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Published Corrigendum Details

Date : 07-Mar-2025 10:24 AM

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Organisation Chain :	Department of Electronics and Information Technology(DeitY) Centre for Development of Advanced Computing - DeitY Chennai - C-DAC - DeitY
Tender ID :	2025_DIT_843956_1
Tender Ref No :	CDAC(C)/EOI-Cloud/24-25/02
Tender Title :	Cloud Service Providers to offer cloud services integrated with CDAC Meghdoot Cloud Suite
Corrigendum Type :	Date

Corrigendum:7

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Corrigendum6	Corrigendum for Extension of Bid Submission end date	07-Mar-2025 10:24 AM	Cor6.pdf	158.1

Critical Dates

Publish Date	10-Jan-2025 06:00 PM	Bid Opening Date	15-Mar-2025 03:30 PM
Document Download/Sale Start Date	10-Jan-2025 06:00 PM	Document Download/Sale End Date	14-Mar-2025 03:00 PM
Clarification Start Date	10-Jan-2025 06:20 PM	Clarification End Date	15-Jan-2025 02:00 PM
Bid Submission Start Date	17-Jan-2025 02:00 PM	Bid Submission End Date	14-Mar-2025 03:00 PM
Pre Bid Meeting Date	20-Jan-2025 11:00 AM		

Corrigendum:6

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Corrigendum5	Corrigendum for Extension of Bid Submission End Date	26-Feb-2025 04:32 PM	Cor5.pdf	158.69

Critical Dates

Publish Date	10-Jan-2025 06:00 PM	Bid Opening Date	07-Mar-2025 03:30 PM
Document Download/Sale Start Date	10-Jan-2025 06:00 PM	Document Download/Sale End Date	06-Mar-2025 03:00 PM
Clarification Start Date	10-Jan-2025 06:20 PM	Clarification End Date	15-Jan-2025 02:00 PM
Bid Submission Start Date	17-Jan-2025 02:00 PM	Bid Submission End Date	06-Mar-2025 03:00 PM
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Corrigendum:5

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Corrigendum4	Date extension	20-Feb-2025 04:18 PM	Corr4.pdf	277.41

Critical Dates

Publish Date	10-Jan-2025 06:00 PM	Bid Opening Date	01-Mar-2025 03:30 PM
Document Download/Sale Start Date	10-Jan-2025 06:00 PM	Document Download/Sale End Date	28-Feb-2025 03:00 PM
Clarification Start Date	10-Jan-2025 06:20 PM	Clarification End Date	15-Jan-2025 02:00 PM
Bid Submission Start Date	17-Jan-2025 02:00 PM	Bid Submission End Date	28-Feb-2025 03:00 PM
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Corrigendum:4

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Corrigendum 3	Corrigendum for Extension of Bid submission end date	12-Feb-2025 02:24 PM	cor3.pdf 	272.24

Critical Dates

Publish Date	10-Jan-2025 06:00 PM	Bid Opening Date	21-Feb-2025 03:30 PM
Document Download/Sale Start Date	10-Jan-2025 06:00 PM	Document Download/Sale End Date	20-Feb-2025 03:00 PM
Clarification Start Date	10-Jan-2025 06:20 PM	Clarification End Date	15-Jan-2025 02:00 PM
Bid Submission Start Date	17-Jan-2025 02:00 PM	Bid Submission End Date	20-Feb-2025 03:00 PM
Pre Bid Meeting Date	20-Jan-2025 11:00 AM		

Corrigendum:3

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Corrigendum 2	Corrigendum for Date extension till 12.02.25	03-Feb-2025 03:00 PM	cor2.pdf 	396.23

Critical Dates

Publish Date	10-Jan-2025 06:00 PM	Bid Opening Date	13-Feb-2025 03:30 PM
Document Download/Sale Start Date	10-Jan-2025 06:00 PM	Document Download/Sale End Date	12-Feb-2025 03:00 PM
Clarification Start Date	10-Jan-2025 06:20 PM	Clarification End Date	15-Jan-2025 02:00 PM
Bid Submission Start Date	17-Jan-2025 02:00 PM	Bid Submission End Date	12-Feb-2025 03:00 PM
Pre Bid Meeting Date	20-Jan-2025 11:00 AM		

Corrigendum:2

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Bid Closing Date Extension	Bid Closing Date Extension	23-Jan-2025 03:21 PM	Doc1.pdf 	473.65

Critical Dates

Publish Date	10-Jan-2025 06:00 PM	Bid Opening Date	04-Feb-2025 03:30 PM
Document Download/Sale Start Date	10-Jan-2025 06:00 PM	Document Download/Sale End Date	03-Feb-2025 03:00 PM
Clarification Start Date	10-Jan-2025 06:20 PM	Clarification End Date	15-Jan-2025 02:00 PM
Bid Submission Start Date	17-Jan-2025 02:00 PM	Bid Submission End Date	03-Feb-2025 03:00 PM
Pre Bid Meeting Date	20-Jan-2025 11:00 AM		

Corrigendum:1

Corrigendum Title	Corrigendum Description	Published Date	Document Name	Doc Size(in KB)
Extension of Pre-bid meeting date	Extension of Pre-bid meeting date	15-Jan-2025 06:38 PM	DAtecori150125.pdf 	298.53

Critical Dates

Publish Date	10-Jan-2025 06:00 PM	Bid Opening Date	24-Jan-2025 03:30 PM
Document Download/Sale Start Date	10-Jan-2025 06:00 PM	Document Download/Sale End Date	23-Jan-2025 03:00 PM
Clarification Start Date	10-Jan-2025 06:20 PM	Clarification End Date	15-Jan-2025 02:00 PM
Bid Submission Start Date	17-Jan-2025 02:00 PM	Bid Submission End Date	23-Jan-2025 03:00 PM
Pre Bid Meeting Date	20-Jan-2025 11:00 AM		

Details Before Corrigendum**Critical Dates**

Publish Date	10-Jan-2025 06:00 PM	Bid Opening Date	24-Jan-2025 03:30 PM
Document Download/Sale Start Date	10-Jan-2025 06:00 PM	Document Download/Sale End Date	23-Jan-2025 03:00 PM
Clarification Start Date	10-Jan-2025 06:20 PM	Clarification End Date	15-Jan-2025 02:00 PM
Bid Submission Start Date	17-Jan-2025 02:00 PM	Bid Submission End Date	23-Jan-2025 03:00 PM
Pre Bid Meeting Date	16-Jan-2025 11:00 AM		

Pre- Bid Queries for EOI for Selection of MeitY -empanned Cloud Service Providers to offer cloud services inbtegrated with C-DAC's Meghdoot Cloud Suite on BOSS OS, Ref. EOI Tender No. C-DAC(C)/EOI-Cloud/24-25/02,dated: 10/01/2024

Bidder Name: Tata Consultancy Services Limited

S. No	Page No.	Section No. & Name	RFP Content	Change Required/ Details Needed	CDAC's Reply
1	9	2. Eligibility Criteria I. General Eligibility Criteria	e. The bidder should have a minimum average annual turnover of Rs. 50 Lakhs for last 3 financial years namely FY 2021-22, FY 2022-23, and FY 2023-24 from the same/similar business.	Requesting this be modified as follows: e. The bidder should have a minimum average annual turnover of Rs. 50 Lakhs for last 3 financial years namely FY 2021-22, FY 2022-23, and FY 2023-24 from cloud services business.	Accepted.
2	10	2. Eligibility Criteria II. Specific Eligibility Criteria	d. The bidder must enclose documents to prove relevant expertise in providing Cloud IaaS and PaaS services of C-DAC. Basis the same, "Activity specific acceptance letter" to be provided as per format in Annexure E.	Requesting this be modified as follows: d. The bidder must enclose documents to prove relevant expertise in providing Cloud IaaS and PaaS services of C-DAC. Basis the same, "Activity specific acceptance letter" to be provided as per format in Annexure E.	Accepted.
3	32	ANNEXURE – A: COVERING LETTER	8. A certificate from Chartered Accountant for the last 3 financial years indicating the annual turnover of the prospective Education & Training Provider.	Requesting this be modified as follows: A certificate from Chartered Accountant for the last 3 financial years indicating the annual turnover of the prospective Bidder.	Accepted.

4	35	ANNEXURE – C: ORGANIZATIONAL DETAILS	8. Details of training program and domains you are presently dealing with	Kindly clarify the relevance of this ask.	To identify the experience of Bidder to provide cloud technology transfers to the developers and clients.
5	6	Sec 3. Objective of EOI	Integrating PaaS functionalities into our existing IaaS based Meghdoot Cloud suite	Please elaborate on how C-DAC envisages the integration to happen between the CSP's cloud platform and Meghdoot cloud platform?	<ol style="list-style-type: none"> 1. Meghdoot cloud suite (based on OpenStack) to be deployed on bare metal servers and Kubernetes clusters on baremetal servers/VMs of the Bidder's Infrastructure to offer IaaS services. 2. The Bidder's Cloud Management Portal to integrate with the Meghdoot's APIs and offer the IaaS services from the CMP in addition to the listed PaaS services. 3. The Cloud Management Portal to include Metrics, Monitoring, Analytics etc.

6	6	Sec 3. Objective of EOI	Establishing the proof of concept and pilot implementation for exploring cloud offerings with cloud native applications using C-DAC's Meghdoot Cloud stack hosted over their DC along with CMP.	Kindly elaborate if the final hosting location is CDAC's DC or is it the bidder's DC?	The hosting is done at the selected Bidder's Data Centre.
7	20	3.1.1. IT Infrastructure Provisioning and Management	CSP is expected to provision and maintain robust IT infrastructure, including software essential for the development and operation of the cloud platform. This includes setting up and managing cloud services, servers, network systems, software, and associated hardware resources.	<ol style="list-style-type: none"> 1. We understand that the CSP is responsible for E2E Infrastructure Provisioning like servers, storage, network on the CSP's DC leveraging CSPs Cloud Orchestration platform. Please clarify. 2. Also, please clarify as to how the orchestration and integration with Meghdoot cloud will be beneficial as the offerings that are requested will be deployed on the CSP's cloud stack. 	<p>The CSP will have full responsibility for end-to-end infrastructure provisioning including servers, storage, and networking within the CSP's data center, utilizing their cloud orchestration platform.</p> <p>C-DAC has its own cloud suite built on OpenStack and Kubernetes and seeks to explore potential opportunities for cloud offerings in collaboration with the CSP.</p>

8	30	6. Obligations of the Selected agency Point # (k). Intellectual Property Rights (IPR)	Intellectual Property Rights (IPR): C-DAC shall retain ownership of the intellectual property rights for the solutions, services, and deliverables developed or implemented as part of the cloud IaaS and PaaS services, while the CSP will retain ownership of their associated activities	CSP can bring its own platform solutions (CSP's IP) to accelerate realization of the objectives of this strategic Program. However, IP of the additional functionalities developed during the program can be transferred to C-DAC as per the agreement. Is this acceptable to C-DAC?	Yes
9	20	3. Broad Scope of work	Adopt open standards and promote open source and open technologies	Some of the Platform capabilities (CSP's IP) which can potentially be used as accelerators are developed using both enterprise licensed products and OpenStack. Is C-DAC open to using Enterprise licensed products or is this program limited to only using Open Stack components and technologies?	Preferably open source, but subject to evaluation on a case-by-case basis.
10	23	3.2 PaaS services requirements	Managed Private Blockchain	1) What all Blockchain networks are expected to be part of managed service - Ethereum node, Fabric private network, Corda Node, Besu network etc? 2) Is there any business application to be configured and provided as service?	

11	21	3.2 PaaS services requirements	Transactional Data Storage and	<p>1. Please elaborate on the kind of data and source systems that are required?</p> <p>2. Please provide us the detailed different flavour of DBs name, Version, Edition(Enterprise/Standard) etc. that is expected</p>	<p>1. Data Types - structured data (e.g., databases, spreadsheets), unstructured data (e.g., text, images, videos) Data Sources - Shipping/Ports, ERP systems, NLP Applications etc</p> <p>2. Preferable- Opensource tools- Postgresql, Mysql, MongoDB etc. Enterprise versions may be included based on Client requirements on case-to-case basis.</p>
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12	23	3.2 PaaS services requirements	Data Integration	<p>What kind of data sources and integration capabilities are being sought? Are you looking at Data Governance?</p>	<p>1.Data Sources - Structured Data, Unstructured Data, Semi-Structured Data, Real-Time Data Streams: event-driven platforms, or streaming services (e.g., Kafka, RabbitMQ), datasets from external providers.</p> <p>2. Integration Capabilities- ETL/ELT Tools, API Integration, Enabling communication between heterogeneous systems (e.g., ESBs or integration hubs). Data Federation, Streaming Integration: Real-time data ingestion and processing using platforms like Apache Kafka</p> <p>Compatibility with</p>
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13	22	3.2 PaaS services requirements	AI/ML Platform to Build, Train, Deploy and Monitor Models at scale	<ol style="list-style-type: none"> 1. What are the kind/type of Analytics use cases being developed? 2. What are the ML algorithms that are expected to be used 3. Elaborate on the AI capabilities expected 	<p>Type of Analytics: Data Mappings Analysis, Interoperability between different data attributes, Predictive and Prescriptive Analytics etc.</p> <p>Bidder must be able to provide the services on Case-to case basis based on Client requirement</p>
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14	23	3.2 PaaS services requirements	Event Driven Notification	What are the functionalities expected? Is IoT expected?	<p>1. Being a CSP provide the infrastructure for event detection and notification delivery, the tools and services for real-time event routing and processing, the scalability and resilience to handle high-volume and low-latency notifications. The Event Detection and Processing with diverse event sources like logs, applications, databases, or external APIs and Event Filtering</p> <p>2. IoT scope may be considered later</p>
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15	23	3.2 PaaS services requirements	DevOps & Management	<p>1) Please let us know the integrations required and also the functionalities expected? Is the platform expected to automate the Meghdoot Cloud stack and the related infrastructure or is the requirement to automate the End user environment ?</p> <p>2) Is the requirement of opensource like Ansible CLI, AWX, or OpenTofu (Terraform alternative) or is OEM supported platforms like Ansible Automation platform or Terraform Enterprise preferred?</p> <p>3) Is the requirement to set up a new GIT repository or is to integrate with the existing code repository?</p> <p>4) Are other tools like Testing, Monitoring etc to be part of this setup?</p>	<p>1. The automation of the Meghdoot Cloud stack is not anticipated, as it is already provided by C-DAC.</p> <p>2. Preferred Opensource DevOps Tools- Ansible, Jenkins, Terraform (Opensource alternative) etc.</p> <p>3. Required to set a new GIT Repository for the integration activities</p> <p>4. The existing Monitoring tools of CSP's can be utilized or preferable Opensource Monitoring tools like Zabbix, Observium etc.</p>
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16	22	3.2 PaaS services requirements	Visualization & Dashboarding	<p>1. Please elaborate on the type of dashboards and the persona of the users?</p> <p>2. Is the dashboard for the end users of the platforms ? Does it need to be multi-tenanted or RBAC is good enough?</p>	<p>1. The existing CSP's dashboard will suffice and the persona of the users differ based on the clients on case-to-case basis.</p> <p>2. The dashboard is for C-DAC Admin and the clients based on RBAC.</p> <p>3. Required to be multi-tenanted.</p>
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17	24	3.2 PaaS services requirements	Low Code-No Code App Development Content	<p>a. What are the specific features that are being looked at from the Low Code / No Code app?</p> <p>b. What type of applications are expected to be hosted? What are their NFR needs</p>	<p>1. Drag-and-Drop Interface, Pre-built Templates, Integration Capabilities, User Access Control, Customizable UI, Workflow Automation</p> <p>2. Applications may include Supply Chain Management Apps, Business Process Automation etc. (Specific Client requirements)</p> <p>3. NFR may include Availability: 24/7 access, Data Integrity, Scalability, Integration, Security, Fault Tolerance</p>
18	22	3.2 PaaS services requirements	Workflow Orchestration	Need to understand what "Workflow Orchestration" means here as it's not related to the provided technologies	Kubernetes Orchestation

19	24	3.2 PaaS services requirements	Identity Management and Authentication & Authorization	<p>1. We understand that Meghdoot cloud already has Identity Service (Page 18 of the EOI). Will this service need to be integrated with MFA and PAM tool of the CSP? Pls let us know what feature of Meghdoot cloud could be leveraged out of the box</p> <p>2. Is CDAC going to bring this solution or does the CSP need to bring this solution. Who will be owning this, Is the expectation that the Security team of the CSP is going to OWN the service?</p>	<p>1.The Identity service (Keystone) from Meghdoot needs to be integrated with MFA and PAM tool of the CSP based on the feasibility (Preferred)</p> <p>2. CSP can bring their solution and CSP owns it</p>
20	24	3.2 PaaS services requirements	SIEM and SOAR	<p>1. Do we need to support all the 3 solution or any one of them.</p> <p>2. Will CDAC be providing the solution or has the CSP's Security team need to factor the solution. If so, please elaborate on the exact SOC Scope for CSP Security team</p> <p>3. What will be the Log retention policy. Both Online, or Off-line (in backup)</p>	<p>1.Any one will suffice.The scope for other solutions may be in later phases.</p> <p>2. The Scope of SOC will be detailed in the client specific RFPs.</p> <p>3. Log retention policy will be based on the client requirements</p>

