



NCVET

(National Council for Vocational Education and Training)

4th Floor Kaushal Bhawan (Near Hotel Leela Palace), Africa Ave, Diplomatic Enclave Chanakyapuri

New Delhi – 110023

Tender Reference No: 34002/06/2023/NCVET

REQUEST FOR PROPOSAL (RFP) FOR PROCUREMENT OF CLOUD AND HOSTED SERVICES FOR NCVET

Acronyms

| Acronym | Full Form |
|---------|---|
| AAs | Assessment Agencies |
| ABs | Awarding Bodies |
| API | Application Programming Interface |
| CSP | Cloud Service Provider |
| DB | Data Base |
| DEP | Digital Enterprise Portal |
| DR | Data Recovery |
| EMD | Earnest Money Deposit |
| FY | Financial Year |
| GST | Goods and Services Tax |
| IPSEC | Internet Protocol Security |
| ISMS | Information Security Management System |
| ISO | International Organization for Standardization |
| ITIL | Information Technology Infrastructure Library |
| MeitY | Ministry of Electronics and Information Technology |
| MIS | Management Information System |
| MPLS | Multiprotocol Label Switching |
| MSDE | Ministry of Skill Development and Entrepreneurship |
| MSE's | Micro & Small Enterprises |
| NCVET | National Council of Vocational Education and Training |
| NEFT | National Electronics Funds Transfer |
| NIC | National Informatics Center |
| OPEX | Operating Expenditure |
| O&M | Operations and Maintenance |
| OEM | Original Equipment Manufacturer |
| OTP | One Time Password |
| PAN | Permanent Account Number |
| PBG | Performance Bank Guarantee |
| PDF | Portable Document Format |
| PMU | Project Management Unit |
| RFP | Request for Proposal |
| RPO | Recovery Point Objective |
| RTO | Recovery Time Objective |
| SEO | Search Engine Optimization |
| SI | System Integrator |
| SIP | Skill Information Provider |
| SLA | Service Level Agreement |
| SMS | Short Message Service |
| SOPs | Standard Operating Procedures |
| SOW | Statement of Work |

Date of Publishing of RFP: 21.12.2023

Important Dates and Information

| S. No. | Particular | Details |
|--------|--|--------------------|
| 1. | Publishing of RFP document | 21.12.2023 |
| 2. | Start date for download of RFP document | 21.12.2023 |
| 3. | Last date and time for submission of queries | 29.12.2023 |
| 4. | Pre-bid conference date and time | 03.01.2024 |
| 5. | End date for download of RFP document | 11.01.2024 |
| 6. | Date for submission of online bids | 11.01.2024 |
| 7. | Date for opening of Bids | 11.01.2024 |
| 8. | Date and time for opening of commercial bids | To be communicated |

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1. Introduction

1.1. About NCVET

The National Council of Vocational Education and Training (NCVET), notified on December 5, 2018, has been set up as an overarching umbrella regulator establishing regulations and standards to ensure quality in the TVET space, subsuming the responsibilities of National Skill Development Agency (NSDA) and the erstwhile National Council of Vocational Training (NCVT).

- i. The major functions of NCVET include:
 - a. Recognition and regulation of Awarding Bodies (ABs), Assessment Agencies (AAs), and Skill related Information Providers
 - b. Approval of Qualifications/NOS/Micro-Credentials as per NSQF (National Skills Qualification Framework)
 - c. Maintaining a repository of all NSQF-approved Qualifications/NOS/Micro-Credentials in the National Qualification Register (NQR)
 - d. Monitoring, Evaluation and Supervision of recognized entities including Skill Information Providers (SIP)
 - e. Grievance Redressal of the varied stakeholders.

1.2. Project Background

Currently, major activities of NCVET are being carried out manually in the form of forms, files, etc. NCVET now wants to set up its digital backbone in the form of IT system to help manage its operations and aid in decision-making and regulation. This IT system shall help different stakeholders to interact with NCVET and vice versa. This shall also enable NCVET to collect, analyze, review data from stakeholders and shall enable the council to identify redundancies, monitor implementation and aid in better decision making and help govern and improve the impact of skill development programs in India.

The backbone shall also act as a single window platform for all stakeholders to consume different services being offered by the council and shall enable the council to effectively regulate and govern the recognized entities in the Indian skill ecosystem.

The IT system thus built shall be enabled by the Primary & Secondary databases at the backend along with a workflow engine driven by rules engine, which shall utilize these data to present a unified system to various stakeholders at the front end.

The primary databases shall be developed and maintained by NCVET as part of this IT system. The secondary databases shall be owned and maintained by respective Recognized entities and shall be integrated with the system through APIs to share required data with NCVET.

NCVET has appointed a System Integrator (development agency) for this project [Digital Enterprise Portal (DEP)]. The system integrator shall provide all necessary support to NCVET during planning, implementation, operations and maintenance of the project to ensure effective monitoring and management of the project. NCVET wants to select a cloud service provider (CSP) to provide hosting & other services to NCVET for the DEP.

2. Scope of the Project / Services

NCVET is looking towards using a Managed Service Cloud Solution with services for hosting its DEP Application and for storing data, having end-to-end encryption capability and insights about the type of access with a quick dashboard. In this regard, Bidder shall have to perform the following activities as per the scope of work given below, but not limited to:

- A. The environment of the Virtual Private Cloud/Government Community Cloud shall comply with the respective Provisional Empanelment Compliance Requirements published by the Ministry of Electronics Information and Technology, Government of India.
- B. Availability of cloud services for at least 99.5% of time measured on monthly basis for a 24x7x365 time period.

- C. Availability of cloud services shall be measured at each service level and not at the application level.
- D. Bidder is responsible for Design, configuration, installation and setting up of Cloud site (DC & DR) that will include (not an exhaustive list)
- i. Design, configuration, installation and setting up of Cloud site (DC & DR)
 - ii. DR should be provided in data centers that are in different physical locations to DC (i.e. distinct and independent infrastructure to DC).
 - iii. Maintenance & support of implemented Cloud Sites
 - iv. Management Support: Platform Monitoring, Performance tuning, Cost optimization, Update/upgrade management, Break fix management, Change management, Incident management, SOC management, Threshold-based alert, Access management, Patch management (for managed services), Backup management, Monthly reports.
 - v. On-time implementation for cloud
 - vi. Continuous support post-implementation.
 - vii. One-time Deployment support for projects
 - viii. 24x7 support center services
 - ix. Technical assistance for running infrastructure during business hours
 - x. Reporting services
 - xi. Back-up and restore services
 - xii. Data replication from DC to DR.
 - xiii. System should be able to provide the ability to automatically increase/ scale the number of Instances/ VMs during demand spikes for a few hours/ days to maintain performance
 - xiv. No prior intimation or buffer will be given, as the increase/ decrease number of instances should happen automatically based on the controls/ parameters set up for maximum/ minimum usage of VMs.
 - xv. System should be able to provide metering and billing of services like VMs, storage, at daily/Monthly.
 - xvi. In case daily prices are not available, the same will be paid based on the pro-rata basis the monthly rate and actual usage of the service.
 - xvii. The setup provided shall be architected in such a way to automatically restart VMs on a healthy host if the original physical host fails and avoid VM outages or downtime when the provider is performing any kind of hardware or service maintenance at the host level
 - xviii. The Service Provider should be able to provide usage statistics of services like VMs storage, email/SMS alerts services, etc. on an hourly /day-to-day basis.
 - xix. Schedule events for VMs such as a reboot stop/start or retirement
 - xx. Ability to automatically increase/scale the number of Instances/VMs during demand spikes to maintain performance
 - xxi. Pause and Resume VMs (hibernate your instances and resume them from this state at a later time)
- E. The account needs to be opened in the name of NCVET and root access to the account shall be maintained with NCVET at all times. No data shall be removed from the account by the bidder at any time unless specified instruction is provided by NCVET.
- F. Bidder shall provide all reasonably possible support to the development team and NCVET in respect of the aforesaid cloud service solution.
- G. The Bidder shall support archival of the data as and when technically required
- H. The Bidder should provide support to the technical team of the NCVET for optimization of resources in the cloud environment for better performance and also provide physical and virtual access to the technical persons for the resolution of any issue pertaining to the operation, maintenance or rectification to keep the application running without any problem, as authenticated by the NCVET.
- I. The Bidder shall be responsible for provisioning of required cloud infrastructure for various applications. The Bidder shall examine the application landscape that needs to be hosted on cloud infrastructure. This activity may enable the Bidder to gauge the application workload requirements before provisioning the respective cloud infrastructure / Configuration and Services for the respective applications as per the Industry standards.
- J. The Bidder shall be responsible for provisioning, monitoring and management of all cloud infrastructure/ services.
- K. The Bidder shall have monitoring tools for measuring the utilization of servers, storage and network. The tool shall be capable of providing the exact utilization of servers and shall be able to generate per day, per month and

per quarter utilization reports based on which the payments will be made to the Bidder. Bidder should also provide access to this tool to NCVET.

