SHREE SAIBABA SANSTHAN TRUST, SHIRDI

EDP Department - Shree Saibaba Hospital, Shirdi.

Tender document for

Hiring Cloud Services for Hospital Information Management System (HIMS)

(Application and Database)

About Shree Saibaba Sansthan Trust, Shirdi

Shree Saibaba Sansthan Trust, Shirdi, is the Governing and Administrative body of Shree Saibaba Samadhi Temple and all other temples in this premises. Shree Saibaba Sansthan Trust (Shirdi) a registered Charitable and Religious Public Trust registered under the Bombay Public Trust Act, 1950 and reconstituted under the Shree Saibaba Sansthan Trust Shirdi Act, 2004 having its Head Office at Post. Shirdi 423 109 Tal, Rahata Dist., Ahilyanagar (Maharashtra) hereinafter referred to as "SSST/Trust"

1. Tender Notice

SSST invites e-tenders under two bid systems for hiring, installation, testing, commissioning of Cloud Services (CSP) for hosting Hospital Information Management System (HIMS) for SSST's two hospitals. E-tender is available on www.sai.org.in (advertisement only) and detail tender for uploading technical and financial bid is available on **www.mahatenders.gov.in.**

1.1 Time Table for online tender submission

Tender Publish Date	Dt. 19/12/2024	Time- 10.00 am
Documents Download/Sales Start Date	Dt. 19/12/2024	Time- 10.00 am
Documents Download/Sales End Date	Dt. 02/01/2025	Time- 17.00 pm
Pre Bid Meeting	Dt. 23/12/2024	Time- 11.00 pm
Bid Submission Start Date	Dt. 19/12/2024	Time- 10.00 am
Bid Submission End Date (Extension 02)	Dt. 02/01/2025	Time- 17.00 pm
Technical Bid Opening Date	Dt. 06/01/2025	Time- 11.00 am

Pre bid Tender Meeting.
Pre bid meeting will be held Date: 23/12/2024 at 11:00 am. at Sai Meeting Hall/Sai Niwas Meeting Hall, Shirdi. For any of the queries interested Cloud service provider would call 02423-258953 or mail the queries to it.office@sai.org.in, hospital.edp@sai.org.in.

Validity Period:
The offer of the bidder shall remain valid for acceptance for a minimum period of 120 days from the date of opening of commercial Bid.

1.2 Tender Fees, Earnest Money and Security:
   Tender Fees Rs. 5,400/- (Rs. Five Thousand Four Hundred Only)
   Earnest Money Deposit of Rs. 90,000/- (Rs. Ninety Thousand Only)

Security Deposit:
1) Selected CSP have to deposit Rs 1,00,000/-(Rs. One Lakh Only) as Security deposit within 15 days from receiving work order.
2) Security deposit will be kept for contract period.
3) No interest will be paid on EMD or Security deposit.

Note:
1) The amount of EMD will be refunded back to all bidders (except L1 Bidder) after issuing order to L1 bidder.
2) EMD of L1 bidder will be refunded after depositing security deposit.
3) Even though the tenderers meet the requirements, they are subject to be disqualified if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements.

1.3 SCOPE OF WORK

The Scope of work covers installation, management, maintenance of cloud servers and services for HIMS application & database, with necessary disaster recovery for initial period **of 1 year**.

The Services also includes but not limited (in short comprehensive) to the managing and maintaining Operating System, Database Management System, Servers, Network, Firewalls, Patch Management, Change Management, Backup Management etc.

The Server Maintenance and Management also includes following in details: -

1. Ensuring timely deployment of all latest update/upgrade of patches/versions/releases for all software/system software released by the respective OEMs along with patches released by Trust.
2. CSP should ensure compliance to audit and security requirement like VAPT closures etc. related to any servers and associated hardware allocated for Trust as and when requested by the Trust.
3. CSP to ensure time-to-time hardening of all servers and associated hardware as per Trust / world class standard guidelines.
4. CSP to ensure implementations of latest and sturdy security features to protect Trust data from hacking, phishing, malware attacks etc. as suggested by regulatory authorities from time to time without any extra cost to the Trust.
5. CSP must ensure daily backup of all the servers and restoration of the same as per Trust backup procedure.
6. CSP to implement WAF (Web Application Firewall) and DDoS prevention solution, mandatorily. CSP should have an arrangement to stop/protect DDoS attack of 1 GBps Size burstable up to 10 Gbps. Costing needs to be taken in commercial.
7. CSP should have minimum Tier III architecture for data centre management and should submit the necessary proofs to the Trust.
8. CSP should have 24X7X365 days helpdesk support system in place at primary site. Address and contact details to be shared with the Trust.
9. CSP to provide service uptime/ availability report for computations and determinations of service uptime/availability on quarterly basis along with payment to the Trust.
10. The initial contract period of 1 year may be increased/decreased depending on the performance of the CSP.
11. The CSP is expected to quote for the dedicated Server details and other Services as given in Annexure-VI "Specification for dedicated Server and Services".
12. Successful CSP must sign Non-Disclosure Agreement (NDA) with Trust.

