**Chhattisgarh State Cooperative Marketing Federation Ltd.**
**6th Floor, Tower 'C', Commercial Complex, C.B.D.**
**Sector-21, Atal Nagar, Raipur (C.G.) 492002**
**Ph. No. - 0771- 2425402**
**E-mail-id - mf_ctrlroom_raipur@nic.in**

# NOTICE INVITING QUOTATIONS FOR PROCUREMENT OF CLOUD SERVICES

## (UNDER CLOSED TENDER)

Atal Nagar**, 17/09/2019**

**Dear <Bidders/ Cloud Service Providers-MeitY empanelled>:**

1. MARKFED CG invites the RFQ for submission of financial proposals to provide the Cloud Services by the MeitY empanelled Cloud Service Providers (CSP). More details on the Services/SoW are provided in the RFQ document.

2. The RFQ has been addressed to the following Meity empanelled CSPs:

    a. Amazon Internet Services Private Limited (AISPL)
    b. Bharat Sanchar Nigam Ltd. (BSNL)
    c. CtrlSDatacentres Ltd.
    d. Cyfuture India Pvt. Ltd.
    e. ESDS Software Solutions Private Limited
    f. IBM India Private Limited
    g. Microsoft Corporation (India) Private Limited
    h. Netmagic IT Services Ltd
    i. Nxtra Data Ltd
    j. Reliance Corporate IT Park Ltd
    k. Sify Technologies Limited
    l. Tata Communications Limited
    m. Web Werks India Private Limited

3. Please inform us, upon receipt:
    a. That you received the letter of invitation: and
    b. RFQ proposal as per prescribed template/BoM

4. The RFQ includes the following:
    a. Introduction of MARKFED and Project Description
    b. Scope of Work for CSP
    c. Service levels, Terms & Conditions
    d. Bill of Material

Managing Director,
MARKFED, Chhattisgarh

**Encl: RFQ with terms & conditions**

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# REQUEST FOR QUOTATION (RFQ)

# For

# Procurement of Cloud Services

**(Closed RFQ for MeitY empanelled CSPs)**

RFQ ref. no.:
Issue Date: 17thSept 2019

**Issued by:**
Managing Director
State Cooperative Marketing Federation Ltd. (MARKFED)
Atal Nagar, Raipur, Chhattisgarh

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# 1 INTRODUCTION

## 1.1 ABOUT MARKFED, CHHATTISGARH

The Chhattisgarh State Cooperative Marketing Federation (MARKFED) is an Apex level Federation of Cooperative Marketing Societies in the State of Chhattisgarh. Chhattisgarh State Cooperative Marketing Federation Limited, Raipur (Registration No. 216 dated 31.10.2000) came into existence simultaneously with the creation of new Chhattisgarh State on 1st November 2000. Markfed executes the work of paddy procurement under Price Support Scheme and supply of chemical fertilizers and plant protection material to the farmers of the state as per the instructions of Government.

Chhattisgarh Markfed has an extensive network of branches in the state:

(i)Head Office 1

(ii) District Marketing Offices 27

District offices are located at almost all the district headquarters. These offices undertake bulk of business and are well equipped with infrastructure and are manned with experienced staff.

## 1.2 PROJECT BACKGROUND

MARKFED CG is successfully implementing an integrated workflow application for paddy procurement and disposal process since the year 2007-08 and payment are disburse through NEFT/cash payment from Rural DCCB bank towards the value of paddy supplied by the farmers. MARKFED CG currently using Paddy Procurement System for entire end to end operation of Paddy Procurement business developed by NIC CG.

MARKFED CG has currently hosted its Paddy Procurement Software in Public Distribution System (PDS) servers on shared basis collocated at State Data Center (SDC), Raipur, Chhattisgarh. CHiPS is the state IT nodal agency to provides the core IT infrastructure for supporting e-Governance initiatives of the state government department in delivery of IT projects.

MARKFED CG has a business of approximate INR 20 Thousand Crores every KMS year, including 16 lakhs registered farmers, 1991 numbers of Procurement Centres, 1800 registered millers, etc.