21	20	3.1.1. IT Infrastructure Provisioning and Management:	The CSP is expected to provision and maintain robust IT infrastructure, including software essential for the development and operation of the cloud platform. This includes setting up and managing cloud services, servers, network systems, software, and associated hardware resources	<p>1. What will be the Hardening Baseline followed currently or that needs to be followed.</p> <p>2. Will there by EDR / XDR deployed in each servers (VM / Physical)</p>	<p>1. The CSP can adopt their existing hardening baselines - Operating System Hardening, Network and Firewall Hardening, Application Hardening, Logging and Monitoring</p> <p>2. EDR and XDR may be required on client requirement (case-to case)</p>
22	20	3.1.2. IT Security and Risk Management	Continuous IT monitoring (covering system availability, performance, and security)	Need to know in details the scope of the Monitoring, Is this Infra Monitoring and SIEM for security monitoring.	Infra Monitoring that includes Compute, Network and Storage, Application Monitoring and Security Monitoring
23	21	3.2 PaaS services requirements	Platform Services	Can bidder subscribe to part of the PaaS services with plan to deploy the remaining services in phased manner	Yes, It can be done in phases.
24	6	3 Objective of EOI	Enabling end-to-end cloud service capabilities to enhance customer experience.	Provide details on business model to be followed while providing IaaS and PaaS services to CDAC customers	<p>Preferred - 1. Pay-As-You-Go (Consumption-Based) Model</p> <p>2, Subscription-Based Model</p> <p>3. Hybrid Model</p>

25	6	3 Objective of EOI	Integrating PaaS functionalities into our existing IaaS based Meghdoot Cloud suite.	PaaS services will be hosted at CDAC's DC or is it the bidder's DC?	At Bidders Data centre
26	12	7 Technical Presentation	Capability and willingness to offer cloud services (IaaS and PaaS) in integration with the Meghdoot Cloud Suite	Will the business expected from CDAC or its customer will be limited to PaaS services or it will include additional IaaS services	Business expected from both C-DAC and our clients that includes both IaaS and PaaS Services

27		<p>7. EOI Proposal Submission , Chapter 1</p> <p>7 SECTION I: INVITATION FOR EXPRESSION OF INTEREST (EOI)</p>	<p><u>iv The following documents should be submitted in PDF format through www.eprocure.gov.in/eprocure/app. m. Undertaking on letterhead of the Agency that (a) the bidder has not been blacklisted by Government of India, any State Government in India or by any multilateral/ bilateral agency (b) Bidder should have never been involved in any illegal activity or financial frauds (c) Bidder's contract in the past should not have terminated during the contract period due to unsatisfactory performance, nor it refused to continue the services for any Company after the contract was awarded to them (d) The bidder and its affiliates should not have been blacklisted by any Government Agency/ Public Sector Undertaking/ Autonomous Bodies of Government/ for breach of</u></p>	<p>iv The following documents should be submitted in PDF format through www.eprocure.gov.in/eprocure/app. m. Undertaking on letterhead of the Agency that (a) the bidder has not been blacklisted by Government of India, any State Government in India or by any multilateral/ bilateral agency (b) Bidder should have never been involved in any illegal activity or financial frauds (c) Bidder's contract in the past should not have terminated during the contract period due to unsatisfactory performance, nor it refused to continue the services for any Company after the contract was awarded to them (d) The bidder and its affiliates should not have been blacklisted by any Government Agency/ Public Sector Undertaking/ Autonomous Bodies of Government/ for breach of applicable laws or violation of regulatory provisions or breach of agreement as per Annexure-F</p>	Accepted.
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28	9	1. Period of Engagement , Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS	Empanelment shall be for a period of 03 years from the date of issuance of letter of empanelment. C-DAC reserves the right to reduce or extend the duration (on same terms and conditions) based on performance of agencies and relevant norm	Empanelment shall be for a period of 03 years from the date of issuance of letter of empanelment. C-DAC reserves the right to reduce or extend the duration (on same terms and conditions <u>except prices which shall be mutually agreed</u>) based on performance of agencies and relevant norm	No change. This is an empanelment without any price fixation. On case to case basis the price will be explored through GeM bidding among the empanelled vendors.
29	13	10. Corrupt or Fraudulent Practice, Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS	c) C-DAC may declare a bidder for MeitY empanelled Cloud Service Provider ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time encounters that the agency has engaged in corrupt and fraudulent practices during the award/execution of contract	c) C-DAC may declare a bidder for MeitY empanelled Cloud Service Provider ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time encounters that the agency has engaged in corrupt and fraudulent practices during the award/execution of contract	No change.

30	13	<p>11. Penalty for Use of Undue influence, Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS</p>	<p>The prospective MeitY empanelled Cloud Service Provider undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person employed in C-DAC or otherwise in procuring the contract/agreement or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the contract/agreement or any other contract/agreement with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the contract/agreement or any other contract/agreement with the Government of India. Any breach of the aforesaid undertaking by the MeitY empanelled Cloud</p>	<p>The prospective MeitY empanelled Cloud Service Provider undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person employed in C-DAC or otherwise in procuring the contract/agreement or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the contract/agreement or any other contract/agreement with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the contract/agreement or any other contract/agreement with the Government of India. Any breach of the aforesaid undertaking by the MeitY empanelled Cloud Service Provider or anyone employed by him or acting on his behalf (whether with or without the Knowledge of the prospective MeitY empanelled Cloud Service Provider or the commission of any offence by the MeitY empanelled Cloud Service Provider or anyone employed by him or acting on his behalf, as defined in Chapter 9 of the Indian Penal Code, 1860 or the Prevention of Corruption Act 1986 or any other Act enacted for the prevention of corruption shall entitle C-DAC to cancel the contract/agreement and all or other contract/agreements with the prospective MeitY empanelled Cloud Service Provider and recover from the prospective MeitY empanelled Cloud Service Provider the amount of any loss arising from such cancellation. The decision of C-DAC to the effect that a breach of the</p>	No change.
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31	13-14	12. Confidentiality, Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS	The MeitY empaneled Cloud Service Provider and/or their personnel shall not, either during the term or after expiration of engagement period disclose any proprietary or confidential information relating to the cloud services, contract or C-DAC's business or operations without the prior written consent of C-DAC. The MeitY empaneled Cloud Service Provider and/or their personnel shall not, either during the term or after expiration of this contract, undertake any public communication, press/ releases relating to the services, contract, or C-DAC's business or operations without the written consent of C-DAC. Information available on public domain is excluded from confidentiality clause	The MeitY empaneled Cloud Service Provider and/or their personnel shall not, either during the term or <u>for a period of 2 years</u> after expiration <u>or termination</u> of engagement period disclose any proprietary or confidential information relating to the cloud services, contract or C-DAC's business or operations without the prior written consent of C-DAC. The MeitY empaneled Cloud Service Provider and/or their personnel shall not, either during the term or <u>for a period of 2 years</u> after expiration <u>or termination</u> of this contract, undertake any public communication, press/ releases relating to the services, contract, or C-DAC's business or operations without the written consent of C-DAC. <u>In the event of C-DAC receiving or being given access to the Agency's Confidential Information C-DAC shall have the same obligations with respect to such information as does the Agency with respect to C-DAC's Confidential Information under this Clause and Agency shall have the same rights as are available to C-DAC under this Clause.</u> Information available on public domain <u>or enter into the public domain, or information obtained from another source without restriction or information which is in the possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain confidentiality or information which is independently developed by the receiving party without the use of confidential Information and without the participation of individuals who have had access to confidential information or information which is required to be</u>	No Change.
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32	14	13. Force Majeure, Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS	C-DAC may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states/state Agency, the direct and indirect consequences of wars	C-DAC may consider <u>shall</u> relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states/state Agency, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at selected agencies premises or any other act beyond control of the Agency. <u>In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If such an event lasts for a continuous period of thirty (30) days, then either party may at any time thereafter while such performance continues to be excused, terminate the Agreement without liability, by</u>	No change.
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33	14	<p>14. Arbitration, Chapter 2</p> <p>SECTION II: INSTRUCTIONS TO EOI BIDDERS</p>	<p>in case any dispute arises between the C-DAC and successful Agency with respect to this EOI, including its interpretation, implementation or alleged material breach of any of its provisions both the Parties hereto shall endeavour to settle such dispute amicably. If the Parties fail to bring about an amicable settlement within a period of 30 (thirty) days, dispute shall be referred to the sole arbitrator mutually appointed by both parties. If the sole arbitrator is not appointed mutually by both the parties, then the Parties</p>	<p>In case any dispute arises between the C-DAC and successful Agency with respect to this EOI, including its interpretation, implementation or alleged material breach of any of its provisions both the Parties hereto shall endeavour to settle such dispute amicably. If the Parties fail to bring about an amicable settlement within a period of 30 (thirty) days, dispute shall be referred to the sole arbitrator mutually appointed by both parties. If the sole arbitrator is not appointed mutually by both the parties, then the Parties shall approach the appropriate Court for appointment of sole arbitrator. Arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and Rules made there under, or any legislative amendment or modification made thereto. The venue of the arbitration shall be Pune. The award given by the arbitrator shall be final and binding on the Parties. The language of arbitration shall be English. The common cost of the arbitration proceedings shall initially be borne equally by the Parties and finally by the</p>	<p>No change.</p>
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34	15	<p>16. Limitation of Liability, Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS</p>	<p>a) The liabilities, if any, with respect to the following shall be at actuals: i. Claims that are the subject of indemnification pursuant to infringement by the Agency of third party Intellectual Property Right. ii. Damage(s) occasioned by the Gross Negligence or Wilful Misconduct of the Agency. iii. Regulatory or statutory fines imposed by a Government or Regulatory Agency for non-compliance of statutory / regulatory guidelines, Rules, Regulations etc. b) The maximum aggregate liability of selected Agency – except those stipulated at clause 18(a) below, in respect of following cases shall not exceed the total amount of the Contracts/Work Orders: i. Any claims, losses, costs or damages arising out of or in connection with this EOI, Contract/ Works Order or</p>	<p>a) The liabilities, if any, with respect to the following shall be at actuals: i. Claims that are the subject of indemnification pursuant to infringement by the Agency of third party Intellectual Property Right. ii. Damage(s) occasioned by the Gross Negligence or Wilful Misconduct of the Agency. iii. Regulatory or statutory fines imposed by a Government or Regulatory Agency for non-compliance of statutory / regulatory guidelines, Rules, Regulations etc. b) The maximum aggregate liability of selected Agency – except those stipulated at clause 18(a) below, in respect of following cases shall not exceed the total amount <u>paid to Agency by C-DAC in the preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose)</u> of the Contracts/Work Orders: i. Any claims, losses, costs or damages arising out of or in connection with this EOI, Contract/ Works Order or SoW. ii. Damage(s) occasioned by Agency for breach of Confidentiality Obligations c) Under no circumstances shall C-DAC <u>either party</u> be liable for any indirect, consequential, <u>special, punitive</u> or incidental losses, damages or claims including loss of profit, <u>loss of data, loss of goodwill or reputation</u>, loss of business or revenue. <u>d) Agency shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by C-DAC or its employees or agents or third party service</u></p>	<p>No Change.</p>
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35	15	17. Termination, Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS	C-DAC reserves the right to terminate and cancel the empanelment with or without cause/reason by giving 30 days' notice to the selected Agency. The selected Agency may terminate the empanelment/contract by giving 60 days' prior written notice, subjected to completion of all Contracts/PO obligations.	C-DAC reserves the right to terminate and cancel the empanelment with or without cause/reason by giving 30 days' notice to the selected Agency . The selected Agency may terminate the empanelment/contract by giving 60 days' prior written notice, subjected to completion of all Contracts/PO obligations undertaken by agency. All approved amounts for completed <u>as well as uncompleted</u> Contracts/PO which are due and payable to the agency shall be paid by C-DAC in the event of termination of the agreement for any reason whatsoever <u>The Agreement may also be terminated forthwith if either party commits any material breach of any term of the Agreement and</u>	No Change.
36	15	18. Assignment, Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS	Selected Meity empaneled Cloud Service Provider shall not assign, delegate or otherwise deal with any of its rights or obligation under this contract without prior written consent / permission of C-DAC. The prime	Selected Meity empaneled Cloud Service Provider shall not assign, delegate or otherwise deal with any of its rights or obligation under this contract without prior written consent / permission of C-DAC, <u>which consent shall not be unreasonably withheld by C-DAC.</u> The prime responsibility towards the successful execution of SoWs lies with empaneled Cloud Service Provider. The selected agency	No Change.

37	15	19. Severability, Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS	If any provision of this contract is determined to be invalid or unenforceable, it will be deemed to be modified by C-DAC to the minimum extent necessary to be valid and enforceable. If it cannot be so modified, it will be deleted and the deletion will not affect the validity or enforceability of any other provision	If any provision of this contract is determined to be invalid or unenforceable, it will be deemed to be modified by C-DAC <u>the parties</u> to the minimum extent necessary to be valid and enforceable. If it cannot be so modified, it will be deleted and the deletion will not affect the validity or enforceability of any other provision	No Change.
38	16	20. Interpretation of the Clauses in the EOI, Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS	In case of any ambiguity/dispute in the interpretation of any of the clauses in the EOI document, the interpretation of the clauses by Director General, C-DAC shall be final and binding on all parties	In case of any ambiguity/dispute in the interpretation of any of the clauses in the EOI document, the interpretation of the clauses by Director General, C-DAC shall be final and binding on all parties <u>same shall be resolved by the parties, and if not able to resolve, by the dispute resolution process</u>	No Change.

39	25-26	4. Terms and Conditions, Chapter 3 SECTION III: TERMS OF R	4.6. The PO/contract may include terms related to penalty for delay in meeting the deadlines. 4.7. The PO/contract may include terms related to penalty for non/short performance. 4.8. Validity of PO/contract will remain till fulfilment of all obligations by agency pertaining to allocated work, activities, respective terms and conditions stipulated and for the period stipulated in the Order.	4.6. The PO/contract may include terms related to penalty for delay in meeting the deadlines. 4.7. The PO/contract may include terms related to penalty for non/short performance. <u>The overall penalties under all the provisions of the PO/contract shall not exceed 5% of the PO/contract value.</u> 4.8. Validity of PO/contract will remain till fulfilment of all obligations by agency pertaining to allocated work, activities, respective terms and conditions stipulated and for the period stipulated in the Order.	No Change.
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40	26-31	6. Obligations of the Selected agency	<p>c. General Confidentiality: Except with the prior written consent of C-DAC, selected agency and the Personnel shall not at any time communicate to any person or entity, any confidential information acquired, stored and received from C-DAC in the course of the Services, nor shall selected agency and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services</p> <p>e. Accounting, Inspection and Auditing i. Selected Agency (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with generally accepted accounting principles, norms and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit C-DAC or</p>	<p>c. General Confidentiality: Except with the prior written consent of C-DAC, selected agency and the Personnel shall not at any time communicate to any person or entity, any confidential information acquired, stored and received from C-DAC in the course of the Services, nor shall selected agency and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services <u>, however, selected agency shall communicate the confidential information to its agents, sub contractors, consultants, auditors without the prior written consent of C-DAC.</u> e. Accounting, Inspection and Auditing i. Selected Agency (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with generally accepted accounting principles, norms and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit C-DAC or its designated representative and/or C-DAC, and up to five <u>one</u> years from expiration or termination of this contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by C-DAC or C-DAC itself as the case may be. <u>C-DAC shall not have access to the proprietary data of, or relating to, any other customer of Agency, or a third party or Agency's cost, profit, discount and pricing data. The cost of the audit shall be borne by CDAC. The audit shall not be permitted if it interferes with Agency's ability to perform the services in accordance with the service levels, unless C-DAC relieves</u></p>	No Change.
41	32-33	ANNEXURE – A: COVERING LETTER	We agree to abide by all the clauses mentioned in the EOI document.	<p><u>Subject to the deviations submitted along with the bid proposal, Wwe agree to abide by all the clauses mentioned in the EOI document.</u></p>	No Change.

