reports (e.g., usage, security, SLA,), raising (or escalating) tickets / incidents and tracking the same to resolution.
14. Prepare a comprehensive O&M plan for managing the cloud services and keep it updated with any changes during the project.
15. Create and maintain all the necessary technical documentation, design documents, standard operating procedures, configurations required to continued operations and maintenance of cloud services.

Resource Management

1. Adequately size the necessary compute, memory, and storage required, building the redundancy into the architecture (including storage) and load balancing to meet the service levels (cloud services) mentioned in the RFP and the application service levels.
2. While the initial sizing & provisioning of the underlying infrastructure (including the system software and bandwidth) may be carried out based on the information provided in the RFP, subsequently, it is expected that the MSP, based on the growth in the user load (peak and non-peak periods; year-on-year increase), will manage the scale up or scale down of compute, memory, storage, and bandwidth to support the scalability and performance requirements of the solution and meet the SLAs.
3. Carry out the capacity planning in advance to identify & provision, where necessary, the additional capacity to meet the user growth and / or the peak load requirements to support the scalability and performance requirements of the solution.
4. The scaling up / scaling down (beyond the auto-scaling limits or whenever the auto-scaling limits have to be changed) has to be carried out with prior approval by the Government Department / Agency. The MSP 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.
5. Manage the instances of storage, compute instances, and network environments. This includes department-owned & installed operating systems and other system software that are outside of the authorization boundary of the CSP. CSP is also responsible for managing specific controls relating to shared touch points within the security authorization boundary, such as establishing customized security control solutions. Examples include, but are not

- limited to, configuration and patch management, vulnerability scanning, disaster recovery, and protecting data in transit and at rest, host firewall management, managing credentials, identity, and access management, and managing network configurations.
6. Provisioning and configuring their implementation of storage and virtual machines that allows for the MSP to launch and terminate cloud instances, change firewall parameters, and perform other management functions. Upon deployment of virtual machines, the MSP has to assume full administrator access and is responsible for performing additional configuration, patching, security hardening, vulnerability scanning, and application installation, as necessary.
7. For the underlying system software (procured under platform as a service), the MSP shall provide the Technical Support from the OEM during the entire period of the contract.
8. Selected bidder will provide Highly Skilled / Expert / Trained manpower to run the datacenter 24 X 7. Below are the Qualification & eligibility criteria for Resources.

- i. **Technical Resource - Project Manager**
Bachelor's /Master Degree in Engineering, Mathematics, Statistics, Computer Science, Information Technology, Electronics, Electronics & Telecommunications, or any equivalent with 10+ Years' experience in Software Development, Technology Architecture Design, Familiar with networking hardware, Computer Applications, 2+ Years of experience in Managing large size projects with medium to large teams size.
- ii. **Technical Resource - Database Administrator**
B.Tech /B.E. in IT or Computers, BCA – Computers / Bachelor Degree in Computer Science/ ME/ MCA – Computers/ MSC in Computer with 5+ years of experience in database Management, experience in data storing, organizing, presenting optimizing, analyzing data and well verse in database management software, Certification in DB admiration is preferred.
- iii. **Technical Resource - Systems & Network Specialist**
Bachelor's /Master Degree in Computer Science, Information Technology, Computer Engineering or any equivalent with 5+ Years' experience in Network Specialist, Knowledge of network connectivity, Technologies, Protocols, Security. Certification is preferred.
- iv. **Technical Resource - Data Analyst**
Bachelor's /Master Degree in Computer Science, Information Technology, Computer Engineering or any equivalent with 3+ Years' experience in data analytics, Microsoft access and SQL experience strongly preferred, MSBI, data warehousing, MSSQL Server, MySQL, SAS/R knowledge is preferred.
- v. **Technical Resource - Software Developer**
B.Tech/B.E. in IT or Computers, BCA – Computers / ME/ MCA - Computers, MSC in Computer with Minimum 3+ years' experience.
Desired Candidate Profile
 - Knowledge about SDLC
 - Programming knowledge in MVC4 or above
 - Programming proficiency in .NET C# 3.5 or above
 - DB design knowledge in SQL Server 2008
 - ASP.NET, VB.NET & SQL 2005/2008, Java Script & XML
 - SQL Server SQL 2005/2008/2012, SQL concepts/programming knowledge.
 - HTML, CSS, JavaScript, PHP
 - C#, Web Services, JavaScript/JSON, MSSQL Server/Oracle.
 - Experience on XML/XSLT, OOPS, UML AJAX
 - Knowledge of Visual Source Safe.
 - Should be strong in Object oriented concepts and Data structure
 - Mean Stack and other related languages is desired.

- vi. **Resource - Office Assistant**
Any Bachelor's /Master Degree with experience in office administration. Marathi & English typing is preferred.
- vii. **Resource – Peon**
10th / 12th Pass
- viii. **Resource - Security Guard**
10th / 12th Pass


Backup

Provide relevant tools and services for backup, migration, and replication of applications / data.

1. Files & Images: Frequency for full backups and incremental backups
2. Databases and log files: Frequency for full backups and incremental backups
3. Off-site backup requirement that still meets the prescribed RTO requirements > Restoration timeline requirements: e.g., initiate a minimum of 95 percent << this may be changed as per the project requirements >> of the total number of restore requests per calendar month within a two-hour timeframe for data that can be restored from a local copy
4. Files & Images: Retention timelines of inactive versions of the backups
5. Databases & log files: Retention timelines of inactive versions of the backups Preservation and Retention of Data [required for certain domain specific projects]
6. Configure, schedule, monitor and manage backups of all the data including but not limited to files, images, and databases as per the policy finalized by Government Department / Agency.
7. Administration, tuning, optimization, planning, maintenance, and operations management for backup and restore; Provision capacity for backup and restore, as required
8. Perform backup on the next scheduled backup window in case of any scheduling conflicts between backup and patch management.

Usage Reporting and Billing Management

1. Track system usage and usage reports
2. Monitoring, managing, and administering the monetary terms of SLAs and other billing related aspects.
3. Provide the relevant reports including real time as well as past data/information/reports for the Government
4. Track system usage and usage reports
5. Provide relevant reports including real time as well as past data/information/reports for user Departments
6. Summary of resolved unresolved and escalated issues / complaints
7. Logs of backup and restoration undertaken report
8. Component wise Virtual machines availability and resource utilization report
9. Consolidated SLA / Non- conformance report
10. Any other activity associated with Reporting Services
11. CRUD Operations: MSP to Create, Read, Update, Delete, users based on roles & rights defined by User Department
12. Prepare Monitoring Reports
13. Prepare SLA Reports
14. Prepare Backup Reports
15. Prepare VMs Status report
16. Provisioning /De-provisioning of VMs
17. Creating templates for VMs
18. Make changes in configurations for user administration
19. Any other activity associated with operations and management of Cloud Management Portal





Disaster Recovery

Offer DR Services meeting DR requirements of the User Department

1. In addition to the production environment, the MSP is responsible for Disaster Recovery Environment and the associated services so as ensure continuity of operations in the event of failure production environment and meet the RPO and RTO requirements. However, during the change from DC to DRC or vice-versa (regular planned changes) there should not be any data loss.
2. Sizing and providing the DC-DR replication link to meet the RTO and the RPO requirements.
3. Conduct DR drill for two days (for the Department's environment) at the interval of every six months of operation wherein the Primary DC has to be deactivated and complete operations shall be carried out from the DR Site. However, during the change from DC to DR or vice-versa (regular planned changes), there should not be any data loss and should meet the RTO and RPO requirements. The MSP shall clearly define the procedure for announcing DR based on the proposed DR solution. The MSP shall also clearly specify the situations in which disaster shall be announced along with the implications of disaster and the time frame required for migrating to DR. The MSP shall plan all the activities to be carried out during the Disaster Trial and issue a notice to the Government Department/Agency at least two weeks before such trial.
4. Setup and configuration of VMs, Storage, Network, Database, etc. at DR site meeting RPO and RTO requirements of the User Department
5. Replication tool and mechanism between DC and DR site
6. Network connectivity from User Department to DR site
7. DR drills should be conducted once every six months
8. Define the procedure for announcing DR based on the proposed DR solution.
9. Clearly specify the situations in which disaster shall be announced along with the implications of disaster and the time frame required for migrating to DR.
10. Plan the activities to be carried out during the Disaster Drill and issue a notice to the Department at least 15 working days before such drill.
11. RPO monitoring, reporting and event analytics for the disaster recovery solutions
12. Automated switchover/ failover facilities (during DC failure & DR Drills).
13. Any other activity associated with operations and management of DR Plan and Implementation

Documentation and Reporting

The following is only an indicative list of MIS reports that may be submitted to TRTI:

Daily reports

- a) Summary of resolved unresolved and escalated issues /complaints
- b) Log of backup and restoration undertaken

Weekly reports

- 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) Hypervisor patch update status of all servers including the Virtual Machines running

Monthly reports

- a) Component wise server as well as Virtual machines availability and resource utilization
- b) Consolidated SLA / Non- conformance report. Summary of component wise uptime.
- c) Log of preventive / scheduled maintenance undertaken Log of break fix maintenance undertaken.
- d) All relevant reports required for calculation of SLAs

Quarterly reports

- a) Consolidated component-wise availability and resource utilization
- b) All relevant reports required for calculation of SLAs

The MIS reports shall be in-line with the SLAs and the same shall be scrutinized by the TRTI.