- L. The Bidder shall be responsible for ensuring the security of cloud services and infrastructure.
- M. The cloud infrastructure/service provisioned by the Bidder must be scalable and flexible.
- N. NCVET shall be able to add/reduce cloud infrastructure/services on a demand basis.
- O. The Bidder should provide billing console access to NCVET
- P. Detailed user level or user group level auditing, monitoring, metering, accounting and quota is essential for the cloud platform to be offered.
- Q. On expiration / termination of the contract, Bidder will need to handover the CSP account on as-is basis with complete data which will be easily accessible and readable in the desired format to NCVET without any additional cost to NCVET
- R. Bidder to intimate NCVET immediately about a surge in resource usage in case of DDoS or any other cyber-attacks without any additional cost to NCVET.
- S. Bidder shall develop reusable scripts to automate the process of infrastructure (like virtual machine, storage and network etc.) deployment and subsequent configuration for various use cases at no additional cost to NCVET.
- T. The support cost quoted by the Bidder shall include all cost towards monitoring, management and support the cloud infrastructure / services etc.
 - i. Setup, configure and manage the following cloud components but not limited to:
 - ii. Virtual machines, containers.
 - iii. Storage (block, object etc., as applicable).
 - iv. Network and security (public subnets, private subnets, security rules, VLAN, etc.).
 - v. Identity and access management.
 - vi. Set up of database.
 - vii. Load Balancer.
 - viii. Web Application Firewall
 - ix. Take backups, snapshots of application servers, applications, databases and it's archival, retrieval, access, authorization
 - x. Monitoring of all instances and reporting of failure as per SLA.
 - xi. Provide access to monitor health/system utilization through a dashboard.
 - xii. Monitoring all cloud services used for an application and fixing of issues, if any.
 - xiii. Generate email alerts for all major problems in the cloud infrastructure.
 - xiv. To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of any non-public government data collected and stored by the Bidder, the Bidder shall afford NCVET access to its technical capabilities, documentation, records, etc.
 - xv. Unless other mentioned, Bidder should ensure encryption for the data at rest and in transit
 - xvi. Bidder shall also be able to meet any new security requirements as specified by NCVET or its designated agency/Auditor during the period of the contract.
 - xvii. NCVET may seek right to perform remote audits / review through the management console of the provisioned cloud environment through a third-party auditor appointed or Authorized by MeitY/Gol. NCVET will notify the Bidder in advance regarding the same.
 - xviii. CSP is required to disaster recovery test to determine a successful configuration of DR plan at the determined RPO/RTO. For this purpose, CSP is required to support the department conduct DR drills every 6 months for the application. Further, CSP is required to demonstrate ability of cloud services to be available during the drills as per determined RPO/RTO.
 - xix. Bidder to sign a Non-Disclosure Agreement (NDA) to maintain the confidentiality of the NCVET DEP data.
 - xx. CSP must ensure that DEP data must remain only in India and should not go beyond the Indian boundaries.

3. Infrastructure and Services Requirements of NCVET

As per Annexure 1

4. Eligibility Criteria for Cloud Service Provider

| Eligibility Criteria | Supporting Documents required |
|---|--|
| The Cloud Service Provider (CSP) should be empaneled with the Ministry of Electronics & Information and Technology (MeitY), Government of India for offering both DC & DR on its own to government bodies. The minimum distance between the DC and DR should be as at least 100 kms apart. Also, CSP validity should extend throughout the entire contract period. | Copy of Valid MeitY Empanelment Certificate along with undertaking on letterhead of CSP. |

5. Delivery Schedule

| Sr no | Parameter | Timelines |
|-------|--|---|
| 1 | Kick-Off Meeting and Sign Off | Within 7 working days from the issuance of LOA/ PO |
| 2 | Provisioning of cloud landing zone covering foundational services (account setup, cloud security services, user roles & permissions etc.), compute services, storage services and network connectivity | Within 15 working days from the issuance of LOA/ PO |
| 3 | Operational acceptance | 7 working days after provisioning the services |
| 4 | Operation and maintenance phase | Will start from the date of operational acceptance provided |

6. Key Requirements of the Bid

6.1.1. Right to Terminate the Process

- NCVET may terminate the RFP process at any time and without assigning any reason. NCVET makes no commitments, express or implied, that this process shall result in a business transaction with anyone.
- This RFP does not constitute an offer by NCVET. The bidder's mere participation in this process may not result in NCVET selecting the bidder to engage towards execution of the contract.

6.1.2. Cost of Tender

- Bidders shall submit non-refundable Cost of Tender of INR 10,000/- (Rupees Ten Thousand Only) via RTGS/NEFT/electronic mode to NCVET Account No. 1098101104684, Canara Bank, Jeevan Bharti Building, Parliament Street, New Delhi – 110001, IFSC Code CNRB0001098. The Cost of Tender shall not be entertained in any other form and shall be denominated in Indian Rupees only. Proof of payment/UTR shall be submitted as part of bid.
- The bidder can download the RFP documents from the Government eMarketplace Portal (<https://gem.gov.in/> & www.ncvet.gov.in). Bids submitted with or without inadequate Cost of Tender shall be rejected.

- c. As per Government of India Guidelines for Startup/Micro & Small Enterprises, the bidders may claim exemption from deposit of Cost of Tender provided that the bidders upload, along with the technical bid, the scanned copy of documentary proof / certificate in support of the claim for Cost of Tender exemption issued by the appropriate authority of Government of India.

6.1.3. Bid Security/ Earnest Money Deposit (EMD)

- a. Bidders shall submit, along with their Proposals, an EMD of INR 5,00,000/- (Rupees Five Lakhs Only), in the form of a Demand Draft OR Bankers Cheque OR Bank Guarantee. The payment transfer related information is as follows:
- EMD Bank Guarantee in the format specified in Form 1A of Appendix- I issued by a scheduled bank in Favor of 'National Council for Vocational Education and Training (NCVET)'. The EMD should remain valid for a period of 45 days beyond the final tender validity period.
 - Demand Draft/Banker cheque issued by a scheduled bank in favor of 'National Council for Vocational Education and Training (NCVET)' payable at 'New Delhi'.
- b. The successful bidder shall submit PBG for 10% of the contract value or as per Government of India guidelines applicable at the time of bid submission. In case of unsuccessful bidders, the earnest money will be refunded within 30 days of issuance of the acceptance letter to a successful bidder. However, in case the bidder is disqualified during evaluation of Eligibility Criteria, the Earnest Money shall be refunded within 30 days of disqualification of the bid.
- c. No interest shall be payable on Earnest Money, in any case.
- d. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- e. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected (except for those bidders falling under point f). The EMD may be forfeited:
- If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
- f. As per Government of India Guidelines for Startup/ Micro & Small Enterprises, the bidders may claim exemption from deposit of EMD provided the bidders upload, along with the technical bid, the scanned copy of documentary proof / certificate in support of the claim for EMD exemption issued by the appropriate authority of Government of India.
- g. In case of any bidder who claim exemption of EMD in terms of Point "f" above, modifies his offer or terms conditions thereof, after submitting his bid for any reasons whatsoever during the Bid process, without prejudice to the course of action as stipulated in the preceding EMD Clause, the case would be referred to the appropriate authority of Government of India for cancellation of the benefits issued to such bidder and initiating necessary action against the bidder.

6.1.4. Submission of Responses

- a. The online packets containing the Bid shall include scanned copies of all relevant documents as mentioned below, serially numbered, and duly signed and stamped on each page by the bidder. All documents as required to be submitted need to be digitally signed by the Authorized Signatory.
- b. All the pages of the Bid must be sequentially numbered and must contain the list of contents with page numbers.
- c. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be signed by the person (or persons) who sign(s) the bids.
- d. The bidder shall not indicate any prices in the technical bid.
- e. Failure by the bidder to adhere to the terms and conditions of the RFP will result in the rejection of the bid.

f. NCVET reserves the right to reject any or all bids without assigning any reasons thereof.

g. Commercial Bid (as per Part B)

- i. Prices shall only be indicated in the Commercial Bid. The Commercial Bid should be uploaded in the GEM Portal. Bidders shall mention per unit cost as per the Annexure -1.
- ii. Prices quoted by the Bidder for unit rates shall remain firm during the entire contract period and not subject to price variation on any account. A bid submitted with an adjustable price quotation shall not be considered and shall be rejected.

6.1.5. Authentication of Bids

Bid should be accompanied by a power-of-attorney in the name of the signatory of the Bid as per **Form 2 of Appendix -1**. Copy of Board Resolution to be attached along with Power of Attorney stating the powers of the executants to authorize the concerned person to whom this power of attorney is being issued.

6.1.6. Clarifications & Amendments to Bid Documents

NCVET may, at any time prior to the due date of the bid and for any reason, whether at its own initiative or in response to any clarification sought by any Bidder, modify the Bid document. Any corrigendum thus issued will be posted on the website of the NCVET (www.ncvet.gov.in) as well as Government e-Marketplace <https://gem.gov.in> and such modification will be binding on all. In order to provide sufficient time for the prospective bidders to take into account the modification or for any other reasons, NCVET may, at its discretion extend the due date for the proposal.