Hence, as per industry best practices, it is proposed that the MARKFED wants to procure its own environment to host all the applications, databases related to paddy procurement system (not limited to those of MARKFED CG) onto the cloud PaaS model.

In this context, MARKFED CG has prepared a Request for Quotation for the selection of Cloud Service Provider (CSP)empaneled under Meity, Govt. of India. The core applications and databases of MARKFED shall be deployed on the cloud infrastructure. MARKFED CG aims at availing Cloud Computing Services for the ongoing project in accordance with Cloud First policy of MeitY. The primary objective is to setup staging, production and Disaster Recovery environments on cloud that will enable MARKFED to provide a sustained level of performance to its end stakeholders by provisioning the optimalcompute / memory / storage capacities to begin with and having the ability to quickly scale up / down the capacities as per the workload requirements. MARKFED CG also expects to gain cost efficiencies through the “OpEx” / “pay-per-use” payment model so that MARKFED CG pays only for the resources it consumes.

## 1.3 PURPOSE OF RFQ

The purpose of this RFQ is to select the potential CSPon the basis offinancial quotation on L1 (lower financial quotation) method and to procure PaaS cloud services from the MeitYempaneled CSPs, initially for the 3 (three) years and can be extended on mutually agreed basis/ MARKFED CG requirement.

ThisRFQ is not an offer by MARKFED CG but an invitation to receive financial proposals from eligible and interested bidders (MeitY empaneled CSPs) in respect of the above-mentioned project. The RFQ does not commit MARKFED CG to enter into a binding agreement in respect of the project with the potential bidders. Potential bidders are henceforth referred to as "Bidders/CSPs" in this document.

## 1.4 DATA SHEET

| Particulars | Details |
|---|---|
| Name of Purchaser | Chhattisgarh State Cooperative Marketing Federation Ltd.(MARKFED CG) |
| Name of the Engagement | Procurement of Cloud Services (PaaS) |
| RFQ Issue Date | 20/09/2019 |
| Pre-Bid Meeting Date/Time | 30/09/2019, 12:00 PM |
| Last date & time (deadline) for submission of financial proposal | 20/10/2019, 05:00 PM |
| Date & time of opening of Financial Bids | 21/10/2019, 12:00 PM |
| Method of Selection | Least Cost System - LCS |
| Contact Details for queries/ Communication | 07712425458 |
| Download space | http://markfed.cg.nic.in |

## 1.5 Pre-Bid Meeting

- **In case of any query w.r.t RFQ, potential CSPs may submit their queries in the prescribed proforma (ANNEXURE-II) within the specified data & time mentioned in this document.**

## 1.6 Selection Criteria

- **Selection would be based on 'Least Cost Selection-L1' method evaluated by the Tender Evaluation Committee**
- **Of all the commercial bids opened, the bidder whose commercial bid is lowest (hereby referred to as L1 Bidder) will be considered eligible award of contract**
- **In case more than 1 CSPs fall under same L1 rate, then the final selection would be based on the financial negotiations with all the L1 bidders and final decision for award of contract to L1 bidder would be of MARKFED CG.**

## 1.7 Document cost (Non Refundable) INR- 5000(Five thousand only) has to be submitted online through RTGS/NEFT in to the account of "Chhattisgarh Rajya Sahakari Vipnansangh Maryadit, Raipur "Account No- 2134104000000046, IFSC – IBKL0002134 of IDBI Bank and upload/submit the receipt online in the given attachment of e-proc website. Bid submission fee of INR 311 only has to be submitted online through website http://eproc.cgstate.gov.in in related link of Chips account.

# 2 SCOPE OF WORK

## 2.1 Scope of Work - Cloud Services

MARKFED CG wishes to engage a Cloud Service Provider (CSP) for providing PaaS Cloud Services for a period of 3 (three) years, which may be reviewed for extension after completion of three years at the sole discretion of MARKFEDCG for hosting the (i) online paddy procurement application, databases and its related modules. MARKFED CG shall have sole propriety rights for data stored in Cloud Environment at all times

The scope of work is as under:

1. The CSP will be responsible for provisioning of required IT infrastructure as IaaS/PaaS for hosting (i) online paddy procurement application and databases.
2. The proposed landscape for the deployment of CG MARKFED applications/ solution is:
    - Staging
    - Production
    - Disaster Recovery (For Database replication only)
3. The above environments are to be deployed on the Virtual Private Cloud
4. The environment shall comply with the respective provisional Empanelment Compliance Requirements published by Ministry of Electronics Information and Technology (MeitY), Government of India.
5. The CSP shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR Site. Geographical Location of the Disaster Recovery Environment shall be different location from the Data Center environment or at a different place other than the Primary DC
6. The infrastructure provisioned by the CSP must be scalable and shall allow MARKFED CG to add/reduce cloud resources on demand basis through an user-friendly interface
7. Provide support to technical team of MARKFED CG or nominated agency for Optimization of resources in cloud environment for better performance and provide physical and virtual access to the technical team of MARKFED CG for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by MARKFED CG.
8. The CSP should provide 24*7 Helpdesk support
9. CSP should provide training to MARKFED nominated officials/personnel on usage of the Console and any other technical aspect for monitoring of hosted applications related projects
10. Nature of replication between the DC and DRC (For Database replication only) should be in real time
11. DR Database Storage shall be replicated on an ongoing basis and shall be available in full (100% of the PDC) as per designed RTO/RPO and replication strategy. The storage should be 100% of the capacity of the Primary Data Center (PDC) site (For Database replication only)
12. All the necessary certificates such as SSL, should be provided by CSP

## 2.2 Roles and Responsibilities of the selected CSP

1. The CSP must be its own managed service provider for the project
2. CSP shall provide Single Point of Contact for all communication, resolution of issues and support required for smooth functioning of DC/ DR proposed cloud site.
3. Responsible for the replication of data between the proposed DR site (passive DR) and Data Center (For Database replication only)
4. CSPshall support the development teams (3rd party service provider) during the deployment of the applications at the Cloud Solution site.
5. Necessary support during the recovery operations of data to and from DC-DR site
6. 24x7x365 support for Hardware restoration (from self and OEMs used), managed hosting support (including L1, L2, and L3 support), Uptime commitment up to OS levels, managed & monitored backup and backup retention (as per period required by MARKFED CG), OS provisioning & management, dedicated security services operations, etc.
7. Monitoring and maintenance reports over a monthly basis and / or as and when required by the MARKFED CG
8. Availability of server logs/ records for audits
9. Access to monitoring tools for measuring the service levels, application performance, server performance, storage performance and network performance
10. The bandwidth required for MARKFED CG to use the applications from the Cloud site will be notified by the CSP
11. Scaling the server and storage infrastructure up or down based on the needs of MARKFED CG
12. Administrative support for user registration, User ID creation, maintaining user profiles, granting user access, authorization, user password support, and administrative support for print, file, and directory services to MARKFED CG
13. Comprehensive support in Setting up and configuring servers and applications as per configuration documents/ guidelines provided by MARKFED CG
14. Regular backup of servers as per the backup & restoration policies stated by MARKFED CG from time to time
15. Preparation/ updation of the new and existing Standard Operating Procedure (SOP) documents on servers & applications deployment and hardening
16. Redesigning of network architecture as and when required by MARKFED CG
17. Regular monitoring of CPU & Memory utilization of database server, Alert log monitoring & configuration of the alerts for errors.Performance tuning of Databases
18. Any required version/Software /Hardware/ License upgrades, patch management etc. at the Cloud Site will be supported by the CSP for the entire contract period at no extra cost to MARKFED CG
19. Comprehensive maintenance and management of the cloud services provided by the CSP to MARKFED CG
20. CSP should provide direct monitoring dashboard/API to access the procured servers and storage to MARKFED CG
21. CSP should not disclose the user ID and password credentials of the dashboard, database access and MARKFED CG cloud environment
22. Unlimited bandwidth for access and uses of application including, uploading, downloading of files, media, etc.