SERVICE LEVEL AGREEMENT

Sr No	Service Level Objective	Definition	Target	Penalty
1	Availability/Uptime of cloud services Resources for Production environment (VMs, Storage, OS, VLB, Security Components,)	Availability (as per the definition in the SLA) will be measured for each of the underlying components (e.g., VM, Storage, OS, VLB, Security Components) provisioned in the cloud. Measured with the help of SLA reports provided by CSP	Availability for each of the provisioned resources: $\geq 99.5\%$	Default on any one or more of the provisioned resources will attract penalty as indicated below. $< 99.5\% \ \& \ \geq 99\%$ (5% of the \ll Periodic Payment \gg) $< 99\%$ (10% of the \ll Periodic Payment \gg)
2	Availability of Critical Services (e.g., Register Support Request or Incident; Provisioning / De-Provisioning; User Activation / De-Activation; User Profile Management; Access Utilization Monitoring Reports) over User / Admin Portal and APIs (where applicable)	Availability (as per the definition in the SLA) will be measured for each of the critical services over both the User / Admin Portal and APIs (where applicable)	Availability for each of the critical services over both the User / Admin Portal and APIs (where applicable) $\geq 99.5\%$	Default on any one or more of the services on either of the portal or APIs will attract penalty as indicated below. $< 99.5\%$ and $\geq 99\%$ (5% of the \ll Periodic Payment \gg) $< 99\%$ (10% of the \ll Periodic Payment \gg)
3	Availability of the network links at DC and DR (links at DC / DRC, DC-DRC link)	Availability (as per the definition in the SLA) will be measured for each of the network links provisioned in the cloud	Availability for each of the network links: $\geq 99.5\%$	Default on any one or more of the provisioned network links will attract penalty as indicated below. $< 99.5\% \ \& \ \geq 99\%$ (5% of the \ll Periodic Payment \gg) $< 99\%$ (10% of the \ll Periodic Payment \gg)

4	Availability of Regular Reports (e.g., Audit, Certifications,) indicating the compliance to the Provisional Empanelment Requirements.		15 working days from the end of the quarter. If STQC issues a certificate based on the audit, then this SLA is not required.	5% of <<periodic Payment>>
Support Channels - Incident and Helpdesk				
5	Response Time	Average Time taken to acknowledge and respond once a ticket/incident is logged through one of the agreed channels. This is calculated for all tickets/incidents reported within the reporting month.	95% within 15minutes	<95% &>=90% (5% of the <<Periodic Payment>>) < 90% &>= 85% (7% of the <<Periodic Payment>>) < 85% &>= 80% (9% of the <<Periodic Payment>>)
6	Time to Resolve - Severity 1	Time taken to resolve the reported ticket/incident from the time of logging	For Severity 1, 98% of the incidents should be resolved within 30 minutes of problem reporting	<98% &>=90% (5% of the <<Periodic Payment>>) < 90% &>= 85% (10% of the <<Periodic Payment>>) < 85% &>= 80% (20% of the <<Periodic Payment>>)
7	Time to Resolve - Severity 2,3	Time taken to resolve the reported ticket/incident from the time of logging	95% of Severity 2 within 4 hours of problem reporting AND 95% of Severity 3 within 16 hours of problem reporting	<95% &>=90% (2% of the <<Periodic Payment>>) < 90% &>= 85% (4% of the <<Periodic Payment>>) < 85% &>= 80% (6% of the <<Periodic Payment>>)
Security Incident and Management Reporting				
8	Percentage of timely incident report	Measured as a percentage by the number of defined incidents reported within a predefined time (1 hour) limit after discovery, over the total number of defined incidents to the cloud service which are reported	95% within 1 hour	<95% &>=90% (5% of the <<Periodic Payment>>) < 90% &>= 85% (10% of the <<Periodic Payment>>) < 85% &>= 80% (15% of the <<Periodic Payment>>)



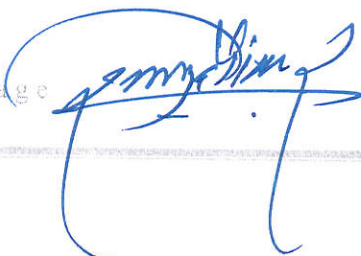


		within a predefined period (i.e., month). Incident Response - CSP shall assess and acknowledge the defined incidents within 1 hour after discovery.		
9	Percentage of timely incident resolutions	Measured as a percentage of defined incidents against the cloud service that are resolved within a predefined time limit (month) over the total number of defined incidents to the cloud service within a predefined period. (Month). Measured from Incident Reports	95% to be resolved within 1 hour	<95% >=90% (5% of the <<Periodic Payment>>) < 90% >= 85% (10% of the <<Periodic Payment>>) < 85% >= 80% (15% of the <<Periodic Payment>>)

Vulnerability Management

10	Percentage of timely vulnerability corrections	The number of vulnerability corrections performed by the cloud service provider - Measured as a percentage by the number of vulnerability corrections performed within a predefined time, limit, over the total number of vulnerability corrections to the cloud service which are reported within a predefined period (i.e., month, week, year, etc.). <ul style="list-style-type: none"> • High Severity Vulnerabilities – 30 days - Maintain 99.95% service level • Medium Severity Vulnerabilities – 90 days - Maintain 99.95% service level 	99.95%	>=99% to <99.95% [10% of Periodic Payment] >=98% to <99% [20% of Periodic Payment] <98% [30% of Periodic Payment
11	Percentage of timely vulnerability reports	Measured as a percentage by the	99.95%	>=99% to <99.95% [10% of Periodic

		number of vulnerability reports within a predefined time limit, over the total number of vulnerability reports to the cloud service which are reported within a predefined period (i.e., month, week, year, etc.).		Payment] >=98% to <99% [20% of Periodic Payment] <98% [30% of Periodic Payment]
12	Security breach including Data Theft/Loss/Corruption	Any incident where in system compromised or any case wherein data theft occurs (including internal incidents)	No breach	For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR << 5 Lakhs>>. This penalty is applicable per incident. These penalties will not be part of Overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, << Government Department / Agency>> reserves the right to terminate the contract.
13	Availability of SLA reports covering all parameters required for SLA monitoring within the defined time		(e.g., 3 working days from the end of the month)	5% of <<periodic Payment>>
Service levels for Managed Service				
14	Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	<<RTO <= 4 hours>> [Government Department / Agency to indicate based on the application requirements]	10% of <<Periodic Payment>> per every additional 4 (four) hours of downtime
15	RPO (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	<= 2 hours [Government Department / Agency to indicate based on the application requirements]	10% of <<Periodic Payment>> per every additional 2 (two) hours of downtime





16	Availability of Root Cause Analysis (RCA) reports for Severity 1 & 2		Average within 5 Working days	5% of <<periodic Payment>>
Security Audits				
17	VAPT Report – The Service Provider shall conduct vulnerability and penetration test (from a third-party testing agency which must be CERT-IN empaneled) on the proposed cloud solution in every 1 year and the report should be shared. The Service Provider needs to update the system in response to any adverse findings in the report.		Once in every year from the start of the contract.	INR 50,000 for every non-compliance.

Severity Levels Below severity definition provide indicative scenarios for defining incidents severity. However, Government Department/Agency will define / change severity at the time of the incident or any time before the closure of the ticket based on the business and compliance impacts.

Severity Level	Description	Examples
Severity 1	Environment is down or major malfunction resulting in an inoperative condition or disrupts critical business functions and requires immediate attention. A significant number of end users (includes public users) are unable to reasonably perform their normal activities as essential functions and critical programs are either not working or are not available	<ul style="list-style-type: none"> • Non-availability of VM. • No access to Storage, software, or application
Severity 2	Loss of performance resulting in users (includes public users) being unable to perform their normal activities as essential functions and critical programs are partially available or severely restricted. Inconvenient workaround or no workaround exists. The environment is usable but severely limited.	<ul style="list-style-type: none"> • Intermittent network connectivity
Severity 3	Moderate loss of performance resulting in multiple users (includes public users) impacted in their normal functions.	-

1.1 GENERAL TERMS AND CONDITIONS

- A. TRTI reserves the right not to accept bid(s) from agencies resorting to Unethical practices or on whom investigation/enquiry proceedings have been initiated by Government investigating Agencies & Vigilance Cell.
- B. TRTI is not bound to accept any bid under this process or to assign any reason for non-acceptance. TRTI reserves its right to accept the bid in part or in full.
- C. TRTI reserves the right to summarily reject an offer received from any agency (ies), without any intimation to the bidder(s).
- D. TRTI reserves the right to withdraw/cancel the bid document partially or completely at any stage.
- E. TRTI reserves the right to seek any clarification or waive any infirmity that it deems fit from a bidder.

Termination of the Bid Process

TRTI reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for its action.

Arbitration

In case of any dispute TRTI may appoint an arbitrator, which will be accepted by the agency. The decision of the arbitrator will be final and binding on both the parties. The jurisdiction of the court will be Pune (Maharashtra).

Indemnification Clause

"That the selected agency shall keep TRTI indemnified and harmless against all claims, damages, dues, payments, fines, penalties, compensations, liabilities other losses etc. which may incur on account of non-compliance or violation by the selected agency or otherwise.

Validity of the Contract

The subsequently issued Contract shall have a term effective from the date of award of the contract/ tender till the completion of ***Two Years***. Thereafter the contract which may be negotiated and renewed periodically for next Five years contract period for Maintenance & Support. Renewal and negotiation of the contract with the Service Provider will be based on performance measured by evaluation committee ***after completion of each year***.

Implementation Model with Timelines & Payment Schedule

The billing for Service Provider will be based on actual consumption of services & newly purchased IT Assets. To incentivize optimal solution design and encourage proper utilization of the assigned computing resources, the MSP in co-ordination with TRTI shall ensure that the average monthly utilization of RAM, CPU and storage is not less than 50% (fifty percent). If the average monthly utilization is less

than 50% in a particular month, the Service Provider shall immediately notify TRTI. TRTI and MSP shall undertake a joint assessment within 15 (fifteen) days to analyze the reasons for the utilization being less than 50% (fifty percent) and undertake steps to ensure resource utilization of at least 50% (fifty percent). If the average monthly utilization of RAM or CPU or storage is less than 50% (fifty percent) for 2 (two) successive months, a penalty of 25% (twenty five percent) of the monthly bill amount (from the next billing cycle) will apply for those months where utilization is below 50% (fifty percent). In such an event, the MSP shall have an option to propose a resource optimization plan to bring the average utilization above 50%, subject to its approval by TRTI within the above period of 2 (two) months. In case TRTI approved the proposal, the penalty shall be waived off by TRTI.

If average monthly utilization exceeds 65% (sixty five percent), an additional incentive of 5% (five) of the monthly bill amount will be payable to the Service Provider for a period not exceeding 6 (six) months.

The Service Provider shall submit monthly utilization reports to TRTI. The Service Provider shall raise Monthly invoices to TRTI against the work undertaken & newly IT Assets Purchased.

