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NOTICE INVITING QUOTATIONS FOR PROCUREMENT OF CLOUD SERVICES

(CLOSED TENDER)

Atal Nagar, Nawa Raipur

Dear Bidders/ Cloud Services Providers: Meity Empaneled CSP's,

A) Markfed CG invites RFQ for submission of financial proposals to provide cloud-based services by the CSP's listed as under:

1. Amazon Internet Services Pvt Ltd (AISPL)
2. Bharat Sanchar Nigam Limited (BSNL)
3. Ctrl S Data Centers Limited
4. Cyfuture India Private Limited
5. ESDS software solution limited
6. Google Cloud India Pvt Ltd
7. IBM India Private Limited
8. ITI limited
9. Jio Platforms Limited
10. Microsoft Corporation India Pvt Limited
11. Netmagic IT services India Pvt Limited
12. Nxtra Data Limited
13. Oracle India Pvt Limited
14. Pi Datacenters Pvt Limited
15. Rail Tel Corporation of India Limited
16. Sify technologies limited
17. Tata communications limited
18. Webworks India Pvt Limited
19. Yotta Infrastructure Solutions Pvt. Ltd
20. Tata Consultancy Services Limited
21. Protean eGov technologies Ltd

B) This RFQ includes the following:

1. Introduction about Markfed
2. Project Description
3. Scope of the work for CSP's.
4. Billing of Material

C) Please inform us the following

1. About the confirmation that you received the letter of invitation: and
2. RFQ proposal as per prescribed template/BoM

Managing Director
Markfed, Chhattisgarh

Enclosures attached: RFQ with the terms and conditions

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REQUEST FOR QUOTATION

(Closed Tender for Meity Empanelled CSP's)

PROCUREMENT OF CLOUD BASED SERVICES

Issued by:

Managing Director

Chhattisgarh State Co-operative Marketing Federation Ltd. (MARKFED)

Atal Nagar, Raipur, Chhattisgarh

RFQ Ref Number: 4919

RFQ issue date: 10/02/2024

1 **INTRODUCTION**.....

1.1 ABOUT MARKFED, CHHATTISGARH PROJECT BACKGROUND .....

1.2 PURPOSE OF RFQ.....

1.3 DATA SHEET

1.4 Pre-Bid Meeting .....

1.5 Selection Criteria .....

1.6 Document cost .....

2 **SCOPE OF WORK** .....

2.1 Scope of Work - Cloud Services .....

2.2 Roles and Responsibilities of the selected CSP .....

3 **Security and Statutory Requirements** .....

4 **Service Levels & Penalty terms** .....

5 **Terms and Conditions**.....

6 **Performance Bank Guarantee** .....

7 **Payment terms**.....

8 **Submission of price quotation**.....

9 **Guideline for proposal submission at e-Proc** .....

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

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

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

1)INTRODUCTION 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:

- ✓ Head Office 1
- ✓ District Marketing Offices 33

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.

1.1) 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 disbursed 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 and data at CSP cloud server.

MARKFED CG has a business of approximate INR 30 thousand Crores every KMS year, including 25 lakhs plus registered farmers, 2700+ numbers of Procurement Centers, 3000+ 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 optimal compute / 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.

1.2) PURPOSE OF THIS RFQ

1. The prupose to the RFQ is to select the potential Cloud e Service Provider (CSP) based on financial quotation on L1 (lower financial quotation) Method and to procure PaaS cloud services from the MeitY empaneled CSPs, initially for the 03 (three) years and can be extended 1+1 Year on mutually agreed basis/MARKFED CG requirement.

3. The selected CSP shall be solely liable to and responsible for all obligations towards the performance of works/ services/adherence to SLAs under the contract.

4. The Bidder (CSP) should be registered under Companies Act 1956 or as amended or an LLP firm/ Partnership firm under Partnership Act 1932.

5. The Bidder should not have been black-listed/debarred by any Central/State Government as on bid submission date (during last five(5) years).

This RFQ 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.

1.3) FACT 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	10/02/2024
Pre-Bid Meeting Date/Time	20/02/2024
Last date & time (deadline) for submission of financial proposal	11/03/2024 05.00 PM
Date & time of opening of Financial Bids	To be decided
Method of Selection	Least Cost System – LCS
Contact Details for queries/ Communication	
Download space	http://markfed.cg.nic.in

1.4) **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.

1.5) Selection Criteria

1. Selection would be based on 'Least Cost Selection-L1' method evaluated by the Tender Evaluation Committee
2. 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
3. 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.