2. Tendering Procedure.

2.1 Qualification Criteria.

1) The CSP must be a registered company in India under the Companies Act 1956 or Companies Act 2013 having its registered office in India. (Copy of the "Letter of Incorporation/ registration" should be submitted).
2) The average annual turnover of CSP must be over 3 Crores per annum in last three years (2021-22, 2022-23, 2023-24). Relevant certificates in this regard from Statutory Auditors should be submitted.
3) Should be a Firm/Company/ Cloud Service Provider (CSP) having their own Data Centre installation in India and the said server must be hosted only Data Centre located in India.
4) CSP should be an established Data Centre Services provider and should have been in this business for a period not less than 5 years as on 31.03.2024.
5) The CSP should host the cloud services from owned datacenters certified by TIA 942 at Tier III or above with an uptime of 99.95% min.

6) CSP should have IaaS/PaaS Public Cloud grids in two or more IDCs in different seismic zones. Cloud grids should be hosted in India and operational from past 5 years.
7) The Datacenters should have the necessary security Managements and Certified by ISO.
8) The NOC should be part of datacenters, and the managed services quality should be certified.
9) CSP should be certified for ISO: Business Availability and Disaster Recovery.
10) CSP is desirable to provide service assurance and effectiveness of Managements as per SSAE 16 guidelines and provide SSAE 3402 certifications and minimum SOC 2 level.
11) The bidder should be a company having operating profit in the last 3 consecutive financial years. (C.A. Certificate is must)
12) The Data Centre should be Tier III Standards as defined by Uptime Institute or similar certifications from similar institutions. Documentary evidence for the same to be submitted.
13) CSP should not be blacklisted by State/Central government or any PSU.

2.2 Technical Bid

Technical BID must be supplied online only.

Scanned copy of following document and duly filled Annexure II must be uploaded as Pre-Qualification Criteria.

1. PAN, GST registration.
2. IT Return and audited balance sheet for last three financial years. (2021-22, 2022-23, 2023-24). With CA certificate of turnover.
3. Letter stating that Firm/Company is not blacklisted by central/ State Government or government corporation, statutory Institute.
4. The intending CSP shall submit a self-declaration on their letterhead, along with the tender documents, confirming that they are regularly providing the services from the last 5 years.
5. The intended CSP, in case of Authorized Distributor/Authorized Dealer/Channel Partner shall possess valid authorized Distributorship/Dealership/Channel Partner license from Prime CSP. The CSP shall enclose a copy of the same in the bid while submitting the tender.
6. The server shall be complying with the specifications mentioned in Annexure –VI of the tender and shall be of the latest technology, best quality and high standards. The CSP should enclose the product catalogue supporting the specifications mentioned in Annexure-VI.
7. Any optional Accessories / Tooling, besides the standard webserver recommended for the better performance of the equipment, if offered, to be provided with their full technical details including their use and advantage in separate sheet with the tender documents. The warranty period, if applicable, should be specified for these.

2.4 Commercial Bid
Price should be mentioned in BoQ format (for filling BoQ refere Annexure VI for item details).
The bidder should quote online in BoQ provided.
Rates should be quoted inclusive of all taxes.

2.5 Acceptance of Tender:
1. The commercial bid of technically qualified bidders shall only be opened online and lowest offer of the technically qualified bidder shall be accepted. The acceptance of tender may be communicated to the contractor by email or otherwise.
2. The quoted amount in online tender shall be valid for acceptance by the owner for 120 (one hundred twenty) days from the last date of the tender submission.

2.6 Important Notes:
1. SSST reserves the right to accept / reject any/all tenders in part/full without assigning any Reason thereof.