The payments shall be made by TRTI within 1 (one) month of the receipt of the invoice

Sr. No	Activity / Task / Milestone	Time of completion(In Days)
1	Requirement Analysis a. Requirement gathering Document b. Initial draft Requirement Traceability Matrix (RTM) c. Project Plan d. Security Design Document e. Network Design Document	$T_1 = T + 10$ days
2	Migration plan a. Migration plan b. SOP for software vendor c. Migration schedule d. Risk management Plan Migration execution	$T_2 = T_1 + 10$ days
3	a. Completed Cloud Migration Checklist b. Handholding migration c. Deployment support d. Integration support e. Updated Draft Requirement Traceability Matrix (RTM)	$T_3 = T_2 + 45$ days
4	Testing a. Test Plan b. Test Cases c. Deployment Plan d. Updated Requirement Traceability Matrix (RTM)	$T_4 = T_3 + 5$ days
5	Go-live and roll out a. Pointing change of various applications & Release Note of deployments – as per application e. Updated Network Design Document b. Updated Requirement Traceability Matrix (RTM) c. Business Continuity Plan	$T_5 = T_4 + 20$ days

6	Operational Support	T6 = T5 + 21 Months
	Total	24 Months

***T* refers to project start date. This refers to the day of issue of Letter of Intent/Work Order/MOU whichever Latter.

Note: -All these timelines would also require the Department to commit / adhere to the timelines for review and approval before vendor starts the next phase. No Penalizing will be done to the Bidder if there is any delay from Department

Payment Schedule

- ✓ The bidder's request for payment shall be made to TRTI in writing, accompanied by an invoice describing, as appropriate, the milestone or milestones, delivered along with utilization report for each application and other necessary reports/documents.
- ✓ Payments shall be made by TRTI, after submission of a valid invoice by the bidder.
- ✓ Payment for invoice raised by the bidder for milestone/milestones shall be made only after satisfactory completion of milestones approved by competent authority of TRTI
- ✓ All the payments shall be made only in INR on Monthly basis.
- ✓ Electricity & Diesel charges will be borne by TRTI as actual.
- ✓ TRTI will have liberty to order additional cloud service items if required in future , at the rates agreed in the contracting/BOQ ONLY.
- ✓ The rates offered must be valid for entire contract/project duration. No cost escalation in these quoted rates shall be allowed during this period.
- ✓ Based on future requirements, Department may purchase additional quantities of items from cloud services / resources as per agreed rate in BOQ ONLY.

3. BIDDING PROCEDURE

3.1 SUBMISSION PROCEDURE

Technical Bid: Bidders shall submit their bid online at <https://mahatenders.gov.in>

3.2 NUMBER OF PROPOSALS

3.2.1. Each Bidder shall submit only one (1) Proposal, in response to this RFP. Any Bidder who submits or participates in more than one Proposal shall be disqualified.

3.3 PROPOSAL PREPARATION COST

3.3.1. The Bidder shall be responsible for all costs associated with the preparation of its Proposal and its participation in the bidding process. TRTI will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the bidding process.

3.4 RIGHT TO ACCEPT OR REJECT

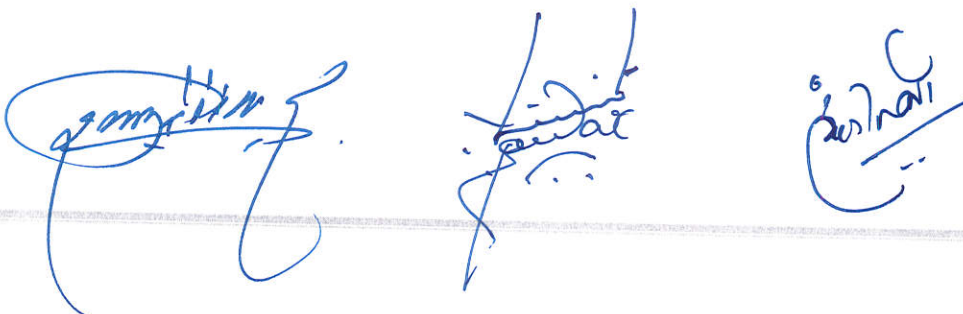
- 3.4.1 TRTI may reject a proposal at any stage if it is found that the Company recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a Agency ineligible or blacklist the Agency, either indefinitely or for a stated period of time, if at any time it is found that the Company has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.
- 3.4.2 Notwithstanding anything contained in this RFP, TRTI reserves the right to accept or reject any Proposal and to annul the bidding process and reject all Proposals at any time, without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.
- 3.4.3 TRTI, Pune reserves the right to reject any Proposal if at any time if a material misrepresentation made by a Bidder at any stage of the bidding process is discovered.

3.5 CLARIFICATIONS

A prospective Bidder requiring any clarification on the RFP may notify TRTI, Pune in writing or by email to TRTI within such date as specified in RFP Time Schedule. At its sole discretion, TRTI may upload its response to such queries through e-mail or letter or on website.

3.6 AMENDMENTS TO RFP

At any time prior to the Proposal Due Date, as indicated in the RFP Time Schedule, TRTI may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, amend the RFP by the issuance of Addendum / Corrigendum. Such Addendum / Corrigendum would be posted only on <https://mahatenders.gov.in/> or <https://trti.maharashtra.gov.in/>. In order to afford Bidders reasonable time to take the Addendum/ Corrigendum into account, or for any other reason, TRTI may, at its discretion, extend the Proposal Due Date.



3.8 LANGUAGE AND CURRENCY

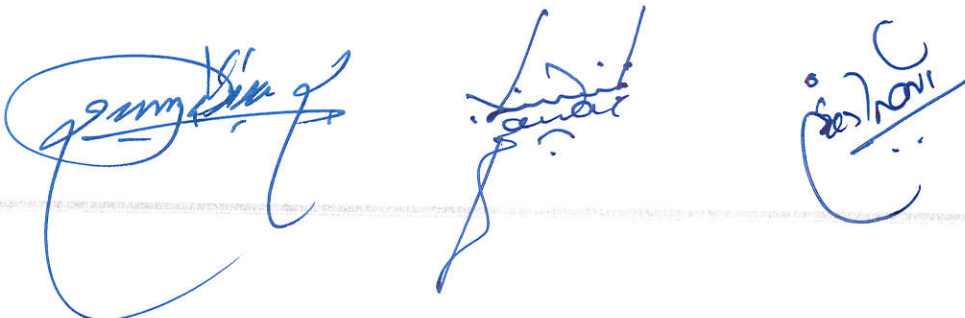
3.8.1. The Proposal and all related correspondence and documents shall be written in English language. Supporting documents and printed literature furnished by the Bidder with the Proposal may be in any other language provided that they are accompanied by an appropriate translation in English language. Supporting materials that are not translated into English may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail. The currency for this bid is Indian Rupee. All the quotes should be in Indian Rupees.

3.9 BID SECURITY

- 3.9.1. Proposals would need to be accompanied by a 'Bid Security' (EMD) for an amount of Rs. 2,00,000/- (Rupees Two Lakh Thousand Rupees only). The Bid Security shall be kept valid throughout the Proposal Validity Period and would be required to be extended if so required by TRTI.
- 3.9.2. The Bid Security shall be in the form of Online in favor of the Tribal Research and Training Institute, Pune.
- 3.9.3. The Bid Security shall be returned to the unsuccessful Bidders within a period of two (2) weeks from the date of signing of Agreement between TRTI, Pune and the Successful Bidder.
- 3.9.4. The bid security of the successful bidder will be automatically turned in to security deposit at the time of allotment of tender will be refunded along with the final payment.
- 3.9.5. The Bid Security shall be forfeited in the following cases:
- If the Bidder withdraws its Proposal;
 - If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect.

3.10 BIDDER'S RESPONSIBILITY

- 3.10.1. The Bidder is expected to examine carefully the contents of all the documents provided. Failure to comply with the requirements of RFP shall be at the Bidder's own risk.
- 3.10.2. It shall be deemed that prior to the submission of Proposal, the Bidder has:
- a) Made a complete and careful examination of terms & conditions/ requirements, and other information set forth in this RFP document.



- b) Received all such relevant information as it has requested from TRTI, Pune; and
 - c) Made a complete and careful examination of the various aspects of the Assignment.
- 3.10.3. TRTI shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

3.11 CORRESPONDENCE/ENQUIRY

- 3.11.1. All correspondence/enquiries should be submitted to the following in writing by online.
- 3.11.2. No interpretation, revision, or other communication from TRTI regarding this RFP is valid unless it is in writing and is signed by the Mission Director.

3.12 FORMAT AND SIGNING OF PROPOSAL

- 3.12.1. Bidders would provide all the information as per this RFP and in the specified format. TRTI reserves the right to reject any Proposal that is not in the specified format.
- 3.12.2. The Proposal and its copy shall be typed or printed and the Bidder shall initial each page. The person(s) signing the Proposal shall initial all the alterations, omissions, additions, or any other amendments made to the Proposal.

3.13 PROPOSAL DUE DATE

- 3.13.1. Proposals should be submitted as per information provided in this RFP.
- 3.13.2. TRTI, Pune at its sole discretion; accept any Proposal(s) after Proposal Due Date. Any such Proposal/s accepted shall be deemed to have been received by the Proposal Due Date.

3.14 TEST OF RESPONSIVENESS

- 3.14.1. Prior to evaluation of Proposals, TRTI will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive if;
 - a) it is received on the respective Proposal Due Date;
 - b) It is accompanied with the 'Bid Security' amount asset out in RFP Document.
 - c) It is signed, sealed, and marked as stipulated in RFP Document.
 - d) It contains the information and documents as requested in the RFP;
 - e) It contains information in the form and formats specified in the RFP;
 - f) It mentions the validity period as set out in this document;



g) It provides the information in reasonable detail. ("Reasonable Detail" means that, but for minor deviations, the information can be reviewed and evaluated by TRTI. TRTI reserves the right to determine whether the information has been provided in reasonable detail or not;

3.14.2. There are no inconsistencies between the Proposal and the supporting documents. A Proposal that is substantially responsive is one that conforms to the preceding requirements without material deviation or reservation. A material deviation or reservation is one which,

- a) affects in any substantial way, the scope, quality, or performance of the Assignment, or
- b) limits in any substantial way, inconsistent with the RFP document, TRTI's rights or the Bidder's obligations under the Agreement, or
- c) Unfairly affects the competitive position of other Bidders presenting substantially responsive Proposals.

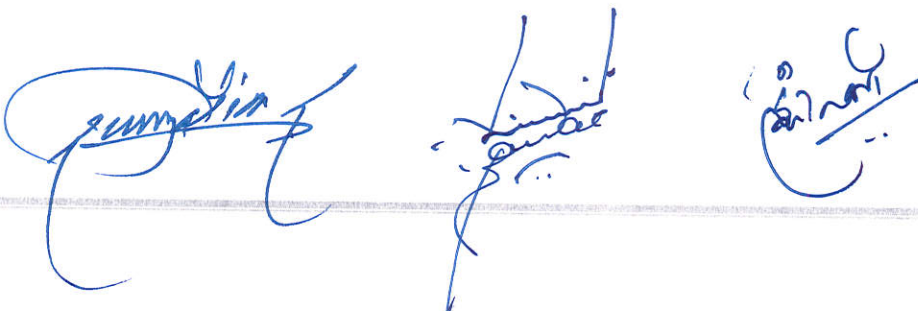
3.14.3. TRTI reserves the right to seek clarification or reject any Proposal which in its opinion is nonresponsive and no request for modification or withdrawal shall be entertained by TRTI in respect of such proposal.