42	34	ANNEXURE – B: AUTHORITY LETTER	Mr./Ms. (Name and designation of the signatory), whose signature is appended below, is authorized to sign and submit the proposal	Mr./Ms. (Name and designation of the signatory), whose signature is appended below, is authorized to sign and submit the proposal documents on our behalf against said EOI. We have carefully read and understood the EOI document and agree to abide by all the mentioned clauses	No Change.
43	40	ANNEXURE– F: UNDERTAKING LETTER	c) There have been no regulatory actions initiated /pending against us as on the date of release of EOI d) We have never been involved in any illegal activity or financial frauds e) Our contract(s) in the past is not terminated during the contract period due to unsatisfactory performance, nor it refused to continue the services for any Company after the contract was awarded to them g) We shall not use/reverse engineer the technology developed under this EOI for a period of at least one year from the date of completion of project deliverables. We agree that the IPR of the technology developed, if any, will vest with C-DAC perpetually. h) We also undertake that we will not use the developed IPs for commercial purpose during and after the tenure. i) We agree that such IPRs	c) There have been no regulatory actions initiated /pending against us as on the date of release of EOI d) We have never been involved in any illegal activity or financial frauds e) Our contract(s) in the past is not terminated during the contract period due to unsatisfactory performance, nor it refused to continue the services for any Company after the contract was awarded to them g) We shall not use/reverse engineer the technology developed under this EOI for a period of at least one year from the date of completion of project deliverables. We agree that the IPR of the technology developed, if any, will vest with C-DAC perpetually. h) We also undertake that we will not use the developed IPs for commercial purpose during and after the tenure. i) We agree that such IPRs shall remain the property of C-DAC until and unless by the mutual written agreement.	No Change.

44		General	Please add this clause	<p>Execution Infrastructure</p> <p>C-DAC will provide necessary and adequate infrastructure to enable Bidder to fulfill its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include:</p> <ul style="list-style-type: none"> i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media such as floppy disks, tapes, cartridges, DATs; iv. Office stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site; vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided). <p>The above-mentioned infrastructure will be required for work to be carried out at the site of C-DAC during regular working hours. C-DAC shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory</p>	No Change. As per Eol.
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45		General	Please add this clause	<p>Co-ordination</p> <p>C-DAC will provide timely clarifications and feedback sought by Bidder’s Consultants during the period of this assignment. C-DAC will allocate a Project Co-ordinator to interact with Bidder, fix appointments with various C-DAC Personnel and provide local assistance to Bidder’s Consultants. The Project Co-ordinator will have necessary authorization from C-DAC to take decisions and give timely approvals as per the need of the project.</p>	No Change. As per Eol.
46		General	Please add this clause	<p>Assistance</p> <p>C-DAC will ensure, through its Project Co-ordinator, transfer of information, specification of mutually agreed change-requirements (Change Requests), availability of materials such as documents and equipment, meetings with relevant users and other personnel among other requisites for Bidder to understand and document the same for the purpose of time-bound formal approval by C-DAC, before the service is undertaken by Bidder.</p> <p>Necessary and sufficient time will have to be spent by Users in C-DAC with Bidder personnel during this stage of the assignment.</p>	No Change. As per Eol.
47		General	Please add this clause	<p>Methodology, Tools and Techniques</p> <p>Bidder will use the methodology, tools and techniques as stated in the accompanying Technical Proposal. Any change in these, if desired by C-DAC will need to be communicated to Bidder in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost.</p>	No Change. As per Eol.

48		General	Please add this clause	<p>Deliverables</p> <p>The deliverables will be as per the details of the deliverables provided in the accompanying Technical Proposal.</p>	No Change. As per Eol.
49		General	Please add this clause	<p>Acceptance of Deliverables</p> <p>C-DAC will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the schedule presented in the accompanying Technical Proposal.</p> <p>The software will be delivered/installed for acceptance to C-DAC as and when the same is ready for delivery. The actual Acceptance Testing of the software will be the responsibility of C-DAC. C-DAC will prepare the Acceptance Test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the Acceptance Testing of the software. The acceptance testing will be based on the test cases provided by C-DAC. Bidder will provide support for any clarifications during the Acceptance Testing of the system. Defects if any, observed by C-DAC, will be notified to Bidder in writing not later than two (2) weeks of delivery. Bidder will correct the defects that are a deviation from the baseline immediately following the acceptance, whichever is later. C-DAC will confirm acceptance in writing to Bidder. C-DAC shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which</p>	No Change. As per Eol.

50		General	Please add this clause	<p>Change Management Procedure</p> <p>A change identified at any stage of the assignment which requires the deliverable to deviate from the then current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by C-DAC to Bidder or vice-versa in the form of a Change Request document. The request for change will then be assessed by Bidder to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. Bidder will present this assessment to C-DAC for its approval within a reasonable time period. Bidder will incorporate the change after receiving C-DAC's written approval. In case of delay in approval by C-DAC, the baseline itself may undergo a change; this will mean a reassessment of the charges.</p> <p>Changes in the requirements like office space, hardware/software, and tools etc. during the execution of the assignment will be conveyed by Bidder to C-DAC. These will be evaluated jointly by C-DAC and Bidder and will be provided by C-DAC at no cost to Bidder.</p>	No Change. As per EoI.
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51		General	Please add this clause	<p>Payment of Invoices/Bills</p> <p>All invoices and bills will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by C-DAC and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement. Any objection to an invoice should be raised by C-DAC within 10 days of receipt of an invoice, else an invoice shall be deemed to have been accepted by C-DAC.</p> <p>All fees payable to Bidder are exclusive of any sales, use, value added tax, service taxes or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, C-DAC shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from C-DAC. Each party is responsible for its</p>	No Change. As per Eol.
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52		General	Please add this clause	<p>Reimbursement of Tax/Levy</p> <p>Bidder shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply retrospectively, if so applicable upon Bidder.</p>	No Change. As per Eol.
53		General	Please add this clause	<p>Additional Support and Services</p> <p>In case C-DAC requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Bidder on availability-basis at its then current market rate.</p>	No Change. As per Eol.
54		General	Please add this clause	<p>Travel and Related Expenses</p> <p>Should the assignment require any travel by any Bidder expert outside their respective base location(s), C-DAC will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels.</p>	No Change. As per Eol.

55		General	Please add this clause	<p>Cost Escalation</p> <p>Bidder will monitor the cost components related to this assignment. At each milestone and at the time of periodic reviews, in case of variances against its budget for reasons not attributable to Bidder like delays in inputs/approvals by C-DAC, non-availability of facilities at C-DAC, increase in the scope of the agreed Change-Requirements or increase in C-DAC's Implementation support requirements etc., Bidder will bring this to the attention of C-DAC. All such cost increases will be discussed and mutually agreed upon. Bidder will then raise invoices, payment period and other conditions for such invoices, which will be similar to those for payments laid out in this proposal.</p>	No Change. As per Eol.
56		General	Please add this clause	<p>Non-employment</p> <p>C-DAC will neither offer to employ nor employ, directly or otherwise, any Bidder employee, associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising herefrom</p>	No Change. As per Eol.

57		General	Please add this clause	<p>Warranty</p> <p>Bidder shall warrant that the delivered software meets the requirements as specified in the detailed Specifications of the Application Software. This warranty shall remain valid for three (3) months after the acceptance of the software by C-DAC or three (3) months after the delivery of the software, whichever is earlier.</p> <p>C-DAC shall promptly notify Bidder in writing of any 'defect' in the software arising due to the reasons solely and entirely attributable to Bidder under this warranty. Upon receipt of such notification, Bidder shall remove the 'defect' in the application software.</p> <p>The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by C-DAC. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved Specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Bidder and operation of the deliverables on incompatible hardware not recommended by Bidder; (ii) any change, not made by</p>	No Change. As per Eol.
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58		General	Please add this clause	<p>General Indemnity</p> <p>C-DAC will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of C-DAC by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the limitation or liability provided herein shall not apply to such loss, injury, claim or damages.</p>	No Change. As per Eol.
59		General	Please add this clause	<p>Nonexclusivity</p> <p>Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this Proposal.</p>	No Change. As per Eol.
60		General	Please add this clause	<p>Publicity</p> <p>Neither party shall publicize any information pertaining to this assignment or the other party without seeking the prior written consent of the other party.</p>	No Change. As per Eol.

61		General	Please add this clause	<p>Entire Understanding</p> <p>This Proposal together with the Schedules, Annexure and Exhibits hereto and executed by the parties hereto constitutes the entire understanding between the parties hereto with respect to the subject matter hereto and supercedes and cancels all previous negotiations thereof. To the extent permitted by Applicable Law, a party is not liable to another party in contract or tort or in any other way for a representation or warranty that is not set out in this Agreement.</p>			No Change. As per Eol.
M/s Ishan Technologies .							
S. No	Name of Document (BID DOCUMENT / Corrigendum Number)	Topic	Page No	Existing Clause	Query	Revised Statement as per RFP	

1	EOI Document	PaaS services requirements	24	Delivery & Distribution	<p>CDN is a niche technology and provided by the selective vendors. We Oracle as one of the leading hyperscaler provides CDN service from its marketplace.</p> <p>Please allow CDN service to be provided by CSP marketplace. For Example- Airtel CDN capability is available on Marketplace and it comes under Make In India. Marketplace CDN service</p>	<p>The proposed Cloud should have the CSP Native CDN service or 3rd party/Marketplace.</p> <p>https://www.airtel.in/b2b/edge-cdn/</p>	Accepted.
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1	EOI Document	PaaS services requirements	25	Knowledge management and project collaboration tool	<p>In place of a managed service, we request an exception to use Oracle WebCenter Content (WCC) as an IaaS solution available on Oracle Cloud marketplace for knowledge management and project collaboration. This platform offers equivalent, scalable capabilities aligned with the tender's requirements.</p> <p>Oracle</p>	<p>The CSP should provide a flexible approach with cost-effective, subscription-based pricing options in an IaaS or PaaS model to meet the knowledge management and project collaboration</p>	<p>Preferred OpenSource but the requirement can be considered on case-to-case basis</p>
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	3	Please clarify that the MSP of a Meity empannelled CSP Can participate in The EOI	Participation				to Kindly allow MSP to participate in the BID	Yes MSP's who is capable to offer the mentioned services and integrate with Meghdoot Cloud suite can participate
	4	EOI Document	Consortium	9	<i>Bid by consortium is not allowed</i>	<i>Bid by consortiur</i>	allow Bid by consortium as MSP srevices are required	Bid by consortium can be allowed
	5	EOI Submission date				23-01-2025	for 7 working days form the date of pre bid response date	Extended to 03-02-2025
M/s.Amazon								
Sr. No.	Page No.	Section No.	Section Name	Statement as per RFE	Query by bidder			
			INVITATION FOR EXPRESSION OF INTEREST (EOI)	Being a provider of cloud-based Infrastructure-as-a-Service (IaaS) solutions, C-DAC invites	Please clarify whether the Eoi is invited from MeitY empannelled CSPs			Both MSP and CSPs can participate

1	5	2	2. Introduction	expressions of interest (Eols) from MeitY empaneled Cloud Service Providers (CSPs) to collaborate in augmenting our existing cloud services with	or the Managed Service Providers (MSPs) of MeitY empanelled CSPs.	
2	21	3.2	Chapter 3 SECTION III: TERMS OF REFERENCE 3.2 PaaS services requirements		Please confirm that the platform services mentioned in table 3.2 must be in ready-to-offer "General Availability" condition in India region.	70 % of the services in the list must be ready and advanced services can be developed in the stipulated timeline
3	21	3.2	OF REFERENCE 3.2 PaaS services requirements		Please confirm that the platform services mentioned in table 3.2 will be hosted in the CSP's cloud environment and NOT on Meghdoot instances.	Yes the services to be hosted in CSP's Cloud environment
4	21	3.2	Chapter 3 SECTION III: TERMS OF REFERENCE 3.2 PaaS services requirements		Services mentioned in S. No. 25, 26 and 27 are third party products and not CSP Native services. Please allow the bidder	It can be Thirdparty but preferred Opensource data modellers
			Chapter 3 SECTION III: TERMS OF REFERENCE		Is it mandatory to provide all these services	It depends on case-to-case client

5	21	3.2	3.2 PaaS services requirements		from CSP's native services to be eligible? A CSP may not have some of the services available in India. The services can be facilitated through a CSP partner if that is allowed.	requirements but bidders to ensure data sovereignty
6	9	2.1.j	Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS	j. Bid by Consortium is not allowed.	As some of the platform services are not native services or are not available in India regions, they will need to be developed/procured from third party vendors. This may require partnership/consortium. Please allow consortium for the RFP.	Consortium is allowed for the subject empanelment activity.
			2. Eligibility Criteria			
				Intellectual Property Rights (IPR): C-DAC shall retain ownership of the intellectual property rights for the solutions,	Can you please confirm that the IPR of the CSP's platform services remain with the CSP.	Yes, the IPR of the CSP remains within CSP.

				services, and deliverables developed or implemented as part of the cloud IaaS and PaaS services, while the CSP will retain ownership of their associated activities.		
7	30	6	Obligations of the Selected agency			
8	12	8	8. Evaluation of EOI Proposals for Empanelment	<p>a) The EOI proposals will be evaluated in two steps. The proposals will be examined based on eligibility criteria stipulated at Section – II to identify the eligible Agency.</p> <p>b) The eligible Agency Partner will be invited for the technical presentation. The short listing of agencies will be finalized after technical presentation and evaluation.</p>	<p>Many services from various CSPs differ in features provided. For example, Transactional Data Storage and Management (PaaS) service may differ in capabilities such as available database services(MySQL, MariaDB, PostgreSQL, MS SQLServer), redundancy (near and far regions), backup schedules and SLAs. It is recommended to mention the requisite technical criteria along with minimum points for technical qualification and evaluate the bidders based on the technical criteria.</p>	<p>The bidders those who are already empaneled with MeitY for cloud service provisioning are only allowed to participate in the subject EOI. Further, to get empaneled under this subject EOI, the bidders need to successfully complete the integration of their Cloud Management Portal with C-DAC's "Meghdoot Cloud Suite" as per the scope of work.</p>
				C-DAC reserves the right to evaluate	<p>We request to consider Quality also as an</p> <p>No change. As per EOI.</p>	

				<p>the offer and award the contract on the basis of Least Cost System (LCS). 4.5. The successful prospective agency will be required to submit the performance</p>	<p>important evaluation mechanism. Each CSP offers different level of breadth and depth of services, commercial SLAs, resiliency among other parameters. This should be assessed basis each workload and given due weightage during the overall commercial evaluation.</p>	
9	26	4.4		<p>Limited enquiries / GeM bid will be shared among the empaneled agencies for submitting the techno-commercials proposals for the upcoming activities.</p>	<p>We request to provide details of the actual evaluation and operationalisation framework post empanelment of the CSPs/MSPs. This should include support from CSP team, involvement of technical/solution architects, any programs/funding mechanisms for PoC etc.</p>	<p>No change. As per EoI.</p>
10		4.1				
<p>M/s. Oracle</p>						

1	PaaS services requirements	24	Delivery & Distribution	<p>CDN is a niche technology and provided by the selective vendors. We Oracle as one of the leading hyperscaler provides CDN service from its marketplace.</p> <p>Please allow CDN service to be provided by CSP marketplace. For Example- Airtel CDN capability is available on Marketplace and it comes under Make In India. Marketplace CDN service provided by Airtel is the technology leveraged by Cent Govt in different projects.</p>	<p>The proposed Cloud should have the CSP Native CDN service or 3rd party/Marketplace.</p> <p>https://www.airtel.in/b2b/edge-cdn/</p>	Accepted.
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1	PaaS services requirements	25	Knowledge management and project collaboration tool	<p>In place of a managed service, we request an exception to use Oracle WebCenter Content (WCC) as an IaaS solution available on Oracle Cloud marketplace for knowledge management and project collaboration. This platform offers equivalent, scalable capabilities aligned with the tender's requirements.</p> <p>Oracle WebCenter Content is a robust, enterprise-level platform that serves as a comprehensive solution for knowledge management, content collaboration, and document management, including:</p> <p>a) Document Management: Secure storage, retrieval, and sharing of content.</p> <p>b) Collaboration Tools: Facilitates project collaboration through content sharing, version</p>	The CSP should provide a flexible approach with cost-effective, subscription-based pricing options in an IaaS or PaaS model to meet the knowledge management and project collaboration requirements outlined in the tender.	Accepted.
M/s. ESDS Software Solution Limited						
SI No	Section No	CI No & Pg No	EOI Document Clause	Clarification requested		