2. Any Corrigendum date extension in respect of above tender shall be issued on www.mahatenders.gov.in & www.sai.org.in only and no separate notification shall be issued in the press or any other print media. Bidders are therefore requested to regularly visit our website to keep themselves updated.

3. Bidders for any reason whatever, withdraws the tender after it is accepted or become unable or fails to execute the orders within stipulated delivery period, SSST shall be at liberty to cancel the order forthwith and the EMD of the tender in such a case will be forfeited by the SSST.

4. No representation for the enhancement of the prices of the accepted tender or alteration of the terms and conditions will be entertained till the successful completion of installation of the Web Server.

3 Instruction to Bidders.

The tender shall be submitted in accordance with these instructions and any tender not confirming the instructions as under is liable to be rejected. These instructions shall form the part of the tender and contract.

1. **The tender should be submitted online only.**
2. No extra payment shall be paid on account of any discrepancy in nomenclature of items.
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any bidder stipulates any condition of his own, such conditional tender is liable to be rejected.
4. Those technically qualified bids will only be considered for price evaluation (Financial bid). Price should not be quoted with technical bid; otherwise the tender will be rejected without any correspondence.
5. Decision of the SSST, Shirdi on the eligibility for qualifying technical bids shall be final and no representation shall be considered in this regard.
6. All the communication with respect to the tender shall be addressed to:
   Chief Executive Officer,
   Shree Saibaba Sansthan Trust,
   Po.Shirdi, Tal.-Rahata
   District-Ahilyanagar 423 109.
   e-mail- it.office@sai.org.in

4 Commercial and General Terms and Conditions.

4.1 Other Criteria:
1. A cloud control panel with the following features shall be provided:
   a. VM management
   b. Billing
   c. Bandwidth usage
   d. Backup status
2. Cloud should have scalability and SSST may increase or decrease the setup as per their requirements in real time
3. The servers should be capable of connecting from on premise systems for the exchange of data and services seamlessly.
4. The cloud platform should support DevOps tools such as Puppet, chef etc.. For automation of infrastructure, deployment, spin up of new instances.
5. SSST may discontinue the setup any time and the cloud provider will ensure that all data is provided in the format required for migration
6. A single point of contact for support and escalation matrix should be provided.
7. Bidders need to support SSST with database installation, configuration, upgrade, migration and performance tuning.

8. The Bidder should be ready with the deliverables (hardware and software environment) within 7 working days from the date of work order and the Cloud Server should be ready for data migration.
9. Installation of any new software should be done free of cost. The server must support any such installations.
10. Resource re-allocation across cloud should be provided free of cost.
11. Admin interface for blacklisting spam IP should be provided to SSST.
12. Ticketing System (SP should have a ticketing system for logging complaints).
13. DB Transaction log clearance and usage /hits report should be available online to SSST.
14. Disaster recovery should be in place.
15. Only SSST IP should be whitelisted.
16. If either SSST or the bidder wants to end the contract, a notice of one month must be provided by the party initiating the termination of the contract. The entire cloud needs to be backed up and handed over to SSST.
17. SSST must be intimated /reminded at least four months in advance before the contract is due for renewal.
18. The software license keys should be kept confidential.
19. A Non-Disclosure Agreement (NDA) should be signed within one month of work order.
20. If any complaint is lodged by SSST the same must be attended to and resolved within four hours.

4.2. Period of Contract:

Under normal circumstances the contract shall be valid for a period of **one year** from date of issue of purchase/work order. However, contract may be extended for further period, on the same rates, terms and conditions if the service is found satisfactory.

4.3. Price Applicability

The price shall be firm and shall inclusive of taxes.

If the rates of taxes change in future by Government Order, then it will be applicable from the date of issue of Government Notification.

4.4. Installation:
   a) The successful bidder shall complete the installation strictly within the 7 working days.
   b) The Cloud Server shall have to be installed to the satisfaction of Trust.
   c) The comprehensive catalogue which includes instructions for Operation, Maintenance, Trouble shooting and all other areas which are necessary for smooth functioning of equipment, shall be provided.

4.5. Inspection and Tests

The SSST or its representatives shall have the right to inspect and test the server for their conformity to the specifications. The SSST may also appoint an agency for this purpose. All reasonable facilities and assistance like testing instruments and other test gadgets including access to the drawings and production data shall be furnished to the Inspector free of costs.

