

INDIAN COUNCIL FOR CULTURAL RELATIONS

Azad Bhavan, I.P. Estate,
New Delhi-110002

Notice Inviting Tender

Indian Council for Cultural Relations invites sealed tender from eligible bidders for the following identified “Name of Work /Services” for the council.

1	Tender No. & Date	ICCR/Proc/2020-2021/01/Web Conference & Webinar Solutions dated 23.01.2025
2	Name of the work/Services	“Hiring of AWS Cloud Services from MeitY empanelled Cloud Service Providers (CSPs) or their Authorized Managed Service Providers (MSPs)” for the period of 1 Year
3	Date & Time of tender publication & download	Date 24.01.2025 1300 hours
4	Last Date and Time of submission of tender	Date 14.02.2025 Up to Time 1500 hrs.
5	Date and Time of opening of Technical Bid	Date 14.02.2025 at 1600 hrs.
6	Date and Time of opening of Financial Bid	Will be intimated later
7	Estimated Cost for Tender in Rs.	Rs. 40,00,000/- Lakh (Forty Lakh rupees only)
8	**Cost of Tender Document	Nil
9	Earnest Money Deposit (EMD)	EMD of Rs. 1,20,000/- in the form of the Account Payee Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any of the Commercial Banks in favour of “Director General, ICCR, Azad Bhawan, I.P Estate, New Delhi-110002”. Bidders can also submit the EMD through online Payment with below details: Account Name :- ICCR Account No.- 10310541422 IFSC Code:- SBIN0001187 Bank Name:- State Bank Of India Branch address:- IP ESTATE, Delhi

2. The detail requirements, specifications of procurement and Bid document will be published on website iccr.gov.in under Tender section & on gem.gov.in under bid section. If any future updates/corrigendum regarding Bid will be there, it will be only published in website iccr.gov.in & gem.gov.in during Bid period. Bidder may check iccr.gov.in & gem.gov.in regularly during Bid period. Bidder can participate in this Bid through gem.gov.in only.

3. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the Indian Council for Cultural Relations shall be final and binding.

4. Those Companies which are registered with the Central purchase Organization, National Small Industries Corporation (NSIC) or the Council of Micro Small and Medium Scale Enterprises (MSME) shall be exempt from the requirements of Earnest Money Deposit (EMD). The Bidding Company in this case required providing certificate copy of their registration with any of these organizations to claim exemption of Earnest Money Deposit (EMD).

(A) TENDER NOTICE

The ICCR invites bids from reputed agencies, for “**Hiring of AWS Cloud Services from MeitY empanelled Cloud Service Providers (CSPs) or their Authorized Managed Service Providers (MSPs)**” for the period of 1 Year. The work order for Cloud Services would be awarded initially for a period of one year, which can be extended for two more years on a yearly basis at the same rate and same terms and conditions subject to satisfactory performance and mutual agreement. ICCR is currently using the AWS Cloud Services through Managed Service Provider (MSP).

2. All the costs (Hardware/ Software/ Services) and taxes must be included in the quote.
3. Bidder has to submit the cost break-up along with the technical proposal.
4. The bid shall be signed by a person duly authorized to sign on behalf of the Bidder. The authorization shall consist of a written confirmation as specified and shall be uploaded along with the bid.
5. The bid shall be signed by a person dully authorized to sign behalf of the Bidder. The authorization shall consist of a written confirmation as specified and shall be uploaded along with the bid.

INTRODUCTION ABOUT THE PROJECT/ SERVICES BEING PROPOSED FOR PROCUREMENT USING CUSTOM BID FUNCTIONALITY

Indian Council for Cultural Relations an autonomous organization under Ministry of External Affairs invites bids/quotations through GeM Portal for “AWS Cloud Services from MeitY empanelled Cloud Service Providers (CSPs) or their Authorized Managed Service Providers (MSPs)” as per Scope of Work.

ICCR is currently using the AWS Cloud Services through Managed Service Provider (MSP).

(B) ELIGIBILITY CRITERIA FOR CLOUD SERVICE SOLUTION

1. Cloud platform offered should be certified preferably for the latest version of ISO 27001, ISO 27017 & ISO 27018, SOC I, II, III by a competent auditing authority or at least to those audited by MeitY or later. (Submit Copy of Certificates)
2. The AWS Cloud Service Provider (CSP) or their Authorized Managed Service Providers (MSPs) should be MEITY (Ministry of Electronics and Information technology) Empanelled and should be providing cloud services to the Government organization(s).
3. CSP or MSP of AWS Cloud services should have its Data Centers within India and ICCR data should not be stored in any location outside India.
4. Bidder should be a registered company in India under the Companies Act 1956 or registered with Directorate of Industries / NSIC with a valid GSTN registration. The bidder should be in the business of providing Cloud Services for a minimum period of 5 years as on bidding date. (Documents Required from the Bidder);
5. Valid Certificate of Incorporation and Memorandum & Articles of Association / Certificate of registration with Directorate of Industries, NSIC.
6. In case of any name change bidder needs to submit all the supporting documents.
7. The bidder should submit any one of the following to prove that the bidder is in business of providing cloud services for at least 5 years as on bidding date:
 - i. Completion Certificate(s) from client(s) certifying that the bidder has been providing cloud services for at least 5 years.
 - ii. Valid GSTN Registration Certificate showing the date of registration and classification of the business activity related to cloud services.
 - iii. Copies of work orders or contracts executed with clients for cloud services at least 5 years prior to the bidding date
 - iv. Financial statements for the past 5 years highlighting revenue generated from cloud services.
8. A minimum of 05 years of experience in the relevant area such as working on Cloud based projects for Govt. Departments/ Ministries/ PSU/ Autonomous bodies and execution of at least 03 such works per year in the last three financial years wherein the total value of the order should be at least INR 80 lakh per year. Documentary evidence in the form of Work Order/Invoices from the relevant client is to be submitted in this regard.
9. The average annual turnover of the bidder should be at least INR 100 Lakh for the last three financial years. The bidder is required to submit a certificate from its auditor to this effect. Turnover figures only for complete (not partial) financial years shall be accepted. In case the bidder has multiple business wings, turnover figures of only the Cloud based projects related branch shall be considered and the bidder will have to submit the said figure.
10. The bidder should neither be blacklisted by any Government/ Semi Government organisation/ public sector/ corporate sector nor should any Criminal Case be registered against the bidder or its owner or partners anywhere in India. The bidder shall furnish a written declaration in this regard.
11. The bidder must have filed Tax Returns for the last three years. Submit relevant document.
12. CSP or MSP proposed should have at least 2 Availability zones / Data Center under MeitY Empanelment in India to offer DC/DR services. Each Data Centre/Availability Zone should be at a distinct and different physical location from the other. (Submit Address Details)

13. The MeitY empanelled Cloud Service Provider shall directly participate in the bid, however in case the cloud services is ordered by CSP through third party service Provider/Managed Service Provider, the MeitY empaneled Cloud Service Provider should provide MAF to participate in the bid. In case bidder is not able to honor the contract, CSP shall support to onboard alternate authorized service partner to honor the contract. Further, CSP is required to confirm that even when Customer changes the authorized implementation Agency/MSP, the CSP services would remain available to customer at CSP published rates for all services. (Submit Copy of MeitY Document)

14. Eligibility Criteria for the Third Party Service Provider/Managed Service Provider (MSP): The Bidder should have the following Certificates or latest and are valid as on the date of bidding. (Submit Copy authorized Document)

- a. ISO 27001:2013
- b. ISO 9001:2008 / ISO 9001:2015
- c. ISO 20000:2011

15. Bidder should have backend support agreement with the CSP which is valid for the contract period. Submit relevant document.