1.6) Document cost (Non-Refundable)

INR- 5000(Five thousand only) has to be submitted online through RTGS/NEFT into the account of "Chhattisgarh Rajya Sahakari Vipnansangh Mayardit, 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:

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 always stored in Cloud Environment.

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 auto scalable without extra cost ability to auto scale at least horizontally without bringing the virtual machine down. The CSP shall allow MARKFED CG to add/reduce cloud resources on demand basic 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, database recovery in case of failure or rectification to keep the application running without any problem, as authenticated by MARKFED CG. CSP portal should be intelligent enough to provide recommendations for the resources over a period.
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 as per native technology of SQL server called " Always on" for the date replication between the database in DC & DR.
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 TSL/SSL, Network security tools such as VPN services, should be provided by CSP.
13. Virus protection (all necessary coverage of virus protections) should be enabled by CSP's and preventive measures should be taken for data security.
14. The Service shall provide auto-scalable, redundant, dynamic computing capabilities or virtual machines.

2.1) **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. Shall support the development teams (3rd party service provider) during the deployment of the applications at the Cloud Solution site.
5. Responsible for the data 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/ updating 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 , Only the CGMARKFED should have the control over all the Id & 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**.
23. Ensure successful network connectivity is established between the User Department location(s) and Cloud DC-DR site.

24. Ensure the appropriate security controls for physical and logical security are in place at Cloud DC and DR
25. Ensure data is successfully replicated between the Cloud DC and Cloud DR and as per the required RPO specified by the MARKFED CG
26. Ensure successful replication link is established between Cloud DC and DR site
27. Disaster Recovery Plan and Implementation: Setup and configuration of VMs, Storage, Network, Database, etc. at DR site meeting RPO and RTO requirements of the MARKFED CG.
28. DR drills should be conducted once every six months.
29. CSP conduct DR drill for two days (for the Department's environment) at the interval of every six months of operation wherein the Primary DC has to be deactivated and complete operations shall be carried out from the DR Site. However, during the change from DC to DR or vice-versa (regular planned changes), there should not be any data loss and should meet the RTO and RPO requirements. Plan the activities to be carried out during the Disaster Drill and issue a notice to the MARKFED CG at least 15 working days before such drill.
30. Automated switchover/ failover facilities (during DC failure & DR Drills).
31. CSP must Provide relevant tools and services for backup, migration and replication of application s / data.
32. Managed Database Services: Setting up, installation, configuration, management, upgradation and migration of Database Servers
33. Additional Security Requirements : Security features like PCI – DSS, Data Encryption, Third Party Authentication Support etc. as per the requirements of the data handled by the CGMARKFED / Agency
34. Auto Scaling Limit : This is a service that automatically monitors and adjusts compute resources to maintain performance for applications
35. Data Retrieval Period : In 4 hours CSP must retrieve a copy of their cloud service of CGMARKFED data from the cloud service
36. Data Retention Period : In 48 hours CSP must retain backup copies of the customer data during the termination/closure process. As per the Empanelment RFP, the CSP should not delete any data before 45 days from the expiry of the contract and the CSP will ensure the compliance of the same.
37. Log Access Availability : This parameter ensures the access of log file entries that the MARKFED CG can access
38. Logs retention period : 90 days
39. Estimated size of data for Backup Requirements : 25 GB
40. Data Mirroring Latency : NO
41. Data Backup Method : SSMS backup .
42. Data Backup Frequency : 24 hours for complete backups of data
43. Backup Retention Time : 4 hours in data restoration. As per the Empanelment RFP, the CSP should provide a backup solution that supports retention period of minimum 45 days or as desired by the MARKFED CG as per their needs.
44. Backup Generations : The number of backup generations available for use in data restoration
45. Maximum Data Restoration time : : 4 hours in data restoration
46. Provide support for automation tools for data portability
47. Data portability format : As provided by CGMARKFED.
48. Data portability interface : The mechanisms which can be used to transfer cloud service customer data to and from the cloud service. This specification potentially includes the specification of transport protocols and the specification of APIs or of any other mechanism that is supported