1	Section II	CI No 2.1.c Pg No 09	Information Security Management System ISO 27001:2013 valid certificate copies	Kindly accept "Information Security Management System ISO 27001:2022 also "	Accepted.
2	Section II	CI No 2.1.l Pg No 10	"No-Conviction Certificate" duly signed by authorized signatory signing the bid, should be submitted in the prescribed format	Kindly provide format of "No-Conviction Certificate."	Provided in the corrigendum.
3	Annexure D	Pg No 36	Experience of organization in terms of provided MeitY empaneled Cloud Service Provider to offer cloud services in integration with the C-DAC's Meghdoot Cloud	We request to you confirm minimum number experience of organizations in last three years / each year is required.	Minimum 3 years of experience in Cloud Service Offerings as on 31.03.2024.
M/s. Innspark Solutions Private Limited					
SI No	Section Name & No	Page No.	Existing clause	Clarification sought	

1	3.2. PaaS services requirements	24	SIEM and SOAR - Splunk, Manage	<p>As per the PaaS requirements mentioned in this RFP document, SIEM & SOAR requirements are favourable to particular OEMs. This is restricting all the other OEMs including Bidders who are Technically capable and qualified especially Make In India OEMs such as ours from participating in this opportunity . Having particular references favoured to a specific OEMs will result in unfair advantage and also limits the participation of other OEMs who are technically capable to deliver the solutions for this particular opportunity. We kindly requesting to look into this matter and also take necessary actions against the same.</p> <p>Kindly include Innspark also along with other approved brands, as Innspark showcases exceptional capability to integrate and install our solution on such a large-scale project and can provide out-of-the-box solutions, and we have successfully implemented our solution in Critical and Large organisations across India.</p>	It is not specific to any OEM, any equivalent Opensource /enterprise solutions can also be included. Preferred Opensource solutions.
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Oracle queries

SI No	Section Name & No	Page No.	Existing clause	Clarification sought	
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1	PaaS services requirements	24	20	Delivery & Distribution	<p>CDN is a niche technology and provided by the selective vendors. We Oracle as one of the leading hyperscaler provides CDN service from its marketplace.</p> <p>Please allow CDN service to be provided by CSP marketplace. For Example- Airtel CDN capability is available on Marketplace and it comes under Make In India. Marketplace</p>	<p>The proposed Cloud should have the CSP Native CDN service or 3rd party/Marketplace.</p> <p>https://www.airtel.in/b2b/edge-cdn/</p>	Accepted.
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2	PaaS services requirements	25	27	Knowledge management and project collaboration tool	<p>In place of a managed service, we request an exception to use Oracle WebCenter Content (WCC) as an IaaS solution available on Oracle Cloud marketplace for knowledge management and project collaboration. This platform offers equivalent, scalable capabilities aligned with the tender's requirements.</p> <p>Oracle</p>	<p>The CSP should provide a flexible approach with cost-effective, subscription-based pricing options in an IaaS or PaaS model to meet the knowledge management and project collaboration</p>	<p>Accepted.</p>
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Microsoft

1	Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS 2.II.e			The bidder must deploy the C-DAC's Meghdoot cloud solution on the bidder's hardware to facilitate the integration of the bidder's Cloud Management Platform and enable other necessary PaaS	*Please clarify if this will be Bidder's / CSPs or Meghdoot / NIC hardware		Both CSP and MSP can participate
2	3.2. PaaS services requirements			3.2. PaaS services requirements A list of 27 PaaS services to be provided	Please clarify whether for PaaS services that cannot be offered on Meghdoot infrastructure, if you are open to provisioning PaaS services on cloud		The PaaS services can be offered from CSP/MSP's cloud
3	3. Objective of EOI			Co-developing a unified Cloud Management Portal (CMP) to streamline application development and deployment.	Please clarify who will build the CMP - CDAC / CSP / Bidder?		Bidder will be responsible for the CMP.
4	3.1. IaaS Service Requirements		3.1.1. to 3.1.4	EOI mentions CSP will be responsible for the implementation & management of the solution. Please clarify this will be the responsibility of			Bidder / CSP will be responsible
5	ANNEXURE – B: AUTHORITY LETTER			*Here, CSP is assumed to be the bidder. CSPs bid through a bidding partner, hence CSP is not the bidder. Please clarify			Both CSP and MSP can participate

**Request for Expression of Interest (EOI)
for Selection of MeitY-empaneled Cloud Service
Providers to offer cloud services integrated with
C-DAC's Meghdoot Cloud Suite on BOSS OS**



Centre for Development of Advanced Computing (C-DAC)
*A Scientific Society under the Ministry of Electronics &
Information Technology (MeitY), Government of India*

EOI No.: CDAC(C)/EOI-Cloud/24-25/01

Publishing Date: Jan 10th 2025 till 18:00 Hrs

Last date for submission of bids: **March 14 2025 till 15:00 Hrs**

Opening of Bids: **March 15 2025 at 15:30 Hrs**

The Eoi document may be downloaded from <https://eprocure.gov.in/eprocure/app>

[email for queries:purchase-chennai@cdac.in](mailto:purchase-chennai@cdac.in)

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ACTIVITY SCHEDULE

Sr. No.	Field Name	Details
1	EOI No. & Date of Release	CDAC(C)/EOI-Cloud/24-25/01
2	Last Date of Sending Queries	15 th January 2025 till 1400 hrs
3	E-mail for Sending queries	purchase-chennai@cdac.in
4	Date of Pre-submission Meeting	20 th January 2025 at 1100 hrs Online Mode <u>(online link shall be share to the interested bidders upon email confirmation - request email to be sent on purchase-chennai@cdac.in)</u>
5	Last Date of Submission of EOI	14th March 2025 at 15:00 hrs
6	Address for pre-submission meeting	Centre for Development of Advanced Computing (CDAC), Tidel Park, 8th Floor, “D” Block (North & South), No. 4, Rajiv Gandhi Salai, Taramani, Chennai - 600 113. / Online
7	Date of Opening of EOI	15th March 2025 at 15:30 hrs
8	Place of Opening of Proposals	Centre for Development of Advanced Computing (C-DAC), Tidel Park, 8th Floor, “D” Block (North & South), No. 4, Rajiv Gandhi Salai, Taramani, Chennai - 600 113.
9	Date of Technical Presentation	To be informed later
10	Document processing fee	EOI processing fees shall be ₹1180, Non-refundable. The payment should be affected by NEFT/IMPS transaction only
11	Bank Details for depositing Document processing fee	Name : Centre for Development of Advanced Computing (CDAC) Bank Name : State Bank of India Branch Name : Tidel Park Address : No:4, Canal Bank Road, Taramani, Chennai-600113 Account Number: 33653043152 IFSC : SBIN0004285

Chapter 1 SECTION I: INVITATION FOR EXPRESSION OF INTEREST (EOI)

1. Disclaimer

Centre for Development of Advanced Computing (C-DAC) has prepared this Request for Expression of Interest (EOI) document solely to select the MeitY-empaneled Cloud Service Providers / **the Managed Service Providers (MSPs) of MeitY empanelled CSPs** to offer cloud services integrated with the C-DAC's Meghdoot Cloud Suite.

C-DAC invites EOI from MeitY-empaneled Cloud Service Providers / **the Managed Service Providers (MSPs) of MeitY empanelled CSPs** to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite as detailed in section III on behalf of C-DAC. The competing/applying agencies are envisaged to conduct such activities in due compliance with latest government norms and guidelines, industrial norms, directives of MeitY and as per the ToR, guidelines and SOPs defined by C-DAC, from time to time.

While C-DAC has taken due care in the preparation of information contained herein and believes it to be accurate, neither C-DAC or any of its authorities or Partner nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. This information is not intended to be exhaustive and interested parties are required to make their own inquiries in order to submit the EOI. The information is provided on the basis that it is non-binding on C-DAC, any of its authorities or Partner or any of their respective officers, employees, agents or advisors. C-DAC reserves the right not to proceed with the EOI process at any stage without assigning any reasons thereof, or to alter the schedule reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the EOI further with any party submitting an EOI. C-DAC will not be liable to pay/reimburse any cost/losses/expenses/penalties/damages of whatsoever nature to any person (s)/entity (ties) submitting the EOI.

2. Introduction

Meghdoot is an open source comprehensive cloud suite designed and developed by C-DAC. Meghdoot is a product of National Resource Centre for Free and Open Source Software program, comprising free and open source tools including OpenStack across all layers of Cloud with in-house value additions. The product features automated deployment of cloud stack and provides a convenient environment through a portal to create, deploy, and scale a secure and reliable private Meghdoot cloud. It delivers a cloud platform built from open source cloud technology. Co-engineered and integrated with BOSS Linux, giving you the agility to scale and quickly meet customer demands without compromising on availability, security, or performance.

Being a provider of cloud-based Infrastructure-as-a-Service (IaaS) solutions, C-DAC

invites expressions of interest (EOIs) from MeitY empaneled Cloud Service Providers (CSPs) / Managed Service Providers (MSPs) to collaborate in augmenting our existing cloud services with Platform-as-a-Service (PaaS) capabilities. This partnership aims to deliver a comprehensive cloud ecosystem, enhancing operational efficiency, scalability, and innovation for our customers.

3. Objective of EOI

The primary objectives of this EOI is to shortlist the MeitY empaneled Cloud Service Providers / Managed Service Providers in Tier-1 and Tier-2 category with expertise in PaaS Cloud offerings leading towards collaborative development and capacity building activities with respect to

- Integrating PaaS functionalities into our existing IaaS based Meghdoot Cloud suite.
- Co-developing a unified Cloud Management Portal (CMP) basic version to streamline application development and deployment.
- Establishing the proof of concept and pilot implementation for exploring cloud offerings with cloud native applications using C-DAC's Meghdoot Cloud stack hosted over their DC along with CMP.
- Enabling end-to-end cloud service capabilities to enhance customer experience.
- Leveraging the participating agency's expertise in PaaS to deliver innovative and scalable solutions.

Interested agencies should provide information demonstrating that they have the required qualifications and relevant experience to undertake the activities as per defined criteria.

4. Instructions for On-line EOI Submission

The agencies are required to submit soft copies of their EOI electronically through www.eprocure.gov.in, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the agency in registering on the CPP Portal, prepare their EOI proposals in accordance with the requirements and submitting their proposals online on the CPP Portal. More information useful for submitting on-line proposals on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

5. Assistance to Agency

Any query relating to the process of on-line EOI proposal submission or queries relating to CPP Portal in general may be directed to the 24*7 CPP Portal Helpdesk on: 0120-4200 462, 0120-4001 002, 0120-4001 005, 0120-6277 787, e-mail for technical support: eproc@nic.in

6. Contact Information

The Centre Head,
Centre for Development of Advanced Computing (C-DAC),
Tidel Park, 8th Floor, "D" Block (North & South),
No. 4, Rajiv Gandhi Salai, Taramani, Chennai - 600 113.
Tel : 044 - 22542226/27
E-mail: purchase-chennai@cdac.in

7. EOI Proposal Submission

- i The prospective Agency may submit EOI from MeitY-empaneled Cloud Service Providers to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite in compliance with this EOI.
- ii The prospective agency should take into account any corrigendum published regarding this EOI document before submitting their proposals.
- iii The documents should be scanned in 100 dpi with black and white option.
- iv The following documents should be submitted in PDF format through www.eprocure.gov.in/eprocure/app.
 - a. Scanned copy of on-line transaction receipt towards document processing fees of INR 1180/- (Rupees One Thousand One Hundred and Eighty Only) through NEFT as per details provided.
 - b. Covering letter as per format given in **Annexure - A**.
 - c. Duly filled EOI proposal documents with proper seal and signature of the authorized person with name, designation, email id & contact number along with the authority letter, as per the format attached in **Annexure - B**.
 - d. A copy of Certificate of Incorporation, Partnership Deed/Memorandum and Articles of Association or any other equivalent document showing date and place of incorporation, as applicable.
 - e. Copies and documents in support of General eligibility criteria stipulated at clause 2(a) of Section - II of this document.
 - f. Copies and documents in support of General eligibility criteria stipulated at clause 2(b) of Section - II of this document.
 - g. A certificate from Chartered Accountant for the last 3 financial years indicating the annual turnover of the prospective MeitY-empaneled Cloud Service Providers to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite.
 - h. Organizational Details, as per **Annexure - C**.
 - i. Details of experience as MeitY-empaneled Cloud Service Providers as per format given in **Annexure - D**.
 - j. Undertaking on letterhead of the agency for details of skilled and qualified staffs on payroll of the bidder. The undertaking should include Name, Designation, and Brief Profile of Staff (including Qualification and relevant Experience).
 - k. Undertaking on letterhead of the agency for details of available facilities and resource infrastructure.
 - l. Details of activity specific capabilities, willingness and preference as per format given in **Annexure E**.
 - m. Undertaking on letterhead of the Agency that (a) the bidder has not been blacklisted by Government of India, any State Government in India or by any multilateral/ bilateral agency (b) Bidder should have never been involved in any illegal activity or financial frauds (c) Bidder's contract in the past should not have terminated during the contract period due to unsatisfactory performance, nor it refused to continue the services for any Company after the contract was awarded to them (d) The bidder should not have been blacklisted by any Government Agency/ Public Sector Undertaking/ Autonomous Bodies of Government/ for breach of applicable laws or violation of regulatory provisions or breach of agreement as per **Annexure-F**.

- n. Undertaking as per **Annexure-G** complying with the Order No.F.7/10/2021-PPD (1) (Public Procurement No. 4) dated 23.02.2023 issued by Procurement Policy Division, Department of Expenditure, Ministry of Finance, GOI with regard to bidder from a land border sharing country to India. copies of PAN and TAN, as applicable.
- o. The copies of GST registration certificate/s.
- p. Copies of documents in support of other credentials like Registered ISO Certification, awards won, professional membership, etc.
- q. Other documents necessary in support of eligibility criteria and/ or credential of the prospective MeitY-empaneled Cloud Service Providers

Note: Submission of all the valid/legal documents in context to above table is mandatory. C-DAC reserves the right to reject the proposal if any of the above listed document(s) is/are not submitted. Merely submission of documents does not confer a right to selection for subsequent stages.

8. The proposal should be addressed to

The Centre Head,
Centre for Development of Advanced Computing (CDAC),
Tidel Park, 8th Floor, “D” Block (North & South),
No. 4, Rajiv Gandhi Salai, Taramani, Chennai - 600 113.
Tel : 044 - 22542226/27
email: purchase-chennai@cdac.in

9. EOI Pre-Proposal Meeting

The pre-proposal meeting will be held online/ offline as per details given in Activity Schedule.

10. Validity

The EOI proposal submitted shall remain valid for a period of at least 120 days from the date of submission.

11. Last Date of Submission of Proposals

Last date for uploading/sending the EOI e-proposals is as per details given in Activity Schedule. The document processing fees must be made online transfer (C-DAC shall not be responsible for any delays or any other reason for not submitting the fees in the specified time and resulting in disqualification/rejection of any proposal) so as to reach on or before the due date and time. Bank details as mentioned in the activity schedule.

(END OF SECTION I)

Chapter 2 SECTION II: INSTRUCTIONS TO EOI BIDDERS

1. Period of Engagement

Empanelment shall be for a period of 03 years from the date of issuance of letter of empanelment. C-DAC reserves the right to reduce or extend the duration (on same terms and conditions) based on performance of agencies and relevant norms/criteria.

2. Eligibility Criteria

All the prospective MeitY-empaneled Cloud Service Providers or their respective Managed Service Providers (MSPs) to offer cloud services must meet the minimum eligibility criteria given below. CDAC is looking to empanel CSPs /MSPs across two different tiers with following requirements. The requirements mentioned below will highlight any additional capabilities/requirements for Tier 1 CSPs/MSPs:

I. General Eligibility Criteria

- a. The bidder should be an Indian entity registered under the Companies Act 2013 or under section 59 of Partnership Act 1932 or under the Limited Liability Partnership Act 2008, in India and should be in the similar kind of business as per scope of work. Copy of Certificate of Incorporation/ Registration/ Partnership Deed or any other relevant document, as applicable, should be submitted along with a copy of address proof.
- b. **Supporting document related to empanelment of cloud service provider with MeitY, Govt. Of India having current validity.**
- c. The bidder should have ISO 9001:2015, Information Security Management System ISO 27001:2013, **ISO22301:2018** valid certificate copies.
In case for empanelment in Tier 1: The CSP should also have ISO22301:2018 valid certificate copy and submit along with SOC1, SOC2, SOC3 reports. CSP shall have published on its public facing website-cloud services' rates for India, Service Level Agreements (SLAs), dashboard live-status of cloud services' health across datacenters and outage details (if any) with RCA. The MSP to get the letter of support from their respective CSP's.
- d. The Bidder should be operational in India for a period of at least three (3) years as on date of publication of the subject EOI.
- e. The bidder should have a minimum average annual turnover of Rs. 50 lakhs for last 3 financial years namely FY 2021-22, FY 2022-23, and FY 2023-24 from the **cloud services business.**
- f. The Bidder shall have positive net-worth in the last 03 Financial Years.
- g. The bidder should have a valid PAN and GST Registration (copy of PAN card and GST Registration certificate should be submitted in the bid). Copy of PAN card and GST Registration certificate should be submitted in the bid. In case GST registration is not available, the bidder shall give undertaking that it will get registered before start of work, if work is awarded to them / or submit relevant documentary evidence that they are exempted from GST as per the rules.
- h. The bidder shall submit an undertaking on their letter-head stating that:
"In reference to the Order No.F.7/10/2021-PPD (1) (Public Procurement No. 4)

dated 23.02.2023 issued by Procurement Policy Division, Department of Expenditure, Ministry of Finance, GOI, I hereby submit that; we have read the referred order regarding restrictions on procurement from a bidder of a country which shares a land border with India. A declaration in this regard needs to be submitted on bidder's letterhead, duly signed and stamped as per Annexure-G.