5. SMS services

Trust wants to facilitate with SMS services for their transaction in Trust applications.

1. The service provisioning will be required initially for 1 year.
2. The service provider (SP) should have throughput of dedicated (to SSST) 125 Through Put Services or more for sending of high priority SMS Agreement with the various mobile operators must be attached to prove the capacity.
3. The SP should be currently handling SMS dispatches of 10,000 per day.

4. The service provider should have the bulk SMS connectivity with one or more different mobile operators to cover sending of SMS to any mobile user in India. Supporting documents must be attached.
5. The service provider should have high availability network server infrastructure of 2 or more servers that are hosted at a leading data center with sufficient bandwidth and has load balancing failover capabilities and data security. Supporting documents must be attached.
6. The service provider should have operating experience with mobile operators of three or more years. Copies of the agreement or other supporting documents must be submitted.
7. The service provider should be capable for online campaign manager allowing for group creation/management, address book, campaign management, reporting.

5.1 SHORT MESSAGE DELIVERY
1 Service Provider should help Customer configure their account at the SMSC with a login and password to accept and successfully process SM traffic from Customer
2 Service Provider should affix a time stamp on each SMS successfully delivered in the Indian Standard Time.
3 Customer's valid requests for delivery of SMS for destination numbers covered in Service Provider's then effective interconnect / roaming agreements should be submitted to the next adjacent node with a maximum SMS loss rate of 0.05%.

5.2 SMSC ACKNOWLEDGEMENT AND DELIVERY NOTIFICATION
1. Service Provider SMSC should generate a delivery notification for each SMS sent by Customer and the same should be made available to Customer either on real time basis or daily offline basis
2. Service Provider SMSC should guarantee message submission to the next receiving network after the receipt of a respective valid request by Customer, except in the event of any Network problem outside the Service Providers' Network on which Service Provider has no control, which inter alia includes:
   i.   The Mobile destination carrier network is unavailable or presents any other fault.
   ii. No signaling link is available between the Service Provider's network and next network

5.3 SMSC Features
Service Provider will support the following features:
a. Text & Binary messages
b. Originator: Settable, alpha, numeric & reliable network short-codes
c. Characters: GSM 03.38 and UCS2
d. Latency: time to first delivery in 5 sec
e. Throughput: 3 to 10 messages per second per account. This will depend on the load on the Service Provider SMSC.
   Priority: Service Provider understands that such Push SMS messages are time critical in nature and have to be given high priority for delivery

6 Payment:

1. As mentioned the service will be for initially for one year.
2. CSP must quote amount for servers & connectivity (as mentioned in BoQ)
3. Invoices for servers & connectivity (combined) should be raised as per actual quarterly along with SLA.
4. The invoice will be paid according to actual usage and SLA.
5. SMS invoices (quarterly) should be raised separately with necessary reports.

7. Detailed Service Levels and Definitions:

This Service Level Agreement (SLA) is made to ensure that Trust gets the best service.

The Service Level Agreement published below here is applicable for all bidders who are intended to provide us the services requested as per RFP's terms and conditions. Bidders services / eligibility for performance credits or refunds will be determinable based on Trust hosting maintenance statistics and uptime requirement. Bidder shall abide by it and accept the integrity of all such measurements.

Following are the definitions and terms of the Service Level Agreement.

The hosting of Trust's HIMS application & database would include all facilities, features, hardware, equipment's, software's and applications used for hosting HIMS application & database, decisive and vital network sections which are in use at any given time for application hosting to provide managed dedicated servers' service to the Trust.

7.1. Managed Dedicated Service

(a) Round-The-Clock Technical Support: - Bidders technical support team will be on standby to assist Trust at any time i.e. 24 hours a Day, 7 Days a Week, 365 Days a year including national holidays. Customers Support team should have requisite expertise and should be available for any technical support tasks or trouble-shooting.

(b) Network Security: - Bidder will provide security on the overall network level at the data centre / Network Operations Centre to all its dedicated server for webhosting. This security cover is inclusive of Comprehensive maintenance of all Tier III operations, intensive and regular network scans, ensuring security at router and switch levels and managing the overall connectivity to streamline and enhance the performance of the individual servers. Bidder has to ensure protection against WAF Attack & Denial of Service Attack (DDoS) which will be of 1 Gbps Size burstable up to 10 Gbps.