49. Data transfer rate : Refers to the minimum rate at which cloud service customer data can be transferred to/from the cloud service using the mechanism(s) stated in the data interface
50. Provide relevant tools and services for monitoring the performance, security, resource utilization etc.
51. CSP Provide self-service tools to the MARKFED CG that can be used to manage their Cloud infrastructure environments including MARKFED CG specific configurations
52. Provide interoperability support with regards to available APIs, data portability etc.
53. The CSP will be responsible for database recovery in case of failure and may provide data backup and recovery tools.
54. Security tools are provided by the CSP
55. The CSP shall be responsible for to provide infrastructure and platform service(s) (such as middleware) to run the applications created using programming languages, libraries, services, and\ tools supported by the CSP, on selection of PaaS Cloud Service Model by the MARKFED CG.
56. To ensure all the compliances as defined by MeitY for empanelment of Cloud Services offered by CSP and the security guidelines as defined by STQC are met by the CSP
57. Providing services on a highly secure and controlled platform and providing a wide array of security features MARKFED CG can use.
58. **CSP must provide support to the MARKFED CG for transferring data / applications at the time of exit management and as per the guidelines defined by MeitY in Cloud Services empanelment RFP.**
59. ***Systems Scalability:*** Systems should be auto scalable as per the functional requirement of the scope of work given.
60. No more than 10 minutes lag between usage and Cloud Service (API) reporting, for 99% of Cloud Services consumed by the Government Dept.
61. All the guideline issued by Miety will be the part of Tender document and should be followed by CSP.

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 share 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 MeitY empanelment conditions.
8. CSP's should ensure protection from virus, malware, spams and other malicious activities for their systems interfaces.
9. All other terms & conditions pertaining to security, confidentiality, audit, transitioning would be as per MeitY empanelment condition.

4)Service level and Penalty Terms:

Sl. No.	Service Level Objective (Availability/Uptime)	Target/Service level	**Penalty**(Periodic Payment means Periodic 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% (Measured with the help of SLA reports provided by CSP)	Penalty as indicated below (per occurrence): a) <99.5% to >= 99.00% - 10% of Periodic Payment of the Project b) <99.00% to >= 98.50% - 15% of Periodic Payment of the Project c) <98.50% to >= 98.00% - 20% of Periodic Payment of the Project d) <98% - 30% of the Periodic Payment of the Project In case the services is not available for a continuous period of 8 Business Hours on any day, penalty shall be 100% of the Periodic Payment of the Project.
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%	Penalty as indicated below (per occurrence): a) <99.5% to >= 99.00% - 5% of Periodic Payment of the Project b) <99.00% to >= 98.50% - 10% of Periodic Payment of the Project c) <98.50% to >= 98.00% - 15% of Periodic Payment of the Project d) <98% - 20% of the Periodic Payment of the Project In case the services is not available for a continuous period of 8 Business Hours on any day, penalty shall be 100% of the Periodic Payment of the Project.
3	Availability of regular reports (SLA , Cloud Services Consumption, Monitoring, Billing and Invoicing, Security, & Project Progress)	Regular reports should be submitted to the Government dept. within 5 working days from the end of the month	Penalty as indicated below (per occurrence): a) <11 working days to >= 6 working days - 2% of Quarterly Payment for the Project b) <16 working days to >= 11 working days - 4% of Quarterly Payment for the Project For the delay beyond 15 days , penalty of 5% of the Quarterly Payment for the Project

4	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%	Penalty as indicated below (per occurrence): a) <99.5% to >= 99.00% - 10% of Periodic Payment of the Project b) <99.00% to >= 98.50% - 15% of Periodic Payment of the Project c) <98.50% to >= 98.00% - 20% of Periodic Payment of the Project d) <98% - 30% of the Periodic Payment of the Project In case the Cloud Management Portal of the CSP is not available for a continuous period of 8 Business Hours on any day, penalty shall be 50% of the Periodic Payment of the Project.
5	Spinning up the Object Storage Time to spin up Object Storage Measurement shall be done by analyzing the log files	98% within 15 minutes	Penalty as indicated below (per occurrence): a) <98% to >= 95.00% - 5% of Quarterly Payment of the Service b) <95% to >= 90.0% - 10% of Quarterly Payment of the Service c) <90% to >= 85.0% - 15% of Quarterly Payment of the Service d) <85% - 20% of the Quarterly Payment of that Service
6	Usage metric for all Cloud Services Measurement shall be done by analyzing the log files and Cloud Service (API) reports.	No more than 10 minutes lag between usage and Cloud Service (API) reporting, for 99% of Cloud Services consumed by the Government Dept.	Penalty as indicated below (per occurrence): a) <99% to >= 95.00% - 1% of Quarterly Payment of the Project b) <95% to >= 90.0% - 2% of Quarterly Payment of the Project c) <90% to >= 85.0% - 3% of Quarterly Payment of the Project d) <85% - 5% of the Quarterly Payment of that Project
7	Usage cost for all Cloud Service Measurement shall be done by analyzing the log files and Cloud Service (API) reports and Invoices	No more than 24 Hrs. of lag between availability of cost details and actual usage, for 99% of Cloud Services consumed by the Government Dept.	Penalty as indicated below (per occurrence): a) <99% to >= 95.00% - 1% of Quarterly Payment of the Project b) <95% to >= 90.0% - 2% of Quarterly Payment of the Project c) <90% to >= 85.0% - 3% of Quarterly Payment of the Project d) <85% - 5% of the Quarterly Payment of that Project