6.2. Preparation and Submission of Bids

6.2.1. Bid Preparation Costs

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority, or any other costs incurred in connection with or relating to its Bid. All such costs and expenses shall remain with the Bidder and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

6.2.2. Language

The Bid and all related correspondence and documents in relation to the Bid Process shall be in English language only. Supporting documents and printed literature furnished by the Bidder with the Bid may be in any other language provided that they are accompanied by translations in the English language, duly authenticated and certified by the Bidder. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the Bid, the English language translation shall prevail.

6.2.3. Deadline for Submission of Bids

Bid, in its complete form in all respects as specified in the RFP, must be submitted electronically in the GEM Portal <https://gem.gov.in>. The start date for submission of online bid 21.12.2023 and the end date for submission of online bid is 11.01.2024

Bidder should log into the GEM portal well in advance for Bid submission for uploading the Bid on time i.e., on or before the bid submission end time. Bidder shall be responsible for any delay due to other issues. NCVET will not take any responsibility for any technical snag or failure that has taken place during the document upload due to client system or insufficient bandwidth at the bidder side.

The server time, which is displayed on the bidder's dashboard, shall be considered as the standard time for referencing the deadlines for submission of the bids by the bidders. The bidders should follow this time during bid submission.

6.2.4. *Withdrawal, Substitution, and Modification of Bids*

- a. A Bidder may modify its Bid or re-submit its Bid (technical and/or commercial) as per the instructions/procedure mentioned at GEM portal.

6.2.5. *Late Bids*

- a. Bids shall be submitted online only before the date and time mentioned in this RFP or its subsequent corrigenda. No other mode of bid submission shall be accepted.
- b. The time settings of the GEM portal, shall be valid for all actions of requesting, bid submission, bid opening etc., for this RFP. The bidders shall follow this time during bid submission.
- c. Beyond the date and time of bid submission, bidder shall not be able to submit their bids on GEM.

6.3. Deviations

No deviations shall be allowed in the bidder's response and the bidder has to agree unconditional acceptance of all the contents of the RFP document including Terms and Conditions, Scope of Work, Payment Terms, Service Levels Agreements and Deductions, etc. Conditional bids shall be summarily rejected.

6.4. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to enter into Contract/Agreement as per the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NCVET may award the contract to the next best value bidder or call for new Bids from the interested bidders. In such a case, EMD of the successful bidder will be encashed and fresh tenders will be invited at the risk and cost of the bidder.

6.5. Total Responsibility

Bidder should issue an undertaking stating that they have read and understood all details provided in the RFP and subsequent corrigenda and undertake total responsibility for the defect free operation.

7. Service Level Agreement

The bidder shall be required to enter into SLA (Service Level Agreement) which will clearly define the roles/responsibilities and other clauses as applicable and acceptable by NCVET and Bidder.

Cloud services shall be provided by Meity empaneled service provider. In normal operations, Data Centre (DC) will act as a primary centre for data storage and the cloud-based Disaster Recovery Centre (DR) shall act as backup. Regular data backups shall be planned in normal operation. When DC fails, the controls will move to DR and DR shall act as a Primary center, once DC is restored, DR shall become secondary again and DC shall be the primary center. All relevant SLA mentioned in this document shall be applicable on DR which are otherwise for DC. CSP will take complete ownership of the respective SLA.

- For all the cloud services components of CSP will submit the confirmation on respective letterhead.
- For non-native components CSP will submit the confirmation from respective OEM.
- For CSP related SLAs, CSP will submit the confirmation on their letterhead.

Data corruption or loss on the cloud platform due to technical reasons or human error on the account of CSP will attract hefty penalties and may lead to contract termination. Further, SLA on CSP will be applicable as mentioned in the MeitY Procurement Manual.