# 3 Security and Statutory Requirements

1. The CSP/Service Provider shall comply or meet any security requirements applicable to CSPs/Service Providers published (or to be published) by MeitY or any standards body setup / recognized by Government of India from time to time and notified to the CSP/Service Providers by MeitY as a mandatory standard

2. The CSP/Service Provider shall meet all the security requirements indicated in the IT Act 2000, the terms and conditions of the Provisional Empanelment of the Cloud Service Providers and shall comply to the audit criteria defined by STQC

3. CSP notifies the MARKFED CG promptly in the event of security incidents or intrusions, or requests from foreign government agencies for access to the data, to enable the agency to manage these events proactively

4. The CSP undertakes to treat information passed on to them under this Agreement as classified. Such Information will not be communicated / published / advertised by the CSP to any person/organization without the express permission of the Department

5. The Audit, Access and Reporting Requirements should be as per the terms and conditions of the Provisional Empanelment of the Cloud Service Provider with MeitY, GoI

6. CSP should not shared the data by any means to any third party without permission of MARKFED CG. Security of Data would be the receptibility of CSP.

7. CSPs facilities/services are certified to be compliant to all the latest standards as per MeitYempanelment conditions.

8. All other terms & conditions pertaining to security, confidentiality, audit, transitioning would be as per MeitY empanelment conditions.

# 4 Service Levels& Penalty terms

| Sl. No. | Service Level Objective (Availability/Uptime) | Target/Service level | **Penalty**(Periodic Payment means Quarterly Payment) |
|---|---|---|---|
| 1 | Availability/Uptime of cloud services Resources for Production environment (VMs, Storage, OS, VLB, Security Components) | Availability for each of the provisioned resources: >=99.5%<br>(Measured with the help of<br>SLA reports provided by CSP) | Default on any one or more of the provisioned resource will attract penalty as indicated below.<br><99.5% &>=99% (10% of the <Periodic Payment>)<br>< 99% (30% of the <Periodic Payment>) |
| 2 | Availability of Critical Services (e.g., Register Support Request or Incident; Provisioning / De-Provisioning; User Activation / De-Activation; User Profile Management; Access Utilization Monitoring Reports) | Availability for each of the critical services over both the User / Admin Portal and APIs (where applicable) >= 99.5% | Default on any one or more of the services on either of the portal or APIs will attract penalty as indicated below.<br><99.5% and >= 99% (10% of the <Periodic Payment>)<br><99% (20% of the <Periodic Payment>) |
| 3 | Availability of the network links at DC and DR (links at DC / DRC, DC-DRC link) | Availability for each of the network links: >= 99.5% | Default on any one or more of the provisioned network links will attract penalty as indicated below.<br><99.5% &>=99% (10% of the <Periodic Payment>)<br>< 99% (30% of the <Periodic Payment>) |
| 4 | Response Time—<br>Average Time taken to acknowledge and respond, once a ticket/incident is logged through one of the agreed channels. This is calculated for all tickets /incidents reported within the reporting month. | 95% within 15minutes | <95% &>=90% (5% of the <Periodic Payment>)<br>< 90% &>= 85% (7% of the <Periodic Payment>)<br>< 85% &>= 80% (9% of the <Periodic Payment>) |
| 5 | Time to Resolve -<br>Severity 1 | For Severity 1, 98% of the incidents should be resolved within 30 minutes of problem<br>reporting | <98% &>=90% (5% of the <<Periodic Payment>)<br>< 90% &>= 85% (10% of the <Periodic Payment>)<br>< 85% &>= 80% (20% of the <Periodic Payment>) |
| 6 | Time to Resolve -<br>Severity 2,3 | 95% of Severity 2 within 4 hours of problem reporting<br>AND 95% of Severity 3 within 16 hours of problem reporting | <95% &>=90% (2% of the <Periodic Payment>)<br>< 90% &>= 85% (4% of the <Periodic Payment>)<br>< 85% &>= 80% (6% of the<Periodic Payment>) |
| 7 | Security breach including<br>Data Theft/Loss/Corruption | No breach | For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR 5 Lakhs. This penalty is applicable per incident. These penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, MARKFED CG reserves the right to terminate the contract. |

# 5 Terms and Conditions

1. MARKFED CG may terminate the RFQ process at any time without assigning any reason. MARKFED CG makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone.
2. This RFQ does not constitute an offer by MARKFED CG. The bidder's participation in this process may result in MARKFED CG selecting the bidder to engage in further discussions and negotiations towards execution of a contract. The commencement of such negotiations does not, however, signify a commitment by MARKFED CG to execute a contract or to continue negotiations.