3.15 CONFIDENTIALITY

Information relating to the examination, clarification, evaluation and recommendation for the Qualified Bidders would not be disclosed to any person not officially concerned with the process. TRTI, will treat all information submitted as part of the Proposal in confidence and will ensure that all those who have access to such material to treat it in confidence. TRTI, Pune would not divulge any such information unless ordered to do so by any statutory authority that has the power under law to require its disclosure.

3.16 CLARIFICATIONS

To assist in the process of evaluation of Proposals, TRTI may, at its sole discretion, ask any Bidder for clarification on its Proposal or substantiation of any of the submission made by the Bidder.



3.17 CONSULTANT(S) AND ADVISOR(S)

To undertake 'Bid Process Management' and to assist in the preparation of bid notifications, documents, examination, evaluation, and comparison of proposals, TRTI shall utilize the services of consultant(s) or advisor(s).

3.18 MODIFICATION/SUBSTITUTION/WITHDRAWAL OF PROPOSAL

The Bidder may modify, substitute or withdraw its Proposal after submission, provided that a written notice of the modification, substitution or withdrawal is received by TRTI before the Proposal Due Date. No Proposal shall be modified, substituted or withdrawn by the Bidder after the Proposal Due Date.

PROPOSAL EVALUATION

The Qualification Submissions of the Bidders would be checked for responsiveness with the requirements of the RFP and shall be evaluated as per the Criteria set out in RFP.

3.19 DELCARATION OF SUCCESSFUL BIDDER

3.22.1 TRTI may either choose to accept the Proposal of the successful tenderer or invite him for negotiations.

3.22.1 Upon acceptance of the Proposal of the tenderer technically qualified with QCBS Criteria, with or without negotiations, TRTI shall declare the tenderer as the Successful Bidder.

3.22.1 In case two or more bidders quote equal in financial bid, then the bidder scoring higher in the technical bid evaluation shall be declared successful.

3.20 NOTIFICATIONS


TRTI will notify the Successful Bidder by a Letter of Award (LoA) that its Proposal has been accepted and that the bidder is selected for the tasks mentioned in this RFP and any subsequent notices, corrigendum etc.

3.21 TRTI's RIGHT TO ACCEPT OR REJECT PROPOSAL

3.22.1 TRTI reserves the right to accept or reject any or all of the Proposals without assigning any reason and to take any measure as it may deem fit, including annulment of the bidding process, at any time prior to award of the Assignment, without liability or any obligation for such acceptance, rejection or annulment.

3.22.2 TRTI reserves the right to invite revised Proposals from Bidders with or without amendment of the RFP at any stage, without liability or any obligation for such invitation and without assigning any reason.

TRTI, Pune reserves the right to reject any Proposal if at any time:



- I. A material misrepresentation made at any stage in the bidding process is uncovered; or
 - II. The Bidder does not respond promptly and thoroughly to requests for supplemental information required for the evaluation of the Proposal.
- 3.22.3 This would lead to the disqualification of the Bidder. If such disqualification / rejection occur after the Proposals have been opened and the Successful Bidder gets disqualified/ rejected, then TRTI, Pune reserves the right to:
- 3.22.4 declare the Bidder receiving the next highest score as the successfulrenderer and where warranted, invite such Bidder to equal or betterthe score secured by such disqualified Successful Bidder; or
- 3.22.5 Take any such measure as may be deemed fit in the sole discretion of TRTI, including annulment of the bidding process.

Notification of award

Post a successful evaluation of the proposals received under this bid process, TRTI, Pune shall intimate the successful bidder, by way of a Letter of Intent inviting him to furnish the requisite performance bank guarantee and execute the resultant Contract.

Performance Bank Guarantee

The successful bidder shall furnish an unconditional and irrevocable bank guarantee / demand draft, in a format acceptable to TRTI, Pune valid for the contract term, of a value equivalent to 3% of the contract value.

4.1 EVALUATION OF BIDS

4.1.1 EVALUATION PARAMETERS

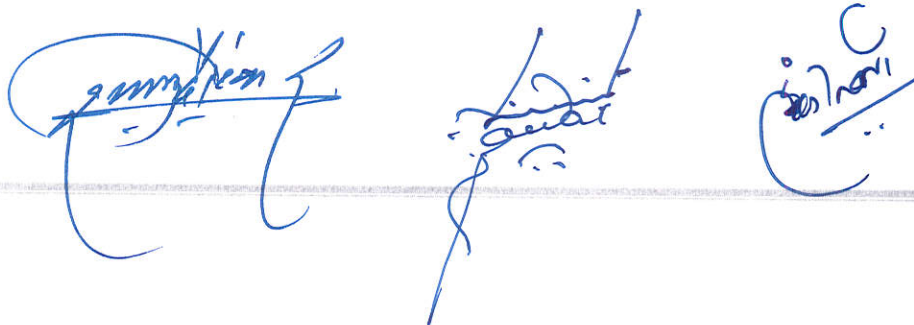
TRTI will evaluate the bids determined to be substantially responsive i.e.,which

- a. Are properly signed;
- b. Conform to the terms and conditions & technical specifications.

Thereafter, the substantially responsive bidders shall be evaluated for qualifying the minimum eligibility criterion.

The Bidder with the highest combined technical cum financial score in a ratio of 80:20 shall be selected

The Bid Security shall be released to the Agency after completion of the contract



4.2 TECHNICAL QUALIFICATION

For a bid to be considered as responsive under this bid process, a bidder must meet the following criteria:

Sr. No	Technical Qualification criteria	Documentary Proof
1	<p>The bidder shall be: company/Partnership firm registered for this purpose under any Law/Act of Govt. of India since last 5 years, OR An LLP firm registered under The LLP Act 2008 since last 5 years</p>	<p>Certificate of Incorporation/ Registration / Registration / or any equivalent certify/ any Supporting documentary evidence OR LLP firm registered certificate</p>
2	<p>The Bidder should be either- A MeitY (Ministry of Electronics and Information Technology) empaneled Cloud Service Provider with Government Community Cloud or Virtual Private Cloud and Tier type. OR A Managed Service Provider who is authorized by MeitY empaneled CSP with GCC or VPC and Tier type</p>	<p>Copy of the MeitY empanelment Certificate / Letter of the CSP, Self-declaration for Cloud type and Tier-type from the CSP. AND Valid Manufacturer Authorization Letter by the CSP authorizing the MSP for this tender. This should be provided if the MSP is the bidder. (Annexure 7)</p>
3	<p>The Bidder shall have an average annual turnover of overall business of minimum Rs. 25 Cr. for last three financial years (FY 2019-20, FY 2020-21, FY 2021-22)</p>	<p>Certificate duly signed by Statutory Auditor of the Bidder or Certified Chartered Accountant for average annual Turnover) for last 3 financial years FY 2019-20, 2020-21, 2021-22). (Annexure-2)</p>
4	<p>The bidder should have positive net worth as per the audited consolidated financial statements in each of the last three financial years</p>	<p>Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years (FY 2019-20, 2020-21, 2021-22).</p>
5	<p>The Bidder shall have experience of providing and managing cloud services (Hosting, Migration, and maintenance of IT applications) to any Government organization in India in the last 5 years.</p>	<p>Copy of Work Order Copy of Completion Certificate issued by client Letter from Client- In case the project is ongoing. For ongoing projects, the projects will be considered for the evaluation only if User Acceptance testing is completed. The supporting documents shall mandatorily mention the value of project and duration of the contract Project details as per (Annexure-3)</p>
6	<p>- ISO/IEC 27001 - Information Security Management Systems - ISO 20000 - Service Management System (SMS) - ISO 9001:2015 - Quality management systems OR -CMMI level 03 /05–Capability Maturity Model Integration</p>	<p>Copy of certificate signed by bidder's authorized signatory</p>

7	The Bidder / Manufacturer / CSP / MSP Should not have been blacklisted by any Central/State Government Organization or Department in India at the time of submission of the bid for fraudulent or corrupt practices.	An Affidavit on Rs.500/- (Rupees Five Hundred only) stamp paper signed by the Authorized Signatory of the Bidder. (Annexure-5)
8	The Bidder / Manufacturer / CSP / MSP must submit the power of attorney to specify an individual who will be authorized for legal and financial matters	The Power of Attorney should be executed on a non-judicial stamp paper of Rs. 500/- (Rupees Five Hundred only) and duly notarized by a notary public. (Annexure- 6)
9	The bidder shall have a valid GST number as on last date of submission	Copy of GST registration certificate signed by bidder's authorized signatory
10	The bidder shall have a valid PAN number as on last date of submission.	Copy of PAN registration certificate signed by bidder's authorized signatory
11	DC and DR set-up in two different seismic zones in India.	Self-declaration from the Bidder / Manufacturer / CSP / MSP.
12	The Bidder should have made a payment INR 20,000/- (Rupees Twenty Thousand only) including GST.	Proof of Tender form fee payment of INR 20,000/- (Rupees Twenty Thousand only) including GST (non-refundable) by payment gateway online/RTGS/NEFT/ECS must be furnished.
13	The Bidder should have submitted an Earnest Money Deposit of INR 2,00,000/- (Rupees Two Lakh Only)	Earnest Money Deposit must be paid through Online Payment via net banking mode.
14	The Bidders must submit Site @SPPU,Pune Department of Technology(DAC) Visit report counter signed by TRTI officials as per Annexure - 9	Format as per Mentioned in RFP

Note:

- A) All the scanned copies of certificates/documents attached with the tender should be stamped and signed by authorized person of the Bidder otherwise the tender is liable to be treated as INVALID. Also, all the documents on stamp papers should be invariably duly attested by Notary Public otherwise the tender is liable to be treated as INVALID. Also need to produce original certificates/documents during scrutiny stage, if asked by concerned Tendering Authority.
- B) In case, Bidder has misrepresented or submitted any fraudulent information, samples, etc. regarding qualification criteria, the bid of the corresponding bidder would be rejected. EMD of that bidder shall be forfeited and necessary legal actions shall be initiated against such bidder.
- c) Bidder may have association agreement with CSP or MSP relating with financial and technical aspects

4.3 TECHNICAL BID EVALUATION

The Application Service Provider shall be evaluated on the following parameters:

Sr No	Evaluation Criteria	Maximum Marks	Documents								
1	The Bidder shall have an average annual turnover of overall business of minimum INR 25 Cr. for last three financial years (FY 2019-20, FY 2020-21, FY 2021-22)	<table border="1"> <thead> <tr> <th>Turnover</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>≥ 25 Cr to 30 Cr</td> <td>10</td> </tr> <tr> <td>>30 Cr to 35 Cr</td> <td>15</td> </tr> <tr> <td>>35 Cr</td> <td>20</td> </tr> </tbody> </table>	Turnover	Marks	≥ 25 Cr to 30 Cr	10	>30 Cr to 35 Cr	15	>35 Cr	20	Certificate duly signed by Statutory Auditor of the Bidder or Certified Chartered Accountant for average annual Turnover) for last 3 (FY 2019-20, FY 2020-21, FY 2021-22) (Annexure-2)
Turnover	Marks										
≥ 25 Cr to 30 Cr	10										
>30 Cr to 35 Cr	15										
>35 Cr	20										
2	The Bidder shall have experience of Providing and Managing Government Community Cloud or virtual Private Cloud services (Hosting, migration, and maintenance of IT applications) to any government organization in India in the last 5 years of the below value	<table border="1"> <thead> <tr> <th>No of Projects</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>2 Project</td> <td>5</td> </tr> <tr> <td>4 Projects</td> <td>10</td> </tr> <tr> <td>Above 6</td> <td>15</td> </tr> </tbody> </table>	No of Projects	Marks	2 Project	5	4 Projects	10	Above 6	15	Copy of Work Order Copy of Completion Certificate issued by client Letter from Client- In case the project is ongoing. For ongoing projects, the projects will be considered for the evaluation only if User Acceptance testing is completed. The supporting documents shall mandatorily mention the value of project and duration of the contract Project details as per (Annexure-3)
No of Projects	Marks										
2 Project	5										
4 Projects	10										
Above 6	15										
3	Tier Type	<table border="1"> <thead> <tr> <th>Tier Type</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Tier 1</td> <td>5</td> </tr> <tr> <td>Tier 2</td> <td>10</td> </tr> <tr> <td>Tier 3</td> <td>15</td> </tr> </tbody> </table>	Tier Type	Marks	Tier 1	5	Tier 2	10	Tier 3	15	Self-declaration for Cloud type and Tier-type from the CSP.
Tier Type	Marks										
Tier 1	5										
Tier 2	10										
Tier 3	15										
4	Cloud Type	<table border="1"> <thead> <tr> <th>Cloud Type</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>VPC</td> <td>5</td> </tr> <tr> <td>GCC</td> <td>10</td> </tr> </tbody> </table>	Cloud Type	Marks	VPC	5	GCC	10	Self-declaration for Cloud type and Tier-type from the CSP.		
Cloud Type	Marks										
VPC	5										
GCC	10										
5	<p>Certification -</p> <ul style="list-style-type: none"> - ISO 9001-2015: Quality management systems ----- (02 Marks) - ISO 27001-2013: Information security management systems ----- (02 Marks) - ISO 20000 - Service Management System (SMS)----- (0 2 Marks) 	10 Marks	Certificates for the same								


	<ul style="list-style-type: none"> - CMMMI Level 3 ------(02 Marks) <u>OR</u> - CMMI Level 5 ------(02 Marks) 		
6	<p><i>Understanding of the Objectives and Key Functionalities required to Run Data Center at Savitribai Phule Pune University located at Department of Technology with Detailed Approach & Methodology with Technical Presentation.</i></p> <ul style="list-style-type: none"> - Background of the Bidder - Clarity of Understanding of the Project requirements & risks and Walk-through of the proposal in the presentation - Approach and Methodology and Detailed explanation of overall project plan - Solution & Security Architecture - Relevant Experience along with Online Demonstration of the proposed products - Turnkey Project Implemented - Efficient & clear Technology Transfer strategy plan for sustainability of system beyond seven years - Resource Plan Structure with 24 X 7 Coverage to run the data center 	30 Marks	Write up with page limit of 20 pages & Presentation to the Committee

Note: - Those Bidders who have secured a minimum of 70 Marks in the Technical Evaluation shall be eligible for opening of financial proposal. The Financial Proposals of Bidders who do not qualify technically shall be kept unopened in the e-Tendering system. TRTI, Pune reserve the right to accept or reject any or all bids without giving any reasons thereof.

FINANCIAL BID

A break-up amount to be quoted by the application service provider as per the Performa in Annexure 10 of RFP Document.





Selection Method: Quality Cost Based System (QCBS)-

The Bidder criteria for awarding the contract will be calculated based on the QCBS methodology. The weightage of Technical Score to Financial Score would be in the ratio of 80: 20. Kindly refer the illustration below for understanding of the evaluation process.

ILLUSTRATION

The following is the procedure for evaluation for the award of tender: The technical and financial scores secured by each bidder will be added with weight of 80:20 respectively and a Cumulative Bid Score arrived at, using the formula:

$CS = (TS * 0.8) + (FS * 0.2)$
Where

CTFS is Combined Technical and Financial Score;
TS = Technical bid Score;
FS = Financial bid Score

The bidder with highest Combined Technical and Financial Score (CTFS) will be the successful bidder and be eligible to become the service provider

Stage 1: Technical Bid Evaluation (TS)

Bidder Details	Technical Marks obtained	Technical Score (X) = [Technical Marks gained by Bidder / Higher Technical Marks secured by Bidder) X 100	Applying weightage of 80% to the TS (X)
Bidder 1	95	$X = [95/95] X 100 = 100.00$	$100 * 0.8 = 76.00$
Bidder 2	87	$X = [87/95] X 100 = 91.58$	$91.58 * 0.8 = 73.26$
Bidder 3	68	$X = [68/95] X 100 = 71.58$	Will not be assessed
Bidder 4	79	$X = [79/95] X 100 = 83.16$	$83.16 * 0.8 = 66.53$

* Since the eligible Technical Score should be 70 and above Bidder 3 is rejected

Stage 2: Conversion of Financial Bid Amount to Score (FS)

Bidder Details	Financial Bid Amount	Financial Score= (LFB/F*100)	Financial Score after applying 20% weightage (FS * 0.2)
Bidder 1	150000	$110000/150000 * 100 = 73.33$	$73.33 * 0.20 = 14.66$
Bidder 2	130000	$110000/130000 * 100 = 84.61$	$84.61 * 0.20 = 16.92$
Bidder 4	110000	$110000/110000 * 100 = 100$	$100 * 0.20 = 20.00$

LFB – Lowest Financial Bid

F – Quoted Amount

Stage 3: Combined Technical and Financial Score (CTFS) with weightage of TS:FS as 80:20

Bidder Details	Technical Score after applying 80% weightage	Financial Score after applying 20% weightage	CTFS = TS+FS
Bidder 1	76.00	14.66	94.66 (H1)
Bidder 2	73.26	16.92	90.18 (H2)
Bidder 4	66.53	20.00	86.53 (H3)

***Contract would be awarded to Bidder 1**

C. Composite Score of the Bidders

Composite score of the Bidders for the Bid shall be worked out as under:

Bidder	Technical Score (X)	Financial Score (Y)	Weighted Technical Score(80% of X)	Weighted Financial Score(20% of Y)	Composite Score (F=D+E)
A	B	C	D	E	F
1					
2					
3					
4					

Award of contract

Bid Evaluation Committee formed by Commissioner, TRTI will evaluate the Commercial Bid and Technical Bid as stated above, and submit its recommendation to Commissioner, TRTI. TRTI may empanel one or more eligible Bidder or cancel the Bid on the basis of their composite score and recommendation of the Bid Evaluation Committee. Decision of the Commissioner, TRTI would be final and binding upon all the Bidders. TRTI will notify the acceptance of Bid to the successful Bidder.

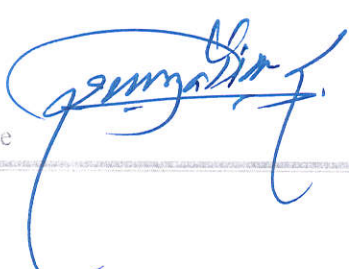
- a. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- b. The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.

c. Any conditional bid would be rejected.

d. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
“If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

Signing of Contract

Once TRTI notifies the successful Bidder that its Bid / proposal has been accepted, TRTI shall enter into a separate Agreement, incorporating the conditions of the Bid / RFP and its amendments and any special conditions during negotiations between the TRTI and the successful Bidder. In case the successful Bidder is unable to execute contract within 10 days, TRTI shall forfeit the Earnest Money Deposit (EMD) and cancel its Bid.



ANNEXURE - 1

FORMAT FOR COVERING LETTER-CUM-ASSIGNMENT UNDERTAKING

(On the Letterhead of the Bidder)

To,

Hon'ble Commissioner,
Tribal Research & Training Institute,
28, Queen's Garden,
Pune, 411001

Date:

Ref: - Submission of the Technical bid for Selection of Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra

Reference: Tender No. Dated

Dear Sir,

We, the undersigned, offer to provide Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra for a period of 24 months with your Request for Proposal dated <insert date>. We are hereby submitting our Proposal, which includes this technical bid and the Financial Bid uploaded on the Maha-tender portal (<https://mahatenders.gov.in>).

We hereby declare that all the information and statements made in this technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for <90> days as stipulated in the RFP document.

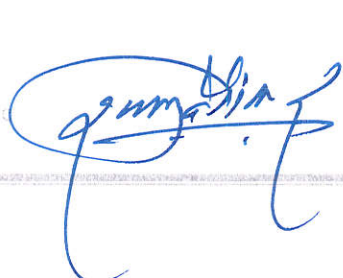
We understand you are not bound to accept any Proposal you receive.