| S. No# | Service Level Objective | Definition | Target | Penalty |
|---------------------|--|---|--|---|
| Availability | | | | |
| 1 | Availability of each cloud service (Applicable for all Cloud Service as defined in Cloud Services Bouquet) | <p>Availability means, the aggregate number of hours in a calendar month during which cloud service is actually available for use through command line interface, user/admin portal and APIs (which ever applicable)</p> <p>Uptime Calculation for the calendar month: $\left\{ \left[\frac{\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}}{\text{Total No. of Hours in the calendar month}} \right] \times 100 \right\}$</p> | Availability for each of the cloud service $\geq 99.5\%$ | <p>Penalty as indicated below (per occurrence):</p> <p>a) $<99.5\%$ to $\geq 99.00\%$ - 10% of Quarterly Payment of the Project</p> <p>b) $<99.00\%$ to $\geq 98.50\%$ - 15% of Quarterly Payment of the Project</p> <p>c) $<98.50\%$ to $\geq 98.00\%$ - 20% of Quarterly Payment of the Project</p> <p>d) $<98\%$ - 30% of the Quarterly Payment of the Project</p> <p>In case the services are not available for a continuous period of 8 Business Hours on any day, penalty shall be 100% of the Quarterly</p> |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|--------|---|---|--|--|
| | | | | Payment of the Project. |
| 2 | <p>Availability of Critical Services (As defined in Annexure B)</p> <p>*This SLA shall not be applicable when the associated cloud service as mentioned in SLA#1 above is not available/up.</p> | <p>Availability means, the aggregate number of hours in any specified time period during which the critical service is actually available for use through command line interface, user/admin portal and APIs (which ever applicable)</p> <p>Uptime Calculation for the calendar month: $\{[(\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}) / \text{Total No. of Hours in the calendar month}] \times 100\}$</p> | <p>Availability for each of the critical service $\geq 99.5\%$</p> | <p>Penalty as indicated below (per occurrence):</p> <p>a) $<99.5\%$ to $\geq 99.00\%$ - 5% of Quarterly Payment of the Project</p> <p>b) $<99.00\%$ to $\geq 98.50\%$ - 10% of Quarterly Payment of the Project</p> <p>c) $<98.50\%$ to $\geq 98.00\%$ - 15% of Quarterly Payment of the Project</p> <p>d) $<98\%$ - 20% of the Quarterly Payment of the Project</p> <p>In case the services are not available for a continuous period of 8 Business Hours on any day, the penalty shall be 100% of the Quarterly Payment of the Project.</p> |
| 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. | Regular reports should be submitted to the Government dept. within 5 working days from the end of the month. | <p>Penalty as indicated below (per occurrence):</p> <p>a) <11 working days to ≥ 6 working days - 2% of Quarterly Payment for the Project</p> <p>b) <16 working days to ≥ 11 working days - 4% of Quarterly Payment for the Project</p> <p>c) For the delay beyond 15 days, penalty of 5% of the Quarterly Payment for the Project</p> |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|--------------------|---|--|--|---|
| 4 | Availability of the Cloud Management Portal of CSPs | <p>Availability means the aggregate number of hours in a calendar month during which cloud management portal of CSP is actually available for use</p> <p>Uptime Calculation for the calendar month: $\{[(\text{Uptime Hours in the calendar month} + \text{Scheduled Downtime in the calendar month}) / \text{Total No. of Hours in the calendar month}] \times 100\}$</p> | Availability of the Cloud Management Portal of CSP $\geq 99.5\%$ | <p>Penalty as indicated below (per occurrence):</p> <p>a) $<99.5\%$ to $\geq 99.00\%$ - 10% of Quarterly Payment of the Project</p> <p>b) $<99.00\%$ to $\geq 98.50\%$ - 15% of Quarterly Payment of the Project</p> <p>c) $<98.50\%$ to $\geq 98.00\%$ - 20% of Quarterly Payment of the Project</p> <p>d) $<98\%$ - 30% of the Quarterly Payment of the Project</p> <p>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 Quarterly Payment of the Project.</p> |
| Performance | | | | |
| 5 | Provisioning of new Virtual Machine | <p>Time to provision new Virtual Machine (up to 64 core)</p> <p>Measurement shall be done by analyzing the log files</p> | 95% within 5 minutes | <p>Penalty as indicated below (per occurrence):</p> <p>a) $<95\%$ to $\geq 90.00\%$ - 5% of Quarterly Payment of the Service</p> <p>b) $<90\%$ to $\geq 85.0\%$ - 10% of Quarterly Payment of the Service</p> <p>c) $<85\%$ to $\geq 80.0\%$ - 15% of Quarterly Payment of the Service</p> <p>d) $<80\%$ - 20% of the Quarterly Payment of that Service</p> |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|--------|-------------------------------------|--|---|---|
| 6 | Spinning up the Object Storage | <p>Time to spin up Object Storage</p> <p>Measurement shall be done by analyzing the log files</p> | 98% within 15 minutes | <p>Penalty as indicated below (per occurrence):</p> <p>a) <98% to >= 95.00% - 5% of Quarterly Payment of the Service</p> <p>b) <95% to >= 90.0% - 10% of Quarterly Payment of the Service</p> <p>c) <90% to >= 85.0% - 15% of Quarterly Payment of the Service</p> <p>d) <85% - 20% of the Quarterly Payment of that Service</p> |
| 7 | Spinning up the Block Storage | <p>Time to spin up to 100 GB Block Storage and attach it to the running VM</p> <p>Measurement shall be done by analyzing the log files</p> | 98% within 15 minutes | <p>Penalty as indicated below (per occurrence):</p> <p>a) <98% to >= 95.00% - 5% of Quarterly Payment of the Service</p> <p>b) <95% to >= 90.0% - 10% of Quarterly Payment of the Service</p> <p>c) <90% to >= 85.0% - 15% of Quarterly Payment of the Service</p> <p>d) <85% - 20% of the Quarterly Payment of that Service</p> |
| 8 | Usage metric for all Cloud Services | <p>The usage details for all the Cloud Service should be available within 15 mins of actual usage</p> <p>Measurement shall be done by analyzing the log files and Cloud Service (API) reports.</p> | No more than 15 minutes lag between usage and Cloud Service (API) reporting, for 99% of Cloud Services consumed by the Government Dept. | <p>Penalty as indicated below (per occurrence):</p> <p>a) <99% to >= 95.00% - 1% of Quarterly Payment of the Project</p> <p>b) <95% to >= 90.0% - 2% of Quarterly Payment of the Project</p> <p>c) <90% to >= 85.0% - 3% of Quarterly Payment of the Project</p> <p>d) <85% - 5% of the Quarterly Payment of that Project</p> |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|-----------------|--|---|---|--|
| 9 | Usage cost for all Cloud Service | <p>The cost details associated with the actual usage of all the Cloud Service should be available within 24Hrs of actual usage</p> <p>Measurement shall be done by analyzing the log files and Cloud Service (API) reports and Invoices</p> | 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. | <p>Penalty as indicated below (per occurrence):</p> <p>a) <99% to >= 95.00% - 1% of Quarterly Payment of the Project</p> <p>b) <95% to >= 90.0% - 2% of Quarterly Payment of the Project</p> <p>c) <90% to >= 85.0% - 3% of Quarterly Payment of the Project</p> <p>d) <85% - 5% of the Quarterly Payment of that Project</p> |
| Security | | | | |
| 11 | Percentage of timely vulnerability reports | <p>Percentage of timely vulnerability reports shared by CSP with Government Dept. within 5 working days of vulnerability identification.</p> <p>The Measurement period is calendar month.</p> | Percentage of timely vulnerability reports shared with Government Dept. within 5 working days of vulnerability identification >= 99.95% | <p>Penalty as indicated below (per occurrence):</p> <p>a) <99.95% to >= 99.00% - 10% of Quarterly Payment for the Project</p> <p>b) <99.00% to >= 98.00% - 20% of Quarterly Payment for the Project</p> <p>b) <98% - 30% of Quarterly Payment for the Project</p> |
| 12 | Percentage of timely vulnerability corrections | <p>Percentage of timely vulnerability corrections performed by CSP.</p> <p>High Severity - Perform vulnerability correction within 30 days of vulnerability identification.</p> <p>Medium Severity - Perform vulnerability correction within 60 days of vulnerability identification.</p> <p>Low Severity - Perform vulnerability correction within 90 days of vulnerability identification.</p> <p>Measurement period is calendar month.</p> | Maintain 99.95% service level | <p>Penalty as indicated below (per occurrence):</p> <p>a) <99.95% to >= 99.00% - 10% of Quarterly Payment for the Project</p> <p>b) <99.00% to >= 98.00% - 20% of Quarterly Payment for the Project</p> <p>b) <98% - 30% of Quarterly Payment for the Project</p> |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|--------|---|--|--|---|
| 13 | Security breach including Data Theft/Loss/Corruption | Any incident wherein system including all cloud-based services and components are compromised or any case wherein data theft occurs (includes incidents pertaining to CSPs only) | No breach | <p>For each breach/data theft, penalty will be levied as per following criteria.</p> <p>Severity 1 (as define in Annexure A) - Penalty of Rs 15 Lakh per incident.</p> <p>Severity 2 (as define in Annexure A) - Penalty of Rs 10 Lakh per incident.</p> <p>Severity 3 (as define in Annexure A) - Penalty of Rs 5 Lakh per incident.</p> <p>These penalties will not be part of overall SLA penalties cap per month.</p> <p>In case of serious breach of security wherein the data is stolen or corrupted, << Government Department / Agency>> reserves the right to terminate the contract.</p> |
| 15 | <p>Security Incident (Malware Attack/ Denial of Service Attack/ Data Theft/ Loss of data/ Intrusion or Defacement)</p> <p>Applicable on the CSP's underlying infrastructure</p> | <p>Security incidents could consist of any of the following:</p> <p>Malware Attack: This shall include Malicious code infection of any of the resources, including physical and virtual infrastructure and applications.</p> <p>Denial of Service Attack: This shall include non-availability of any of the Cloud Service due to attacks that consume related resources. The Service Provider shall be responsible for monitoring, detecting</p> | <p>Any Denial-of-service attack shall not lead to complete service non- availability.</p> <p>Zero Malware attack / Denial of Service attack / Intrusion / Data Theft</p> | <p>For each occurrence of any of the attacks (Malware attack / Denial of Service attack / Intrusion / Data Theft), 10% of the Quarterly Payment of the Project</p> |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|---|--|--|-----------------------|---|
| | | <p>and resolving all Denial of Service (DoS) attacks.</p> <p>Intrusion: Successful unauthorized access to system, resulting in loss of confidentiality/ Integrity/availability of data. The Service Provider shall be responsible for monitoring, detecting and resolving all security related intrusions on the network using an Intrusion Prevention device.</p> | | |
| Support Channels - Incident and Helpdesk | | | | |
| 16 | Response Time under Basic Support (As defined under cloud service bouquet) | <p>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.</p> | 95% within 60 minutes | <p>a) <95% to >= 90.00% - 5% of Quarterly Payment of Basic Support service</p> <p>b) <90% to >= 85.00% - 7% of Quarterly Payment of Basic Support service</p> <p>c) <85% to >= 80.00% - 9% of Quarterly Payment of Basic Support service</p> <p>d) Subsequently, for every 5% drop in SLA criteria - 2% of Quarterly Payment of Basic Support service</p> |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|--------|--|---|--|---|
| 17 | Percentage of timely incident report under Basic Support service (As defined under cloud service bouquet) | <p>The defined incidents to the cloud service which are reported to the Government Dept. in a timely fashion.</p> <p>This is represented as a percentage by the number of defined incidents reported within 1 hr. after discovery in a month, over the total number of defined incidents to the cloud service which are reported within the month</p> | 95% of the incidents should be reported to Government Dept. within 1 Hr. of occurrence. | <p>a) <95% to >= 90.00% - 5% of Quarterly Payment of Basic Support service</p> <p>b) <90% to >= 85.00% - 10% of Quarterly Payment of Basic Support service</p> <p>c) <85% to >= 80.00% - 15% of Quarterly Payment of Basic Support service</p> <p>d) Subsequently, for every 5% drop in SLA criteria - 5% of Quarterly Payment of Basic Support service</p> |
| 18 | Response Time under Enterprise Support (As defined under cloud service bouquet) | <p>Average Time taken to acknowledge and respond, once a ticket/incident is logged through one of the agreed channels.</p> <p>This is calculated for all tickets/incidents reported within the reporting month.</p> | 95% within 15 minutes | <p>a) <95% to >= 90.00% - 5% of Quarterly Payment of Enterprise Support service</p> <p>b) <90% to >= 85.00% - 7% of Quarterly Payment of Enterprise Support service</p> <p>c) <85% to >= 80.00% - 9% of Quarterly Payment of Enterprise Support service</p> <p>d) Subsequently, for every 5% drop in SLA criteria - 2% of Quarterly</p> <p>e) Payment of Enterprise Support service</p> |
| 19 | Percentage of timely incident report under Enterprise Support service (As defined under cloud service bouquet) | <p>The defined incidents to the cloud service which are reported to the Government Dept. in a timely fashion.</p> <p>This is represented as a percentage by the number of defined incidents reported within 1 hr. after discovery in a month, over the total number of defined incidents to the cloud service which</p> | 95% of the incidents should be reported to Government Dept. within 15 min of occurrence. | <p>a) <95% to >= 90.00% - 5% of Quarterly Payment of Enterprise Support service</p> <p>b) <90% to >= 85.00% - 10% of Quarterly Payment of Enterprise Support service</p> <p>c) <85% to >= 80.00% - 15% of Quarterly Payment of Enterprise Support service</p> <p>d) Subsequently, for every 5% drop in SLA criteria - 5% of Quarterly Payment of</p> |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|---|---|---|---|--|
| | | are reported within the Month | | Enterprise Support service |
| 20 | Time to Resolve - Severity 1 | Time taken to resolve the reported ticket/incident from the time of logging. | For Severity 1, 95% of the incidents should be resolved within 30 minutes 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 |
| 21 | Time to Resolve - Severity 2,3 | Time taken to resolve the reported ticket/incident from the time of logging. | 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 |
| Disaster Recovery and Data Backup Management | | | | |
| 22 | Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider) | Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa. | RTO <= 4 hours Government Department may specify more stringent RTO based on its application requirements | 10% of Quarterly Payment of the Project per every additional 2 (two) hours of downtime |
| 23 | RPO (Applicable when taking Disaster Recovery as a Service from the Service Provider) | Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa. | RPO <= 30 minutes Government Department may specify more stringent RPO based on its application requirements | 10% of Quarterly Payment of the Project per every additional 30 minutes of data loss |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|-------------------------------|---|---|--|--|
| 24 | 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 | <p>No of DR Drills =1 - 1% of the Yearly Payment of the Project</p> <p>No of DR Drills = 0 - 2% of the Yearly Payment of the Project</p> <p>These will be measured every six months and the liquidated damage will be levied at the end of year</p> |
| Audit & Monitoring | | | | |
| 27 | Budget Alerts & Notification | <p>Alerts and Notifications for budgeting and usage-based threshold</p> <p>Measurement shall be done by analyzing the log files</p> | 99% within 10 mins of crossing the Threshold | <p>Penalty as indicated below (per occurrence):</p> <p>a) <99% to >= 95.00% - 0.25% of Quarterly Payment of the Project</p> <p>b) <95% to >= 90.0% - 0.5% of Quarterly Payment of the Project</p> <p>c) <90% to >= 85.0% - 0.75% of Quarterly Payment of the Project</p> <p>d) <85% - 1% of the Quarterly Payment of that Project</p> |
| 28 | Audit of the Sustenance of Certifications | No certification (including security-related certifications mandated under MeitY empanelment such as ISO27001, ISO27017, ISO27018, ISO20001 etc.) should lapse within the Project duration. Service Provider should ensure the sustenance / renewal of the certificates | All certificates should be valid during the Project duration | <p>Delay in the sustenance of certifications</p> <p>> 1 day & <= 5 days - 1% of the Quarterly Payment of the Project</p> <p>> 5 day & <= 15 days - 2% of the Quarterly Payment of the Project</p> <p>> 15 day & <= 30 days - 5% of the Quarterly Payment of the Project</p> <p>> 30 days, 10% of the Quarterly Payment of the Project</p> |