8	Percentage of timely vulnerability corrections a) High Severity - Perform vulnerability correction within 30 days of vulnerability identification. b) Medium Severity - Perform vulnerability correction within 60 days of vulnerability identification. Low Severity - Perform vulnerability correction within 90 days of vulnerability identification.	Maintain 99.95% service level	Penalty as indicated below (per occurrence): a) <99.95% to >= 99.00% - 10% of Quarterly Payment for the Project b) <99.00% to >= 98.00% - 20% of Quarterly Payment for the Project b) <98% - 30% of Quarterly Payment for the Project
9	Response Time— Average Time taken to acknowledge and respond, once a ticket/incident is logged through one of the agreed channels. This is calculated for all tickets /incidents reported within the reporting month.	95% within 15minutes	<95% &>=90% (5% of the <Periodic Payment>) < 90% &>= 85% (7% of the <Periodic Payment>) < 85% &>= 80% (9% of the <Periodic Payment>) Subsequently, for every 5% drop in SLA criteria - 2% of Quarterly Payment of Basic Support service
10	Time to Resolve - Severity 1	For Severity 1, 98% of the incidents should be resolved within 30 minutes of problem reporting	a) <98% to >= 90.00% - 5% of Quarterly Payment of the Project b) <90% to >= 85.00% - 10% of Quarterly Payment of the Project c) <85% to >= 80.00% - 15% of Quarterly Payment of the Project d) Subsequently, for every 5% drop in SLA criteria - 5% of Quarterly Payment of the Project
11	Time to Resolve - Severity 2,3	95% of Severity 2 within 4 hours of problem reporting AND 95% of Severity 3 within 16 hours of problem reporting	a) <95% to >= 90.00% - 5% of Quarterly Payment of the Project b) <90% to >= 85.00% - 10% of Quarterly Payment of the Project c) <85% to >= 80.00% - 15% of Quarterly Payment of the Project d) Subsequently, for every 5% drop in SLA criteria - 5% of Quarterly Payment of the Project

12	Security breach including Data Theft/Loss/Corruption	No breach	For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR 05Lakhs to 15Lakhs as per severity. 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.
13	Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider)	RTO <= 4 hours	10% of Quarterly Payment of the Project per every additional 2 (two) hours of downtime
14	RPO (Applicable when taking Disaster Recovery as a Service from the Service Provider)	RPO <= 2 hours	10% of Quarterly Payment of the Project per every additional 2 (two) hours of data loss
15	DR Drills At least two DR drills in a year (once every six months) or as per the agreement	At least two DR drills in a year (once every six months) or as per the agreement	a) No of DR Drills =1 - 1% of the Yearly Payment of the Project b) No of DR Drills = 0 - 2% of the Yearly Payment of the Project These will be measured every six months and the liquidated damage will be levied at the end of year
16	Data Migration: Migration of data from the source to destination system	Error rate < .25%	a) Error Rate > 0.25% & <=0.30% - 1% of the Quarterly Payment of the Project b) Error Rate > 0.30% & <=0.35% - 2% of the Quarterly Payment of the Project c) Error Rate > 0.35% & <=0.40% - 3% of the Quarterly Payment of the Project For each additional drop of 0.05% in Error

			rate after 0.40%, 1% of Total Quarterly Payment of the Project will be levied as additional liquidity damage
17	Patch Application: Patch Application and updates to underlying infrastructure and cloud service. Measurement shall be done by analyzing security audit reports	95% within 8 Hrs. of the notification	Penalty as indicated below (per occurrence): a) <95% to >= 90.00% - 5% of Quarterly Payment of the Project b) <90% to >= 85.0% - 10% of Quarterly Payment of the Project c) <85% to >= 80.0% - 15% of Quarterly Payment of the Project d) <80% - 20% of the Quarterly Payment of that Project

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 payment (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 item 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

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

1. 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
2. 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 the e-procurement system.
3. 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.
4. For more details, please visit https://eproc.cgstate.gov.in or call Toll free 1800 419 9140.