- i. Proof of PF registration to be submitted by the bidder, if the bidder comes under PF.
- j. **The bidder can be an empaneled CSP or MSP for a MeitY empaneled CSP And subcontracting is allowed for a particular scope, however MSP will act as the main service provider for delivering services as part of the contract.**
- k. The bidder should not be insolvent, in receivership, bankrupt or being wound up, not have had their business activities suspended and not be the subject of legal proceedings for any of the foregoing. An undertaking by the bidder should be submitted.
- l. The Bidder should not be blacklisted/debarred/banned/restricted by any Union Govt./State Govt. /PSU as on date of submission of the Bid. "No-Conviction Certificate" duly signed by authorized signatory signing the bid, should be submitted in the prescribed format

II. Specific Eligibility Criteria

- a. **The bidder must have provided cloud services to Organizations/ Institutes/ Public/ Private during the last three financial year ending 31.03.2024 as follows;**
 - i) **One project of 50 lakhs value OR**
 - ii) **Two projects of 25 lakhs each OR**
 - iii) **Five projects of 10 lakhs each.**

In case of MSP, the project should be with the proposed CSP.
- b. Experience Certificates: Copy of purchase order or Contract/Completion Certificate/Satisfactory report from Client, duly attested by bidder should be enclosed along with the Technical Bid.
- c. **The bidder must have at least ten (10) personnel for offering the Cloud IaaS & PaaS services.**

In case of Tier 1: the bidder should have atleast twenty (20) personnel for offering the Cloud IaaS & PaaS services.

The personal deployed should be graduate/ post graduate or above. The details regarding educational qualification, expertise & experience in cloud operations and need be enclosed. **Documentation - Certified by Company Secretary/ HR and valid certification copy, Resume, 6 month's salary slip (masked) with PF number or PF number and the deduction statement of each resource.**
- d. The bidder must enclose documents to prove **relevant expertise** in providing Cloud IaaS and PaaS services. Basis the same, "Activity specific acceptance letter" to be provided as per format in **Annexure E**.
- e. The bidder must deploy the C-DAC's Meghdoot cloud solution on the bidder's hardware to facilitate the integration of the bidder's Cloud Management Platform **basic version (Annexure-J)** and enable other necessary PaaS solutions. The expected timeline for the integration of the cloud services with the Meghdoot Cloud platform is 20 days from the date of intimation after completing the

technical presentation.

- f. The bidders those who are successfully completing the integration of the cloud services with the Meghdoot Cloud platform within the stipulated time line shall only be considered/eligible for empanelment.

Note:I The bidder should provide sufficient documentary evidence to support the eligibility criteria for empanelment.

Note:II- C-DAC RESERVES THE RIGHT TO REJECT ANY PROPOSAL NOT FULFILLING THE ELIGIBILITY CRITERIA.

3. Important Instructions for interested agencies

- a) This EOI does not commit C-DAC to award a contract or to engage in negotiation. This is for empanelment to select the MeitY-empaneled Cloud Service Providers / Managed Service Providers to offer cloud services integrated with the Meghdoot Cloud Suite.
- b) Agencies will be empaneled based on meeting eligibility criteria as mentioned in this EOI. For any business engagement on case to case basis, C-DAC will float a limited tender enquiry/ bid on the GeM portal (Government eMarketplace - www.gem.gov.in) or Govt. portal with detailed Statement of Work (SoW) among the empaneled agencies to seek financial quotation/proposal. It is the responsibility of the qualified/ empaneled bidder to get registered on the GeM portal in due time for future tendering / bidding process.
- c) Evaluation and selection criteria based on various aspects such as activity requirements/eligibility/quality/cost/performance/SOW etc., shall be mentioned in specific tender/bid at later stage. Empaneled agencies which will be selected under each assignment will be issued PO/Contract separately. The selected agencies need to offer cloud services (IaaS and PaaS) integrated with the Meghdoot Cloud Suite as per due compliance with latest government norms and guidelines, Terms & Conditions of SoW as issued.
- d) As per activity requirement and demands from time to time, empaneled agencies should be self-sufficient, competent, qualified, and ready to provision and undertake desired activities as a part of providing cloud services (IaaS and PaaS) integrated with the Meghdoot Cloud Suite, which includes all the activities including support, 24*7 availability etc. & related areas with knowledge and access to latest government directives, advanced technology solutions, industrial requirements, faculties, guidelines and SOPs shall also be issued from time to time by C-DAC for respective activities.
- e) Empanelment does not guarantee that work will be assigned to each of the empaneled agency.
- f) During the empanelment period, agencies have to inform C-DAC when agencies

undergo any changes (internal or external) in eligibility criteria as defined under section-II, which can impact the obligation.

- g) C-DAC reserves the right to reject any or all the proposals submitted in response to this EOI document at any stage without assigning any reasons whatsoever. C-DAC also reserves the right to hold or amend or withdraw or cancel the process at any stage.

4. Earnest Money Deposit (EMD)

During limited tender/ SoW, EMD/Bid Security in line with guidelines by Govt. would be sought from the empaneled agencies. C-DAC reserve the right to exempt EMD/Bid Security as per Govt. norms/ guidelines.

5. Amendments to EOI Document

- a) At any time prior to the deadline for submission of proposals, C-DAC may, for any reason, whether on its own initiative or in response to the clarification request by a prospective agency, modify the EOI document.
- b) The amendments to the EOI documents, if any, will be notified by release of corrigendum notice on C-DAC website & Central Public Procurement (CPP) portal. The amendments/ modifications will be binding on the prospective agency.
- c) C-DAC at its discretion may extend the deadline for the submission of proposals if it thinks necessary to do so or if the proposal document undergoes changes during the submission period, in order to give prospective agency to take into consideration the amendments while preparing their proposals.
- d) C-DAC reserves the right to cancel the said EOI without assigning reasons thereof.

6. Preparation of EOI Proposals

- a) Prospective agency should avoid, as far as possible, corrections, overwriting, erasures or postscripts in the proposal documents. In case however, any corrections, overwriting, erasures or postscripts have to be made in the proposals, they should be supported by present date signatures of the same authorized person signing the proposal documents.
- b) Prospective agency shall not be entitled to amend add/delete/correct the clauses mentioned in the entire tender document.

7. Technical Presentation

Subsequent to submission of proposals, the Evaluation Committee of C-DAC may ask the eligible prospective agency to give a detailed technical presentation, covering following points:

- a) Organization Profile and nature of their activities.
- b) Knowledge, skills, expertise pertaining to the cloud services (IaaS and PaaS). Facilities & Infrastructure available
- c) Activities conducted by the agency in providing cloud services, stakeholder management, technical documentation & Specific Technical Activities.
- d) **Compliance and demonstration of the services as mentioned in Annexure H, I, J and K.**

- e) Capability and willingness to offer cloud services (IaaS and PaaS) in integration with the Meghdoot Cloud Suite
- f) Certifications, Achievements, Awards won, etc.
- g) Any other differentiators.

8. Evaluation of EOI Proposals for Empanelment

a) The EOI proposals will be evaluated in three steps.

1. The proposals will be examined based on eligibility criteria stipulated at Section - II to identify the eligible Agency.
2. The eligible Agency Partner will be invited for the technical presentation. The second short listing of agencies will be done after the technical presentation.
3. The final evaluation will be after the demonstration of the Meghdoot integration with the basic version of CMP and other PaaS services as per Annexure H for Tier- I and Annexure-I for Tier-II

b) The minimum score will be 75% for bidder to qualify for empanelment.

c) During workload requirements, CDAC will float a separate RFP .

9. C-DAC's Right to Amend/Cancel

- a) C-DAC reserves the right to amend the eligibility criteria, scope of supply, technical specifications etc.
- b) C-DAC reserves the right to cancel the entire EOI without assigning any reasons thereof.

10. Corrupt or Fraudulent Practices

- a) It is expected that the bidder who is the MeitY empaneled Cloud Service Provider /Managed Service Provider should have highest standards of ethics.
- b) C-DAC will reject proposal if it encounters that the bidder is engaged in corrupt or fraudulent practices while competing for this contract.
- c) C-DAC may declare a bidder for MeitY empaneled Cloud Service Provider ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time encounters that the agency has engaged in corrupt and fraudulent practices during the award/execution of contract.

11. Penalty for Use of Undue Influence

The prospective MeitY empaneled Cloud Service Provider / Managed Service Provider undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person employed in C-DAC or otherwise in procuring the contract/agreement or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the contract/agreement or any other contract/agreement with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the contract/agreement or any other contract/agreement with the Government of India. Any breach of the aforesaid undertaking by the MeitY empaneled Cloud Service Provider or anyone employed by him or acting on his behalf (whether with or without the Knowledge of the prospective MeitY empaneled Cloud Service Provider or the commission of any offence by the MeitY empaneled Cloud Service Provider or anyone employed by him or acting

on his behalf, as defined in Chapter 9 of the Indian Penal Code, 1860 or the Prevention of Corruption Act 1986 or any other Act enacted for the prevention of corruption shall entitle C-DAC to cancel the contract/agreement and all or other contract/agreements with the prospective MeitY empaneled Cloud Service Provider and recover from the prospective MeitY empaneled Cloud Service Provider the amount of any loss arising from such cancellation. The decision of C-DAC to the effect that a breach of the undertaking had been committed shall be final and binding on the prospective MeitY empaneled Cloud Service Provider, giving or offering of any gift, bribe or inducement or any attempt at any such act behalf of the Provider toward any officer/employee of C-DAC or to any other person in a position to influence any officer/employee of C-DAC for showing any favour in relation to this or any other contract/agreement, shall render the prospective MeitY empaneled Cloud Service Provider to such liability/penalty as C-DAC may deem proper, including but not limited to termination of the contract/agreement, imposition of penal damages, and refund of the amount paid by C-DAC.

12. Confidentiality

The MeitY empaneled Cloud Service Provider / Managed Service Provider and/or their personnel shall not, either during the term or after expiration of engagement period disclose any proprietary or confidential information relating to the cloud services, contract or C-DAC's business or operations without the prior written consent of C-DAC. The MeitY empaneled Cloud Service Provider and/or their personnel shall not, either during the term or after expiration of this contract, undertake any public communication, press/media releases relating to the services, contract, or C-DAC's business or operations without the written consent of C-DAC. Information available on public domain is excluded from confidentiality clause.

13. Force Majeure

C-DAC may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states/state Agency, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at selected agencies premises or any other act beyond control of the Agency.

14. Arbitration

In case any dispute arises between the C-DAC and successful Agency with respect to this EOI, including its interpretation, implementation or alleged material breach of any of its provisions both the Parties hereto shall endeavour to settle such dispute amicably. If the Parties fail to bring about an amicable settlement within a period of 30 (thirty) days, dispute shall be referred to the sole arbitrator mutually appointed by both parties. If the sole arbitrator is not appointed mutually by both the parties, then the Parties shall approach the appropriate Court for appointment of sole

arbitrator. Arbitration proceedings shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and Rules made there under, or any legislative amendment or modification made thereto. The venue of the arbitration shall be Pune. The award given by the arbitrator shall be final and binding on the Parties. The language of arbitration shall be English. The common cost of the arbitration proceedings shall initially be borne equally by the Parties and finally by the Party against whom the award is passed. Any other costs or expenses incurred by a Party in relation to the arbitration proceedings shall ultimately be borne by the Party as the arbitrator may decide. Courts in Pune only shall have the exclusive jurisdiction to try, entertain and decide the matters which are not covered under the Arbitration and conciliation Act.

15. Indemnity

Selected Agency need to note that, C-DAC shall neither be the Employer of nor shall it be deemed to be the principal employer of any persons to be deployed by the Agency towards the service rendered and shall not in any manner be responsible for any act, omission or commissions by the Agency, the manpower deployed for this project or by his employees, in respect of any non-compliance of all or any labour and other laws statutory notifications, relevant rules and regulations applicable to the provision of Provident Fund and ESIC of the persons engaged by the supplier and no claim in the respect shall lie against C-DAC. The Agency shall keep indemnified C-DAC for any such claim raised by employees of the Agency.

It may be expressly understood that the relationship between the parties hereto is as Principal - to - Principal and the Agency shall not be an agent of C-DAC for any purpose whatsoever, and shall not represent or hold himself out as such to any person/s.

16. Limitation of Liability

- a) The liabilities, if any, with respect to the following shall be at actuals:
 - i. Claims that are the subject of indemnification pursuant to infringement by the Agency of third party Intellectual Property Right.
 - ii. Damage(s) occasioned by the Gross Negligence or Wilful Misconduct of the Agency.
 - iii. Regulatory or statutory fines imposed by a Government or Regulatory Agency for non-compliance of statutory / regulatory guidelines, Rules, Regulations etc.
- b) The maximum aggregate liability of selected Agency - except those stipulated at clause 18(a) below, in respect of following cases shall not exceed the total amount of the Contracts/Work Orders:
 - i. Any claims, losses, costs or damages arising out of or in connection with this EOI, Contract/ Works Order or SoW.
 - ii. Damage(s) occasioned by Agency for breach of Confidentiality Obligations.
- c) Under no circumstances shall C-DAC be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.

17. Termination

C-DAC reserves the right to terminate and cancel the empanelment with or without

cause/reason by giving 30 days' notice to the selected Agency. The selected Agency may terminate the empanelment/contract by giving 60 days' prior written notice, subjected to completion of all Contracts/PO obligations undertaken by agency. All approved amounts for completed Contracts/PO which are due and payable to the agency shall be paid by C-DAC in the event of termination of the agreement for any reason whatsoever.

18. Assignment

Selected Meity empaneled Cloud Service Provider/**Managed Service Provider** shall not assign, delegate or otherwise deal with any of its rights or obligation under this contract without prior written consent / permission of C-DAC. The prime responsibility towards the successful execution of SoWs lies with empaneled Cloud Service Provider. The selected agency shall not fully or partially sub-let to any other entity without prior approval and written consent of C-DAC.

19. Severability

If any provision of this contract is determined to be invalid or unenforceable, it will be deemed to be modified by C-DAC to the minimum extent necessary to be valid and enforceable. If it cannot be so modified, it will be deleted and the deletion will not affect the validity or enforceability of any other provision.

20. Interpretation of the Clauses in the EOI Document

In case of any ambiguity/dispute in the interpretation of any of the clauses in the EOI document, the interpretation of the clauses by Director General, C-DAC shall be final and binding on all parties.

(END OF SECTION II)

Chapter 3 SECTION III: TERMS OF REFERENCE

1. Background

Meghdoot is an open source comprehensive cloud suite designed and developed by C-DAC. Meghdoot is a product of National Resource Centre for Free and Open Source Software program, comprising free and open source tools including OpenStack across all layers of Cloud with inhouse value additions. The product features automated deployment of cloud stack and provides a convenient environment through a portal to create, deploy, and scale a secure and reliable private Meghdoot cloud. It delivers a cloud platform built from open source cloud technology. Co-engineered and integrated with BOSS Linux, giving you the agility to scale and quickly meet customer demands without compromising on availability, security, or performance.

Being a provider of cloud-based Infrastructure-as-a-Service (IaaS) solutions, C-DAC invites expressions of interest (EOIs) from MeitY empaneled Cloud Service Providers (CSPs) and **the Managed Service Providers (MSPs) of MeitY empanelled CSPs** to collaborate in augmenting our existing cloud services with Platform-as-a-Service (PaaS) capabilities. This partnership aims to deliver a comprehensive cloud ecosystem, enhancing operational efficiency, scalability, and innovation for our customers.