3. A separate Master Service Agreement (MSA) should be provided by MARKFED with all the detailed terms and conditions for rendering the services with the selected CSP
4. The CSP shall not subcontract or delegate or permit anyone other than the bidder's personnel to perform any of the work, service or other duties required of the bidder under this agreement without the prior written consent of the MARKFED CG. Subcontracting will be allowed only in case of provisioning MPLS for this project, if applicable, if adopted.
5. However, CSPs may quote / participate in this RFQ through its partners.

# 6 Performance Bank Guarantee

- The successful bidder shall furnish the performance security equivalent to 10% of the order value in the form of Performance Bank Guarantee that may be issued by a Commercial Bank in India which has to be valid up to the stipulated contract duration plus 60 days beyond that from the date of issuance of work order.

# 7 Payment terms

- Quarterly payments (QP) at end of quarter after deducting all applicable taxes/ penalties.

# 8 Submission of price quotation

1. Prices shall be quoted entirely in Indian Rupees and must be arrived at after including all expenses, rates, and taxes
2. Bill of material is provided in ANNEXURE-I for indicative purpose and can be changed as per decision/actual requirement of MARKFED CG
3. Cost of each items should include the all the charges pertaining to provide the cloud hosting services
4. If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected

# 9 Guideline for proposal submission at e-Proc

**1. Vendor / Bidder Registration on the e-Procurement System:**

- All the Users / Bidders (Manufacturers / Operator s / Suppliers / Vendors / Distributors etc.) registered with and intending to participate in the Tenders of various Govt. Departments / Agencies / Corporations / Boards /Undertakings under Govt. of Chhattisgarh processed using the Integrated e-Procurement System are required to get registered on the centralized portal https://eproc.cgstate.gov.in
- The non – registered users / bidders who are also eligible to participate in the tenders floated using the e-Procurement system are also required to be registered online on thee-procurement system.
- Vendors are advised to complete their online enrolment / registration process on the portal well in advance to avoid last minute hassle, it is suggested to complete enrolment at least four days before the last date of bid submission date, failing which may result in non-submission of bids on time for which vendor/end user shall be solely responsible.
- For more details, please visit https://eproc.cgstate.gov.in or call Toll free 1800 419 9140 or email helpdesk.eproc@cgswan.gov.in

**2. Digital Certificates:**

- The bids submitted online must be signed digitally with a valid Class II / Class – III Digital Signature Certificate to establish the identity of the bidders submitting the bids online. The bidders may obtain pair of Encryption & Signing Class – II / Class – III Digital

Certificate issued by an approved Certifying Authority (CA) authorized by the Controller of Certifying Authorities (CCA), Government of India.

- Note: It may take up to 7 to 10 working days for issuance of Class-II/Class-III Digital Certificate, Therefore the bidders are advised to obtain it at the earliest. It is compulsory to possess a valid Class-II / Class-III Digital Certificate while registering online on the above-mentioned e-Procurement portal. A Digital Certificate once mapped to an account / registration cannot be remapped with any other account / registration however it may be inactivated / deactivated.
- The bidders are advised to keep their Digital Certificates secure to be used whenever required and comply with IT Act 2000 & its amendments and CVC guidelines.
- The digital certificate issued to the authorized user of an individual / partnership firm /private limited company / public limited company / joint venture and used for online bidding will be considered as equivalent to a no-objection certificate / power of attorney to the user.

**3. Online Payment:**

- As the bid is to be submitted only online, bidders are required to make online payment(s)of the Registration fee / Transaction or Service fees / Tender fee using the online payments gateway services integrated into the e-Procurement system using various payment modes like Credit Card / Debit Card / Internet Banking / Cash Card / NEFT / RTGS etc.

**4. Setup of User's Computer System:**

- In order to operate on the e-Procurement system for a bidder / user, the computer system / desktop / laptop of the bidder is required to have Java ver. 765, Internet explorer 9 / 11, latest Mozilla Firefox with IE Tab V2 (Enhanced IE Tab) or any other latest browser. A detailed step by step document on the same is available on the home page. Also, internet connectivity should be minimum one MBPS.