Name of the Bidder:

Signature of Authorized

Signatory:Name of the

Authorized Signatory



Annexure 1A: General profile of the company

Sr No	Particulars	Details
1	Name of the Organization	
2	Type of Organization (Pvt. Ltd/ Public Ltd. / Partnership/ Proprietor/LLP etc.)	
3	Country of Registered Office	
4	Address of Registered Office with Telephone Nos., Fax, E-mail, and website	
5	Company Registration Details	
6	Date of Incorporation (with document evidence for Certificate of Incorporation)	
7	GST Registration Number (with document evidence)	
8	PAN No (with documental evidence)	
9	Average Turnover for last three years (CA certified audited Statements to be submitted in company letter head with signature of authorized signatory) FY 2019-2020 FY 2020-2021 FY 2021-2022	
10	Standalone financial Audited balance sheets & Profit /loss statement, Statutory Auditor's Report, Notes to Accounts and Schedules forming part of accounts to be submitted	
11	Certificate of non-blacklisting - To be submitted in company letter head with signature of authorized signatory	

Name of the Bidder:

Signature of Authorized

Signatory:Name of the

Authorized Signatory



ANNEXURE- 2

Turnover and Net-Worth Certification

<On the letterhead of the Chartered Accountant>

<To be submitted along with Audited Financial Statements>

To,
Hon'ble Commissioner,
Tribal Research & Training Institute,
28, Queen's Garden,
Pune, 411001

Date:

Ref: - Submission of the Technical bid for Selection of Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra

Reference: Tender No. Dated

Dear Sir,

We have examined the books of accounts and other relevant records of <<Bidder>>. On the basis of such examination and according to the information and explanation given to us, and to the best of our knowledge & belief, we hereby certify that the annual turnover, Profit before Tax and Profit after tax for the three years i.e., from FY 2019-2020 to FY 2021-2022 was as per details given below:

Description	FY 2019-2020	FY 2020-2021	FY 2021-2022
Annual Turnover			
Profit Before Tax			
Profit After Tax			
Average Annual Turnover			

(Signature of the **Chartered Accountant**)

Name

Designation

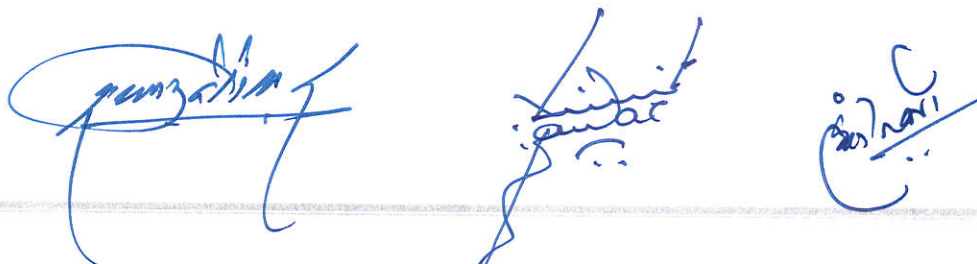
Signature of the Authorized signatory

Address

Telephone

Fax

E-mail address



ANNEXURE- 3
Past Work Experience Format
(To be given by the Bidder on its letter head)

Date:

To,
 The Commissioner,
 Tribal Research & Training
 Institute, 28 Queen's Garden,
 Pune, - 411001

Ref: -Submission of the Past Work Experience for Selection of Cloud Service
 Provider
 (CSP) and Managed Service Provider (MSP) for Tribal Development
 Department,
 Government of Maharashtra

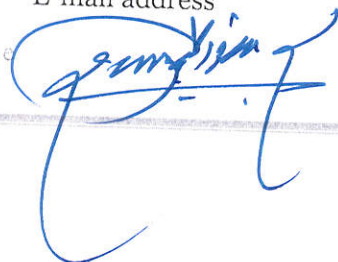
Reference: Tender No. Dated

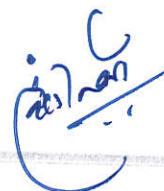
Dear Sir,

With regards to above tender please find below past work experience for your technical
 Evaluation.

Relevant IT project experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Technologies used.	
Outcomes of the project	
Current status of the project	
Total cost of the project	
Total cost of the services provided by the bidder	
Duration of the project (no. of months, start date, completion date, current status)	

Name
 Designation
 Signature of the Authorized signatory
 Address
 Telephone
 Fax
 E-mail address





ANNEXURE- 5

Declaration of Non-Blacklisting

(An Affidavit on Rs.500/- stamp paper signed by the Authorized Signatory of the Bidder)

Date:

To,

Hon'ble Commissioner,
Tribal Research & Training
Institute, 28 Queen's Garden,
Pune, - 411001

Subject: Declaration for not being under an ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government or Public Sector Units in India

Ref: - Submission of the Technical bid for Selection of Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra

Reference: Tender No. Dated

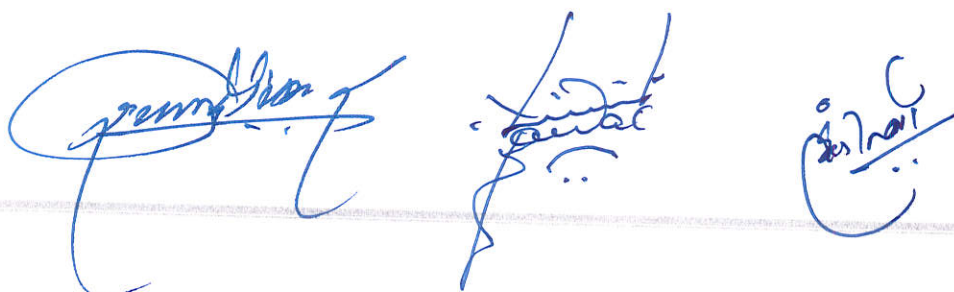
Sir/ Madam,

We, the undersigned, hereby declare that We are not under a declaration of ineligibility / banned / blacklisted by any State or Central Government / any other Government institutions in India for fraudulent or corrupt practices as on last date of submission of the Bid or convicted of economic offence in India for fraudulent or corrupt practices as on last date of submission of the Bid.

Thanking you,

Yours faithfully

Name
Designation
Signature of the Authorized signatory
Address
Telephone
Fax
E-mail address



ANNEXURE- 6
Power of Attorney

Know all men by these presents, we, (Name of Firm and address of the registered office) do hereby constitute, nominate, appoint, and authorize Mr / Ms..... son/daughter/wife and presently residing at....., who is presently employed with us and holding the position of as our true and lawful attorney (hereinafter referred to as the "Authorized Representative") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for **"Submission of the Technical bid for Selection of Project Management Company (PMC) for Cloud Services and Management Services for Tribal Development Department, Government of Maharashtra"** including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre-bid and other conferences and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the Authority in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us till the entering into of the Agreement with the Authority.

AND we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds, and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 20**

For

(Signature, name, designation, and address) Witnesses:

- 1.
- 2.

Notarized

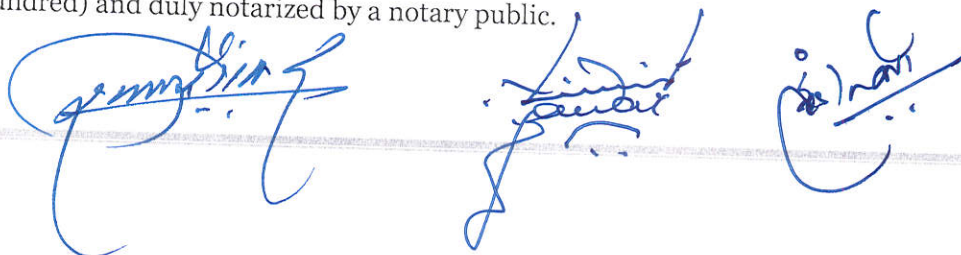
Accepted

.....

(Signature, name, designation, and address of the Attorney)

Note:

The Power of Attorney should be executed on a non-judicial stamp paper of INR. 500 (five Hundred) and duly notarized by a notary public.



ANNEXURE- 7

Manufacturer Authorization Form

<<On the letterhead of the Manufacturer / OEM /Cloud Service Provider>>

To,

Date:

Hon'ble Commissioner,
Tribal Research & Training
Institute,28 Queen's Garden,
Pune, - 411001

Subject: Manufacturer Authorization Form for the Tender - **Selection of Project Management Company (PMC) for Cloud Services and Management Services for Tribal Development Department, Government of Maharashtra**

Ref: - Tender Document for Selection of Cloud Service Provider (CSP) and Managed Service

Provider (MSP) for Tribal Development Department, Government of Maharashtra

Reference: Tender No. Dated

Sir/Madam,

We, <**Manufacturer/CSP name**> having our registered office at <**Office Location**>, are an established, reputed and a MeitY empaneled Cloud Service Provider providing Government Community or Virtual Private Cloud.

We confirm that <**Bidder/MSP Name**> having its registered office at <**Bidder/MSP's office address**> is our authorized partner for the Tender for Selection of Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra. We hereby authorize <**Bidder/MSP Name**> to quote and execute the order for the subject tender on behalf of <**Manufacturer/CSP name**>.

Our full support is extended to them in all respects for supply, warranty, and maintenance of our products & services. We also ensure to provide the service support for the supplied equipment during the entire period of **24 months** or more (if required).

We also undertake that in case of default in execution of this tender by the <**Bidder/MSP Name**>, the <**Manufacturer/CSP name**> will take all necessary steps for successful execution of this project as per tender requirements.

We hereby confirm that, as on the date of submission of this tender, <**Bidder/MSP name**> has sufficient credit worthiness directly with us to supply our Products / Services and has adequate line of credit arrangement with us to undertake this contract / PO as per terms & conditions within stipulated timelines.

In case nominated Business Partner fails to meet contractual obligations / timelines, we will arrange to take all necessary steps for successful execution of this project as per tender requirements.

Thanking You,

For <Manufacturer/CSP name>

stamp>

<Authorized signatory>

Name

Designation

Address

Telephone

Fax

Email

<Bidder/MSP name and

<Authorized Signatory >

Name

Designation

Address

Telephone

Fax

Email

Note: This letter of authority should be signed & stamped by Legal Officer/HR Head/Company Secretary of the Manufacturer/CSP Company.

ANNEXURE- 8
Performance Bank Guarantee

Date: _____

To,

Hon'ble Commissioner,
Tribal Research & Training
Institute, 28 Queen's Garden,
Pune, - 411001

Ref: _____
Bank Guarantee No. _____

Whereas <<name of the supplier and address>> (hereinafter called "the Solution Provider") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to Tribal Research & Training Institute, Pune (hereinafter called "the Purchaser")

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract.

And whereas we, <Name of Bank> a banking company incorporated and having its head/registered office at <Address of Registered Office> and having one of its offices at <Address of Local Office> have agreed to give the supplier such a bank guarantee.


Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of INR<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of INR<Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Solution Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification. This Guarantee shall be valid until <<Insert Date>>

Notwithstanding anything contained herein:

I. Our liability under this bank guarantee shall not exceed INR<Insert Value> (Rupees <Insert Value in Words> only).



II. This bank guarantee shall be valid up to <Insert Expiry Date>


III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date> failing which our liability under the guarantee will automatically cease.