(c) Server Level Monitoring: - All dedicated servers should be monitored closely by bidder at their data centre. Bidder should have a system to perform a standard check of all active ports and services functional at regular intervals. Bidder has to maintain proper monitoring to ensure the system continuity with minimum outage.

(d) Server Protection: - Bidder has to provide antivirus and firewall protection to the servers to ensure the protection against Trojans and malicious viruses. Regular updates / alerts / information regarding any such viral content will be passed on to the Trust for reference along with action undertaken for resolution from time to time.

(e) Miscellaneous Server Maintenance: - Support activities such as operating system updates, patching of operating systems, and installations of security patches, service packs, hot fixes and kernel updates are a part of the miscellaneous server maintenance service which is done on an uninterrupted basis from time to time after fixed intervals. Miscellaneous maintenance is also inclusive of installation / configuration of Intrusion Detection Systems (IDS) that are used to sniff out data packets transferred over the network which helps advanced understanding of the activities occurring on your server.

Bidder to ensure to perform all such maintenance from time to time and bidder to send prior notifications (Pre as well as post updating)/notices in such events.

7.2. Service Definitions

Service Availability: - Bidder has to ensure uninterrupted services with 99.95 % service uptime at any point of time during the calendar year. However, any disruption of services on account of problems relating to scheduled maintenance activities with prior approval from the Trust shall not be

considered as an interruption. It is also advised that such activities to be carried out during the midnight with after taking appropriate back-ups.

Calculation of uptime is [Scheduled operation time ÷= (hosting infrastructure downtime/scheduled operation time)] * 100% as mentioned above.

1. "Scheduled operation time" means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.

2. "Hosting infrastructure downtime" subject to the SLA, means accumulated time during which the hosting infrastructure is totally inoperable due to in-scope system or infrastructure failure, and measured from the time Trust and/or its customers log a call with the bidder help desk of the failure or the failure is known to the bidder from the availability measurement tools to the time when the System is returned to proper operation.

7.3. Penalty against Non-Performance

In the event of bidder not being able to offer 99.95% service uptime for the particular calendar month, a penalty will be charged by the Trust as per following calculation: -

Such downtime would be calculated from the time services are unavailable to the restoration of services to normalcy. Such penalty charges would be deducted from the monthly/quarterly payments payable to the bidder as per payment terms.

Uptime (A) per server	Penalty
A>=99.95%	No Penalty
99.00% =<A< 99.95	2 days equivalent of charges for that year'stotal charges on prorate basis.
98.00% =<A< 99.00	5 days equivalent of charges for that year's total charges on prorate basis.
A< 98.00%	Penalty at the rate of 1% of total annual chargesfor every 0.1% lower than the stipulated uptime.

Record and data for the service availability computations and determinations as available in the uptime/availability report. The penalty will be subject to an overall cap of 10% of the yearly charges.

8   <u>Agreement</u>

Trust will enter into an agreement with the selected bidder, to be executed by the bidder as per RFP terms and conditions. All other terms and conditions which are not included in this SLA to be read are as per RFP terms and conditions. Wherever Trust has not expressed its terms and conditions in this SLA, RFP document's clauses will prevail.

(To be given on the bidder letterhead)

Acceptance of Terms and Conditions

To:
The Chief Executive Officer,
Shree Saibaba Sansthan Trust, Shirdi
Tal.- Rahata, Dist.-Ahilyanagar

Sir/Madam,

Ref: Our Bid for RFP for dedicated web hosting services.

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer to install, host, manage and maintain dedicated computer systems, system software and associated licenses at our Data Centre with necessary Disaster Recovery and Backup facilities as detailed in your RFP document.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information.

We also confirm that the offer shall remain valid for 180 days from the date of the offer.

We hereby undertake that the Hardware and supporting software installed will be licensed, legally obtained and with latest version.

We understand that the Trust is not bound to accept the offer either in part or in full and that the Trust has right to reject the offer in full or in part without assigning any reasons whatsoever.

 We understand and undertake that

1. Trust is not bound to accept the lowest or any bid received, and may reject all or any bid at its sole discretion.
2. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Trust to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
3. If our bid is accepted, we are responsible for the due performance of the contract.