16. Bidder should submit a letter from CSP giving details of the level of partnership.

17. Bidder must be running 24 x 7 NOC (Network Operation Centre) / SOC (Security Operation Centre) for cloud platform in India.

18. The bidder should have minimum 30 certified professional on their payroll. Submit relevant document.

19. Bidder should have his cloud operations/support/technical services office in India preferably in Delhi/NCR.

20. The bidder should have a local office in Delhi/ NCR (documentary evidence to be submitted) attach self-Attested copy of the Address Proof supporting with telephone bill /IT Return copy.

21. The bidder should submit a copy of valid agreement with the CSP and the agreement should be valid for a minimum period of 1 Year as on bidding date. If the backend agreement with CSP is not valid for the full contract period of ICCR, then the bidder should give a declaration that he will extend the agreement validity with CSP for ICCR contract period. The bidder should submit a copy of the agreement as and as when the agreement with CSP is renewed.

22. The Cloud Service Provider shall certify that all the Cloud requirements setup shall be provisioned as per the Bill of Quantities.

23. The bidder who has previously withdrawn the allotment of works or services related to “Hiring of AWS Cloud Services from MeitY empanelled Cloud Service Providers (CSPs) or their Authorized Managed Service Providers (MSPs)” after completion of the bid will be automatically rejected.

24. The bidder shall also share the escalation matrix for any complaint/clarification as well as the bidder's own mechanism for complaint registration and redressal.

(C.) SCOPE OF THE WORK FOR HIRING CLOUD SOLUTIONS AND MANAGED SERVICE FOR ICCR FROM MIETY EMPNALLED CLOUD SERVICE PROVIDER

1.0 BROAD SCOPE OF WORK

1.1 ICCR is looking towards using Managed Service Cloud Solution with services for hosting Web Application Portals and for storing data, having end to end encryption capability and insights about the type of access with a quick dashboard. Some of the key capabilities required as part of the services are provided as below. Bidder needs to provide a compliance matrix as part of the technical proposal.

2.0 OVERALL KEY REQUIREMENTS

2.1 The CSP should offer True Cloud Service with on the fly scaling Up and Down the requisite configuration in the Cloud Infrastructure setup within 3-4 hours of the request. Alternately, the CSP may provide direct access to ICCR for such change requirements.

2.2 ICCR may engage the service provider initially for a period of one year and extend the service for further one year on same rate, term and conditions based on the performance.

2.3 System should be able to provide ability to automatically increase/ scale the number of Instances/ VMs during demand spikes for few hours/ days to maintain performance

2.4 No prior intimation or buffer will be given, as increase/ decrease number of instances should happen automatically based on the controls/ parameters set up for maximum/ minimum usage of VMs.

2.5 System should be able to provide metering and billing of services like VMs, storage, at hourly basis.

2.6 In case hourly prices are not available, the same will be paid based on the pro-rata basis the monthly rate and actual usage of the service.

2.7 All the data shall be hosted in India and bidder should specify DC and DR locations. ICCR **if opt may**, at any point of time, require audit of the provisioned DC/DR environment; Bidder is required to facilitate such timely audits which shall be undertaken in accordance to MeitY guidelines.

2.8 Bidder shall provide adequate Internet Bandwidth including termination devices for connectivity.

2.9 Bidder shall provide all reasonably possible support to development team and the department in respect of aforesaid cloud service solution.

2.10 Bidder shall manage archival of the data as and when technically required.

2.11 Bidder shall provide department reports monthly or whenever ask by the department.

2.12 Bidder shall provide training to at least 3 personnel of ICCR technical team.

2.13 Bidder shall provide inter-operability support with regards to available APIs, data portability etc. for the Department to utilize in case of change of cloud service provider, migration back to in-house infrastructure, burst to a different cloud service provider for a short duration or availing backup from a different service provider.

2.14 The bidder should provide 24x7 Helpdesk support. The bidder would be required to create and maintain a helpdesk/telephonic number and email based ticketing system that will resolve problems and answer queries related to the work order. The help desk support to users shall be provided on 24x7x365 basis over telephone, email and ticketing system.

2.15 Bidder/Cloud service Provider shall provide Escalation Matrix along with Level and Name, Contact No., Mobile No., Email ID etc. of the persons. Additionally, following information shall be provided by the successful bidder to handle tasks to be undertaken on priority without delay.

2.16 Managed Service Provider/CSPs/Bidder shall provide Contact Details (Name, Designation, Mobile, Email-Id and landline Nos etc) in addition to the Escalation Matrix;

- i. MSPs/CSPs Configuration Team
- ii. H/w Operation Team
- iii. S/w and Support Team
- iv. Security and Support Team
- v. Infrastructure Enhance Team

2.17 Service Provider should be able to provide access to the cloud setup configured for ICCR with a quick dashboard that shall also provide usage statistics of services like VMs storage, email/SMS alerts services, etc on hourly /day-today basis.

2.18 Bidder should provide support to technical team of department for optimization of resources in cloud environment for better performance and also provide physical and virtual access to the technical persons for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by department.

3.0 OPERATIONAL CLOUD SERVICES REQUIREMENTS

The Cloud Service provider shall include all services (Infrastructure as a Service, Platform as a Service, Software as a service, Dev/Test environment as a service

3.1 Compute Services

3.1.1 The account needs to be opened in name of ICCR and root access to the account shall be maintained with ICCR at all times. No data shall be removed from the account by bidder at any time unless specified instruction is provided by ICCR.

3.1.2 The setup provided shall be architected in such a way to automatically restart VMs on a healthy host if the original physical host fails and avoid VM outages or downtime when the provider is performing any kind of hardware or service maintenance at the host level

3.1.3 Self-service provisioning of multiple VMs concurrently either through a programmatic interface or Web Portal

3.1.4 The cloud setup services offered shall implement configuration of Content delivery Network (CDN) integrated with the Storage service for easy access, faster response time for application documents/data

3.1.5 The bidder has to supply the PHP 7.0 or latest, the cost of the same should be included in MSP Category

3.1.6 Enterprise Version shall be configured in providing My Sql data base and Mariadb.

3.1.7 The data base instance should be configured as single Database for Active and Singe for Passive. The setup shall be implemented with installation of Load Balancer to share the application load.

4.0 MANAGED SERVICES

Cloud Managed Service provider (MSP) should be able to provide the following services during the entire contract period with end to end management of commissioning of systems which includes followings:

- i. Liaison with CSP for the requirement as per ICCR request.
- ii. Latest applicable escalation matrix of MSP and of CSP
- iii. Installation of OS/DB, Network/IP configuration, OS/DB Hardening and storage
- iv. Management of server.
- v. Application hosting, installation, migration, periodic changes as required by ICCR.
- vi. Upgrade, Monitoring of OS, DB, Storage and applications.
- vii. User, role and authorization management
- viii. Application and Database Log Management and Analysis
- ix. Monthly reporting to ICCR for usage of service Business Unit-wise, performance of system/application

In addition the MSP is required to provide following activities;

4.1 Deliverables

The following are the deliverables associated to the managed services which will be provided by CSP or their alliance partner (bidder) for the Cloud resources. The key goal of bidder is to offer the following services to their Managed Service customer.

