



BID DOCUMENT FOR CLOUD HOSTING AND SERVICES

Publications Division
M/o Information & Broadcasting

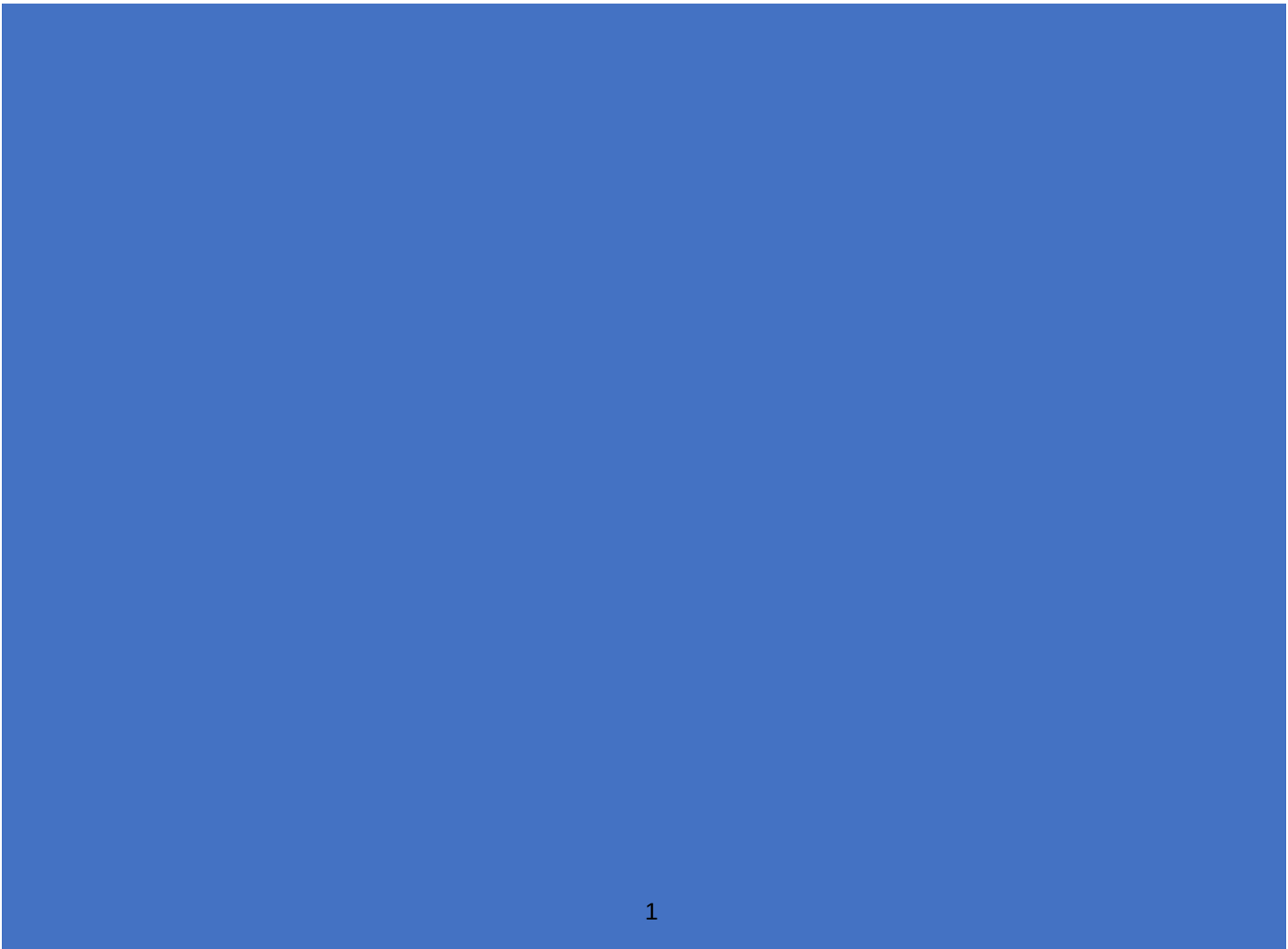


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1. Introduction of Publications Division and objective of the bid

Publications Division is a repository of books and journals highlighting subjects of national importance and India's rich cultural heritage. Established in 1941, Publications Division has emerged as a premier publishing house of the Government of India, enriching the national knowledge repository in distinctive streams

Now the, need is to deliver applications and services at speed and scale greater than ever. The deployment of cloud-based provisioning would integrate the required components to create an automated, easily managed platform that embraces all applications, for fast application deployment across Publications Division cloud environment.

This bid is to select a Service Provider/Managed Cloud Service Provider for Publications Division for a period of 1 year (which may extended for one more year) and migrate from existing cloud service provider's infrastructure to new cloud service provider's infrastructure if required.

Please note that Publications Division shall be the sole and final authority with respect to qualifying a service provider through this bid document. The decision of Publications Division in selecting the Service Provider who qualifies through this bid document shall be final and Publications Division reserves the right to reject any or all the bids without assigning any reason thereof. Publications Division further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

Publications Division may terminate the bid process at any time without assigning any reason and upon such termination Publications Division shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

2. Scope of work

The scope of services shall comprise the following:

IT cloud Project Planning & Management:

1. Setup, Configuration, installation, Migration of Cloud site
2. Maintenance & Support of Cloud infrastructure

In implementing the above, the service provider shall strictly adhere to the standards set by Publications Division. The details about the above-mentioned services are covered in subsequent sections.