**5. Submit Online Bids:**

- Bidders have to submit their bid online after successful filling of forms within the specified date and time as set in the tender.
- The encrypted bid data of only those bidders who have submitted their bids within the stipulated date &time will be accepted by the e-Procurement system. It is expected that the bidder completes his bid ad submit within timeline, abider who has not submitted his bid within the stipulated date &time will not be available during opening.
- Bid documents uploading during bid preparation should be less than five MB (for individual document) and over all bid documents should be less than fifty MB.

## ANNEXURE-I: Format for sending Pre-Bid Queries

Name of the Bidder/Company:

Address:

Contact Details:

| Sl. No. | Clause No. | Pg. No. | Content of RFQ Requiring Clarification / Additional queries | Change Requested/ Clarification required |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |

Name of Authorized Personnel

Date of submission:

**Note**: Please send pre-bid queries in format as specified above in editable excel through email before due date & time. Otherwise queries would not be considered.

## ANNEXURE-II: Format to share bidder's particular (Pre-Qualification)

| Sl. No. | Information | Details |
|---|---|---|
| 1 | Name of Bidding firm: | |
| 2 | Address and contact details of Bidding firm: | |
| 3 | Firm Registration Number and Year of Registration | |
| 4 | Company Web Site Address | |
| 5 | Status of Firm/ Company (Public Ltd., Pvt. Ltd., etc.) | |
| 6 | Company's Service Tax Registration No. (GST) | |
| 7 | Company's Permanent Account Number (PAN) | |
| 8 | MeitY empanelment reference details: | 1. Empanelment no.:<br>2. Empanelment Date:<br>3. Empanelment Due date: |
| 10 | Name, Designation and Address of the contact person to whom all references shall be made regarding this RFQ: | |
| 11 | Telephone number of contact person: | |
| 12 | Mobile number of contact person: | |
| 13 | Fax number of contact person: | |
| 14 | E-mail address of contact person: | |

**Documents to attach with this Annexure-II:**

1. Copy of Company Registration Certificate
2. Copy of PAN
3. Copy of GST Registration
4. Copy of MeitY empanelment certificate

## ANNEXURE-III: BILL OF MATERIAL (Financial Quotation)

| Sl. No | Server | Description/Specification | Qty | Unit Rate in Rs. | Total Yearly Charges (Rs.) |
|---|---|---|---|---|---|
| | | **For Production Environment** | | | |
| 1 | **Web Server** | 1 VM with 08vCPU, 32GB RAM, 250GB Storage, Window 2019 Platform web server | 1 | | |
| 2 | **Application Server** | 1 VM with 08vCPU, 32GB RAM, 1TB Storage, Window 2019 Platform Application Server | 1 | | |
| 3 | **Database Server** | 1 VM with 16vCPU, 64GB RAM, 4TB Storage- Windows 2019 Platform and Microsoft SQL 2017 database Server | 1 | | |
| 4 | **Web Server (GPU)** | 1 VM with 08vCPU, 32GB RAM, 250GB Storage- Linux Platform and PostgreSQL Database and GPU Web Server | 1 | | |
| | | **For Staging Environment** | | | |
| 5 | **Application + Web Server** | 1 VM with 08vCPU, 32GB RAM, 2TB Storage- windows 2019 Platform Web and Application Server | 1 | | |
| | | **For Replication of Database at different location** | | | |
| 6 | **Database Server** | 1 VM with 16vCPU, 64GB RAM, 4TB Storage- windows 2019 Platform and Microsoft SQL 2017 Database Server | 1 | | |
| **TOTAL YEARLY COST** | | | | | |
| **TOTAL YEARLY COST (in figures)** | | | | | |

The above quoted rates are all inclusive of all the taxes. Cost of each items should include the all the charges pertaining to provide the cloud hosting services

The above commercials are for the purpose of rate realisation. MARKFED at its sole discretion may take any or all of the above-mentioned services.

Yours faithfully,

Authorized Signatory

Name:
Designation:
Place:
Date:

Organization Seal