- Managed Services to be provided for the Cloud Infra Implemented
- 24*7 Supports & Monitoring.
- Support available via email, phone and portal tickets through web console
- Resource monitoring and Infrastructure availability monitoring
- Performance monitoring and Threshold deviations (CPU, Disk, Memory etc.)
- Real time metrics for infrastructure using dashboards
- Monthly/Weekly reports on incidents, tickets, valid/invalid alerts, SLA performance.
- Adherence to ITSM / ITIL / ISO Standards best practices and guidelines
- Proactive and Reactive support to ensure maximum service availability
- The bidder shall provision licensed Software's, Database and Operating System software so as to keep these software's up to date with latest version, release, updates , patches, etc.

4.2 Cloud Platform Incident Support

Any issues with the underlying Cloud platform for the Cloud resources defined & covered under this agreement are incident and problem managed via our service desk, this includes Support Escalations

4.3 Virtual Machine Management

Virtual Machine Management activity includes:

- Maintain VM asset and configuration information in relation to the services supported by the configuration items
- Provisioning of VMs from templates
- Creation and Customization of templates

- Create/Follow standard templates used in the client Environment
- Customize the templates as required when provisioning the Virtual Machines during request fulfillment
- Decommission VMs/templates
- Upgrade/downgrade VMs based on performance requirements

4.4 Server Os Management

Perform 24 X 7 monitoring and management of the Server VMs and Operating System

4.5 Monitoring Services

- Monitoring of the server availability, capacity and performance
- Monitoring of server resources — CPU, Memory and Disk space
- Monitoring of network utilization
- Monitoring of log files and critical services
- Monitoring of system events and alerts - Validate alerts for false-positives, Log tickets in the service desk system for valid alerts

4.6 Patching Service

- Mandatory and fully automated patching within agreed maintenance windows.

4.7 Access Management

- Create, modify and delete users and user profiles
- Create, modify and delete user groups
- Create login scripts
- Create, modify and delete network shares.
- Assign and maintain user access rights as per policies defined and agreed upon with the Customer

4.8 Server Administration & Maintenance

- Assign and maintain space usage restrictions
- Maintain and administer DNS, NFS, NIS, DFS roots, and group policy
- Restore server operating system in the event of a crash — if backup available.
- Resolve server problems like system hang, hard disk crash, etc.
- Create new file systems and correct file system inconsistencies as and when required
- Configure the print servers and resolve users' printing problems
- Perform periodic system performance tuning as per Customer's policy
- Perform periodic schedule maintenance activity including, if required, restart of the system.

4.9 Cloud Network Management

- VPN (IP sec) Communication with Corporate Network
- Cloud provided DNS
- Corporate owned on premise/Cloud hosted/external DNS
- Instance to instance communication
- Load Balancer configuration
- Endpoint configuration

4.10 WAF (Web Application Firewall) Management

- Configuration, maintenance, tuning, and review to ensure up-to-date protection
- 24x7x365 event monitoring and alerting, and periodic log review options.

- Automated analysis by a cloud engine to find known threats; anomalous behavior and suspicious activity.
- Access to events and reports.
- Advanced Web application security detection and protection.
- Achievement of compliance requirements, including PCI DSS

4.11 Backup Management

- Develop a backup strategy in consultation with the Customer & adhere to the policy
- Provide routine backup and recovery of data with respect to the IT Infrastructure
- Monitor periodically the log generated by the backup tool to ensure that the data and can be restored
- Monitor the performance of scheduled backups, schedule testing of backups as per policy agreed with Customer during transition and ensure adherence to related retention policies
- Review backup logs to verify completion of backup
- Notify to customer team any backup failures
- Perform restoration drill as per the schedule agreed with customer during transition, and sign off with Customer

4.13 Professional Services

The Cloud Managed Service Provider should provide professional services covering areas like, Architecture review of existing cloud implementation, Professionals Risk assessment etc

4.14 Exclusions from services

- DB Management
- Application Management.
- Any Migration
- Vulnerability Testing and Penetration Testing for Application
- Fixing of application issues/bugs
- Any customization to features, functionalities and capabilities.
- SSL Certification procurement, and any other Software from list identified in deployment environment.
- New purchase of any software / Connectivity and related components / Renewals.

5.0 SCALABILITY

5.1 Ability to automatically increase/ scale the number of Instances/ VMs during demand spikes to maintain performance

5.2 Ability to automatically increase/scale the number of Instances/VMs during demand spikes to maintain performance

5.3 System should be able to provide ability to automatically increase/scale the number of Instances/VMs during demand spikes for few hours /days to maintain performance

5.4 No prior intimation or buffer will be given as increase/decrease number of instances should happen automatically base on the controls/parameters set up for maximum/minimum usage of VMs.

5.5 Proposed solution should be able to scale as number of users grow and doesn't require any manual interventions.

5.6 Push-button vertical scaling up/down of database instance typically completes in a few minutes.

5.7 Self-service provisioning of multiple VMs concurrently either through a programmatic interface or Web Portal

6.0 SECURITY REQUIREMENTS

Standard Security measures applicable as per MeITY guidelines. Bidder has to submit valid MeITY empanelment letter mentioning the Data Centers from which the services would be provisioned

6.1 The service should provide ability to restrict access only to authenticated viewers

6.2 Capability to create policies that can restrict access to the data based on user/request location and time of request

6.3 Support server-side encryption (SSE) of data at-rest with the cloud provider managing the encryption keys or customer provided cryptographic keys

6.4 Support read-after-write consistency for addition any object (PUT operations)

6.5 The service should provide ability for protection against Network and Application Layer Attacks

6.6 DDOS should protect against common and most frequently occurring infrastructure (layer 3 and 4) attacks like SYN/UDP floods, reflection attacks, and others to support high availability

6.7 The bidder have to supply the Anti-Virus, Anti-Malware, HIPS and HIDS Services, the cost of the same should be included in MSP Category

6.8 Bidder should provide Security Incident and Event Management /Security services that allows for continuous threat detection using machine learning, anomaly detection, and integrated threat intelligence to identify and prioritize potential threats.

6.9 Compliance to all the above shall be submitted by submitting URL to publicly published information related to service(s). Further, a snapshot for the webpage and the specific webpage URL should be attached as a separate document as part of compliance submission.