A. Scope of Work in detail:

1. Service provider or it CSP must be MeitY- empanelled for a period of next two years
2. The service provider shall study the existing infrastructure. Will prepare and provide a Cloud Solution Implementation Plan including migration for the same.
3. The service provider will be responsible to provide complete support during the recovery operations of data from DR site.
4. Monitoring and maintenance reports over a monthly basis and as and when required.
5. Availability of server logs/records for audits.
6. It will be the Service Provider's responsibility to ensure that backup data is in a format that is fully restorable at Cloud Site or DR Site.
7. The Service Provider holds the responsibility of integration of any existing or newly introduced modernization initiative including security into the existing cloud infrastructure at no additional cost.
8. The CSP shall follow the latest GR/Circular issued by Miety/GoI/ STQC/CERT-In guidelines and advisories applicable to the Government cloud deployment at any point of time of release of the same.
9. Implementation of cloud services as per Meity, STQC, and CERT-In Guidelines and Government of India DIT Cloud GR to be followed.

Additional Scope of Work

1. The department(DPD) reserves the right to give additional scope of work under the same work order at any point during the contract period.
2. Upon receiving such a request, the selected bidder shall assess the feasibility, provide an estimated timeline, and submit a detailed cost proposal for the Additional Work and get it approved by the department.
3. The department (DPD) reserves the right to terminate any Additional Work at any time upon written notice to the selected bidder.
4. Payment model to be used : on monthly consumption basis.

Details of Cloud Services to be procured from GeM Portal	
Name	Publications Division M/o I & B, Govt. of India
Service Name on GeM Portal	MeitY Empanelled Basic Cloud Services
Cloud Service on GeM Portal	Virtual Machine(Computer)

Following is the requirement of cloud Infrastructure of Publications Division/Employment News

S. No.	Resource Type	Configuration	Purpose	Quantity
1.	Virtual Machine	16 vCPU, 64 GB RAM, Linux	Production Web Server	3
2.	Virtual Machine	64 vCPU, 128 GB RAM	Production Database Server	1
3.	Virtual Machine	16 vCPU, 64 GB RAM, Linux	DR Web Server	1
4.	Virtual Machine	16 vCPU, 64 GB RAM	DR Database Server	1
5.	Block/Object Storage	7,000 GB	Application & Data Storage	1
6.	WAF(firewall)	Controls inbound/outbound network traffic based on rules,blocks application-layer attacks like SQL injection, cross-site scripting (XSS), and malicious bot traffic that a regular firewall wouldn't catch.		
7.	Load Balancer	Distributes incoming user traffic across the 3 production web server VMs, so no single server gets overwhelmed.		
8.	Bastion Host / OS Hardening	For admin access point/Dashboard		
9.	DDoS Protection	Detects and absorbs large-scale traffic floods aimed at taking the website/service offline, keeping it available during an attack.		
10.	Server Antivirus	to scan for and remove malware, viruses, trojans, and ransomware that may get onto the server through file uploads, email attachments, infected software, or compromised dependencies		
11.	SSL Certificate	Enables HTTPS — encrypts data between the end user's browser and the web server (this is the "encryption in transit" piece specifically for public-facing traffic)		
12.	CDN Service	Caches and serves static content (images, CSS, JS,		

		videos, files) from servers geographically closer to the end user, rather than every request hitting the origin web server.		
13	VPN Services	For remote administrators/authorized users to connect into the cloud environment		

▪ **Outcome**

- The configuration effectively managed unexpected spikes in traffic and storage over runs.
- The auto-scalable design with a 10% buffer ensured system stability and responsiveness, even under peak load conditions.

▪ **Database**

- After revising the database configurations for proportional scaling, the setup effectively increased to 8 to 12 RDS instances. This adjustment ensured that the database could handle increased traffic and demand, preventing bottlenecks and maintaining optimal performance.

Migration Services

Secure and seamless migration of existing websites, applications, databases, and digital assets to the proposed cloud environment. This includes:

- Application and database assessment prior to migration
- Migration planning and scheduling with minimal downtime
- Secure data transfer and validation
- Post-migration verification and performance testing
- Support during Go-Live and stabilization period

Configuration & Environment Setup

Configuration of cloud resources in accordance with MeitY guidelines, and requirements of Publication Division, including:

- Compute, storage, and network configuration
- OS hardening and baseline security configuration
- Environment segregation (Production / DR)
- Load balancer, firewall, and network zoning (DMZ / App / DB)

Optimization Services

- Continuously optimizing the cloud environment to ensure:
 - a) Optimal performance and responsiveness
 - b) Efficient utilization of compute and storage resources
 - c) Cost optimization through right-sizing and scaling
 - d) Proactive capacity planning and performance tuning
 - e) Quarterly optimization reports shall be submitted to Publication Division on regular basis.

Security Management

Implementation and management in respect of comprehensive security controls, including:

- Network security (Firewall, WAF, IDS/IPS, DDoS protection)
- Identity and access management (IAM)
- Encryption of data at rest and in transit
- Continuous security monitoring and threat detection
- Compliance with CERT-In, MeitY, ISO 27001, IT Act 2000, STQC and GoI security advisories
- Security incidents shall be reported to Publication Division (MIB) and CERT-In within stipulated timelines.