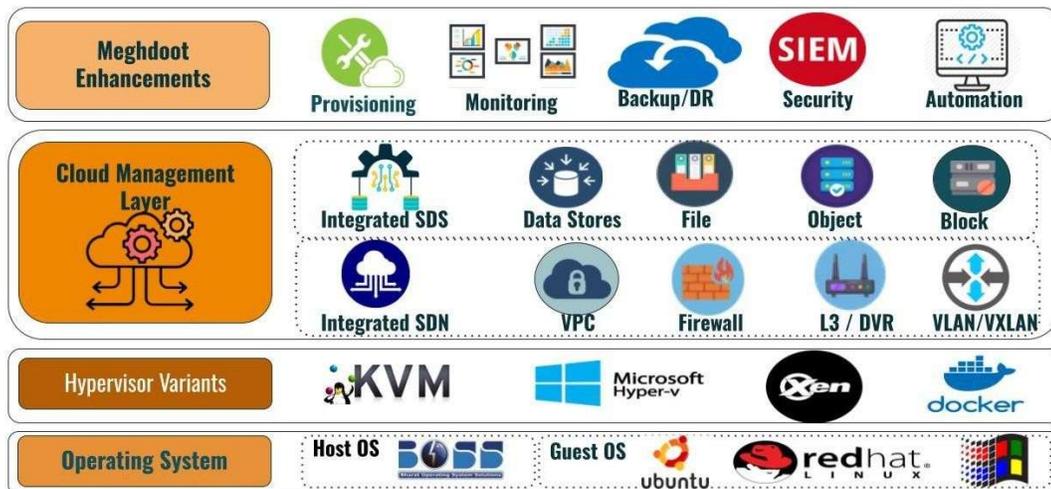


Figure 1 : Meghdoot Cloud Suite Layer

- **Cloud Operating System:** Clusters will be on the Meghdoot Cloud suite (based on OpenStack) with KVM as default hypervisor and BOSS Linux as the base operating system. It supports the Guest Operating System of different operating system flavors (eg. Ubuntu, Redhat, Windows)
- **Multi-Hypervisor support :** It also offers support for multi-hypervisor variants - KVM, Hyper- V and Docker Containers
- **Cloud Management Layer :** The cloud management includes the integrated software defined Storage and Network. Neutron enhanced manageability through improved Layer 3 networking and Distributed Virtual Routers (DVR) support, Overlay tunneling networks(VXLAN), Security groups (different VLAN), Inter VM communication, Load balancer and DMZ zone.

- **Cloud Orchestration Layer:** CDAC Orchestration Solution manages the whole lifecycle of the application - to change infrastructure, simply modify the template and use it to update existing stack. Orchestrator templates are made available to the Cloud Administrators with the critical VM resource information such as network like Security groups, Tenant and Floating IP associations, keys, images and flavor details

Componentsof the Cloud Middleware

Service	Description
Dashboard	Provides a web-based self-service portal to interact with underlying OpenStack services, such as launching an instance, assigning IP addresses and configuring access controls.
Compute	Manages the lifecycle of compute instances in an OpenStack environment. Responsibilities include spawning, scheduling and decommissioning of virtual machines on demand.
Networking	Enables Network-Connectivity-as-a-Service for other OpenStack services, such as OpenStack Compute. Provides an API for users to define networks and has a pluggable architecture that supports many popular networking vendors and technologies.
Object Storage	Stores and retrieves arbitrary unstructured data objects via a RESTful, HTTP based API. It is highly fault tolerant with its data replication and scale-out architecture. Its implementation is not like a file server with mountable directories. It writes objects and files to multiple drives, ensuring the data is replicated across a server cluster.
Block Storage	Provides persistent block storage to running instances. Its pluggable driver architecture facilitates the creation and management of block storage devices.
Identity Service	Provides an authentication and authorization service for other OpenStack services. Provides a catalog of endpoints for all OpenStack services.
Image Service	Stores and retrieves virtual machine disk images. OpenStack Compute makes use of this during instance provisioning.
Orchestration	Orchestrates multiple composite cloud applications by using either the native HOT template format or the AWS Cloud Formation template format, through both an OpenStack-native REST API and a Cloud Formation- compatible Query API.
Container Service	Run containers on bare metal or virtual machines with full enterprise storage and networking support

Features and Functionalities of Meghdoot

- Integrated IT Infrastructure: All-in-one Cloud solution for computing, storage, networking and backups.
- Highly Available Cloud Services
- Mirrored and replicated database, messaging, and caching services.
- Distributed geo-replicated Cloud Images to efficiently manage and deploy cloud resources across different locations
- Live undisruptive services by migrating virtual machines between servers.
- Prepare for emergencies with an active-passive Disaster Recovery solution.
- Distributed Compute Nodes to efficiently run applications and services across multiple servers.
- Thin Provisioning: Optimizes resource utilization with thin provisioning.
- Software Defined Storage - Object, File and Block Storage with secure access and replication across different locations.
- Centralised Management with Web-based dashboard for easy control over all IT resources like servers, networks, storage and security.
- Software Defined Network (SDN) with Open vSwitch (OVS) for flexible and efficient network management with virtual routers, switches, firewalls and load balancers for efficient network segmentation, supporting isolated tenant networks.
- Monitoring Solutions to keep track of system performance and security events.
- Automated Backup and Restore to safeguard data and easily recover from incidents.
- Security Framework: Strong security measures to protect data, identity and inventories.
- Orchestration Solution: Automated management of workloads and resources.

2. Objective of the Empanelment

The primary objectives of this EoI is to shortlist the Meity empaneled Cloud Service Providers and the Managed Service Providers (MSPs) of MeitY empanelled CSPs expertise in PaaS Cloud offerings leading towards collaborative development and capacity building activities with respect to

- Integrating PaaS functionalities into our existing IaaS based Meghdoot Cloud suite.
- Co-developing a Unified Cloud Management Portal (CMP) with Monitoring, Metrics, Security, Pricing to streamline application development and deployment.
- Establishing the proof of concept and pilot implementation for exploring cloud offerings with cloud native applications using C-DAC's Meghdoot Cloud stack hosted over their DC along with CMP.
- Enabling end-to-end cloud service capabilities to enhance customer experience.
- Leveraging the participating agency's expertise in PaaS to deliver innovative and scalable solutions.

3. Broad Scope of work

The Empaneled Partner will facilitate the deliverables/outcomes of the scope of services mentioned as per Statement of Work (SoW) defined by C-DAC for specific activities and Programs from time to time. In addition to that, the broad scope of services includes (but not limited to) the following:

The scope of collaboration encompasses:

- Adopt open standards and promote open source and open technologies
- Assessment of our existing Meghdoot platform to identify integration points for PaaS.
- Joint development and implementation of PaaS services, including but not limited to application hosting, database management, and container orchestration.
- Automation & Deployment Processes on scaling up the resources using Infrastructure as a Code (IaC) such as Terraform, Ansible.
- Ensuring interoperability, security, and performance optimization across the unified cloud solution.
- Co-marketing the enhanced solution to targeted industries and customers.

3.1. IaaS Service Requirements

3.1.1. IT Infrastructure Provisioning and Management:

The CSP is expected to provision and maintain robust IT infrastructure, including software essential for the development and operation of the cloud platform. This includes setting up and managing cloud services, servers, network systems, software, and associated hardware resources.

3.1.2. IT Security and Risk Management:

The CSP must implement comprehensive security measures to protect the platform from cyber threats and network disruptions. Responsibilities include conducting vulnerability assessments, continuous IT monitoring (covering system availability, performance, and security), risk mitigation strategies, and adherence to GIGW cybersecurity standards and other relevant IT guidelines for government-owned systems.

3.1.3. IT Administrative Tasks:

The CSP will manage critical IT functions and provide support to development and operations teams at C-DAC. Tasks include cloud resource management, server management, database configuration and maintenance, and ensuring seamless operation of all IT services. This will encompass performance optimization, storage management, and system backups.

3.1.4. IT Infrastructure Assessment and Optimization Activities:

The CSP, in collaboration with the C-DAC team, will undertake the following activities:

- a. Regularly evaluate and right-size services to accommodate varying workload demands.
- b. Focus on operational efficiency and cost reduction, aiming to lower ownership costs, optimize resource utilization, and establish a lean cloud infrastructure.

- c. Analyze application workload dynamics to identify high-demand periods and resource-intensive tasks.
- d. Recommend appropriately sized services to align with workload requirements, ensuring cost-effectiveness and optimal performance.
- e. Periodically review service performance and resource usage to identify areas for improvement.

3.2. PaaS services requirements applicable only for Tier 2. The CSPs applying for Tier 2 will need to provide their entire list of services on their letter head, including meeting the minimum requirements as mentioned below table (Annexure I) . In case of qualification for Tier 1 and larger gamut of services, the requirements are provided in Technical Evaluation (Annexure H).

S.No	Service Description	Indicative Configuration	Timelines (Month)
1	Scalable Compute clusters with provision for storage (IaaS)	2 VMs with 4 vCPU, 16 GB RAM, 100 GB Storage on Windows / RHEL with Auto Scaling and Backup	T+1
2	Transactional Data Storage and Management (PaaS)	Preferred PaaS / IaaS - 4 vCPU, 16 GB RAM, 250 GB File Storage with auto backups, Compute expansion and zone redundant HA.	T+1
3	Analytical Data Storage and Processing (PaaS)	On-demand processing environment with 4 vCPU, 16 GB RAM, 300 GB File Storage with Auto Elasticity and Region Replication	T+1
4	Scalable Object Storage (PaaS)	300 GB Object Storage with Auto Elasticity, Region Replication and SFTP support	T+1
5	Workflow Orchestration - Region wise Replication Cluster with Storage and Node Management (PaaS)	Data Center Replication Cluster with 4 vCPU, 16 GB RAM, 300 GB Storage with Node Management	T+1
6	Visualization & Dashboarding	RBAC, Object Security, Dynamic Visualizations, Charts, Drill Down, Data Mining, Dynamic Aggregations and Portal Embedded. One VM with 4 vCPU, 16 GB RAM, 300 GB Storage	T+2
7	Data Processing (PaaS)	On-demand processing environment with 4 vCPU, 16 GB RAM, 300 GB File Storage with Auto Elasticity Managed SPARK runtime, Workflow Orchestration, Triggers etc	T+1
8	App Integration (PaaS).	10M API Requests, Cache Availability, Custom Domains, On-Premises Integrations etc	T+1
9	Event Driven Notification (PaaS)	100,000 operations per month	T+1
10	DevOps & Management	Code Repository Integration, CI/CD setup etc.	T+1

11	Identity Management	500,000 Directory Objects	T+1
12	Authentication & Authorization	Token Management, Federated Authentication	T+1
13	Delivery & Distribution -	Region Replication Cluster 10 GB Storage	T+1
14	Monitoring & Management	Real Time Resource Monitoring, Rules Setup, Notifications etc.	T+1
15	Domain Name Service	Custom domains, Security Certificates etc.	T+1
16	Application Load Balancer	Rules Engine with 1000 GB	T+1
17	Web Application Firewall		T+1

As per the requirements of the project, C-DAC reserves the right to select the agencies for providing the services through the following mode as Collaborative Development Partner (CDP)

Mode of Engagement

The Collaborative Development Partner (CDP) will be structured through:

- **Strategic Partnership:** Establishing a mutually beneficial agreement to integrate PaaS capabilities and co-develop solutions.
- **Joint Development Teams:** Forming cross-functional teams from both organizations to ensure seamless integration and innovation.
- **Revenue Sharing Model:** Defining a shared revenue framework for the jointly offered services.
- **Technical Support Alignment:** Sharing resources to provide unified technical support to end-users.
- **Regular Review Meetings:** Conducting periodic reviews to assess progress, address challenges, and plan future developments.

4. Terms and Conditions

This EOI does not commit C-DAC to award a contract or to engage in negotiation. This is for MeitY-empaneled Cloud Service Providers to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite. Agencies will be empaneled based on meeting eligibility criteria under this EOI.

For any assignment, C-DAC will publish separate tender enquiry / GeM bid with detailed Statement of Work (SoW) among the empaneled agencies to seek quotation/proposal. Evaluation and selection criteria based on various aspects such as activity requirements/eligibility/quality/cost /performance/SOW etc., shall be mentioned in specific tender / bid. empaneled agencies which will be selected under each assignment will be issued PO/Contract.

The selected agencies need to undertake quality service to offer cloud IaaS and PaaS services in integration with the C-DAC's Meghdoot Cloud Suite.

The terms and conditions for SoW are being broadly defined (but may not be limited to) as follows:

- 4.1. Limited enquiries / GeM bid will be shared among the empaneled agencies for submitting the techno-commercials proposals for the upcoming activities.
- 4.2. The detailed scope of services, terms and conditions of work stipulated in 'SoW' (Statement of Work) to be signed and accepted by the Bidder during proposal submission.
- 4.3. The empaneled bidders need to submit proposals as per the defined process, directives and schedule defined from time to time.
- 4.4. The contract will be awarded to the eligible agency offering most competitive prices and meeting the technical criteria.
- 4.5. The successful prospective agency will be required to submit the performance Bank guarantee, if any as defined in the tender/bid. Waivers shall be applicable as per GFR norms to the eligible participants upon submission of necessary documents.
- 4.6. The PO/contract may include terms related to penalty for delay in meeting the deadlines.
- 4.7. The PO/contract may include terms related to penalty for non/short performance.
- 4.8. Validity of PO/contract will remain till fulfilment of all obligations by agency pertaining to allocated work, activities, respective terms and conditions stipulated and for the period stipulated in the Order.
- 4.9. The PO/contract may include terms related to Change order procedure for variation in scope of services or changes in requirements.
- 4.10. The SoW and PO/Contract shall include terms related to disqualification of Bidders based on non/short performance of previous work orders/contracts.
- 4.11. The PO/contract may include terms related to taxes and tax/duty exemptions.
- 4.12. Empanelment does not guarantee that work will be assigned to each of the empaneled agency.
- 4.13. **C-DAC reserves the right to invite the proposals from empaneled bidders or open bids as per the activity requirements.**
- 4.14. C-DAC reserves the right to reject/amend any or all of the SoW Proposals submitted at any stage without assigning any reasons whatsoever.
- 4.15. C-DAC also reserves the right to hold or withdraw or cancel the process at any stage.

5. Duration

The services shall be undertaken (as and when required for the duration of work) during the empanelment period of 3 years, as defined under clause (I), Section (II) of this document.

6. Obligations of the Selected agency

a. **Standard of Performance:** The selected agency shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency, in accordance with generally accepted professional standards, regulatory compliances and practices, and shall observe sound management practices, and employ appropriate resources-human, spatial, educational and material, technology and safe and effective equipment, machinery, materials and methods. The selected agency shall always act, in respect of any matter relating to this engagement or to the Services, as faithful advisers to C-DAC, and shall at all times support and safeguard C-DACs legitimate interests in any dealings with third Parties.

b. **Prohibition of Conflicting Activities:** The selected partner shall not engage and not allow their personnel to engage, either directly or indirectly, in any business or professional activities which would conflict with the activities assigned to them under this contract.

- i. Selected agency shall keep safe, secure, confidential and protect from unauthorized access, loss or damage all demographic information, and all documents, data and information of any nature provided to the selected agency for the discharge of services.
- ii. Selected agency shall not store, copy, publish, print, interfere, tamper with or manipulate the information/data received from/for C-DAC, other than that required for discharge of services.
- iii. Selected agency shall not give access to the information or data collected and received from/for C-DAC in the course of discharge of services, to any person who is not authorized to handle the information or data. Information should only be given to authorized personnel and only used in the manner prescribed by the C-DAC.

c. **General Confidentiality:** Except with the prior written consent of C-DAC, selected agency and the Personnel shall not at any time communicate to any person or entity, any confidential information acquired, stored and received from C-DAC in the course of the Services, nor shall selected agency and the Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

d. **Roles and Responsibilities of Selected Agency:** C-DAC will specify Roles and Responsibilities for specific assignments in respective SOWs while seeking quotation/proposal from empaneled agencies.

e. Accounting, Inspection and Auditing

- i. Selected Agency (i) shall keep accurate and systematic accounts and records in respect of the Services hereunder, in accordance with generally accepted accounting principles, norms and in such form and detail as will clearly identify all relevant time changes and costs, and the bases thereof, and (ii) shall periodically permit C-DAC or its designated representative

and/or C-DAC, and up to five years from expiration or termination of this contract, to inspect the same and make copies thereof as well as to have them audited by auditors appointed by C-DAC or C-DAC itself as the case may be.