| S. No# | Service Level Objective | Definition | Target | Penalty |
|--------|-----------------------------------|---|--|---|
| 29 | Non-closure of audit observations | No observation to be repeated in the next audit | All audit observations to be closed within defined timelines | Penalty for percentage of audit observations repeated in the next audit a) > 0 % & ≤ 10% - 5% of the Quarterly Payment of the Project b) > 10 % & ≤ 20% - 10% of the Quarterly Payment of the Project c) > 20 % & ≤ 30% - 20% of the Quarterly Payment of the Project d) >30% - 30% of the Quarterly Payment of the Project |

Annexure A – Severity Levels

Below severity definition provide indicative scenarios for defining incidents severity. However, Government Department/Agency will define / change severity at the time of the incident or any time before the closure of the ticket based on the business and compliance impacts.

| Severity Level | Description | Examples |
|----------------|---|--|
| Severity 1 | The Environment is down, or major malfunction resulting in an inoperative condition or disrupts critical business functions and requires immediate attention. A significant number of end users (includes public users) are unable to reasonably perform their normal activities as essential functions and critical programs are either not working or are not available | <ul style="list-style-type: none"> Non-availability of VM. No access to Storage, software or application |
| Severity 2 | Loss of performance results in users (including public users) being unable to perform their normal activities as essential functions and critical programs are partially available or severely restricted. Inconvenient workaround or no workaround exists. The environment is usable but severely limited. | <ul style="list-style-type: none"> Intermittent network connectivity |
| Severity 3 | Moderate loss of performance resulting in multiple users (including public users) impacted in their normal functions. | |

Annexure B – Definitions

- I. Critical Services: Critical service may be defined as Register Support Request or Incident; Provisioning / De-Provisioning; User Activation / De-Activation; User Profile Management; Security Components, etc.

II. Business Hours: Business hours may be referred as prime business period, which shall be from 08:00 A.M IST till 10:00 PM IST on all days.

8. Contract Period

The Contract will be initially for a period for 5 years and 6 months from award of contract/signing of agreement on the terms & conditions of SLA. The rates of services shall be fixed for a period of 5 years and 6 months during the period of contract/signing of agreement. NCVET reserves the right to curtail or extend the validity of contract based on performance as per SLA.

9. Performance Security Deposit

The successful bidder shall have to deposit a Performance Security Deposit of the 10 % of the total amount of work order within three (3) weeks of the receipt of the LOI/Order. The performance security

deposit will be furnished in the form of Demand draft drawn in favor of Member Secretary, NCVET.

Performance security deposit should be valid for sixty days beyond the date of completion of all contract obligations/warranty period.

10. Terms of Payment

The payment shall be made on submission of the bills on a quarterly basis. The bill submitted by the bidder should be duly certified by the concerned project officer of NCVET. No advance payment will be made. Payment shall be made only on the basis of actual consumption of services, duly supported with the requisite details of services and consumption report.

Invoice (i.e. Tax Invoice as per Service Tax rules clearly indicating Tax registration number, Service Classification, rate and amount of Tax shown separately). The Service provider will submit a bill, in the name of NCVET. No claim for interest will be entertained by the NCVET in respect of any payment/deposit which will be held with the NCVET due to dispute between NCVET and Service provider or due to administrative delay for the reasons beyond the control of NCVET.

All Taxes as per applicable by Govt. of India from time to time will be deducted from all payments made by NCVET. The payment is mandatory through NEFT/RTGS only.

11. Exit Management Clause

1.NCVET intends to use cloud services provided by the service provider for a period of 5 years and 6 months and the service provider shall enter into a 5 years and 6 months contract agreement with NCVET initially. However, NCVET reserves the right to terminate the contract at any point of time without any explanation by giving 3 months' notice period.

2.The bidder shall be responsible for providing the tools for import/export of VMs & content on offline physical storage devices, as agreed by NCVET, and shall be responsible for preparation of the Exit Management Plan and carrying out the exit management / transition at no extra cost.

3.In the event of change of accreditation of bidder (Lower accreditation, losing partnership), NCVET reserves the right to terminate the contract.

4.The bidder is responsible for both Transitions of the Services as well as Migration of the VMs, Data, Content and other assets to the new environment at no extra cost.

5. The format of the data transmitted from the cloud service provider to the new environment created by NCVET or

any other Agency should leverage standard data formats. On expiration / termination of the contract, Bidder will need to handover complete data in the desired format to NCVET which can be easily accessible and readable without any additional cost to NCVET. Data so received should be transportable to any other Public/Private cloud.

6.The bidder shall carry out the migration of the VMs, data, content and any other assets to the new environment created by NCVET or any other Agency (on behalf of NCVET) on alternate cloud service provider's offerings to enable successful deployment and running of NCVET's solution on the new infrastructure including software licenses at no extra cost.

7.The bidder shall ensure that all the documentation required by NCVET for smooth transition (in addition to the documentation provided by the Cloud Service Provider) are kept up to date and all such documentation is handed over to NCVET during regular intervals as well as during the exit management process.

8. If the bidder fails to meet the guidelines & standards as set by Government of India and NCVET.

12. General Instructions/Terms and conditions

a. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisors in relation to this RFP.

b. All information supplied by Bidders may be treated as contract binding on the Bidders, on successful award of the assignment by NCVET on the basis of this RFP.

c. No commitment of any kind, contract or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of NCVET.

d. NCVET reserves the right to cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of NCVET

e. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

13. Examination of RFP Documents

In preparing the proposal, Bidder is expected to examine in detail the documents comprising the RFP. Material deficiencies in providing the information requested in the RFP documents may result in the rejection of a Proposal.

14. Conflict of Interest

NCVET requires that Bidder provides professional, objective and impartial advice and at all times hold the NCVET's interest's paramount, avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.

15. Code of integrity

No official of a procuring entity or a bidder shall act in contravention of the codes which includes

- i. Prohibition of Making offers, solicitation or acceptance of bribes, rewards or gifts or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
- ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other

benefit may be obtained or an obligation avoided.

- iii. Any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
- iv. Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
- v. Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
- vi. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
- vii. Obstruction of any investigation or auditing of a procurement process.
- viii. Making false declaration or providing false information for participation in a tender process or to secure a contract;
- ix. Disclosure of conflict of interest.
- x. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any government entity in India during the last three years or of being debarred by any other government procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, the Bidder's proposal will be summarily rejected.