7.0 Deployment Environment for Web Application- SM Details

Technology	Specifications
Technology & Framework	PHP 7, Reacts J.s + -- Cake php (3.3.x)
Languages	English, Multilingual (interface labels — utf8)
Operating System	Linux
Database	Mysql Ent. Version
Email / SMS	SMTP
Web Server	Apache 2.4.x with PHP 7+
Script	JavaScript , HTML 5
PHP / Apache modules	PHP — GD Library, bcmath module, openssl, module, PDO, PDO PGsql, module, curl, Apache mod rewrite should be enabled.
Other	<ul style="list-style-type: none"> • Ability to set up Cron Jobs • Ability to override options using .htaccess
Deployment Environment For Web Application- H/W Details	
OS	RHEL 7.0/CentOS
VM	1
VCPU	16 (May need to extend based on user traffic)
RAM	64 GB (May need to extend based on user traffic)
HDD/SDD	500 GB (may need to extend, based on data)
Deployment Environment for Database server- S/W Details	
Technology	Specifications
Technology & Framework	PHP 7 +
Operating System	Linux
Database	MySql / MariaDB Latest Version
Web Server	Apache 2.4.x with PHP 7+
Deployment Environment for Database Server- H/W Details	
OS	RHEL 7.0
VM	1
VCPU	16 (May need to extend based on user traffic)
RAM	64 GB (May need to extend based on user traffic)
HDD/SDD	500GB initially (may need to extend, based on data)

(D) GENERAL

1. TERMS & CONDITIONS

1.0 The contract is likely to commence on the date issuing of Purchase Order and its acceptance from the successful bidder within ten days, and shall continue for a period of one year period, unless it is curtailed or terminated by this Council owing to deficiency of service, sub-standard quality of personnel deployed, breach of contract, reduction or cessation of the requirement of work.

1.1 The contract shall automatically expire after the ordered period from commencement of the contract unless extended further by the mutual written consent of the Cloud Service Provider and this Council.

1.2 ICCR may engage the service provider initially for a period of one year and extend the service for further one year on same rate, term and conditions based on the performance.

1.3 The Cloud Service Provider shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to another Company

1.4 The bidder will be bound by the details furnished by it to this Council, while submitting the tender or at subsequent stage. In case, any document furnished by the bidder is found to be false at any stage, it would be deemed a breach of terms of contract making it liable for legal action besides termination of contract.

1.5 The Cloud Service Provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative, Organizational matters are not divulged or disclosed to any other person by its personnel deployed in the Council.

1.6 The Cloud Service Provider shall depute a coordinator, who would be responsible for interaction with the Indian Council for Cultural Relations, New Delhi so that optimal services can be availed without any disruption.

1.7 This Council shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing Company in the course of their performing the functions/ duties, or for payment towards any compensation.

2.0 DEFINITIONS, INTERPRETATIONS AND OTHER TERMS

Bid means the tender process conducted by ICCR and the technical and commercial proposals submitted by the successful bidder, along with the subsequent clarifications and undertakings, if any;

ii. Confidential Information means all information including ICCR Data (whether in written, oral, electronic or other format) which relates to the technical, financial, business affairs, customers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this CA (including without limitation such information received during negotiations, location visits and meetings in connection with this CA);

iii. Customers mean all citizens and business organization and users who use the ICCR services.

iv. Deliverables means all the activities related to the Cloud and other service provisioning, as defined in the Bid Document & subsequent Corrigendum (if any), based on which the technical proposal & commercial proposal was submitted by the Bidder and as required as per this CA;

v. Effective Date means the date on which the Purchase Order or Letter of Acceptance is issued;

vi. CA means this Contract Agreement, together with the recitals and all schedules and the content, requirements, specifications and standards of the Bid Document (as may be amended, supplemented or modified in accordance with the provisions hereof} and the Bid. In the event of a conflict between this CA and the Schedules, the terms of the CA shall prevail; with overriding effect;

vii. Performance Security means the irrevocable and unconditional Performance Bank Guarantee provided by the Service provider from any Nationalized/ Scheduled bank in favour of DG, ICCR for an amount equivalent to 3% of the total contract value.

viii. Proprietary Information means processes, methodologies and technical and business information, including drawings, designs, formulae, flow charts, data and computer programs already owned/licensed by either Party or granted by third parties to a Party hereto prior/ subsequent to the execution of this contract;

ix. Required Consents means the written consent, clearances and licenses, rights and other authorizations as may be required to be obtained by the Service Provider, for all tasks/ activities/ software I hardware and communication technology for this project; from all the concerned departments/ agencies, etc. as the case may be.

x. Bid Document means the Request for Proposal released and includes all clarifications/ addendums, explanations and amendments issued by the department in respect thereof;

xi. Services means the content and services delivered and to be delivered to the customers or the offices of ICCR by the Service Provider, and includes but not limited to the services specified in the Bid Document or as may be specified and incorporated in the subsequent agreements Vs under Contract Agreement. Users means the departmental staffs or any other ICCR officials having access to ICCR Application Landscape including its Implementation Agencies, technology vendors, corporations and agencies and their employees, as the context admits or requires

3.0 USE & ACQUISITION OF ASSETS DURING THE TERM

The Bidder shall:

3.1 Take all reasonable and proper care of the entire hardware and software, network or any other information technology infrastructure components used for the project and other facilities leased/owned by the Bidder exclusively in terms of the delivery of the services as per this CA (hereinafter the "Assets") in proportion to their use and control of such Assets which will include all upgrades/enhancement and improvements to meet the needs of the project arising from time to time

3.2 Term "Assets" also refers to all the hardware / Software / data / documentations / manuals/ or any other material procured, created or provisioned by the Bidder for ICCR for implementation of IT Infrastructure solution.

3.3 Keep all the tangible Assets in good and serviceable condition (reasonable wear and tear excepted) suitably upgraded subject to the relevant standards as stated in the bid to meet the SLAs mentioned in the contract and during the entire term of the Agreement

3.4 Ensure that any instructions or manuals supplied by the bidder of the Assets for use of Assets shall be followed by the Bidder/MSP who will be responsible for provisioning the use of the Asset.

3.5 Take such steps as may be recommended by the manufacturer of the Assets and notified to the Bidder or as may be necessary to use the Assets in a safe manner

3.6 To the extent that the Assets are under the control of the Bidder, and the bidder keep the Assets suitably housed and in conformity with any statutory requirements from time to time as applicable to them.

3.7 Not, knowingly or negligently use or permit any of the Assets to be used in contravention of any statutory provisions or regulation or in any way contrary to law

3.8 Use the Assets exclusively for the purpose of providing the Services as defined in the contract

3.9 Ensure the integration of the software with hardware to be setup and the current Assets in order to ensure the smooth operations of the entire solution architecture to provide efficient services to ICCR of this Project in an efficient and speedy manner

3.10 Bidder shall not use ICCR data to provide services for the benefit of any third party, as a service bureau or in any other manner.

4.0 SECURITY AND SAFETY

4.1 The Bidder will comply with the directions issued from time to time by ICCR and the standards related to the security and safety in so far as it applies to the provision of the Services.

4.2 Adherence to basic e-Governance Guidelines and Standards for data structure (if any) shall be adhered to.

4.3 Bidder shall also comply with ICCR's information technology security and standard policies in force from time to time as applicable. ICCR shall share the relevant guidelines and standards to the bidder upon signing of the CA.

4.4 Bidder shall use reasonable endeavors to report forthwith in writing to all the partners/contractors about the civil and criminal liabilities accruing due to any unauthorized access (including unauthorized persons who are employees of any Party) or interference with ICCR's data, facilities or Confidential Information.