Maintenance & Patch Management

Routine maintenance activities shall be carried out, including:

- OS and middleware updates
- Security patching and vulnerability remediation
- Server administration and housekeeping
- Scheduled maintenance with prior approval from Publication Division (MIB)

Backup & Disaster Recovery (DR)

Ensuring data protection and business continuity through:

- Automated daily backups with defined retention policies
- Secure off-site backup storage within India
- Disaster Recovery (DR) setup with defined RPO and RTO
- Periodic DR drills and failover testing with reports

Backup Retention Policy:

- Daily incremental backups shall be retained for a minimum of **30 days**.
- Weekly full backups shall be retained for a minimum of **12 weeks (3 months)**.
- Monthly backups shall be retained for a minimum of **12 months**, or as otherwise directed by MoIB to meet statutory / audit requirements.
- All backups (in transit and at rest) shall be encrypted using industry-standard encryption (e.g., **AES-256**) and shall be access-controlled to authorized personnel only.
- Backup restoration / recovery testing shall be conducted at least quarterly, with results documented and shared with MoIB.

S.N	Category	Feature	Description
1	Compliance & Governance	Compliance Framework	Solution should support compliance with various security frameworks and standards. It should have visibility into the compliance posture of cloud environments and elaborate on the ability to apply custom compliance frameworks to any level of operation.
		Compliance Reporting	Generate compliance reports and compare compliance posture across multiple frameworks.
		Policy Handling & Exceptions	Generate and apply management policies for CSPs for preventive control and how policy exceptions can be applied to any level of operation.
2	Inventory & Coverage	Discovery Resource Mapping	Should identify and create an inventory of cloud resources and accounts independent of detected vulnerabilities and risk of an environment.
		Inventory and Coverage	Generate resource mapping relationships and provide visibility into workloads.
3	Risk Assessment & Prioritization	Risk detection and automated prioritization	Should monitor and report on critical attack vectors, prioritize security issues according to the environment layout (external exposure, assumed privileges, business impact), and identify high-risk cloud assets.
		Automated and manual risk scoring	Should generate automated and manual risk scoring to prioritize source risk.
		Risk calculation and customization options	Calculate priority and risk with customization by adapting rules, etc.
		Risk reassignment, acceptance, and false positives	Manually adjustable calculated risk rating — a vulnerability risk can be accepted and marked as a false positive. It should mark vulnerabilities as false positives based on past manual decisions.
4	Vulnerability Management	Vulnerability detection	Detect vulnerabilities across multiple cloud environments; identify vulnerabilities in various cloud resources and provide visibility into the security posture of each workload.
		Vulnerability context	Should provide a level of detail regarding description, risk rating, exploitability, exposure, usage, and remediation options on a vulnerability.
		Vulnerability tagging	Should have the ability to tag vulnerabilities based on risk rating (High, Medium, Low, Custom) and exposure (public, internal).
		Vulnerability exploitability	Provide proof of exploitability.
		Scanning methods	Can schedule (configurable) or continuously scan resources.
		Scanning performance	Detect performance of scanners (duration of scan, throughput) and frequency of scans.
		Agent/less scanning	Detect vulnerabilities with Agent/Less scanning.
5	Exposure Analysis	Exposure Detection	Should provide a network reachability map of cloud workloads.
		Exposure visualization	Should provide an intuitive visual interface to analyze and investigate network traffic and detect unusual, suspicious, or known malicious network connections, including attack path

			findings.
6	Behavior De- tection	Detection capabilities	Detecting anomalous behavior, including: Root user logins; traffic spikes in general and from unexpected regions; increased failed authentications; mass deletion of resources across multiple subscriptions; mass stop/shutdown of VMs and containers; unusual amounts of permission changes; simultaneous logins of the same user from multiple geo-locations; unusual geo-location for a specific user; an unusual number of resources set to publicly available in a specific timeframe (e.g., all security groups going to 0.0.0.0 at once); detecting lateral and cross-account/tenant/subscription movement and compromised access keys or stolen permissions; suspicious API calls.

Note:

- Publications Division may issue a work order for all or some VMs from the aforesaid given configuration.
- Notwithstanding SLA given in other parts, the SLA for VM level is 16x9, same for storage level SLA.

B. Earnest Money Deposit (EMD)

1. The Bidder shall furnish, as part of its pre-requisition bid, an EMD of INR 1,50,000/- (Rupees One Lac, Fifty Thousand only) along with bid. The EMD of One Lac, Fifty Thousand to be submitted in the form of Demand Draft (DD) in favor of "Publications Division A/C" or in the form of Bank Guarantee in favor of "Publications Division" from Nationalized or commercial bank payable at Delhi.
2. EMD exemption to registered MSME and NSIC Firms as per Government Norms
3. The Physical copy of EMD should be submitted within 7 days of submission of the bid at Publications Division.

C. Security Deposit

1. The successful bidder must deposit/submit a security deposit equal to 10% of Total Contract Value as AC Payee Demand Draft/RTGS/Bank Guarantee from nationalized bank only. The security deposit shall be valid for 6 months post contract period. It should be submitted as notified in the letter towards award of the contract for due and proper fulfillment of bid document conditions. The security deposit should be submitted within the period specified above, failing which Publications Division may cancel the offer made to the bidder.
2. The security deposit will be forfeited if vendor has not fulfilled the terms and conditions as per bid document.
3. Publications Division shall also be entitled to make any recoveries due from the bidder from security deposit submitted against this bid document.
4. No interest will be payable by the Publications Division on the amount of the Security Deposit.

D. Project Planning & Management

The success of the project depends on the proper project planning and management. At the beginning, the Service Provider shall plan the project implementation in great details and should provide a micro level view of the tasks and activities required to be undertaken in consultation with Publications Division.

E. Post Implementation Maintenance & Support

The service provider shall maintain and manage the system (cloud solution) for the entire period of the contract and shall be fully responsible for ensuring adequate CPU processing power, memory, storage, network, internet bandwidth and monitoring of the cloud services for optimum performance of the entire Cloud solution.