- ii. C-DAC shall have the right to carry out inspection checks, audits of the selected agencies premises and/ or locations, facilities, or point of delivery of services performed under this contract.
- iii. C-DAC shall have the right to carry out scheduled/ un-scheduled visits to any of the locations, premises & facilities and oversee the processes and operations of the selected agency.

f. **Sub- contracting:** Selected Agency is not permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract without the prior written approval of C-DAC.

g. General Obligations

- i. Ensure adequate Resource provisioning and regulatory compliances for the required activity as communicated by the Empaneling Agency i.e. C-DAC.
- ii. Achieve the allocated target as defined in SoW(s) by the Empaneling agency i.e. C-DAC.
- iii. Follow the milestones set for achieving the completion of the activities assigned in time while adhering to quality parameters and acceptance criteria as stated in SoW.
- iv. To ensure the timely submission of task completion report as specified in SoW to C-DAC.
- v. To raise invoice to C-DAC based on (a) Task completion report signed by selected agency and (b) SoW Acceptance Report signed by C-DAC.

h. Reporting Obligations

- i. Selected Agency need to submit detailed reports for each of the activities carried out as per the template provided in respective SoWs provided by C-DAC.
- ii. Selected Agency shall keep records and supporting documents of all trained candidates.
- iii. Selected agency is required to share details of all related activities conducted by them between offering cloud services in integration with the C-DAC's Meghdoot Cloud Suite a pre-defined period, as and when requested by C-DAC
- iv. Specific reports and documents as needed during SoWs may also be provided at the time of award of work and/or during work completion.

i. **Rights of Use:** All rights of use of any process, product, service, or data developed, generated, or collected, received from C-DAC or any other task performed by the selected agency under the execution of projects awarded under this contract, would lie exclusively with C-DAC or its nominated partner(s) in perpetuity free from all liens, encumbrances, and other third party rights and the

selected agency shall, wherever required, take all steps that may be necessary to ensure the transfer of such rights in favour of C-DAC or its nominated Partner(s).

j. Safety & Security of Data, Premises, Location/site

- i. The Data, information, documents provided by the C-DAC to the selected agency in any form (Electronic/Physical) is the property of C-DAC. Selected agency shall display due diligence in the handling of the said data and be responsible for the Data, thus provided.
- ii. Selected agency shall not use the information, the name or the logo of C-DAC and or Government of India without authorization of C-DAC. The selected agency need to ensure that the name or the logo of C-DAC and or Government of India should not misused under any context.
- iii. Selected agency shall not use and/or transmit any information, data, layouts, designs, diagrams, storage media (hard disk/tapes) or any other goods/material in physical or electronic form, which are proprietary to or owned by the C-DAC, without prior written permission from the C-DAC.
- iv. Selected agency shall follow the Guidelines and SoPs issued by C-DAC.
- v. The rogue behaviour of the employees of selected agency shall fall under the 'Unlimited liability' to the selected agency.
- vi. Selected agency would be governed by the provisions of the Law of the Land, including but not limited to the IT Act and other relevant Acts.

k. Intellectual Property Rights (IPR): C-DAC shall retain ownership of the intellectual property rights for the solutions, services, and deliverables developed or implemented as part of the cloud IaaS and PaaS services, while the CSP will retain ownership of their associated activities.

l. Assignment: Selected agency is not permitted to assign, in whole or in part, any of their obligations under this contract without prior written consent / approval of C-DAC.

m. Partner Personnel: Selected agency shall employ and provide qualified and experienced personnel as and when required to carry out the Services as defined in SoWs. Upon engagement, selected agency needs to appoint a technically competent person (Project Manager/ Relationship Manager) as single point of contact (SPOC) for interaction with C-DAC.

7. Allocation and Award of Work

a) Selection of Agency for specific Work Order

i. C-DAC at its discretion, will publish enquiry / GeM bid with detailed SoW to the empaneled agencies. This may be shared only with Tier 1 or Tier 2 or both categories, depending upon the customers requirements and at the discretion of C-DAC.

ii. The requirements will inter alia include (a) Scope of activities to be

undertaken by empaneled agency for a predetermined time period on need basis, (b) Roles and Responsibilities (c) Milestones / Timelines (d) Deliverables and Outcomes (e) Envisaged resource provisioning (f) Specific Terms & Conditions (g) Acceptance Criteria.

- iii. Based on SoW requirements, quotation/proposal will be invited from empaneled agencies through limited tender/ GeM bid. The quotation/proposal need to detail the approach and strategy to be followed to meet the envisaged SoW requirements for timely completion of the targets and milestones envisaged from time to time. The quotation/proposal should also detail and elaborate all the SoW requirements which include resource(s) provisioning, manpower expertise, plan of action and other additional details as necessary. The submitted quotation/proposal will be evaluated and selection would be carried out based on criteria's which includes Cost, Resource Eligibility, Quality, Conduct, and Performance in works undertaken. Detailed evaluation criteria will be indicated in the tender enquiry / GeM bid and would vary from activity to activity to be implemented/developed by empaneled agency. However, the technical scores will be considered based on the evaluation done as part of this empanelment.
- iv. Adherence to Acceptance Criteria would form an important parameter for evaluation and details of same would be provided in respective tender enquiry / GeM bid documents.

b) Performance Evaluation of the MeitY-empaneled Cloud Service Providers / the Managed Service Providers (MSPs) of MeitY empanelled CSPs to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite partner

- i. C-DAC will deploy the Meghdoot solution on the bidder's hardware to facilitate the integration of the bidder's Cloud Management Platform (basic version) and enable other necessary PaaS solutions.
- ii. The minimal hardware requirements for the Meghdoot cloud deployment is Three servers with minimal 48 cores, 128 GB RAM, 1 TB Storage and minimal 3 Networks with stable internet connection.
- iii. Evaluation will be based on (but not limited to) the following:
 - a. Integration of the CMP (basic version) to the Meghdoot Cloud Suite as per Annexure - J. (Initial 0-12 months with basic CMP and post 12 months C-DAC shall come up with separate scope of work for advanced CMP requirements)
 - b. Offering of the indicative list of PaaS services for Tier -II as per Annexure - I and for Tier-I as per Annexure - H
 - c. Adherence to allocated schedule for activities undertaken.
 - d. Achievement of targets/deliverables
 - e. Quality of Estimation and Scope Management.
 - f. Approved change requests as required from time to time
 - g. Quality of resources (Manpower, Equipments, etc.) deployed for the activity.
 - h. Scalability & flexibility adopted with respect to dynamic requirements.
 - i. Feedback from the End-Users.

- j. Adoption of government directives as issued from time to time.
 - k. Quality of communication with C-DAC.
-
- iv. C-DAC will periodically and at the end of every activity evaluate the performance of the selected agencies.
 - v. Performance evaluation reports would be a major criterion for (a) Selection of MeitY-empaneled Cloud Service Providers / the Managed Service Providers (MSPs) of MeitY empanelled CSPs to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite for future SoWs (b) Reduction/Extension of period of engagement of respective MeitY-empaneled Cloud Service Providers / the Managed Service Providers (MSPs) of MeitY empanelled CSPs to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite.

(End of Section - III)

ANNEXURE - A: COVERING LETTER
(To be submitted in original on letterhead)

To
Centre Head,
Centre for Development of Advanced Computing (C-DAC),

Subject: Submission of EOI for MeitY-empaneled Cloud Service Providers / Managed Service Providers (MSPs) of MeitY empanelled CSPs to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite

Dear Sir,

We hereby submit our duly filled EOI proposal in response to the invitation in engaging with C-DAC for Expression of Interest (EOI) No. _____ published on _____ for the MeitY-empaneled Cloud Service Providers to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite. Please find enclosed herewith the below listed documents, as required.

Sl No	Documents	Tick if Enclosed	Remarks
1	Scanned copy of Bank UTR /Proof of remittance		
2	Authority letter, as per the format attached in Annexure - B		
3	A copy of Certificate of Incorporation, Partnership Deed/Memorandum and Articles of Association or any other equivalent document showing date and place of incorporation, as applicable.		
4	Supporting document related to empanelment of cloud service provider with MeitY, Govt. Of India		
5	ISO 9001:2015, Information Security Management System ISO 27001:2013, ISO 27001:2022, ISO22301:2018 valid certificate copies		
6	Tier 1: The CSP ISO22301:2018 valid certificate copy and submit along with SOC1,SOC2, SOC3 reports .		
7	Tier 1: CSP shall have published on its public facing website- cloud services' rates for India, Service Level Agreements (SLAs), dashboard live-status of cloud services' health across global datacenter and outage details (if any) with RCA		
8	Documents in support of General eligibility criteria stipulated at clause 2(a) of Section - II		
9	Documents in support of Specific Eligibility Criteria, stipulated at clause 2(b) of Section - II		
10	A certificate from Chartered Accountant for the last 3 financial years indicating the annual turnover of the prospective Bidder.		
11	Organizational Details (Annexure - C)		
12	Details of experience (Annexure - D)		

13	Undertaking on letterhead for details of skilled and qualified staffs on payroll		
14	Undertaking on letterhead of facilities and resource infrastructure		
15	Activity specific acceptance letter (Annexure - E)		
16	Declaration letter mentioning that bidder is not insolvent, in receivership, bankrupt or being wound up, not have had their business activities suspended and not be the subject of legal proceedings for any of the foregoing		
17	Undertaking letter by the Agency (Annexure - F)		
18	Undertaking on letterhead of the Agency (Annexure - G) regarding land border sharing Order		
19	The copies of PAN, TAN, as applicable		
20	The copies of GST registration certificate/s.		
21	Copies of documents in support of other credentials		
22	Other documents, If any		

We hereby declare that all the information and statements made in this proposal are true and we accept that any misinterpretation contained in it, may lead to our disqualification. We also understand that you are not bound to accept any bid you receive.

We agree to abide by all the clauses mentioned in the EOI document. We would hold the terms of our proposal valid for 120 days as stipulated in the EOI document.

Sincerely Yours,

Signature of the Competent Authority (with date)

_____(Full Name)

_____(Designation)/Stamp

ANNEXURE - B: AUTHORITY LETTER

(To be submitted in original on letterhead)

Date:

To

Centre Head,
Centre for Development of Advanced Computing (C-DAC),

Subject: Authority Letter

Reference: EOI document no. _____, dated _____

Dear Sir,

We, M/s _____(Name of the prospective MeitY empaneled Cloud Service Provider / the Managed Service Providers (MSPs) of MeitY empanelled CSPs to offer cloud services in integration with the C-DAC’s Meghdoot Cloud Suite) having registered office at _____(address of the prospective MeitY empaneled Cloud Service Provider to offer cloud services in integration with the C-DAC’s Meghdoot Cloud Suite) herewith submit our proposal against the said EOI document.

Mr./Ms. _____(Name and designation of the signatory), whose signature is appended below, is authorized to sign and submit the proposal documents on our behalf against said EOI. We have carefully read and understood the EOI document and agree to abide by all the mentioned clauses of the EOI.

Specimen Signature:

The undersigned is authorised to issue such authorisation on behalf of us.

For M/s _____(Name of the prospective MeitY empaneled Cloud Service Provider / the Managed Service Providers (MSPs) of MeitY empanelled CSPs to offer cloud services in integration with the C-DAC’s Meghdoot Cloud Suite)

Signature and company seal

- Name
- Designation
- Email
- Mobile No.

ANNEXURE - C: ORGANIZATIONAL DETAILS

Sr. No.	Information heading	Details
1.	Name of the prospective Training Partner	
2.	Name, designation, e-mail and contact number of Head of Organisation	
3.	Name, designation, e-mail and mobile number of contact person	
4.	Address of Head Office/Registered Office	
5.	Details of Branch offices, Regional Offices, if any	
6.	Total number of employees on roll	
7.	Nature of Business	
8.	Details of training program and domains you are presently dealing with	
9.	List of Prospective industrial/technology Associates/ Partnerships	
10.	Organizational Chart (please attach separate document)	
11.	Organizational Certifications and Accreditations	
12.	Any other information	

For M/s _____ (Name of the prospective MeitY empaneled Cloud Service Provider / the Managed Service Providers (MSPs) of MeitY empanelled CSPs to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite)

Signature and company seal

Name

Designation

Email

Mobile No

ANNEXURE - D: EXPERIENCE OF ORGANIZATION

The following information must be submitted in the form of an Affidavit on stamp paper of appropriate value.

Minimum 3 years of experience of organization in terms of provided MeitY empaneled Cloud Service Provider / the Managed Service Providers (MSPs) of MeitY empanelled CSPs to offer cloud services in integration with the C-DAC's

Total no of organizations in providing operationalization support and related areas carried per year for last three years (year wise details)

Total no of Government organisations where operationalization support carried per year for last three years (year wise details)

Details of total number of areas carried out as a part of other Technical Activities as mentioned in the in Broad Scope of Work

Details of invoices, recognition letters by end users, work orders etc. justifying the above need to be provided suitably for reviewing the experience/ resource capability.

Details of the technical manpower (Qualification, experience, skill sets etc.)

Signature of the Applicant/Authorized Signatory

(Full name of the Applicant/Authorized Signatory)

Stamp & Date

ANNEXURE- E: ACTIVITY SPECIFIC ACCEPTANCE LETTER

To
The Centre Head,
Centre for Development of Advanced Computing (C-DAC),

Subject: Undertaking for capabilities, preference and willingness for MeitY empaneled Cloud Service Provider / the Managed Service Providers (MSPs) of MeitY empanelled CSPs to offer cloud services in integration with the C-DAC's Meghdoot Cloud Suite

Dear Sir/Ma'am,

1. We are willing to undertake the following activities in service mode on payment basis as per respective limited enquiry / GeM Bid issued by C-DAC from time to time as part of this EOI:

S.No	Activity	Proof of Doc	Response by Agency
1.	Support for open standards, APIs, and third-party integrations.	Technical Presentation	Yes/No
2.	Integration of CSP's Cloud Management Platform (Annexure-J) with Meghdoot Cloud Suite.	Demonstration	Yes/No
3.	Cloud PaaS Offerings as mentioned in Annexure- H for Tier-I and Annexure-I for Tier-II	Technical Presentation	Yes/No
4.	Availability - 99.0 and above uptime guarantees and SLA commitments.	1.Share Technical Audit reports or dashboards showing historical uptime percentages over a specific period (e.g., monthly, quarterly, or annually). 2. Copy of the SLA document	Yes/No
5.	Cloud Infra Automation using IaC Tools.	Offer live demos sessions of infrastructure deployment using IaC tools.	Yes/No
6.	BCP with High availability and disaster recovery capabilities.	Tier 1: SOC1, SOC2 Reports , CSP Portal whitepaper Tier 2: Share Technical Audit reports showing backup schedules, data integrity checks, and recovery success rates. Share the Disaster Recovery Plan (DRP),	Yes/No

		including RPO (Recovery Point Objective) and RTO (Recovery Time Objective) commitments	
7.	Competitive pricing models, including pay-as-you-go and reserved instances. Transparent billing and cost management tools.	CSP Portal link for Tier 1, CSP self certification on letterhead	Yes/No
8.	Preparation of technical documents such as Technology Survey, Comparison report, Forecasting reports, etc.	Technical Solution Document	Yes/No
9.	Preparation of presentations & other required material.	Technical Presentation	Yes/No
10.	Providing manpower for specific tasks	Resumes or Profiles of the cloud experts, cloud operators	Yes/ No

The undersigned acknowledge that the range and nature of activities may extend/amend as per the requirement and would be elaborated in the respective Limited Enquiry / GeM bid having detailed SoWs. It is also understood that non-compliance/non-performance to this preference may affect the future allocation of Work/PO to the agency as may be deemed fit by C-DAC.

The undersigned acknowledge that the we are ready to provide support PAN India stakeholders.

Further, the undersigned is authorized to sign this undertaking.

Yours sincerely,

Authorized Signatory:
Name and Title of Signatory:
email:
Mobile No:

ANNEXURE- F: UNDERTAKING LETTER

To
The Centre Head,
Centre for Development of Advanced Computing (C-DAC),

Subject: Undertaking Letter
Reference: EOI Ref. no. dated

Dear Sir/Madam,

We hereby submit a declaration and undertaking that,

- a) We are not blacklisted or debarred from bidding process, by any R&D /Govt. Organization, as on date of submission of the bids
- b) We have not been blacklisted by Government of India, any State Government in India or by any multilateral/ bilateral agency / Government Agency or Autonomous Bodies/ Public Sector Undertaking for breach of applicable laws or violation of regulatory provisions or breach of agreement.
- c) There have been no regulatory actions initiated /pending against us as on the date of release of EOI.
- d) We have never been involved in any illegal activity or financial frauds
- e) Our contract(s) in the past is not terminated during the contract period due to unsatisfactory performance, nor it refused to continue the services for any Company after the contract was awarded to them
- f) We shall not use logo of C-DAC or its associated agencies/institution without prior permission
- g) We shall not use/reverse engineer the technology developed under this EOI for a period of at least one year from the date of completion of project deliverables. We agree that the IPR of the technology developed, if any, will vest with C-DAC perpetually.
- h) We also undertake that we will not use the developed IPs for commercial purpose during and after the tenure.
- i) We agree that such IPRs shall remain the property of C-DAC until and unless by the mutual written agreement.