4.5 The Bidder shall upon reasonable request by ICCR or his/her nominee(s) participate in regular meetings when safety and information technology security matters are reviewed.

4.6 Bidder shall promptly report in writing to ICCR any act or omission which they are aware that could have an adverse effect on the proper conduct of safety and information technology security at ICCR.

4.7 Data Ownership- All the data created as the part of the project shall be owned by ICCR. The Bidder shall take utmost care in maintaining security, confidentiality and backup of this data. ICCR shall retain ownership of any user created/loaded data and applications hosted on Bidder's infrastructure and maintains the right to request (or should be able to retrieve) full copies of these at any time

5. PERFORMANCE BANK GUARANTEE (PBG)

a. The successful bidder shall provide a Performance Bank Guarantee for the due and faithful performance of contract for a sum of 5% of the total contract price before the signing of Agreement. The Performance Bank Guarantee should remain valid for a period of 60 days beyond the date of completion of contractual obligations.

b. Refusal or inability or delay by successful bidder to supply all deliverables as per scope of work at the contracted rate may result in termination of the contract and forfeiture of Performance Guarantee (PG) as well as disqualification of the bidder from participating in future tenders.

c. The performance security will be furnished in the form of the Account Payee Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any of the Commercial Banks in favour of "Director General, ICCR, Azad Bhawan, I.P Estate, New Delhi-110002". Bidders can also submit the EMD through online Payment with below details:

Account Name:- ICCR
Account No.- 10310541422
IFSC Code:- SBIN0001187
Bank Name:- STATE BANK OF INDIA
Branch address:- IP ESTATE, Delhi

The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the supplier, i.e. till the period of registration/license expires. (Refer Annexure VIII)

6. COMPLIANCE TO BID/ COMPLETENESS OF RESPONSE

a. Bidder is advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

b. Failure to comply with the requirements of this paragraph may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:

- i. Comply with all requirements as set out within this RFP.
- ii. Submit the forms as specified in this RFP and respond to each element in the order as set out in this RFP
- iii. Include all supporting documentations specified in this RFP

7. RIGHT TO ACCEPT OR REJECT PROPOSAL(S)

ICCR reserves the right to accept or reject any proposal, and to annul the tendering process at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or any obligation to inform the affected Bidder of the grounds for ICCR action. ICCR may terminate the RFP process at any time and without assigning any reason.

This RFP does not constitute an offer by ICCR. The Bidder's participation in this process may result ICCR selecting the Bidder to engage towards execution of the contract.

8. SERVICE LEVEL AGREEMENT (SLA)

8.1 Measurement and Monitoring

a. The SLA parameters shall be monitored on quarterly basis as per the individual SLA parameter requirements. However, if the performance of the system, services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of ICCR, then ICCR will have the right for termination of the contract or/and to take services from another bidder/Service provider, for which the cost will be borne by existing bidder/service provider.

b. The full set of service level reports should be available to ICCR on a quarterly basis or based on the project requirements.

c. The Monitoring Tools play a critical role in monitoring the SLA compliance and hence, will have to be customized accordingly. The Bidder/Service provider shall make available the Monitoring tools for measuring and monitoring the SLAs. The Bidder/Service provider may deploy additional tools and develop additional scripts (if required) for capturing the required data for SLA report generation in automated way.

The tools should generate the SLA Monitoring report at the end of every quarter which is to be shared with the ICCR on a quarterly basis. ICCR shall have full access to the Monitoring Tools, portal (and any other tools, solutions deployed for SLA measurement and monitoring) to extract data (raw, intermediate as well as reports) as required during the project. ICCR may also audit the tool and the scripts on a regular basis.

d. The measurement methodology, criteria, logic, etc. will be reviewed by ICCR.

e. In case of default on any of the service level metric, the Bidder/Service provider shall submit performance improvement plan along with the root cause analysis for ICCR's approval.

8.2 Periodic Reviews

a. During the contract period, it is envisaged that there could be changes to the SLA, in terms of measurement methodology, logic, criteria, addition, alteration, deletion of certain parameters, based on mutual consent of both the parties, i.e. ICCR and Bidder/Service provider.

b. ICCR and Bidder/Service provider shall each ensure that the range of the Services under the SLA shall not be varied, reduced or increased except by the prior written agreement of ICCR and Bidder/Service provider in accordance with the Change Control Schedule.

c. The SLA may be reviewed on an annual basis by ICCR in consultation with the Bidder/Service provider.

8.3 Penalties for Cloud Service Solution

Payments to the Bidder/Service provider to be linked to the compliance with the SLA metrics laid down in the agreement.

a. The payment will be linked to the compliance with the SLA metrics. If the Bidder/Contractor fails to adhere the terms & conditions of the contract and ICCR deducts Liquidated Damages and/or SLA penalties for the same; then in such a case, ICCR will charge GST over and above the Liquidated Damages and/or SLA penalties, as the case may be; and same shall be recovered from the Bidder/Contractor. This may vary depending on the position of law on the date when such deduction is made.

b. The penalty in percentage of the quarterly payment is indicated against each SLA parameter in the table.

c. In case multiple SLA violations occur due to the same root cause incident then the SLA that incurs the maximum penalty may be considered for penalty calculation rather than a sum of penalties for the applicable SLA violations.

d. Penalties in one quarter shall not exceed 100% of the value of all PO (s) issued during the Financial Year.

e. If the penalties in one quarterly period exceed more than 50% of the total quarterly bill, it will result in a material breach. In case of a material breach, the operator will be given a cure period of one month to rectify the breach failing which a notice to terminate may be issued by ICCR. In case of such termination of services by ICCR, all BGs with ICCR will be forfeited and all penalties will be applicable. The cure period given to the bidder will not entitle bidder to relaxation in penalties.

8.4 Service level for Storage setup

i. Proposed storage solution should have the ability to store and co-exist multiple versions of an object and provide object's lifecycle management across different tiers. It should provide high redundancy durability and storage of data across Data centers DR/Backup location with 99.9% uptime SLA.

ii. Proposed archival object storage should be designed to provide average annual durability of 99.999999999% to ensure availability of data during all times.

iii. Proposed archival solution should support storage of data across multiple data centers before confirming a successful upload to provide redundancy on Yearly basis and shall meet the requirements as brought out in the table below to avoid penalties;.