16. Fraud and Corruption

The Bidder is required to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the following shall apply:

- a) For the purpose of this provision, the terms are defined and are set forth as follows:
 - i. "Corrupt Practice" means behaviour on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving, or soliciting of anything of value to influence the Contract of any such official in the procurement process or in Contract execution.
 - ii. "Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract to the detriment of the borrower, and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the borrower of the benefits of free and open competition
- b) NCVET will reject Proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract.
- c) NCVET will declare a Company ineligible either indefinitely or for a stated period of time, to be awarded a Contract if it, at any time, determines that the Company has engaged in corrupt or fraudulent practices in competing for, or in executing, and the assignments awarded by NCVET.
- d) Compliant Proposals / Completeness of Response
 - i. Bidder is advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
 - ii. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and non-responsive and the Proposal may be rejected.

- e) Bidders must:
 - i. Include all documentation specified in this RFP;
 - ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP

17. Sub-contracting

Sub-contracting/Consortium is not allowed in this bid.

18. Queries / Clarifications on the RFP

Queries / Request for clarifications on the RFP shall be sent by Bidders through email/GeM only in the format specified in the RFP not later than the date and time specified in the 'Bidding Schedule'. All the requests shall be addressed to NCVET contact person assigned as mentioned in the 'Bidding Schedule'. No request for clarification from any Bidder shall be entertained after the last date and time mentioned in the 'Bidding Schedule'.

19. Supplementary Information/Corrigendum/Amendment to the RFP

- a. At any time prior to the deadline (or as extended by NCVET) for submission of bids, NCVET for any reason, whether at its own initiative or in response to clarifications requested by the Bidder may modify the RFP document by issuing amendment(s) or issue additional data to clarify an interpretation of the provisions of this RFP.
- b. Such supplements / corrigendum to the RFP issued by NCVET would be displayed on the e-Tendering Portal / Website of NCVET and may additionally also be communicated by e-mail to the Bidders.
- c. Any such supplement / corrigendum / amendment shall be deemed to be incorporated by this reference into this RFP.
- d. Any such supplement / corrigendum / amendment will be binding on all the Bidders.
- e. NCVET will not be responsible for any misinterpretation of the provisions of this Tender document on account of the Bidders failure to update the Bid documents based on changes announced through the website.
- f. In order to allow Bidders a reasonable time to take the supplement / corrigendum / amendment(s) into account in preparing their bids, NCVET, at its discretion, may extend the deadline for the submission of bids.

20. Proposal Preparation Costs

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of Proposal, in providing any additional information required by NCVET to facilitate the evaluation process, and in negotiating a definitive service Agreement all such activities related to the Bid process. This RFP does not commit NCVET to award a Contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of the Contract for implementation of the Project.

21. Right to terminate the RFP process

NCVET makes no commitments, explicit or implicit, that this process will result in a business transaction with anyone. Further, this RFP does not constitute an offer by NCVET. The RFP does not commit NCVET to enter into a binding Agreement in respect of the Project with the Bidders.

22. Modification, Substitution or Withdrawal of Proposals

No Proposal may be withdrawn in the interval between the deadline for submission of Proposals and the expiration

of the validity period specified by NCVET. Entire Bid Security may be forfeited if any of the Bidders withdraw their Bid during the validity period.

23. Language of Bids

This bid should be submitted in English language only.

24. Ownership of Application / Documents Prepared by the Successful Bidder

All plans, specifications, designs, reports, other documents, patent and software including the all the hardware shall be absolute property of NCVET. The Successful Bidder shall transfer to NCVET all Intellectual Property rights. The Successful Bidder shall not use anywhere, without taking permission, in writing, from the NCVET and NCVET reserves right to grant or deny any such request.

25. Confidentiality

- a. The Bidder shall not use Confidential Information, the name or the logo of NCVET and NCVET except for the purposes of providing the Service as specified under this Contract;
- b. The Bidder may only disclose Confidential Information in the following circumstances:
 - i. With the prior written consent of NCVET;
 - ii. To a member of the Bidder's Team ("Authorized Person") if:
 - A. The Authorized Person needs the Confidential Information for the performance of obligations under this Contract.
 - B. The Authorized Person is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this Contract. The Bidder shall do everything reasonably possible to preserve the confidentiality of the Confidential Information to the satisfaction of NCVET.
- c. The Bidder shall notify NCVET promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of NCVET.
- d. The Bidder shall be liable to fully recompense NCVET for any loss of revenue arising from a breach of confidentiality. NCVET reserves the right to adopt legal proceedings, civil or criminal, against the Bidder in relation to a dispute arising out of breach of obligation by the Bidder under this clause.

26. Notification of Award

- a) Prior to the expiration of the validity period NCVET will notify the successful Bidder in writing or by email, that its proposal has been accepted (Letter of Intent). In case the tendering process / public procurement process has not been completed within the stipulated period, the NCVET, may request the Bidders to extend the validity period of their Proposal.
- b) The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

27. Bid Evaluation , Selection Process & NCVET Contract finalization and Award

The objective of the bid evaluation process is to evaluate the bids to select an effective and best fit Cloud Service provider (CSP) at a competitive price. Following the evaluation, NCVET will reward the contract to the bidder who meets the technical qualifications outlined in the RFP. The bidder ranked L1 in the commercial evaluation process will be recognized as the successful bidder, in accordance with the guidelines established by the Central Vigilance Commission (CVC).

28. Performance Bank Guarantee

- i. On receipt of a letter of intent from the NCVET, the successful Bidder will furnish a Performance Bank Guarantee (as per Annexure)equivalent to 10% per cent of the total Contract value, on or before the signing of the subsequent Contract, within 15 days from notification of award. In case the successful Bidder fails to submit Performance Bank Guarantee within the time stipulated, the NCVET may at its sole discretion cancel the letter of intent without giving any notice and encase the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.
- ii. The Performance Bank Guarantee furnished by the successful Bidder shall be as prescribed in SLA. The successful Bidder shall ensure, the Performance Guarantee is valid at all times during the Term of the subsequent Contract (including any renewal) and for a period of 60 days beyond all Contractual obligations, including warranty terms.
- iii. Performance Bank Guarantee will have to be renewed for such further periods till validity of the Contract and thereafter the Performance Bank Guarantee shall be refunded to the vendor without any interest.
- iv. The vendor should not assign or sublet any activity under the Contract or any part of it to any other agency. Failure to do so shall result in termination of Contract and forfeiture of Performance Bank Guarantee
- v. NCVET may, at any time, terminate the Contract by giving written notice to the vendor without any compensation, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NCVET.
- vi. In the event the selected bidder's company or the concerned division of the company is taken over / bought over by another company, all the obligations and execution responsibilities under the agreement with NCVET, should be passed on for compliance by the new company in the negotiation for their transfer.
- vii. NCVET shall be entitled, and it shall be lawful on his part, to deduct from the performance securities or to forfeit the said security in whole or in part in the event of:
 - A. Any default, failure, or neglect on the part of the Cloud Service Provider(CSP) in the fulfilment or performance in all respect of this contract or any other contract with the Procuring Organisation or any part thereof
 - B. for any loss or damage recoverable from the Cloud Service Provider(CSP) which NCVET may suffer or be put to for reasons of or due to the above defaults/ failures/ neglect and in either of the events aforesaid to call upon the Cloud Service Provider(CSP) to maintain the said performance security at its original limit by making further deposits, provided further that the NCVET shall be entitled, and it shall be lawful on his part, to recover any such claim from any sum then due or which at any time after that may become due to the Cloud Service Provider(CSP) for similar reasons.
- viii. In case of exigency / non-performance / default, if NCVET gets the work done from elsewhere, the difference in the cost of getting the work done will be borne by the successful Bidder.

29. Signing of Contract

Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into, incorporating all clauses, pre-bid clarifications and the Proposal of the Bidder, between the NCVET and the successful Bidder.

30. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful Bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in such a case, the NCVET shall

invoke the PBG of the most responsive Bidder.

31. Performance Measurements

- i. Unless specified by NCVET to the contrary, the Bidder shall perform the Services and carry out the scope of work in accordance with the terms of this Contract, Scope of Work, Service Specifications and Service Levels as laid down in this tender.
- ii. If the Contract, Scope of Work, Service Specification includes more than one document, then unless NCVET specifies to the contrary, the latter in time shall prevail over a document of earlier date to the extent of any inconsistency.
- iii. NCVET reserves the right to amend any of the terms and conditions in relation to the Contract / Service Specifications upon agreement with the System Integrator/service provider and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the Schedule of Requirements.
- iv. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder's performance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be asserted within thirty (30) days from the date of the Bidder's receipt of NCVET's changed order.

32. Resolution of dispute amicably/through arbitration

The law of the land shall govern this contract. Any dispute between the parties arising in connection with the performance of this contract shall be resolved amicably between the representatives nominated by both the parties through the process of negotiation. In case the dispute is not resolved, then it shall be referred to the Chairman, NCVET and the Chief of the opposite party for settlement.

If the dispute is not resolved, then it shall be referred to the Sole Arbitrator for arbitration proceedings as per the provisions contained in the Indian Arbitration and Conciliation Act, 1996(as amended from time to time and in force at the time when the reference is made). The Sole Arbitrator shall be appointed with the consent of both the parties. The Sole Arbitrator shall be appointed within a period of 60 days from date of receipt of written notice/demand of appointment of arbitrator from either party. The seat and jurisdiction of the arbitration proceedings shall be at New Delhi. The arbitration proceedings shall be in English language. The cost of the arbitration proceedings shall be borne equally by both the parties as per Arbitration rules.