Yours sincerely,

Authorized Signatory:

Name and Title of Signatory:

Email:

Mobile No:

**ANNEXURE- G:
UNDERTAKING (Land Border Sharing Order)
(On Company's Letterhead)**

To
The Centre Head,
Centre for Development of Advanced Computing (C-DAC),

Subject: Undertaking Letter
Reference: EOI Ref. no. dated

Dear Sir/Madam,

We have read the Order No.F.7/10/2021-PPD (1) (Public Procurement No. 4) dated 23.02.2023 issued by Procurement Policy Division, Department of Expenditure, Ministry of Finance, GOI, regarding restrictions on procurement from a bidder of a country which shares a land border with India.

In view of this, we certify that,

a. We are not from a country sharing land border with India and any registration as mentioned in said Order is not applicable to us.

OR

b. We are registered with the competent authority as mentioned in said Order. The copy of registration No.xxx dt.xxx is enclosed.

(Delete whatever is not applicable)

For (Name of Bidder)
Authorised Signatory
(Name & Signature)
(Company's Seal)

ANNEXURE- H:
Technical Evaluation Criteria (Tier-I)

In case CSP/bidder wants to be empaneled for Tier 1, compliance needs to be provided for below capabilities on CSP's letterhead.

(In case of any ambiguous letter or any other format used or the information provided is not based on the clear documentary evidence, the bid is likely to be rejected. There are no partial scores in the evaluation for below tables)

Definition of Fully Managed Services for Tier 1, as applicable for below table or any service to be provisioned through Tier 1. Marketplace services are not allowed for meeting CSP native service capabilities as also mentioned in the below requirements.

Managed Services as defined in this document are CSP Managed Services defined as - The capability provided to the consumer (in this case CDAC) by the CSP, to deploy on-to the cloud infrastructure consumer created or acquired applications, created using programming languages, libraries, APIs, services and tools, supported by the provider. A cloud under this RFP shall not be considered as a Managed Service if the Bidder manages or controls the underlying cloud infrastructure - network, servers, operating systems or storage, though it has control over the deployed applications and possibly configuration settings for the application hosting environment. (Ref: https://csrc.nist.gov/glossary/term/platform_as_a_service). Bidder to provide compliance to Managed Service Definition as per below annexure). Further, Managed Service shall not be considered if there is a manual intervention such including need to write scripts and manually provisioning up or down of service infrastructure from CSP and application provider. The bidder should provision the services from CSP but it should adhere to the managed services definition mentioned in this document. The bidder and CSP should also ensure monitoring and management of all the required services for the projects, including monitoring dashboard and logging through a single console.

Sr No	Service	Service Description	Features	Max Points	Compliance (Yes/No)	CSP service link and other documentary evidence
1	Resiliency	Capability to provide multiple MeitY empanelled datacenters for active-active deployment architecture requirements		1		
2		Capability to provide MeitY empanelled datacenters for active-passive deployment architecture requirements.		1		

3	Security	Managed service to identify vulnerabilities in compute instances and container images.	1		
4		Provides single tenant, highly available Cloud HSM Service with FIPS 140-2 Level 3 compliance. Must support managed backups.	1		
5		Provides managed Web Application Firewall service to block/filter malicious web traffic with support for SSL/TLS, XSS detection, rate-based rate limiting rules.	1		
6		Managed Key Management Service (KMS or Key Vault) that supports integration with external key manager/Third Party HSM placed in on-prem datacentre for generation, storage and use of symmetric encryption keys.	1		
7		Provides Managed Service for Distributed Denial of Service (DDoS) protection service for L3, L4 and L7 attacks.	1		
8		Provides Managed Threat Detecton Service that continuously monitors and analyses account and workload events.	1		

9	Compute	Capability to provide physical (non-virtualized) CPUs to host Bharat Operating System (BOSS) and Meghdoot cloud.		1		
10	Managed Relational Database Service	The proposed Cloud should have managed open source and commercial relational database services with following Self-Service capabilities:	Should support high availability through redundant deployment in multiple sites and capability to scale horizontally by adding/removing read replicas	1		
11			Should have ability to create on-demand/manual backups/snapshots and point in time recovery.	1		
12			to change the underlying compute capacity and vertically scale the Database Compute	1		
13			storage Auto-scaling without any manual action	1		
14			to choose the Backup window	1		
15			Provide managed relational database services for PostgreSQL 13.x or higher. Service should not be on retirement path in next 24 months	1		
16			Provide managed relational database services for MySQL 8.x.x or higher. Service should not be on retirement path in next 24 months	1		
17			Provide managed relational database services for MariaDB 11.x.x. Service should not be on retirement path in next 24 months.	1		
18			Provide managed relational database services for MS SQL Server 2022. Service should not be on retirement path in next 24 months.	1		
19			Provide managed relational database services for Oracle 21c or higher. Service should not be on retirement path in next 24 months.	1		

20			Provide managed serverless relational database services for PostgreSQL, MSSQL, MariaDB, MySQL, Oracle (Any 2). Service should not be on retirement path in next 24 months.	1		
21	Managed Open Source NoSql Database Service		Provide managed serverless Cassandra compatible database. Service should not be on retirement path in next 24 months.	1		
22	Managed Kubernetes Service	The proposed Cloud Should provide Self Service capability to provision Managed Kubernetes service with following features	Support for running Windows and Linux containers in a Kubernetes Cluster	1		
23			Support to accurately assess Kubernetes Cluster control plane logging, security and policies	1		
24			Update running Kubernetes Cluster with new version in-place upgrade without customer managing the update process	1		
25	Managed streaming Apache Kafka service	Provision Serverless managed OpenSource Kafka Cluster	Provision Serverless managed OpenSource Kafka Cluster	1		
26		Provision a managed Kafka Connect for data integrations	Provision a managed Kafka Connect for data integrations	1		
27	Managed Data Warehouse Service	The proposed CSP should have Managed Data Warehouse Service with the following features	Compatible with structured and semi structured data	1		
28			Ability to run SQL queries against semi-structured/unstructured data	1		
29			Provides Managed Data Warehouse service with capability to create serverless Data Warehouse	1		
30			Provided managed service to set up a data lake that supports data import from multiple cloud and on-premise sources	1		
31	Function as a service	The proposed cloud service provider should provide compute service that lets you run code without provisioning or	Native support to deploy function code in Languages: C#, Python, Java, Node.js	1		
32			Support ability to have multiple version of a function.	1		
33			Ability to create functions from container images.	1		

		managing servers.				
34	Managed Artificial Intelligence Services	The proposed CSP should have fully managed Artificial Intelligence service such as	Service to Automatically extracts text and data from scanned documents with support for English and Arabic language.	1		
35			Deep learning-based image and video analysis with features such as face recognition, face comparison, face detection and analysis, logo detection etc	1		
36			Text based Real-time language translation service.	1		
37			Fully managed end-to-end machine learning service with capability to build, train, and deploy machine learning models at scale.	1		
38			Fully managed AI-Ops service with capability to detect potential operational issues and anomalies.	1		
39	Managed Service to Analyze and Debug Applications	The proposed CSP should have Developer tools to Analyze and Debug Production, Distributed Applications	Capability to store and analyze logs, metrics and trace data for performance monitoring and to discover application issues. Should support creation of dashboards, alarms and interactive trace maps.	1		
40	Managed CDN Service	The proposed Cloud should have the Managed CDN service.	Content Delivery Network (CDN) designed to send audio, video, apps, photos, and other files faster and more reliably, using the servers closest to each user	1		
41			- 30 or more CSP Native PoP Locations or (2 Marks) - Less than 30 and More than 20 CSP Native PoP locations (1 Mark)	2		
42	Managed API Gateway	Should provide a fully managed service for publishing APIs to external and internal consumers. Must support REST & WebSocket request, rate limiting and minimum of 5GB of		1		

		In-Memory Cache.				
43	Managed cloud native NoSQL database service	The proposed Cloud should have Managed high performance cloud native NoSQL database services with	Support petabytes of data and millions of read and write requests per second	1		
44			Should not require to provision, patch, manage server/software and should support built-in availability and fault-tolerance.	1		
45			Support for automatic scaling of tables for capacity	1		
46			Should have ability to take automatic continuous backup of database with point-in-time recovery	1		
47			Database should have In-memory cache capability so that it can support micro-second response times	1		
48	Database Migration Service	Provides managed database migration service with ability	to perform database migration with minimum downtime with support for homogenous database migrations.	1		
49			to perform database migration with minimum downtime with support for heterogeneous database migrations.	1		
			Total:	50		

Annexure I :
Technical Evaluation Criteria (Tier-II)

S.No	Service Description	Indicative Configuration	Max Points	Compliance (Yes/No)	CSP service link and other documentary evidence
1	Scalable Compute clusters with provision for storage (IaaS)	2 VMs with 4 vCPU, 16 GB RAM, 100 GB Storage on Windows / RHEL with Auto Scaling and Backup	3		
2	Transactional Data Storage and Management (PaaS)	Preferred PaaS / IaaS - 4 vCPU, 16 GB RAM, 250 GB File Storage with auto backups, Compute expansion and zone redundant HA.	2		
3	Analytical Data Storage and Processing (PaaS)	On-demand processing environment with 4 vCPU, 16 GB RAM, 300 GB File Storage with Auto Elasticity and Region Replication	3		
4	Scalable Object Storage (PaaS)	300 GB Object Storage with Auto Elasticity, Region Replication and SFTP support	3		
5	Workflow Orchestration - Region wise Replication Cluster with Storage and Node Management (PaaS)	Data Center Replication Cluster with 4 vCPU, 16 GB RAM, 300 GB Storage with Node Management	3		
6	Visualization & Dashboarding	RBAC, Object Security, Dynamic Visualizations, Charts, Drill Down, Data Mining, Dynamic Aggregations and Portal Embedded. One VM with 4 vCPU, 16 GB RAM, 300 GB Storage	5		
7	Data Processing (PaaS)	On-demand processing environment with 4 vCPU, 16 GB RAM, 300 GB File Storage with Auto Elasticity Managed SPARK runtime, Workflow Orchestration, Triggers etc	3		
8	App Integration (PaaS).	10M API Requests, Cache Availability, Custom Domains, On- Premises Integrations etc	3		
9	Event Driven Notification (PaaS)	100,000 operations per month	3		
10	DevOps & Management	Code Repository Integration, CI/CD setup etc.	3		

11	Identity Management	500,000 Directory Objects	3		
12	Authentication & Authorization	Token Management, Federated Authentication	3		
13	Delivery & Distribution -	Region Replication Cluster 10 GB Storage	3		
14	Monitoring & Management	Real Time Resource Monitoring, Rules Setup, Notifications etc.	3		
15	Domain Name Service	Custom domains, Security Certificates etc.	3		
16	Application Load Balancer	Rules Engine with 1000 GB	2		
17	Web Application Firewall		2		
		Total	50		

ANNEXURE - J

Cloud Management Portal (Basic Version)

Cloud Management Platform Technical Specifications (Basic version)
Cloud Management Platform should have self-service cloud-provisioning front-end portal which can integrate with Hyperscaler Public Cloud and On-Premise Cloud Stack
Cloud Management Platform should provide Enterprise or Organization models to provide automation and orchestration of resources to multiple tenants in a Organization.
Cloud Management Platform should provide a common interface to implement and enforce governance and security policies.
Cloud Management Platform should provide a common interface to monitor hybrid Cloud stack.
Cloud Management Platform Key functions should include Tenant Onboarding, resource provisioning, resource consumption monitoring, resource utilization monitoring and resource performance monitoring.
Cloud Management Platform should provide a catalog of whitelisted Cloud Services for end users to provision and consume.
Cloud Management Platform Self-service front-end portal should integrate seamlessly with orchestration layer of the hybrid cloud infrastructure.
Cloud Management Platform Self-service front-end portal should provide the hybrid Cloud Billing Dashboard to the end-user and consolidated hybrid Cloud billing of all tenants to the CDAC.
Cloud Management Platform self-service portal layer should help enforce policies and controls to ensure compliance with best practices of cloud activity. Self-service portal should support Key cloud management functions which should include but not limited to identity management, security, governance etc.
Cloud Management Platform provisioning layer should have its own automation service and should support integration with 3rd party automation tools.
Cloud Management Platform should provide IaaS and PaaS Services from the hybrid Cloud Stack.
Cloud Management Platform should have single console to manage on-premises workloads and public cloud workloads. Any service delivered on hybrid cloud infrastructure shall have the same consistent user experience, console, configuration and billing unit of measure on-premise and on public cloud.
Cloud Management Platform should be deployed with a active-active deployment architecture across at-least 2 MeitY empaneled datacenters for providing SLA of 99.99% uptime availability.
Cloud Management Platform should provide audit trails for user access and actions on the Platform.
Cloud Management Platform should be able to provide metering and billing of all on- premises and public cloud services like VMs, Storage, and Managed Databases etc.
Cloud Management Platform should provide the Cloud Economics capabilities like Cost Optimization, Insights on Bills etc.

ANNEXURE- K:
Technical Demonstration Scenarios
(Tier-I and Tier-II)

Sr No	Service	Feature to be demonstrated	Max Marks
1	Compute	Provision a server instance with physical (non-virtualized) CPU using management console of the CSP in India Data Center.	5
2	Meghdoot on CSP compute	<p>Demonstrate a working BOSS operating system on the physical (non-virtualized) CPU and Meghdoot stack installed in CSP environment. - 2.5 marks</p> <p>Demonstrate a 3 tier web application hosted in Meghdoot stack on CSP compute and using a CSP native Relational Database Service. - 2.5 marks</p>	5
3	Managed Relational Database Service	<p>Provision a database using managed relational database services for MySQL version 8.x.x or higher/PostgreSQL version 13.x or higher and demonstrate following capabilities:</p> <ul style="list-style-type: none"> i. High availability through redundant deployment in multiple sites and capability to scale horizontally by adding/removing read replicas (1 mark) ii. Ability to create on-demand/manual backups/snapshots and point in time recovery. (1 mark) iii. Choose the backup window (1 mark) iv. Change the underlying compute capacity and vertically scale the Database Compute. (1 mark) v. Managed serverless relational database services for PostgreSQL, MSSQL, MySQL, Oracle, MongoDB (Any 1). (1 mark) 	5

4	Managed cloud native NoSQL database service	Provision a managed high performance cloud native NoSQL database and demonstrate following capabilities: <ul style="list-style-type: none"> i. Built-in capability for high availability and fault-tolerance. (1 mark) ii. Automatic scaling of tables for capacity (1 mark) iii. Support encryption at rest with Customer managed key (1 mark) iv. Ability to take automatic continuous backup of database with point-in-time recovery (1 mark) v. In-memory cache capability so that it can support micro-second response times (1 mark) 	5
5	Database Migration Service	<ol style="list-style-type: none"> 1. Perform database migration for homogenous databases. (2.5 mark) 2. Perform database migration for heterogeneous databases. (2.5 mark) 	5
6	Managed API Gateway	Configure APIs in the native managed API Gateway service to demonstrate: <ul style="list-style-type: none"> i. Deploy RESTful API (1 mark) ii. Monitoring API latency and errors (1 mark) iii. Throttling (1 mark) iv. Caching (1 mark) v. API lifecycle management (1mark) 	5
7	Security	Demonstrate following security features: <ul style="list-style-type: none"> i. Provides managed Web Application Firewall service to block/filter malicious web traffic with support for SSL/TLS, XSS detection, rate-based rate limiting rules. (1mark) ii. Provides single tenant, highly available Cloud HSM Service with FIPS 140-2 Level 3 compliance. Must support managed backups. (1mark) iii. Provides Managed Service for Distributed Denial of Service (DDoS) protection service for L3, L4 and L7 attacks. (1mark) iv. Managed Key Management Service (KMS or Key Vault) that supports integration with external key manager/Third Party HSM placed in on-prem data centre for generation, storage and use of symmetric encryption keys. (1mark) 	5

		v. Managed service to identify vulnerabilities in compute instances and container images. (1mark)	
8	Function as a service	Demonstrate a working function as a service: 1. In Java language (1 mark) 2. In Python language (1 mark) 3. In C# language (1 mark) 4. Demonstrate versioning of functions (1 mark) 5. Demonstrate creating a function from container image (1 mark)	5
9	Managed Kubernetes Service	Demonstrate: 1. Configuration of a Kubernetes cluster using management console of the CSP (1 mark) 2. A working Linux containerized application (2 marks) 3. A working Windows containerized application (2 marks)	5
10	Unified Cloud Management Portal	Demonstrate following capabilities to build the proposed unified Cloud Management Portal by developing a PoC: 1. Provision resources in Meghdoot cloud through the CMP 2. Provision resources in CSP cloud through the CMP 3. Common billing capabilities through CMP 4. Resource Monitoring and ability to collect metrics from the Meghdoot Cloud on the CMP	5
Total:			50

(END OF DOCUMENT)