S. No.	Service Level Objective	Measurement Methodology /	Target/ Service Level	Penalty (Indicative)
1.	Availability/ Uptime of cloud services Resources for Production environment (VMs, Storage, OS, VLB, Security Components,)	Availability (as 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: $\geq 99.9\%$	For every 0.1 percent fall from 99.9% uptime shall attract a penalty of 1 % of Monthly bill.
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. i. $< 99.5\%$ and $\geq 99\%$ (10% of the Periodic payment) ii. $< 99\%$ (20% of the periodic payment)
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 $> 99.5\%$	Default on any one or more of the provisioned network links will attract penalty as indicated below. i. $\geq 99\%$ (10% of the Periodic payment) ii. $< 99\%$ (30% of the Periodic payment)
4.	Adherence RTO	Per occurrence This will be calculated monthly	is 2 per Hour	a) ≤ 2 Hours — Nil b) 2 Hours to ≤ 2.5 Hours — 10% of MP (Monthly Payment) c) > 2.5 Hours to ≤ 3 Hours — 15% of MP (Monthly Payment) d) > 3 Hours to ≤ 4 Hours — 20% of MP (Monthly Payment) e) Subsequently, for every Hour - 10% of MP (Monthly Payment)

5.	Adherence RPO	Per occurrence This will be calculated monthly	is 30 Minutes	<p>a) <=30 Minutes — Nil</p> <p>b) >30 Minutes to <=45 Minutes — 10% of MP (Monthly Payment)</p> <p>c) >45 Minutes to <=60 Minutes — 15% of MP (Monthly Payment)</p> <p>d) >60 Minutes to <=75 Minutes 20% of MP (Monthly Payment)</p> <p>e) Subsequently, for every 30 Minutes 10% of MP (Monthly Payment)</p>
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9. PAYMENT TERMS:

- a. No advance payment shall be made for any activity.
- b. All Payments shall be made in Indian Rupees only.
- c. All the services to be billed as **pay per usages basis** (On Actual basis) at the end of the every months following the consumption report.
- d. Payment will be made on Monthly basis on successfully meeting the services and on submission of Invoice in the name of “Indian Council for Cultural Relations, Azad Bhawan, I P Estate, New Delhi 110002”.
- e. All Taxes as per rules applicable by Govt. of India from time to time will be deducted from all payments made by ICCR.
- f. Payment will be made after all deductions (SLA Penalty, TDS, GST, etc).

10. PENALTY CLAUSE

- (i) If the bidder withdraws or alters the bid before the expiry of bid validity period, ICCR may take the decision to forfeit the EMD and debar it from participating in future tenders.
- (ii) If the bidder withdraws after the selection, ICCR may take the decision to forfeit the EMD and debar it from participating in future tenders.
- (iii) If at any future point of time it is found that the bidder has submitted information which is factually incorrect or if the bidder does not fulfill any of the contractual obligations, the ICCR may take a decision to cancel the contract with immediate effect, and/or debar the bidder from bidding prospectively in this and all other tender procedures for a period to be decided by the ICCR and take any other action as deemed necessary. The penalty with respect to its time period shall be quantified by the ICCR at its own discretion/ satisfaction.
- (iv) It would be the first and foremost responsibility of the bidder to ensure that the services are being provided satisfactorily and contract is executed as per agreed terms and conditions. In the event of delayed or unsatisfactory services, this ICCR may recover a sum from the Bidder equivalent to pay back total paid amount with 10% penalty charges to a minimum of 0.5% of the total contract value on each occasion subject to a maximum of 10% of the total contract value in a year.

10. FORCE MAJEURE

- i. The ICCR may consider relaxing the penalty and delivery requirements as specified in the tender document, if and to the extent the delay in performance or failure to perform its obligations under the contract are the result of Force Majeure.
- ii. Force majeure as used herein means any unforeseeable and irresistible act of nature, any act of war (whether declared or not), invasion, revolution, insurrection, terrorism, or any other acts of a similar nature or force, provided that such acts arise from causes beyond the control and without the fault or negligence of the Contractor
- iii. In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the affected Party shall give notice and full particulars in writing to the other Party, of such occurrence or cause if the affected Party is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the contract.
- iv. The affected Party shall also notify the other party of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of the Contract. On receipt of the notice or notices required hereunder, the Party not affected by the occurrence of any cause constituting force majeure shall take such action as it reasonably considers being appropriate or necessary in the circumstances, including granting the affected Party of a reasonable extension of time in which to perform any obligations under the Contract
- v. If the contractor is rendered unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, the ICCR shall have the right to suspend or terminate the Contract on the same terms and conditions with immediate effect. In any case, the ICCR shall be entitled to consider the Contractor permanently unable to perform its obligations under the Contract in case the Contractor is unable to perform its obligations, wholly or in part, by reason of force majeure

11. LIQUIDATED DAMAGES AND TERMINATION

- i. In case of quality of service provided by the contractor found wanting / inadequate, the competent authority may terminate the contract agreement after giving 15 days' notice. In that case the competent authority may liquidate the Performance Bank Guarantee.
- ii. In case of a material breach of any of the terms and conditions mentioned in the tender document, the competent authority will have the right to terminate the contract, cancel the work order without assigning any reason and nothing will be payable by this ICCR in that event and the Performance Bank Guarantee may also be liquidated.

12. OTHERS Terms & Conditions

- 12.1 Tender bids received after the closing date and time will not be entertained.
- 12.2 The ICCR reserves the right to extend the last date and time for submission of the bids on its own discretion.
- 12.3 The bidder has to complete the supply / installation/ Renewal Subscription licenses within one week from the date of the order.
- 12.4 Bidder has to upload the last ITR return acknowledgement paper filed.
- 12.5 The offered product must comply with the specifications (Annexure-II) and Scope of Work asked in the bid document.
- 12.6 EMD of Rs. 1,20,000/- in the form of the Account Payee Demand Draft , Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any of the Commercial Banks in favour of "Director General, ICCR, Azad Bhawan, I.P Estate, New Delhi-110002". Bidders can also submit the EMD through online Payment with below details:

Account Name:- ICCR
Account No.- 10310541422
IFSC Code:- SBIN0001187
Bank Name:- STATE BANK OF INDIA
Branch address:- IP ESTATE, Delhi

The soft copy of the same must be uploaded with the bid. EMD will be liquidated by the ICCR on account of one or more of the following reasons:-

- i. The Bidder withdraws/modifies his bid during the period of bid validity.
- ii. In case the selected bidder fails to sign the agreement in time and furnish performance bank guarantee.

12.7 Hard copy of the EMD (if DD) must reach the office of The “Director General, ICCR, Azad Bhawan, I.P Estate, New Delhi-110002“, mentioning the “**Name of the work/Services**” on the top of the envelope as per bid document within last date of submission of tender, failing which the bid will be summarily rejected.

12.8 PERFORMANCE BANK GUARANTEE (PBG) - The successful bidder shall provide a Performance Bank Guarantee for the due and faithful performance of contract for a sum of 5% of the total contract price before the signing of Agreement.

12.9 All disputes including Court Proceedings shall be settled within the New Delhi Jurisdiction only.

12.10 The bidding agency shall bear all costs associated with the preparation and submission of its bids and the ICCR will in no way be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. It is also clarified that no binding relationship will exist between any of the bidders and the ICCR until execution of a contractual agreement.

12.11 The bids shall remain valid for a period of 90 (Ninety) days from the opening of the financial bids.

12.12 Failure to furnish all the required information may result in rejection of the bid.

12.13 Bidder applying for the tender will submit a certificate that the information submitted by them is correct and they will abide by any decision of the ICCR. In case the information submitted by the agency is found to be false and/ or incorrect in any manner, the agency can be suspended and/or debarred from future tendering.

12.14 To assist in Technical evaluation, the ICCR reserves the right to call for any clarification from any/all bidding agencies during the evaluation of the bids. Such clarification should be submitted only in writing via email. However no other correspondence on bids will be entertained.

12.15 Participation in this bid will imply that the bidder has accepted all the terms and conditions and subsequent modifications, if any, of this bid document.

12.16 In all matters related to dispute relating to this tender, the decision of this office will be final and binding upon the Bidder.