F. Reports and Audits

Reports:

1. Service Provider shall submit the reports on a regular basis in a mutually decided format. The Service Provider shall workout the formats for the MIS reports and get these approved by the Publications Division within a month of being awarded the contract. The following is only an indicative list of MIS reports that may be submitted to the Publications Division:
 - Consolidated component-wise availability and resource utilization.
 - 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 Publications Division.
2. The service provider will also provide any other report requested by the Publications Division or any other Service Provider approved and authorized by Publications Division.
3. All required reports format will be shared with successful bidder. The reports formats may change as per requirements.
4. All SLA calculations, penalty calculations with all artifacts should be submitted by successful bidder and approve the same.

Audits:

1. The Cloud Service Provider's services offerings shall comply with the audit requirements defined under the terms and conditions of the Provisional Empanelment of the Cloud Service Providers (or STQC /MEITY/CERT-In guidelines as and when published).
2. The Audit, Access and Reporting Requirements should be as per the terms and conditions of the Provisional Empanelment of the Cloud Service Provider.

G. Service Level Agreements

1. The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the Implementation Service Provider to the Corporation for the duration of this contract period of the Project.
2. All the payments to the Implementation Service Provider are linked to the compliance with the SLA metrics specified in this document.

Sr. No	Parameter	Target	Measurement Method
1.	Overall Cloud Solution availability	>=99.95%	Over all Cloud Solution Availability ** Scheduled Down time will be excluded

Cloud Service-related Service Levels (MP= Monthly Payment)

Sr. No	Service Level Objective/Parameters	Definition	Target	Penalty
1	Delay in Account setup And Readiness	Delay in Account setup, Provision in go initial requirement	1 Week	1% of Total Monthly Quoted Cost as per Clause for everyday (or part thereof) of Delay with a capping of 10%.This is in addition Of any penalty Applicable due to SLA breach.
2	Availability of each Cloud service (Applicable for all Cloud Service as Defined in scope of work and Commercial bid)	Availability means ,the Aggregate number of Hours in a calendar Month during which Cloud service is actually Available for use Through command line interface, user/admin Portal and APIs	Availability for Each of the cloud service=99.5%	Penalty as indicated below(per occurrence): a)<99.5%to>= 99.00%-3% Of Monthly Payment of The Project b)<99.00%to>= 98.50%-5%of Monthly Payment of

Sr. No	Service Level Objective/Parameters	Definition	Target	Penalty
		Up time Calculation for The calendar month- $\{[(\text{Up time Hours in the Calendar month} + \text{Scheduled Down time in The calendar month}) / \text{Total No. of Hours in The calendar month}] \times 100\}$		The Project c)<98.50%-10% of Monthly Payment of the Project In case the services Are not available (through DC)for a Continuous period of 8 Business Hours on any day, penalty shall be 100%ofthe Monthly payment of the Project.
3	Usage metric for all Cloud Services	The usage details for all The Cloud Service Should be available within15mins ofactual Usage Measurement Shall be done by Analyzing the log files And Cloud Service(API) reports.	within5 minutes	Penalty as indicated below(per occurrence): Within5minutesno penaltyMorethan5 Minute-3%ofthe Monthly Payment of that Service
4	Response Time under Basic Support (As Defined in section “H”)	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.	within 60 minutes	Penalty as indicated below(per occurrence): Within60minutesno Penalty More than 60 Minute-3%ofthe Monthly Payment of that Service

Note:

The monthly up-time reports, and SLA Calculation shall be submitted by the service provider for payment.

H. Basic Support:

For basis support bidder shall provide services as follows:

- 24x7 access to email, chat and phone support
- Response to be made available within1 hour for any kind of service/system outage.
- Bidder shall provide remote assistance through Cloud engineers/cloud professionals throughout the contract period to support application service provider

I. Timeline and Payment Terms

Below are the time lines for the project

Sr. No.	Project milestone	Timelines (Days)
1.	Issuance of work order	T1=date of issuance of WO
2.	Submission of solution and architecture document	T2=T1+7
3.	Setup Production environment	T3=T2+7
4.	Migration of existing VMs	T4=T3+7
5.	Submission of cloud infra installation report to Publications Division	T5=T4+7
6.	Operating and Maintenance	Till the end of contract period

Note:

- The payment shall be made on submission of the bills on quarterly basis after scrutiny of the consumption report provided by the service provider.
- No advance payment will be made. Payment shall be made only based on actual consumption of services, duly supported with the requisite details of services and consumption report.

J. Contract period

The Contract will be initially for a period for 1 Year post issuance of Work Order. Post that, Publications Division reserves the right to extend the validity of the contract period by 1 year at any point depending on a mutual agreement between Publications Division and the service provider.

3. Exit Management and Transition Requirements

Listed below are mandatory requirements applicable for CSP's:

- 1 Continuity and performance of the Services always including the duration of the Agreement and post expiry of the Agreement is a critical requirement of the Publications Division. It is the prime responsibility of CSP to ensure continuity of service at all times of the Agreement including exit management period and in no way any facility/service shall be affected/degraded. Further, **CSP is also responsible for all activities required to train and transfer the knowledge to the Replacement Service Provider (Publications Division) to ensure similar continuity and performance of the Services post expiry of the Agreement.**
- 2 At the end of the contract period or upon termination of contract, CSP is required to provide necessary handholding and transition support to ensure the continuity and performance of the Services to the complete satisfaction of Publications Division.
- 3 CSP shall support the Publications Division in migration of the VMs, data, content and any other assets to the new environment created by the Publications Division or any Service Provider (on behalf of the Government) on alternate cloud service provider's offerings to enable successful deployment and running of the Publications Division's solution on the new infrastructure.