If any dispute remains still unsettled, in that case, the same shall be adjudicated by the Courts of Law at New Delhi.

32.1. Form 1: Performance Bank Guarantee Formats

32.1.1. Form 1A: Bank Guarantee – Bid Security/ Earnest Money Deposit

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)

To,
The Secretary to the Council cum Director
National Council for Vocational Education and Training (NCVET)
4th Floor Kaushal Bhawan (Near Hotel Leela Palace)
Africa Ave, Diplomatic Enclave Chanakyapuri,
New Delhi – 110023

Whereas <<Name of the Bidder>> (hereinafter called 'the Bidder') has submitted the bid for submission of RFP # <<RFP Number>> for "Request for Proposal (RFP) for Selection of Cloud Service Provider (CSP) for cloud infrastructure for NCVET-DEP" (hereinafter called "the Bid") to NCVET (hereinafter called 'the Purchaser'). Know all Men by these presents that we <<>> having our office at <<Address>> (hereinafter called "The Bank") are bound unto the Purchaser in the sum of INR <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this <<Date>>. The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Purchaser in the RFP; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - a. Withdraws his participation from the bid during the period of validity of bid document; or
 - b. Fails or refuses to participate in the subsequent Tender process after having been shortlisted

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i. Our liability under this Bank Guarantee shall not exceed INR <<Amount in figures>> (Rupees <<Amount in words>> only)
- ii. This Bank Guarantee shall be valid up to <<insert date>>)
- iii. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

32.1.2. Form 1B: Performance Bank Guarantee

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)

To,
The Secretary to the Council cum Director
National Council for Vocational Education and Training (NCVET)
4th Floor Kaushal Bhawan (Near Hotel Leela Palace)
Africa Ave, Diplomatic Enclave Chanakyapuri,
New Delhi – 110023

In consideration of the NCVET, at(hereinafter called NCVET) having stipulated furnishing the security deposit in the form of Performance Bank Guarantee under the terms and conditions of the Letter of Award No., dated made between the NCVET and M/s (hereinafter called the Bidder/SI) to undertake implementation and maintenance of Information System (hereinafter called the 'contract') for the due performance and fulfillment by the said Bidder/SI of the terms and conditions and obligations contained in the said contract, we **(NAME OF BANK)**, (hereinafter referred to as 'the Bank') at the request of M/s(BIDDER/S) do hereby undertake to pay on demand by NCVET an amount not exceeding <value in figures and words>.

We **(NAME OF BANK)** do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the NCVET. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee.

However, the Bank's liability under this guarantee shall be restricted to an amount not exceeding <value in figures and words>.

We undertake to pay to the NCVET any money so demanded notwithstanding any dispute or disputes raised by the Bidder(s)/SI in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this present being absolute and unequivocal.

The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Bidder/SI shall have no claim against us for making such payment.

We, **(NAME OF THE BANK)** further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said contract and for a period of 68 months from the date of issue of this Guarantee and that it shall continue to be enforceable till all the dues of the NCVET under or by virtue of the said contract have been fully paid & its claims satisfied or discharged or till the NCVET certifies that the terms and conditions of the said contract/RFP have been fully and properly carried out by said Bidder(s)/SI and accordingly, discharges this guarantee. Unless, a demand or claim under this guarantee is made on us in writing on or before **(date)** (68 months to be indicated) we shall be discharged from all liability under this guarantee thereafter.

We, **(NAME OF THE BANK)** further agree with the NCVET that the NCVET shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder, to vary any of the terms and conditions of the said contract or to extend time of performance by the said Bidder(s)/SI from time to time or to postpone for any time or from time to time any of the powers exercisable by NCVET against the said bidder/SI and to forbear or enforce any of the terms and conditions relating to the said contract and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Bidder(s)/SI or for any forbearance, act or commission on the part of the NCVET or any indulgence by the NCVET to the said Bidder(s)/SI or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

This guarantee will not be discharged due to the change in the Constitution of the Bank or the Bidder(s)/SI.

The guarantor hereby declare that it has power to execute this guarantee and the executant has full power to do so on its behalf under the proper authority granted to him/them by the guarantor.

We, **(NAME OF THE BANK)** lastly undertake not to revoke this guarantee during its currency except with the previous consent of the NCVET in writing.

Dated the day of for (NAME OF THE BANK)

For

Name of Bank:

Seal of the Bank:

Dated, theday of, 20.....

(Signature, name and designation of the authorized signatory)

NOTES:

1. The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.
2. The address, telephone no. and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing Branch.

32.2. Form 2: Power of Attorney for Authorized Signatory of Bidder

Tender No.

DATED:

(To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant stamp Act. The stamp paper to be in the name of the entity who is issuing the power of Attorney)

Know all men by these presents, We, (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr./ Ms (Name), son/daughter/wife of and presently residing at....., who is presently employed with us and holding the position of, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our bid for the "....." Project proposed or being developed for NCVET (the "Authority") including but not limited to signing and submission of all applications, bids and other documents and writings, participate in bidders' and other conferences and providing information / responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Contract Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said Project and/or upon award thereof to us and/or till the entering into of the Contract Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF....., 20.....

For.....

(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

Accepted Notarized

(Signature, name, designation and address of the Attorney)

Note: Copy of Board Resolution to be attached stating the powers of the executants to authorize the concerned person to whom this power of attorney is being issued.

32.3. Form 3: Particulars of the Bidder

(To be submitted by the bidder)

| S. No. | Particulars | Details | | |
|--------|---|--------------------|------------------------|---------------------|
| 1. | Name of the Bidder | | | |
| 2. | Office Address | | | |
| | Telephone Number | | | |
| | Fax No. | | | |
| | Mobile Number | | | |
| | Email Id | | | |
| 3. | Nature of the Firm i.e., whether LLP, or a Private Limited Company, or a Public Limited Company incorporated in India. | | | |
| 4. | a) Name of the Contact Persons authorized to sign tender documents | | | |
| | b) Telephone No. | | | |
| | c) Mobile No. | | | |
| | d) Email ID | | | |
| | e) Photo ID Card No. | | | |
| 5. | PAN No. of Bidder <i>(enclose a scanned copy of PAN Card of the firm)</i> | | | |
| 6. | GST Registration No. <i>(enclose a scanned copy of proof of GST registration number of the firm)</i> | | | |
| 7. | EPFO Registration No. <i>(enclose a scanned copy of proof of EPFO Registration Number of the firm), if applicable</i> | | | |
| 8. | Details of Bidders Bank Account | Account Name | | |
| | | Bank Name & Branch | | |
| | | Account Number | | |
| | | IFSC | | |
| 9. | Turnover and profit during the immediate preceding 3 years. (Enclose scanned copies of Audited Profit & Loss account & Balance Sheets) etc. | Year | Turn-over (Rs. Crores) | Profit (Rs. Crores) |
| | | FY2021-2022 | | |
| | | FY2020-2021 | | |
| | | FY2019-2020 | | |
| 10. | Number of Employees on Payroll of Organization | | | |

32.4. Form 4: Self Certificate for Non-Blacklisting

(To be provided on the Bidder's letterhead)

Date:

To:

The Secretary to the Council cum Director
National Council for Vocational Education and Training (NCVET)
4th Floor Kaushal Bhawan (Near Hotel Leela Palace)
Africa Ave, Diplomatic Enclave Chanakyapuri,
New Delhi – 110023
Tel. No. 011-25788001-11
E-mail: directorpolicy.ncvet@gmail.com

Subject: Self Declaration of not been blacklisted in response to the Request for Proposal for Cloud Hosting and Services for NCVET Ref: Your RFP Ref: [*] dated [*]

Dear Sir/Madam,

We confirm that our company or firm, _____, is as on the date of submission of this bid, not blacklisted in any manner whatsoever by any of the State or UT and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

32.5. Form 5: Undertaking for Total Responsibility

(To be provided on the Bidder's letterhead)

Date:

To:

The Secretary to the Council cum Director
National Council for Vocational Education and Training (NCVET)
4th Floor Kaushal Bhawan (Near Hotel Leela Palace)
Africa Ave, Diplomatic Enclave Chanakyapuri,
New Delhi – 110023
E-mail: directorpolicy.ncvet@gmail.com

Subject: Undertaking for Total Responsibility

Ref: Your RFP Ref: [*] dated [*]

Dear Sir/Madam,

We hereby undertake that we have read all contents provided in the RFP and its subsequent corrigenda, etc. and undertake the total responsibility for the defect free operation of the proposed solution as per the requirements specified in the RFP and its subsequent corrigenda.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

33. Annexure - 1 Indicative Infrastructure and Services Requirements of NCVET

Based on the specific requirements for Virtual Machines, storage and other cloud services, the cloud infrastructure requirement may increase or decrease, accordingly affecting the corresponding price.