9.2: Digital Certificates:

The bids submitted online must be signed digitally with a valid 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 – 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-III Digital Certificate, Therefore the bidders are advised to obtain it at the earliest. It is compulsory to possess a valid 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.

9.3: 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.

9.4: 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.

9.5: Submit Online Bids:

Bidders must 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

1. Name of the bidder/Company:
2. Address
3. Contact Details

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

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 2: Format for sharing bidders particulars (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.: 2. Empanelment Date: 3. Empanelment Due date:
10	Name, Designation and Address of the contact person to whomall 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 3 Billing Quotation:

Sl.No	Server	Description/Specification	Qty	Unit Rate in Rs./per Month Excluding GST	Total Monthly Charges(Rs.)
For Production Environment					
1	**Web Server**	1 VM with 08vCPU, 32GB RAM, 500GB Storage, Window 2022 Platform web server web edition	1		
2	**Application Server**	1 VM with 16vCPU, 64GB RAM, 2TB Storage, Window 2022 Platform Application Server enterprise edition	1		
3	**Database Server**	1 VM with 64vCPU, 128 GB RAM, 6TB Storage- Windows 2022 Platform and Microsoft SQL 2022 database Server enterprise edition	1		
4	**Web Server (GPU)**	1 VM with 08vCPU, 32GB RAM, 250GB Storage- Linux Platform-Ubuntu and PostgreSQL Database-Freeware and 1GPU Web Server, 12GiB, 24 max data disk, 1 max NICs	1		
5	**Object Storage**	Object Storage **Storage Amount:** 2000GB	1		
6	**Application + DB Server**	1 VM with 16vCPU, 64GB RAM, 4TB Storage- windows 2022 Platform and Microsoft SQL 2022 database Server enterprise edition Web and Application Server	1		
For Staging Environment					
7	**Application + DBServer**	1 VM with 8vCPU, 32GB RAM, 2TB Storage- windows 2022 Platform and Microsoft SQL 2022 database Server enterprise edition Web and Application Server	1		
For Replication of Database at different location					
8	**Database Server**	1 VM with 16vCPU, 64GB RAM, 4TB Storage- windows 2022 Platform and Microsoft SQL 2022 Database Server enterprise edition	1		
TOTAL Monthly COST					
TOTAL Monthly COST (in figures)					

GST will be applicable to as per Govt. guidelines.

Note : CSP must quote **Price including all cloud services as mentioned below :**

- All Disk Quoted Should NVME with High IOPS
- Core virtualization Ration - 1:1
- Dedicated Application load balancer and network load balancer for this Project
- Dedicated Firewall for this Project
- Dedicated Bandwidth 500 MBps
- Auto scaling: ability to auto scale at least horizontally without bringing the virtual machine down.

This is only for price discovery of additional requirement cloud services and not for commercial evaluation.

Additional Details to be submitted separately only in price bid

Sl.No	Server	Description/Specification	Qty	Unit Rate in Rs./per Month Excluding GST	Total Monthly Charges(Rs.)
Additional Details not part of Price Bid					
1	Additional HDD Storage Cost Per TB/ Per 1 Month	1TB Storage	1		
2	Additional RAM Per GB/ Per 1 Month	1GB RAM	1		
3	Additional 1 Core CPU / Per 1 Month	1vCPU	1		
4	Additional Object Storage/ Per 1 Month	Storage Amount: 1000GB	1		
5	Additional RAM / Per 1 Month	16GB RAM	1		
6	Additional RAM / Per 1 Month	32GB RAM	1		
7	Additional RAM / Per 1 Month	64GB RAM	1		
8	Additional RAM / Per 1 Month	128GB RAM	1		
9	Additional RAM / Per 3 Month	16GB RAM	1		
10	Additional RAM / Per 3 Month	32GB RAM	1		
11	Additional RAM / Per 3 Month	64GB RAM	1		
12	Additional RAM / Per 3 Month	128GB RAM	1		
13	Additional RAM / Per 6 Month	16GB RAM	1		
14	Additional RAM / Per 6 Month	32GB RAM	1		
15	Additional RAM / Per 6 Month	64GB RAM	1		
16	Additional RAM / Per 6 Month	128GB RAM	1		