- 4 CSP shall not delete any data at the end of the agreement (for a maximum of 90 days beyond the expiry of the Agreement) without the express approval of the Publications Division. CSP shall certify the VM, Content and data destruction to the Publications Division's as per stipulations and shall ensure that the data cannot be forensically recovered. CSP shall have the responsibility to support and assist the Publications Division till the is able to successfully deploy and access the services from the new environment.
- 5 During the exit/transition management process, it is the responsibility of the CSP to address and rectify the problems with respect to migration of the application and related IT infrastructure including installation/reinstallation of the system software etc.
- 6 During the contract period, the CSP shall ensure that all the documentation required by the Publications Division for smooth transition including configuration documents are kept up to date and all such documentation is handed over to the during the exit management process.

4. Confidential Information, Security and Data

The Service provider will promptly maintain the following:

- a. Information relating to the current services rendered and performance data relating to the performance of the services; documentation relating to the project, project's customized source code; any other data and confidential information created as part of or/is related to this project.
- b. Project data as is reasonably required for purposes of the project or for transitioning of the services to its replacing successful Bidder in a readily available format.
- c. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable Publications Division and its nominated agencies, or its replacing vendor to carryout due diligence in order to transition the provision of the Services to Publications Division or its nominated agencies, or its replacing vendor (as the case may be).
- d. Implementation Service Provider will sign a Non-Disclosure Agreement with Publications Division.

5. Dispute Resolution

Any dispute between the parties relating to the terms of this agreement or relating to any act of breach of the agreement or dispute regarding implementation of agreement under the situation unforeseen by the parties or arising subsequent to the execution of agreement will be resolved by mediation, Publications Division will act as sole media.

6. Arbitration

All the dispute and differences arising between the parties hereto, including any dispute or difference in regard to the interpretation of any provision, or, terms or the meaning thereof or in regard to any claim of one party against the other, or, in regard to the rights, or, obligations of any party or parties hereto under this Agreement or otherwise, which are not resolved by mediation as mentioned in above clause shall be referred to a common Arbitrator, if agreed upon by both parties, or, otherwise to two Arbitrators, one each to be appointed by each party to the dispute and such Arbitration shall be governed by the provisions of the Arbitration & Conciliation Act, 1996. Seat of arbitration will be at Delhi.

7. Termination of contract

1. Publications Division may, without prejudice to any other remedy under this Contract and applicable law, reserves the right to terminate for breach of contract by providing a written notice of 30 days stating the reason for default to the Service Provider and terminate the contract either in whole or in part:
 - a. If the service provider fails to deliver any or all the project requirements/Operational Acceptance of project within the time frame specified in the contract; or
 - b. If the Service Provider fails to perform any other obligation (s) under the contract.
2. Prior to providing a notice of termination to the Service provider, Publications Division shall provide the Implementation service provider with a written notice of 30 days instructing the service provider to cure any breach/ default of the Contract.

8. Third-Party Services Responsibility

1. The Cloud Service Provider (CSP) shall be solely responsible for the provisioning, configuration, integration, operation, licensing, maintenance, and support of any third-party services, software, APIs, Content Delivery Network (CDN), security services, or any other external components used for delivering the required cloud solution. Any such third-party component engaged by the CSP shall be deemed to form an integral part of the bidder's proposed solution and shall remain under the exclusive responsibility of the CSP throughout the contract period.
2. The Department shall not enter into any separate agreement with, or make any direct payment to, any third-party vendor engaged by the CSP. All costs associated with such third-party services, including but not limited to subscription fees, licensing, renewals, upgrades, maintenance, support, transaction charges, bandwidth charges, API usage charges, CDN charges, or any future increase in the cost of such services, shall be deemed to be included in the bidder's quoted prices.
3. No additional financial claim, variation, escalation, or reimbursement on account of engagement, replacement, enhancement, renewal, discontinuation, or change in pricing of any third-party service shall be admissible during the currency of the contract. The Department shall not entertain any request for additional payment arising from the CSP's decision to utilize or replace any third-party service.
4. The CSP shall ensure that all third-party services comply with the applicable Government of India policies, security requirements, contractual obligations, and data protection requirements. The CSP shall remain fully liable for the performance, availability, security, confidentiality, compliance, and continuity of all third-party services used in the proposed solution, and any failure, breach, or deficiency attributable to such third-party services shall be treated as a failure of the CSP for all contractual purposes.

9. Professional Qualification Criteria for CLOUD

Sr.No	Qualification Criteria	Documentary Evidence
1	The Company operating should be legally compliant company established in India for last 5 years as on date of this GeM bid and can be: 1. Company duly registered in India as per Indian Companies Act,1956 or Indian Companies Act,2013. (OR) 2. A partnership firm or a Limited Liability Partnership duly registered under the Limited Liability Partnership Act, 2008.	• Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company or Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies. • Copy of the list of properly constituted management or governing body of the Organization Memorandum of Association (MOA) and Articles of Association (AOA) OR Copy of Partnership deed and Copy of Registers of Firm Certificate or Copy of Certificate of LLP registration
2	The proposed Cloud Service Provider must be MEITY (Ministry of Electronics and Information Technology) empanelled cloud service provider	Copy of letter of empanelment by Meity along with MAF
3	The Bidder should have minimum average annual turnover of Rs 5 crore from Services/Cloud services) over the last three financial years (FY 2023-24, 2024-25, 2025-26) which must include Rs. 2 crore from Data Centre related activities in India over the last three financial years (FY 2023-24, 2024-25 & 2025-26) This must be the individual company turnover and not of any group of companies.	Turn over Certificate duly signed and stamp by Chartered Accountant of last Three Years. (i.e. F Y 2023-24, 2024-25 & 2025-26) AND Bidder has to submit copies of audited Balance Sheets for last 3 Years(i.e. F Y 2023-24, 2024-25 & 2025-26)
4	Payment of EMD of Rs.1,50,000/-	Payment through DD. The original DD must be submitted before opening of Professional Qualification. The scanned copy of the DD must be submitted online with the bid. Else, the bid may be liable for rejection.