12.17 Bidders are required to upload documents exactly as described in Annexure-I.

13. BID SUBMISSION DETAIL

A two-bid system (Technical & Financial Bids) will be followed. The Bid Evaluation Committee of ICCR, through the GeM portal, will evaluate the Technical Bid (Annexure-I) and Financial Bids (**Annexure-II**) separately. Evaluation will be based on the L1 (Lowest Bid) basis, considering the total value specified in the Financial Bid. The technical bids shall be opened on GeM portal dated 14.02.2025 at 1600 hrs.

ii. Only the agencies who fulfill the Minimum Eligibility Criteria and upload the documents as mentioned in Annexure- I shall be eligible for technical evaluation. Such agencies shall be required to undergo a technical evaluation.

iii. Only the agencies, who qualify the Technical evaluation round, will be eligible to participate in the financial bid.

iv. No change in financial bids is allowed after the last date of submission of tender documents.

14. SELECTION OF BIDDERS

Selection of bidder will be done on the **L1 basis (Total value wise evaluation)** obtained in bid.

14.1 TECHNICAL BID EVALUATION

Annexure- I

Sl. No.	Particulars	Supporting Document Submitted (Yes/NO)	Provide Details (Page No.)
1	Cloud platform offered should be certified preferably for the latest version of ISO 27001, ISO 27017 & ISO 27018, SOC I, II, III by a competent auditing authority or at least to those audited by MeitY or later. (Submit Copy of Certificates)		
2	The AWS Cloud Service Provider (CSP) or their Authorized Managed Service Providers (MSPs) should be MEITY (Ministry of Electronics and Information technology) Empanelled and should be providing cloud services to the Government organization(s). (Submit relevant document.		
2	CSP or MSP of AWS Cloud services should have its Data Centers within India and ICCR data should not be stored in any location outside India. (Submit relevant document)		
4	Bidder should be a registered company in India under the Companies Act 1956 or registered with Directorate of Industries / NSIC with a valid GSTN registration. The bidder should be in the business of providing Cloud Services for a minimum period of 5 years as on bidding date. (Submit relevant document)		
5	Valid Certificate of Incorporation and Memorandum & Articles of Association / Certificate of registration with Directorate of Industries, NSIC. (Submit relevant document)		
6	In case of any name change bidder needs to submit all the supporting documents. (Submit relevant document)		
7	The bidder should submit any one of the following to prove that the bidder is in business of providing cloud services for at least 5 years as on bidding date: i. Completion Certificate(s) from client(s) certifying that the bidder has been providing cloud services for at least 5 years. ii. Valid GSTN Registration Certificate showing the date of registration and classification of the business activity related to cloud services. iii. Copies of work orders or contracts executed with clients for cloud services at least 5 years prior to the bidding date iv. Financial statements for the past 5 years highlighting revenue generated from cloud services.		

8	A minimum of 05 years of experience in the relevant area such as working on Cloud based projects for Govt. Departments/ Ministries/ PSU/ Autonomous bodies and execution of at least 03 such works per year in the last three financial years wherein the total value of the order should be at least INR 80 lakh per year. Documentary evidence in the form of Work Order/Invoices from the relevant client is to be submitted in this regard.		
9	The average annual turnover of the bidder should be at least INR 100 lakh for the last three financial years. The bidder is required to submit a certificate from its auditor to this effect. Turnover figures only for complete (not partial) financial years shall be accepted. In case the bidder has multiple business wings, turnover figures of only the Cloud based projects related branch shall be considered and the bidder will have to submit the said figure. (Submit relevant document)		
10	The bidder should neither be blacklisted by any Government/ Semi Government organisation/ public sector/ corporate sector nor should any Criminal Case be registered against the bidder or its owner or partners anywhere in India. The bidder shall furnish a written declaration in this regard.		
11	The bidder must have filed Tax Returns for the last three years. i. Copy of Tax returns for the last three financial years. ii. Copy of Latest Tax/VAT/GST Clearance Certificate or copy of latest tax deposit challan. (Submit relevant document)		
12	CSP or MSP proposed should have at least 2 Availability zones / Data Center under MeitY Empanelment in India to offer DC/DR services. Each Data Centre/Availability Zone should be at a distinct and different physical location from the other. (Submit Address Details)		
13	The MeitY empanelled Cloud Service Provider shall directly participate in the bid, however in case the cloud services is ordered by CSP through third party service Provider/Managed Service Provider, the MeitY empaneled Cloud Service Provider should provide MAF to participate in the bid. In case bidder is not able to honor the contract, CSP shall support to onboard alternate authorized service partner to honor the contract. Further, CSP is required to confirm that even when Customer changes the authorized implementation Agency/MSP, the CSP services would remain available to customer at CSP published rates for all services. (Submit Copy of MeitY Document)		
14	Eligibility Criteria for the Third Party Service Provider/Managed Service Provider (MSP): The Bidder should have the following Certificates or latest and are valid as on the date of bidding. (Submit Copy authorized Document) a. ISO 27001:2013 b. ISO 9001:2008 / ISO 9001:2015 c. ISO 20000:2011		
15	Bidder should have backend support agreement with the CSP which is valid for the contract period. (Submit relevant document)		

16	Bidder should submit a letter from CSP giving details of the level of partnership. (Submit relevant document)		
17	Bidder must be running 24 x 7 NOC (Network Operation Centre) / SOC (Security Operation Centre) for cloud platform in India. (Submit relevant document)		
18	The bidder should have minimum 30 certified professional on their payroll. (Submit relevant document)		
19	Bidder should have his cloud operations/support/technical services office in India preferably in Delhi/NCR. (Submit relevant document)		
20	The bidder should have a local office in Delhi/ NCR (documentary evidence to be submitted) attach self-Attested copy of the Address Proof supporting with telephone bill /IT Return copy.		
21	The bidder should submit a copy of valid agreement with the CSP and the agreement should be valid for a minimum period of 1 Year as on bidding date. If the backend agreement with CSP is not valid for the full contract period of ICCR, then the bidder should give a declaration that he will extend the agreement validity with CSP for ICCR contract period. The bidder should submit a copy of the agreement as and as when the agreement with CSP is renewed.		
22	The Cloud Service Provider shall certify that all the Cloud requirements setup shall be provisioned as per the Bill of Quantities.		
23	The bidder who has previously withdrawn the allotment of works or services related to “Hiring of AWS Cloud Services from MeitY empanelled Cloud Service Providers (CSPs) or their Authorized Managed Service Providers (MSPs)” after completion of the bid will be automatically rejected.		
24	The bidder shall also share the escalation matrix for any complaint/clarification as well as the bidder's own mechanism for complaint registration and redressal. (Submit relevant document)		

Declaration: I / We declare that the information given above is true to the best of my/our knowledge. I/we also understand that if at any stage it is found /noticed by the ICCR that any information thus provided by me / us is untrue / incorrect partly or fully and in case of receipt of adverse/unsatisfactory report from other Govt. Departments/ Ministries/ PSU/ Autonomous bodies, the ICCR may take any appropriate action against me/us.