Date _____

Place _____ Signature _____

Witness _____ Printed name _____

(Bank's common seal)



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ANNEXURE- 9
Site Visit Report

To,
Hon'ble Commissioner,
Tribal Research & Training
Institute, 28 Queen's Garden,
Pune, - 411001

Subject: Submission of the **Site Visit Report** for - Selection of Project Management Company (PMC) for Cloud Services and Management Services for Tribal Development Department, Government of Maharashtra

Ref: - Tender Document for Selection of Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra

TDD, Reference: Tender No. Dated

Respected Sir,

This has reference to above referred Tender Document for Selection of Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra.

I / We hereby declare that we have visited the Data Analytics Center which is located at Department of Technology, Savitribai Phule Pune University .

I / We have made ourselves acquainted with site conditions, approach to site, requirement of Data Center & requirement of tender conditions etc.

I / We have verified all details required to execute the projects. I / We have no problems in undertaking the project at this site and complete it in the given time period.

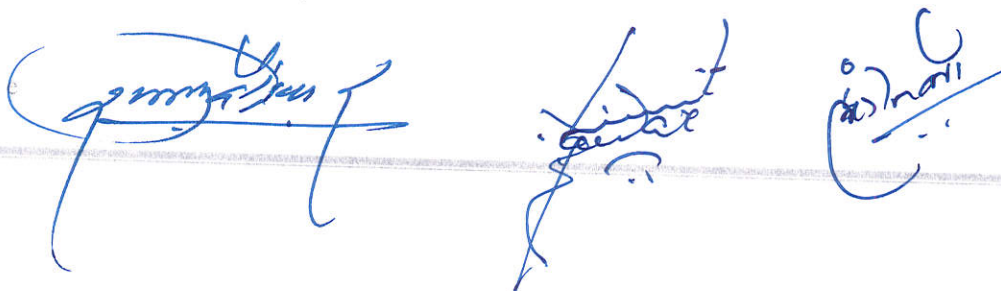
Signature of Authorized Person: _____

Stamp: _____

Yours faithfully,

Signature of Tenderer:
Name of Tenderer:

(Note: This is a sample letter, bidder has to obtain such type of letter after the site visit from competent authority. This Site Visit is to understand current infrastructure & Cost Analysis purpose only while applying to tender)



Financial Proposal Cover Letter

To,

Hon'ble Commissioner,
Tribal Research & Training
Institute, 28 Queen's Garden,
Pune, - 411001

Subject: Submission of the financial bid for - Selection of Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra

Ref: - Tender Document for Selection of Cloud Service Provider (CSP) and Managed Service Provider (MSP) for Tribal Development Department, Government of Maharashtra

TDD, Reference: Tender No. Dated

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <<Title of Implementation Services>> in accordance with your RFP dated <<Date>> and our Proposal (Technical and Financial Proposals).

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 90 calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes.
- We understand that the actual payment would be made as per the existing tax rates during the time of payment.

2. TENDER PRICING

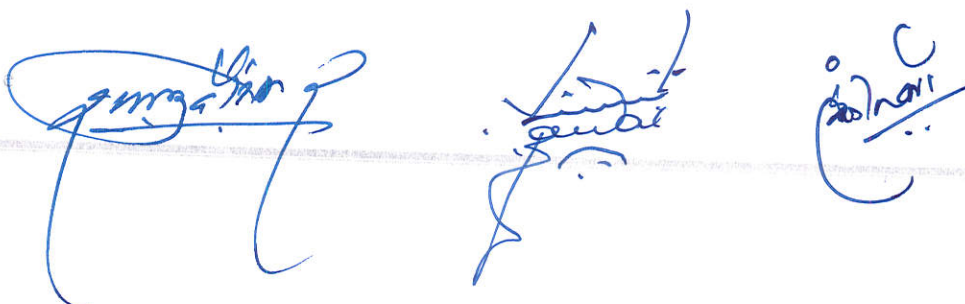
We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

3. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

4. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Annexure of this RFP. These prices are indicated in the Financial Bid attached with our Tender as part of the Tender.



5. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the Annexure 8 of this RFP document. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date]. We understand you are not bound to accept any Proposal you receive.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief. We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Yours sincerely,

Name

Designation

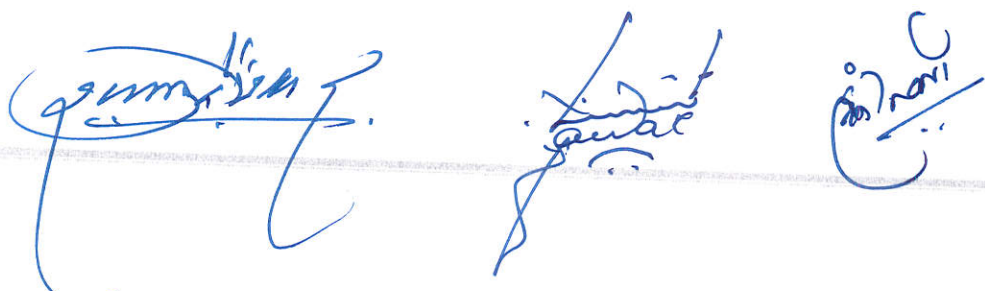
Signature of the Authorized
signatory

Address

Telephone

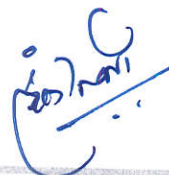
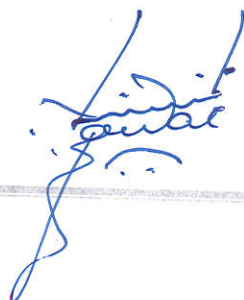
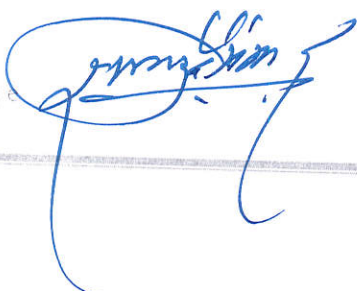
Fax

E-mail address

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Detailed BOQ for Financial Quote

1. It is mandatory to submit the detailed BOQ pricing as part of the financial proposal only. Any bid without detailed pricing BOQ may be rejected.
2. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail.



Sr no	Item	Description	CPU (Core)	RAM (GB)	Storage(GB)	Unit	Scalability	Qty	One Time Cost		Monthly Cost	
									OTC	DC /Manpower Cost	DC /Manpower Cost	DR Cost
1	Web Application + DB Server	Licenses - Microsoft Windows Server 2022, IIS 7, MS SQL Express 2019	8	16	500	Per Unit	Manual	1				
2	Web Application + DB Server	Licenses - Microsoft Windows Server 2022, IIS 7, MS SQL Express 2019	8	16	6000	Per Unit	Manual	1				
3	Web Application + DB Server	Licenses - Microsoft Windows Server 2022, IIS 7, MS SQL Express 2019	8	16	1200	Per Unit	Manual	1				
4	Web Application + DB Server	Licenses - Microsoft Windows Server 2022, MySQL	8	24	500	Per Unit	Manual	1				
5	Web Application + DB Server	Ubuntu 14/16, Mongo DB V4	8	16	1000	Per Unit	Manual	1				
6	Web Application + DB Server	Ubuntu 14/16, MYSQL	8	16	500	Per Unit	Manual	1				
7	Web Application + DB Server	Ubuntu 18.5, MYSQL v5.7	8	16	500	Per Unit	Manual	1				
8	Web Application + DB Server	Ubuntu 18.6, PostgreSQL V10.10	8	16	500	Per Unit	Manual	1				
9	Web Application + DB Server	Ubuntu 18.6, MySQL	8	16	500	Per Unit	Manual	1				
10	Web Application + DB Server	Cent OS	4	16	200	Per Unit	Manual	1				
11	Web Application + DB Server	Linux, MySQL	4	16	1000	Per Unit	Manual	1				
12	DNS Management	DNS - DNS Management, OS WIN Server (Latest OS)	4	8	100	Per Unit	Manual	1				
13	Backup software	Windows server	4	16	1000	Per Unit	Manual	1				
14	Log Storage	log Object storage - 50GB, windows/ Linux OS	4	16	250	Per Unit	Manual	1				
15	Cloud Backup	Archive File storage - 1000 GB	-	-	5000	Per Unit	Manual	1				
16	Backup software	Backup software with agent, Backup management and monitoring, back up Restoration	-	-	-	Per Unit	-	1				
17	File Server Storage / NAS	File storage for local DC	-	-	5000	Per Unit	Manual	1				
18	SSL Certificate	Digital Certificate - Thawte Webserver TLS/SSL with EV For 5 years	-	-	-	Per Unit	-	2				

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Sr no	Item	Description	CPU (Core)	RAM (GB)	Storage(GB)	Unit	Scalability	Qty	Monthly Cost		
									One Time Cost	DC /Manpower Cost	DR Cost
19	VAPT Report	To conduct vulnerability and penetration test (from a third-party testing agency which must be CERT-IN empaneled) on the proposed cloud solution in every 1 year and the report should be shared. The MSP needs to update the system in response to any adverse findings in the report.	-	-	-	Per Job	-	1			
20	Internet Bandwidth	Leased line 1:1 Internet bandwidth with IP Pool (100 Mbps)	-	-	-	100 Mbps	-	1			
21	Replication Bandwidth	Unlimited Internet Bandwidth for Replication DC and DR to meet the required RPO and RTO	-	-	-	-	-	1			
22	Antivirus	Server Host Protection Advance Plan - Only for Windows VMs	-	-	-	Per Unit	-	1			
23	Managed Services	Database Management - MSSQL - Per Instance- MS SQL Standard	-	-	-	Per Unit	-	1			
24	Managed Services	Database Management - Postgres- Per Instance	-	-	-	Per Unit	-	1			
25	Managed Services	Database Management - MYSQL Relational DB- Per Instance	-	-	-	Per Unit	-	1			
26	Managed Services	Services - Operating Systems - Linux operation system	-	-	-	Per Unit	-	1			
27	Managed Services	Services - Operating Systems - windows operation system	-	-	-	Per Unit	-	1			
28	Managed Services	Services - Operating Systems - Cent operation system	-	-	-	Per Unit	-	1			
29	Managed Services	Database Management - Mongo DB	-	-	-	Per Unit	-	1			
30	Managed Services	DR Dashboard & Monitoring	-	-	-	Per Unit	-	1			
31	OS license	Microsoft windows server license	-	-	-	Per Unit	-	1			
32	OS license	Linux OS /ubuntu version	-	-	-	Per Unit	-	1			