Sr.no	Qualification Criteria	Documentary Evidence
5	The bidder should have positive Net worth in last 3 financial years (i.e., F Y 2023-24, 2024-25 & 2025-26)	Net worth Certificate duly signed and stamped by Chartered Accountant of last Three Years. (i.e., FY 2023-24, 2024-25 & 2025-26).
6	The bidder should not be debarred/blacklisted by any of the offices of Central or State Govt. PSU or any of its other customers during last 5 years.	Self-declaration on bidder Letter head duly signed & stamped by the respective Authorized Signatory of the Bidder/Tenderer.
7	The bidder must have strength of at least 50 full-time IT professionals (Data Centre / Networking / System Administration / Cloud Services Professionals / Cloud Security Experts /Data Analysts) on their pay roll as on bid due date.	Self-declaration by HR of the company on bidder letter head duly signed & stamped providing the role of the resources as per annexure
8	The bidder should have partnership accreditation from Proposed Cloud Service Provider	Copy of certificate/ letter/ MAF from proposed OEMs.
9	The bidder should have experience of completed or executing projects of supply, installation, testing, commissioning, O&M for IT projects for any central Govt. of India/state Govt. of India/PSU/private institution of India or government body/ private institution in the last three financial years (FY2023-24, 2024-25, 2025-26) One Project each costing not less than the amount equal to INR 2.4 Cr or above OR Two Projects each costing not less than the amount Rs. 1.8 Cr. or above OR Three Projects each costing not less than the amount Equal to INR 1.2 Crore above	Work order along with Completion certificate from any of the last 3 years or running work order from last 3 years i.e. (FY 2023-24, 2024-25, 2025-26) to be submitted.
10	Bidder should have in-house 24x7 Helpdesk with Toll Free no. along with a well-defined and operational IT Service Management System complying with the requirements of ISO/IEC 90012015, 27001:2022 20000-1:2018 for Helpdesk, Network Management & support.	Copy of support matrix with mention of contact details and toll-free no
11	The bidder should have a local office in Delhi	Copy of address proof
12	Prebid meeting is mandatory to attend to qualify in this bid	
13	All the pages of the submitted bid document should be signed and stamped	Document with all the pages signed and stamped by the bidder.
14	Bidder should have a CMMI Level-3 Certificate	Documentary proof to be submitted

10. Technical Qualification Criteria

Sr. No.	Evaluation Description	Max Marks	Marks	Supporting Document
1	The Bidder should have minimum average annual turnover of Rs. 5 Cr. over the last three financial years (FY 2023-24, 2024-25, 2025-26)	25	5 Cr. To 7.5 Cr - 15 Mark 7.5 Cr. To 10 Cr. - 20 Marks More than 10 Cr.- 25 Marks	Turn over Certificate duly signed and stamp by Chartered Accountant of last Three Years FY 2023-24, 2024-25, 2025-26) AND Bidder has to submit copies of audited Profit and Loss Statement and Balance Sheets for last 3 Years (i.e. 2023-24, 2024-25 & 2025-26).
2	The bidder should have experience of completed or executing projects of supply, installation, testing, commissioning, O&M for IT projects for any central Govt. of India/state Govt. of India/PSU/private institution of India or government body/private institution in the last three financial years (FYFY2023-24, 2024-25, 2025-26)	25	a) 1 project of value not less than 2.4 Cr : 35 marks b) 2 projects each of value not less than 1.8 Cr: 30 marks c) 3 projects each of value not less than 1.2 Cr : 20 marks	Work orders or Agreement or Letter or Acceptance(LoA) and work completion certificate from respective client
3	The bidder must have strength of at least 50 full- time IT professionals (Data Centre / Networking / System Administration / Cloud Services Professionals / Cloud Security Experts / Data Analysts) on their payroll as on bid due date.	25	Technical Resources Greater than 50 and upto 100 - 15 Marks Greater than 100 and upto 150 - 20 Marks Greater than 150 : 25 Marks	Self-declaration by HR of the company on bidder Letter head duly signed & stamped providing the role of the resources as per annexure

Sr. No.	Evaluation Description	Max Marks	Marks	Supporting Document
4	The Bidder/Cloud Service Provider should have minimum 02 reference of any central Govt. of India/state Govt. of India /PSU / private institution of India or government body/private institution in India for providing IaaS (Infrastructure as a Service), SaaS (Software as a Service) and PaaS (Platform as a Service) Services	15	02 References : 5Marks Greater than 02 and up to 04 References: 10 Marks 05 or more References: 15 Marks	Client reference letter
5.	Presentation/Demonstration:- Understanding of Department Requirements, Proposed Cloud Solution & Architecture, Security, Compliance & Data Protection Approach, Migration Strategy, Business Continuity & Disaster Recovery, Demonstration of Similar Implementations, Q&A and Overall Presentation Quality.	10		
	Total	100		

11. Selection Criteria and evaluation process

Stage1:Technical Qualification

1. The bidder must fulfill Professional Qualification criteria to qualify for Technical Evaluation
2. The Bidder who does not meet the Professional qualification criteria will be liable for rejection.