Indicative Infrastructure and Services Requirements of NCVET is as per the Table given below.

| DC Bill of Materials (BOM) | | | | | | | | |
|----------------------------|---------------------------------|---------------|---|----------------|---------------------|-----------------|-----------|-------------------|
| SL. No | Configuration | OS Disk (GiB) | Data Disk (GiB) | OS on VMs | DB on VMs | Quantity of VMs | Unit Rate | Total Cost in INR |
| 1 | (2 vcpus, 8 GiB memory) | 300 | Network Storage | RHEL Std. | | 4 | | |
| 2 | (4 vcpus, 16 GiB memory) | 300 | Network Storage | RHEL Std. | | 14 | | |
| 8 | (4 vcpus, 16 GiB memory) | 300 | Network Storage | RHEL Premium | | 4 | | |
| 3 | (6 vcpus, 24 GiB memory) | 300 | Network Storage | RHEL Std. | | 2 | | |
| 5 | (6 vcpus, 24 GiB memory) | 300 | Network Storage | RHEL Premium. | | 8 | | |
| 4 | (8 vcpus, 32 GiB memory) | 300 | Network Storage | RHEL Std. | | 1 | | |
| 6 | (8 vcpus, 64 GiB memory) | 300 | Network Storage | RHEL Std. | Postgres Community | 1 | | |
| 7 | (4 vcpus, 32 GiB memory) | 300 | Network Storage | RHEL Premium | Postgres Community | 2 | | |
| 9 | (6 vcpus, 48 GiB memory) | 300 | Network Storage | RHEL Std. | Postgres Community | 3 | | |
| 10 | (10 vcpus, 80 GiB memory) | 300 | Network Storage | RHEL Premium | Postgres Enterprise | 2 | | |
| 11 | (4 vcpus, 16 GiB memory) | 300 | Network Storage | Windows | | 1 | | |
| | Total in GB (42 Server * 300GB) | 138600 | 4 TB Object Storage equivalent to SAN storage | Total VM count | | 42 | | |
| | in TB | 13.80 | | | | | | |

| DR Bill of Materials (BOM) | | | | | | | | | |
|----------------------------|---------------------------|---------------|-----------------|---------------------|---------------------|-------------|-----------------|-----------|-------------------|
| SL. No | Configuration | OS Disk (GiB) | Data Disk (GiB) | OS on VMs | DB on VMs | Server Type | Quantity of VMs | Unit Rate | Total Cost in INR |
| 1 | (8 vcpus, 32 GiB memory) | 300 | Network Storage | RHEL Std. | | Web | 1 | | |
| 2 | (8 vcpus, 32 GiB memory) | 300 | Network Storage | RHEL Std. | | Integration | 1 | | |
| 3 | (12 vcpus, 48 GiB memory) | 300 | Network Storage | RHEL Std. | | App | 1 | | |
| 4 | (12 vcpus, 48 GiB memory) | 500 | Network Storage | RHEL Std. | | App | 1 | | |
| 5 | (10 vcpus, 80 GiB memory) | 300 | Network Storage | RHEL Std. | Postgres Enterprise | DB | 1 | | |
| 6 | (6 vcpus, 24 GiB memory) | 300 | Network Storage | RHEL Std. | | App | 1 | | |
| 7 | (4 vcpus, 16 GiB memory) | 500 | Network Storage | RHEL Std. | | AV | 1 | | |
| 8 | (4 vcpus, 16 GiB memory) | 300 | Network Storage | RHEL Std. | | EMS | 1 | | |
| | in GB | 2800 | | 4 TB Object Storage | | | | | |
| | in TB | 2.73 | | | | | | | |

| Other Cloud Services | | | | | | |
|---------------------------|---|---|---|----------|-----------|-------------------|
| Cloud Native Services | Configuration/Description | Description | Unit of Measurement | Quantity | Unit Rate | Total Cost in INR |
| Network Services | Application Load Balancer - Highly Available. | 1. Highly Available Application Load Balancer for Layer 7. | Load Balancer/month | 2 | | |
| | Network Load Balancer - Highly Available. | Network Load Balancer | | 4 | | |
| | (If proposed Application Load Balancer not with in-built HA, unit pricing should be doubled to ensure HA) | 2. Should be suitable for large-scale production workload. 3. 1 TB data processed per month with 50 forwarding rules | | | | |
| | NAT Gateway - Highly Available. | 1. Managed NAT Gateway. | GB Data Processed/month | 1000 | | |
| | (If proposed Application Load Balancer not with in-built HA, unit pricing should be doubled to ensure HA) | 2. Should be Highly Available. | NAT Gateway/month | 20 | | |
| | Static IP | 1. The CSP should offer static public IP addresses. | per IP address | 15 | | |
| | | 2. Static Public IP address should be attached to account. | | | | |
| | DNS | 1. Managed DNS service should be CSP provided. | per 10 million DNS queries resolved. | 5 | | |
| | Data Transfer (Egress) | Data Out to DR | Data (GB)/month | 1 | | |
| | Data Transfer (Egress) | Data Out to Internet | Data (GB)/month | 5000 | | |
| Managed Security Services | SSL Certificate | Should support wildcard certificates. | Per Certificate | 1 | | |
| | Certificate Manager | Certificate Manager to provision, manage, and deploy public and private SSL/TLS certificates | | 1 | | |
| | Identify and Access Management services | Native support to enforce permissions based access to the resources | Per User / Month | 5 | | |
| | Virtual Web Application Firewall with 1Million requests/month and 100 GB Data Processed | WAF with Autoscaling, HA and redundancy. | Per Firewall / Month | 4 | | |
| | Anti-DDoS Protection Service | 1. Managed Distributed Denial of Service (DDoS) protection service. | Per Service / Month | 5 | | |
| | | 2. Should be able to protect 500 resources. | | | | |
| | Security Monitoring and Compliance- | Fully managed service for unified security monitoring | 10 metrics monitored at 5 mins intervals and 5 dashboards | 1 | | |
| | On 100 cloud resources with 10 checks per resource. | | | | | |
| | User activity monitoring | Fully managed monitoring and recording account activities across the cloud infrastructure. | Per 25 activities per min with 5 KB per activity log size | 1 | | |
| | | Per 25 activities per min with 5 KB per activity log size. (Which is equivalent to approx. 1 mn activities per month which would generate approx. 5 GB log data.) | | | | |
| | Templates | Managed Service to define infrastructure as code | Per Template | 10 | | |
| | VPC Peering | Managed Service to connect two virtual networks to enable cloud resources in two virtual networks to interact with each other. | Per GB data transferred. | 50 | | |
| | Password Management | Per 10 passwords per month with 1000 API calls/Operation per password. | per password | 50 | | |
| | Monitoring and Log Analysis | Per GB per day data ingested. | GB/month | 3 | | |
| | Configuration Management Service | 1. Managed service to assess, audit, and evaluate configurations of cloud resources. | No. of configurations assessed/recorded. | 1 | | |
| | Vulnerability Assessment Service | 1. Managed VA service. | No. of resources assessed. | 25 | | |
| | Key Management Service | No. of encryption keys | No. of encryption keys | 1 | | |
| | | No. of encryption/decryption operations - per 10K operations | No. of operations | 1 | | |
| | Threat Detection Service | Managed Threat detection service | Amount of logs analyzed in GB - 10 GB | 1 | | |
| | | | | | | |

| Other Cloud Services | | | | | | |
|--------------------------------|---|--|--------------------------------|----------|-----------|-------------------|
| Cloud Native Services | Configuration/Description | Description | Unit of Measurement | Quantity | Unit Rate | Total Cost in INR |
| Backup Management | Storage Backup and VM backup | | per resource | 1 | | |
| API Management | Managed API Gateway (CSP native) | 1. Highly Scalable with 99.95% availability. | | 1 | | |
| | | Prod - 2 x 2 Million API calls per month + 512 MB Storage for caching API response UAT/STG: 4 x 1 Million API calls per month + 512 MB Storage for caching API response | | | | |
| Managed Active Directory | | Active Directory objects. | Per domain controller per hour | 1 | | |
| API Gateway + Service Registry | | | | 5 | | |
| Client VPN | | | | 10 | | |
| Site to site VPN | | | | 2 | | |
| Additional Storage | | | Storage in TB | 10.5 | | |
| Auditing and logging | 1 million Events | | | 1 | | |
| Notification Service | | | | 1 | | |
| Redis Cache | For all VMs | | | 1 | | |
| Simple Queue Service (SQS) | Prod - 1 x 5 Million Standard queue requests per month + 1 x 5 Million FIFO queue requests per month UAT/STG/Dev: 4 x 3 Million Standard queue requests per month + 3 x 3 Million FIFO queue requests per month | | | 1 | | |
| DR Services | Cloud DR tool for the Seamless replication between DC & DR | | | 1 | | |
| Email Gateway Service | | | | 1 | | |
| SMS Gateway Service | | | | 1 | | |
| File Storage | File storage (1.5 TB) | | | 1 | | |
| Archival Storage | (2 TB Cold Storage) | | | | | |

Total