Signature:

Name of the Authorized Signatory:

Name of the Company/Firm:

Contact No.:

Seal of the Company/Firm:

14.2 FINANCIAL BID PROFORMA

Annexure-II

S. No	Items (with minimum specifications)	Technical Parameters	Unit of Measure	QTY	Duration	Unit cost	Total cost
Compute Services (1 YEAR RI)							
1	16 vCPU, 64 GB RAM (Primary) Preferably with Intel CPUs	Deployment Model: Public Cloud, OS-Linux/CentOS CPU Launch Year - Beyond 2019. Physical core to vCPU ratio is 1:2 Storage: SSD (100 GB) Usage Type: Primary DC	Per VM per Month	1	12		
2	16 vCPU, 64 GB RAM (Primary) Preferably with Intel CPUs	Deployment Model: Public Cloud, OS-Linux/CentOS CPU Launch Year - Beyond 2019. Physical core to vCPU ratio is 1:2 Storage: SSD (50GB) Usage Type: Primary DC	Per VM per Month	1	12		
Compute Services (on-demand) for 8 hours usage							
3	16 vCPU, 64 GB RAM (Primary) Preferably with Intel CPUs	Deployment Model: Public Cloud, OS-Linux/CentOS CPU Launch Year - Beyond 2019. Physical core to vCPU ratio is 1:2 Storage: SSD (50GB) Usage Type: Primary DC	Per VM per Month with avg usage of 8 hours per day	2	12		
4	16 vCPU, 64 GB RAM (Primary) Preferably with Intel CPUs	Deployment Model: Public Cloud, OS-Linux/CentOS CPU Launch Year - Beyond 2019. Physical core to vCPU ratio is 1:2 Storage: SSD (50GB) Usage Type: Primary DC	Per VM per Month with avg usage of 8 hours per day	2	12		
Managed Database As a Service under 1 year RI							
5	16 vCPU, 64 GB RAM	CPU Launch Year - Beyond 2019 Database: MySQL Type of Storage: SSD 500GB	Per VM per Month	2	12		
On demand/Live streaming Service							
6	On-Demand Video Transcoding service	Codec HEVC Resolution HD Frame Rate 30 fps	Per Hour Encoding per Month	10	12		
7	Encoding of Live Video Streams in real time into smaller versions for distribution to the viewers and provides outcome in HLS Format	Input Codec HEVC Input Resolution HD Input bitrate 9.5 Mbps Output Resolution HD Output Frame Rate 30 fps Transcoding Channel Pipeline Redundancy 2 input and 2 output	Per Hour Encoding per Month	10	12		
8	Packaging of Incoming video streams into different distribution formats for delivery	Ingestion bit rate 9.5 mbps for 10 hours, Output bit rate 3 mbps, 5000 Viewers watching 10 hours Live Streaming CDN Cache/Hit Ratio 99%	Include total cost per technical specs given (for ingestion and output bit rate, hours, viewers etc)	1	12		
Network Services							
9	Application Load Balancer	Throughput in MBPS ; 10000 MBPS	Per VLB / Month	2	12		
10	Type of VPN Gateway	Type : Site-to-Site ; Bandwidth - 500 MBPS ; No. of connections required : upto 100	Per Connection / Month	1	12		
11	Public IP	Type of IP : Static	Per IP / Month	4	12		
12	Content Delivery	Outbound Data Transfer (TB/Month)	Per TB /Month	1	12		

	Network						
13	Virtual Network	Subnet : yes	Per Virtual Network per month	5	12		
NOTIFICATION SERVICES							
14	Emails	No of emails : 100000	Per month	1	12		
15	SMS	No of SMS: 10000	Per month	1	12		
Security Services							
16	Web Application Firewall	Throughput in MBPS : 1000	Per Month	1	2		
17	Distributed Denial of Services	Number of Public IPs to be protected : upto 100 ; Amount of outbound data transfer: 50 TB	Per Month per public IP	1	12		
18	Multifactor Authentication Service	No of users : 100	Per Month	1	12		
19	Service to store password secretly and access using API	10 Items and 1000 Read Calls	Per 10 Items and 1000 Read Calls	1	12		
20	TLS/SSL Certificate Management	Type of Certificate: Public ; Number of certificates : 2	Per Certificate /Month	2	12		
Storage Services							
21	Storage Services –Block Storage	Type of storage : SSD; Amount : 100GB ; IOPS: 300	Per GB /Month	10	12		
22	Storage Services –Block Storage	Type of storage : HDD; Amount : 100GB ; IOPS: 300	Per GB /Month	10	12		
23	Storage Services – File Storage	Deployment Model: Public cloud Storage Category: File Storage as a service Type of Storage / Media: NA	Per 100GB / Month	10	12		
24	Storage Services –Object Storage	Storage Amount : 1TB	Per 1TB / Month	5	12		
Monitoring & Governance Services							
25	Identity & Access Management	Type of Service: Active Directory Service Number of users: upto 100	Per month	1	12		
26	Log Analysis	Service Name : Log Analyzer ; Amount of Data to be analyzed : 20 GB	Per GB per month	1	12		
27	Alarm Services	Number of Alerts: 101- 500	Price Per Alert permonth	1	12		
28	Support Services (MSP Support Charges)	Types of Cloud Managed Services: Cloud Provisioning Service	Per month	1	12		
29	A	TOTAL Cost for item 1-28					
		Taxes					
	A1	Total cost with Tax					
30	B	Total Cost for DC-DR Replica with 50%					
		Total Cost for 100% Backup					
		Taxes					
	B1	Total Cost with Tax					
		Grand Total Cost (A1+B1) for Evaluation Purpose					

The financial Bids of only the technically qualified bidders will be opened for evaluation on GeM portal:

The bid value shall include all taxes and levies e.t.c and shall be in Indian Rupees (INR). **All cloud usage payments will be made on actual (pay as per usages) report basis**, any third party software or additional service such as managed services etc. will be paid as per quoted prices by bidders.

15. AGREEMENT DEED

The successful bidder shall execute an agreement for the fulfillment of the contract at the time of award of contract. The incidental expenses of execution of agreement/Contract, if any, shall be borne by the successful bidder. Agreement/contract will be signed after the submission of the Performance Bank Guarantee (PBG).

SECTION-VIII

(B) BANK GUARANTEE FORM FOR PERFORMANCE SECURITY

To

**Director General
Indian Council for Cultural Relations
Azad Bhavan IP Estate,
New Delhi-110002**

[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

Date: [insert date(as day, month, and year)of Notification of Award]

and Contract No. _____

Bank's Branch or Office: [insert complete name of Guarantor]

Beneficiary: Director General, Indian Council for Cultural Relations, Azad Bhavan IP Estate, NEW DELHI-110002

PERFORMANCE GUARANTEE No.: [insert Performance Guarantee number]

We have been informed that [insert complete name of Supplier] (hereinafter called "the Supplier") has entered into Contract No. [insert number]dated[insert day and month], [insert year]with you, for the supply of [description of Goods and related Services] (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a Performance Guarantee is required.

At the request of the Supplier, we here by irrevocably undertake to pay you any sum(s) not exceeding [insert amount(s) in figures and words]upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, with out cavilor argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Guarantee shall expire no later than the [insert number] day of[insert month][insert year],and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458, except that subparagraph (ii) of Sub-article 20(a) is hereby excluded.

[signatures of authorized representatives of the bank and the Supplier]