Stage2:Technical Evaluation

1. Technical Evaluation will be done only for the bidders who meet all the Professional Qualification criteria.
2. Each Technical Bid will be assigned marks out of a maximum of 100 marks. Only the bidders who get 70 or more marks will qualify for commercial evaluation stage.
3. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.
4. PUBLICATIONS DIVISION may seek clarifications and details from bidders at any point of time during the bid process.

Stage3: Commercial Evaluation

1. The commercial bids for the technically qualified bidders will then be opened on the notified date and time.
2. The Bid price should include GST and all applicable taxes, and all prices shall be quoted in Indian Rupees only. The taxes should be mentioned separately in the bid document.

3. The Bid should be unconditional otherwise would be rejected
 4. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
 - a. 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.
 - b. If there is a discrepancy between words and figures, the amount in words will prevail.
-

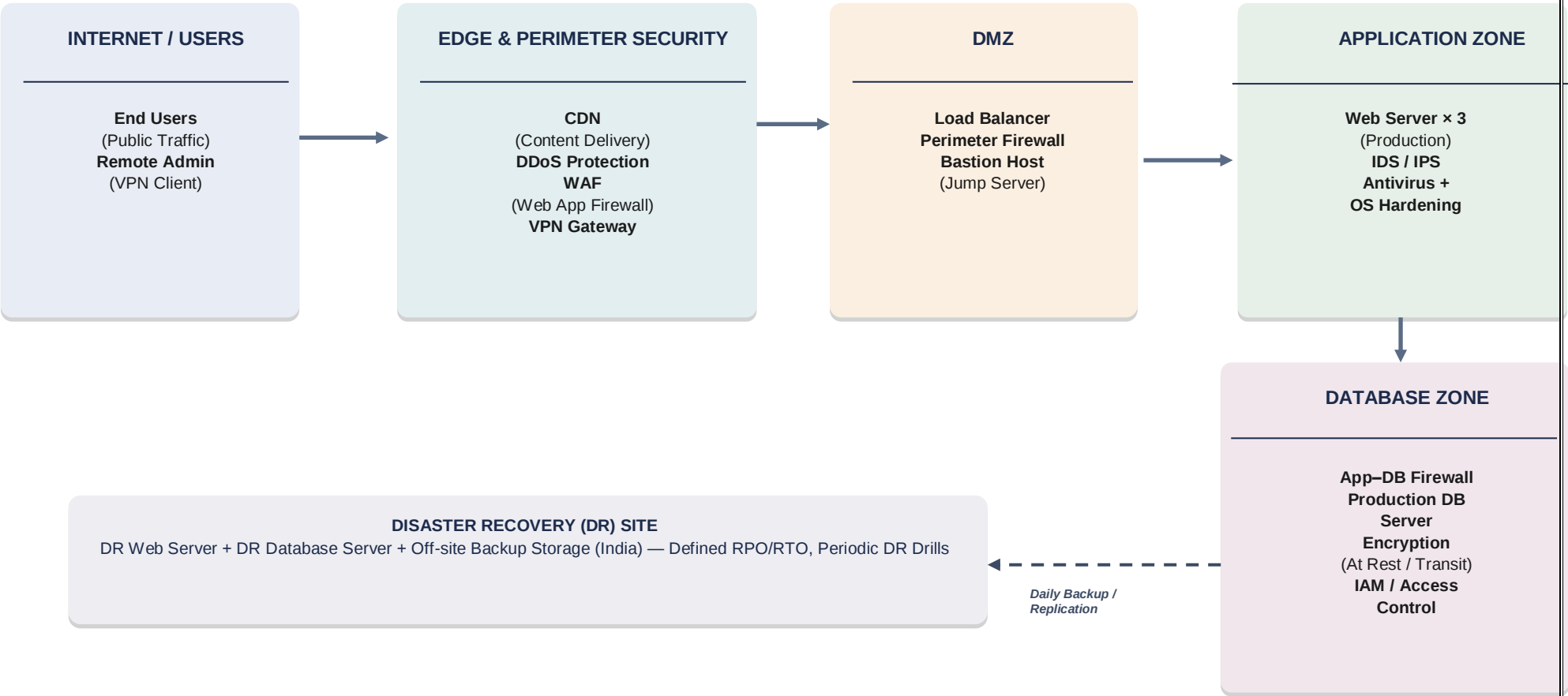
Stage4:FinalSelection

- The final selection of the bidder will be based on the Lowest amount quoted (L1)
- In case, two or more bidders are at L1, the bidder with higher technical marks will be selected.

Network Architecture

Publications Division, M/o I&B — Production + DR Cloud Infrastructure

Secure Admin Path: Remote Admin → VPN Gateway → Bastion Host



Also applied: CSPM + CDR + VMDR (posture/vulnerability mgmt) • SSL Certificate • Compliance: CERT-In, MeitY, ISO 27001, IT Act 2000

Annexure A: Technical Qualification Cover Letter

(To be submitted on the letter head of the bidder)

To,
The Assistant Director (IT)
Publications Division
Soochana Bhawan, CGO Complex,
Lodhi Road,
New Delhi - 110003

Subject: Submission of proposal in response Selection of Managed Cloud service Provider/Cloud Service Provider at Publications Division, Ministry of I&B, Govt. of India

RFP Reference No:

Dear Sir/Madam,
Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for “Selection of Managed Cloud service Provider/Cloud Service Provider at PUBLICATIONS DIVISION ”.