الموافق

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Sr no	Item	Description	CPU (Core)	RAM (GB)	Storage(GB)	Unit	Scalability	Qty	One Time Cost		Monthly Cost	
									OTC	DC /Manpower Cost	DC /Manpower Cost	DR Cost
33	OS license	Cent OS	-	-	-	Per Unit	-	1				
34	Application license	MS SQL server license	-	-	-	Per Unit	-	1				
35	Application license	MS SQL server license	-	-	-	Per Unit	-	1				
36	Application license	MYSQL license	-	-	-	Per Unit	-	1				
37	Application license	Mongo DB	-	-	-	Per Unit	-	1				
38	Application license	PostgreSQL	-	-	-	Per Unit	-	1				
39	Virtualization software licenses	bare metal hypervisor software	-	-	-	Per Unit	-	1				
40	Virtualization deployment	Deployment of bare metal hypervisor software	-	-	-	Per Unit	-	1				
41	Enterprise grade node level antivirus	Enterprise grade node level antivirus	-	-	-	Per Unit	-	1				
42	Next Generation Firewall	WAF / Web Application Firewall /WAN LLB/UTM – protection for all application and database pool	-	-	-	Per Unit	-	1				
43	Next Generation Firewall installation	WAF / Web Application Firewall /WAN LLB/UTM – protection for all application and database pool installation charges	-	-	-	Per Unit	-	1				
44	MSP	Managed Service Provider	-	-	-	Per Unit	-	1				
45	Technical Resource - Project Manager	Bachelor's /Master Degree in Engineering, Mathematics, Statistics, Computer Science, Information Technology, Electronics, Electronics & Telecommunications, or any equivalent with 10+ Years' experience in Software Development, Technology Architecture Design, Familiar with networking hardware, Computer Applications, 2+ Years of experience in Managing large size projects with medium to large teams size	-	-	-	Per Unit	-	1				

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Sr no	Item	Description	CPU (Core)	RAM (GB)	Storage(GB)	Unit	Scalability	Qty	Monthly Cost		
									One Time Cost	DC /Manpower Cost	DR Cost
46	Technical Resource - Database Administrator	B.Tech /B.E. in IT or Computers, BCA – Computers / Bachelor Degree in Computer Science/ ME/ MCA – Computers/ MSC in Computer with 5+ years of experience in database Management, experience in data storing, organizing, presenting optimizing, analyzing data and well verse in database management software, Certification in DB administration is preferred.	-	-	-	Per Unit	-	1			
47	Technical Resource - Systems & Network Specialist	Bachelor's /Master Degree in Computer Science, Information Technology, Computer Engineering or any equivalent with 5+ Years' experience in Network Specialist, Knowledge of network connectivity, Technologies, Protocols, Security. Certification is preferred.	-	-	-	Per Unit	-	1			
48	Technical Resource - Data Analyst	Bachelor's /Master Degree in Computer Science, Information Technology, Computer Engineering or any equivalent with 3+ Years' experience in data analytics, Microsoft access and SQL experience strongly preferred, MSBI, data warehousing, MSSQL Server, MySQL, SAS/R knowledge is preferred.	-	-	-	Per Unit	-	1			

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Sr no	Item	Description	CPU (Core)	RAM (GB)	Storage(GB)	Unit	Scalability	Qty	Monthly Cost		
									One Time Cost	DC /Manpower Cost	DR Cost
49	Technical Resource - Software Developer	B.Tech/B.E. in IT or Computers, BCA – Computers / ME/ MCA - Computers, MSC in Computer with Minimum 3+ years' experience. Desired Candidate Profile - Knowledge about SDLC - Programming knowledge in MVC4 or above - Programming proficiency in .NET C# 3.5 or above - DB design knowledge in SQL Server 2008 - ASP.NET,VB.NET & SQL 2005/2008, Java Script & XML - SQL Server SQL 2005/2008/2012, SQL concepts/programming knowledge. - HTML, CSS, JavaScript, PHP - C#. Web Services, JavaScript/JJSON, MSSQL Server/Oracle. - Experience on XML/XSLT, OOPS, UML, AJAX - Knowledge of Visual Source Safe. - Should be strong in Object oriented concepts and Data structure - Mean Stack and other related languages is desired.	-	-	-	Per Unit	-	1	-	-	-
50	Resource - Office Assistant	Any Bachelor's /Master Degree with experience in office administration. Marathi & English typing is preferred.	-	-	-	Per Unit	-	1	-	-	-
51	Resource - Peon	10th / 12th Pass	-	-	-	Per Unit	-	1	-	-	-
52	Resource - Security Guard	10th / 12th Pass	-	-	-	Per Unit	-	1	-	-	-
53	24 Port L3 Giga switch for local DC	24 Port L3, 1GbE, 4X10G SFP+, Stackable options	-	-	-	Per Unit	-	1	-	-	-
54	Switches installation	Installation of 24 Port L3 switches	-	-	-	Per Unit	-	1	-	-	-
55	Fiber optic modules	Fiber optic modules 10G SFP+	-	-	-	Per Unit	-	1	-	-	-

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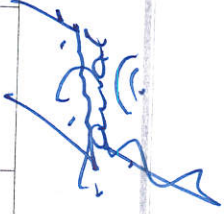

Sr no	Item	Description	CPU (Core)	RAM (GB)	Storage(GB)	Unit	Scalability	Qty	One Time Cost		Monthly Cost	
									OTC	DC /Manpower Cost	DC /Manpower Cost	DR Cost
56	Fiber optic patch cords	Fiber optic patch cords 2 meter for switch	-	-	-	Per Unit	-	1				
57	Stacking cable	stacking cable 1 meter	-	-	-	Per Unit	-	1				
58	48 Port L2 Giga switch for local DC	48 Port L2, 1GbE, 4X10G SFP+, Stackable options	-	-	-	Per Unit	-	1				
59	Switches installation	Installation of 48 Port L2 switches	-	-	-	Per Unit	-	1				
60	Passive Network Cabling	48 Port unloaded jack panel with installation	-	-	-	Per Unit	-	1				
61	Passive Network Cabling	Cat6 Information outlet jack with installation	-	-	-	Per Unit	-	1				
62	Passive Network Cabling	Cat6 patch cords - 1 Meter Length with installation	-	-	-	Per Meter	-	1				
63	Passive Network Cabling	Cat6 UTP ethernet cable 305 meter box	-	-	-	Per Unit	-	2				
64	Passive Network Cabling	Cat6 cable laying with accessories	-	-	-	Per Meter	-	1				
65	Passive Network Cabling	Fiber patch cords - 1 Meter Length with installation	-	-	-	Per Meter	-	1				
66	Server rack	42 U Rack 800W X 1000D with accessories and PDU	-	-	-	Per Unit	-	1				
67	Security system for local DC	Security system with CCTV 8+1	-	-	-	Job	-	1				
68	Security system for local DC	Biometric Access control	-	-	-	Per Unit	-	1				
69	Security system for local DC	Temperature monitoring and Alarm	-	-	-	Per Unit	-	1				
70	Precision AC	Precision AC	-	-	-	Per Unit	-	1				
71	AMC for Precision AC	AMC for Precision AC	-	-	-	Per Unit	-	1				
72	Fire Suppression System for local DC	Fire Suppression System for local DC around 1000 sq.ft area	-	-	-	Per Unit	-	1				
73	Desktop for DC monitoring	Intel C13 or higher processor, 18-5 LED Monitor, 8 GB RAM, 250 SSD or higher, Win 11, preloaded Microsoft Office	4	8	250	Per Unit	-	1				
74	Laptop for DC monitoring	C15, 8 GB RAM, 250 SSD or higher, Win 11, preloaded Microsoft Office	4	8	250	Per Unit	-	1				

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Sr no	Item	Description	CPU (Core)	RAM (GB)	Storage(GB)	Unit	Scalability	Qty	Monthly Cost	
									One Time Cost OTC	DC /Manpower Cost
75	Site to Site VPN	Site to site VPN for branch OR DR connectivity	-	-	-	Per Unit	-	1		
76	UPS system	20 KVA UPS system with 15-20 minutes battery backup for local DC	-	-	-	Per Unit	-	1		
77	UPS AMC	UPS AMC	-	-	-	Per Unit	-	1		
78	Diesel Generator	100 KVA	-	-	-	Per Unit	-	1		
79	AMC for Diesel Generator	AMC for 100 KVA Diesel Generator	-	-	-	Per Unit	-	1		
80	App Migration service	Migrate the list of applications currently hosted at different locations with different services providers	-	-	-	Per Unit	-	1		
81	Fire Alarm Panel AMC for 3 years	Fire Alarm Panel AMC for 3 years	-	-	-	Per Unit	-	1		
82	CCTV AMC for 3 years	CCTV AMC for 3 years	-	-	-	Per Unit	-	1		
83	Server Hardware (Intel e5-2630v4/ Higher, 128GB RAM, 10 Core/ 2 Proc, Dual SMPS, Remote Management, 1TB SSD x 10)	Server Hardware (Intel e5-2630v4/ Higher, 128GB RAM, 10 Core/ 2 Proc, Dual SMPS, Remote Management, 1TB SSD x 10)	-	-	-	Per Unit	-	1		
84	AMC for Server Hardware (Intel e5-2630v4/ Higher, 128GB RAM, 10 Core/ 2 Proc, Dual SMPS, Remote Management, 1TB SSD x 10) per Year	AMC for Server Hardware (Intel e5-2630v4/ Higher, 128GB RAM, 10 Core/ 2 Proc, Dual SMPS, Remote Management, 1TB SSD x 10) per Year	-	-	-	Per Unit	-	1		
85	Electrical AMC of DC	Electrical AMC of DC	-	-	-	Per Year	-	1		
86	Database management software licenses	Database management and synchronization tools	-	-	-	Per Unit	-	1		
87	Deployment of Database management and synchronization tools	Deployment of Database management and synchronization tools	-	-	-	Per Unit	-	1		
88	eSign	eSign	-	-	-	Per Unit	-	1		

Sr no	Item	Description	CPU (Core)	RAM (GB)	Storage(GB)	Unit	Scalability	Qty	One Time Cost		Monthly Cost	
									OTC	DC /Manpower Cost	DR Cost	Cost
89	Email Services	Email Services	-	-	-	Per Unit	-	1				
90	Push & Pull SMS Services	Push & Pull SMS Services	-	-	-	Per Unit	-	1				
									Total Cost (INR)			

Terms and Conditions

- 1) Server quantity required for all applications will be reduced/extended after evaluating existing Data Center.
- 2) All server and OS should be license compliant
- 3) Yearly renewal of licenses , subscriptions, devices support, etc. should be taken care by service provider