We attach hereto our responses to technical qualification requirements & financial proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to PUBLICATIONS DIVISION, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the PUBLICATIONS DIVISION in its short- listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days

from the date of opening of subsequent bid and ready to extend the validity of the bid for further period as informed by PUBLICATIONS DIVISION We hereby declare that in case the contract is awarded to us, we shall submit the security deposit in the form prescribed the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Company Profile- Bidder

S. No.	Information	Details
1.	Name of responding bidder:	
2.	Address of responding bidder:	
3.	Name, Designation and Address of the contact person to Whom all references shall be made regarding this RFP:	
4.	Telephone number of contact person :	
5.	Mobile number of contact person:	
6.	E-mail address of contact person:	
7.	Status of Firm/Company (Public Ltd., Pvt. Ltd., etc.)	
8.	Company Registration Certificate (Enclosed Certificate)	

Signature of Authorized Signatory (with official seal) Name:

Designation:

Address:

Telephone:

E-mail address:

Date :

Place :

Annexure B: Format to share financial details of the bidder

Annual Turn over Details of the Bidder

(To be submitted on Letter head of Statutory Auditor/CA of respective Bidders)

We,.....,certify that we have verified the relevant financial statements and other records of(Name of Company),having its Indian Registered office atThe financials for the past Three years have been summarized below:

1.Financial Declaration of Bidder

Description	Financial Year		
(All Currency in INR Crores)	2023-2024	2024-2024	2025-2026
	A	B	C
Annual Turnover			
Net Worth			
Current Assets			
Current Liabilities			
Total Revenues			
Profit Before Taxes			
Profit After Taxes			
Average Annual Turnover =(A+B+C)/3			

The Average Annual Turnover for..... (Name of the Company) is INR <Insert Value> (Rupees<Insert Value in Words >and the (Name Of the Company) has Positive Net Worth during the last 3 (three) Financial Years. F.Y 2023-24, 2024-25 & 2025-26)

It is further certified that based on our review of financial statements together with the book of accounts, records and documents for the aforesaid financial years, the above- mentioned figures are true and correct to the best of our knowledge and as per information and explanations provided to our satisfaction by the.....(Name Of the Company).

Signature of Authorized Signatory (with official seal) Name:

Designation:

Address:

Telephone:

E-mail address:

Notes:

- The Financial Declaration submitted with the Bid must be certified and signed by a competent and qualified Chartered Accountant/ Statutory Auditor and should be on the Firm's letter head; affixed with the Firm's seal.
- Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years (F.Y 2023-24, 2024-25 & 2025-26) shall submitted as supporting evidence.

Annexure C: Format to Project Citation

S.No	Item	Details	Attachment Ref. Number With page No.
1	Name of the Project		
2	Date of Work Order		
3	Client Details with address and Contact numbers		
4	Scope of Work		
5	Contract Value		
6	Completion Date		

Note: The Bidder is required to use above formats for all the projects referenced by the bidder for the Technical qualification criteria.

Annexure D: Format for Submitting Pre-bid Queries

Publications Division, Ministry of Information & Broadcasting, Government of India				
Selection of Managed Cloud service Provider/Cloud Service Provider at Publications Division				
Name of Organization Submitting the request.				
Name and Designation of person submitting the request.				
Full address of the Organization including Phone/Fax & e-mail point of contact.				
Bidding document reference (s) (page no. & section no.) including corrigendum's	Page No.	Point No.	Existing Clause	Query

Place:

Signature:

Date:

Company Seal:

The Pre bid queries must be submitted and will be accepted in excel file in the above table format. Any queries in scanned or image or any other document format may be liable for rejection.

Annexure E: Format for Self-Declaration (Debarred/Blacklisted)

(To be submitted on the Letter head of the responding company)

Date: dd/mm/yyyy

To,
Publications Division
Soochana Bhawan, CGO Complex,
Lodhi Road,
New Delhi - 110003

Sub: Declaration for not being debarred/ black-listed by any State Government/Central Government / PSU in India as on the date of submission of the bid

Tender Reference No:

Dear Sir,

I, authorized representative of _____, hereby solemnly confirm that the Company _____ is not banned by the State Government/ Central Government/PSU Organization in India for unsatisfactory past performance, corrupt & fraudulent practices or any other unethical conduct either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT as on last date of submission of the Bid. In the event of any deviation from the factual information/declaration, Publications Division, Ministry of Information & Broadcasting, Government of India reserves the right to reject the Bid or terminate the Contract without any compensation to the Company and forfeiture of Earnest Money Deposit and/or Security Deposit

Thanking you,
Yours faithfully,

Signature of Authorized Signatory (with official seal) Date:

Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

Annexure F: Format for Security Deposit (SD)

To,
Publications Division
Soochana Bhawan, CGO Complex,
Lodhi Road,
New Delhi - 110003

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WHEREAS..... (Name of Bidder) herein after called "The Bidder" has decided to participate in the tender number , hereinafter called "Tender" published by Publications Division, Ministry of Information & Broadcasting, Govt. of India

And whereas, it has been stipulated by you in the said Tender that the Bidder shall furnish you a Bank Guarantee (of Nationalized Bank/scheduled bank) for the sum specified therein as Security Deposit for compliance with the Bidder's obligations in accordance with the Tender.

AND WHEREAS we have agreed to give the Bidder a guarantee

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to 10% of contract value and we undertake to pay you, upon your first written demand declaring the Bidder to be in default of the tender conditions and without cavil or argument any sums within the limit of 10% of total contract value (TCV) as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the.....day of.....20.....

(Signature and Seal of Bank)

Date:

Address:

Witness: _____