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the firm)

Date:

DOCUMENTS FOR ELIGIBILITY CRITERIA (Pre-Qualification Criteria)

Sn	Pre-qualification Criteria	Documents	Complied Yes/No
1	The Bidder must be a registered company in India under the Companies Act 1956 or Companies Act 2013 having its registered office in India.	Copy of the "Letter of Incorporation/ registration" should be submitted.	
2	Average annual turnover of bidder must be over 3 crores per annum in last three years (2021-22, 2022-23, 2023-24).	Relevant certificates in this regard from Statutory Auditors should be submitted.	
3	Should be a Firm/Company/ Service Provider (SP) having their own Data Centre installation in India and the said server must be hosted only Data Centre located in India	Undertaking on firm letterhead.	
4	The Bidders should host the cloud services from owned data centers certified by TIA 942 at Tier III or above with an uptime of 99,985% min	Submit appropriate Certificate	
5	Bidder should have IaaS/PaaS Public Cloud grids in two or more IDCs in different seismic zones. Cloud grids should be hosted in India and operational **from past 3 years.**	Submit appropriate Certificate	
6	The Data centres should have the necessary security Managements and certified for ISO 27001.	Submit appropriate Certificate	
7	The NOC should be part of data centers and the managed services quality should be certified for ISO 20000:1	Submit appropriate Certificate	
8	The provider should be certified for ISO 22301: Business Availability and Disaster Recovery.	Submit appropriate Certificate	
9	The Datacentre provider is desirable to provide service assurance and effectiveness of Managements as per SSAE 16 guidelines and provide SSAE 3402 certifications and minimum SOC 2 level	Submit appropriate Certificate	
10	The Data Centre should be Tier III Standards as defined by Uptime Institute or similar certifications from similar institutions. Documentary evidence for the same to be submitted.	Submit appropriate Certificate	

Signature of authorised signatory
Name and Title of the authorised Signatory
On behalf of <Name of Company /Agency>
Address
Seal /Stamp of CSP

UNDERTAKING BY BIDDER

Date: /   /2024

To:
The Chief Executive Officer,
Shree Saibaba Sansthan Trust, Shirdi
Tal.- Rahata, Dist.-Ahilyanagar

Undertaking (To be submitted by all Bidders' on their letter head)

We _____(bidder name), hereby undertake that-

1 As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs in India or any Financial Institution in India.

2 We also undertake that; we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to Trust.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date

Details of Major Projects for Cloud Servers

(DOCUMENTARY EVIDENCE OF EACH OF THE PROJECT SHOULD ALSO BE ENCLOSED)

Sr. No	Name of the Client, e-mail id, Tel. No., Address	Servers Hosted at Data Centre		Services Hosted	
		Specifications	Qty.	Name	Description
1					
2					
3					
4					
5					

Signature of authorised signatory
Name and Title of the authorised Signatory
On behalf of <Name of Company /Agency>
Address
Seal /Stamp of CSP

Personal & Bank Details for RTGS
All columns are mandatory
(Submit on Company Letter Head)

Sr No	Personal Detail	
1	Name of the Agency.	
2	Address	
4	Contact Person and Mobile number	
5	GST umber	
6	Bank Details –	
	Name of the Bank	
	Bank City	
	Branch Name and Code	
	Account Type	
	Account Number	
	IFSC CODE	
	MICR NO.	
7	Stamp and Signature of the agency	

Specification for dedicated Server and Services
This format is for reference.

A] Cloud Servers Details

S.No.	Role	VCPU (Core)	VRAM GB	Storage GB	Partitions (V Disk)	Operating System
1	Application Server	8	96	SSD (700) HDD (1000)	C-200GB (OS) (SSD) D-500GB (APP) (SSD) E-1000GB (FS) (HDD)	Microsoft Windows Server 2022 Standard
2		8	96	SSD (700) HDD (1000)	C-200GB (OS) (SSD) D-500GB (APP) (SSD) E-1000GB (FS) (HDD)	Microsoft Windows Server 2022 Standard
3		4	24	SSD (800)	C-200GB (OS) (SSD) D-300GB (DB) (SSD) E-300GB (DB) (SSD)	Microsoft Windows Server 2022 Standard Microsoft SQL Server 2019 Developer
4	Database Server	12	128	SSD (1000) HDD (1000)	C-200GB (OS) (SSD) D-400GB (DB) (SSD) E-400GB (DB) (SSD) G-1000GB (FS) (HDD)	Microsoft Windows Server 2022 Standard Microsoft SQL Server 2022 Standard
5		12	128	SSD (1000)	C-200GB (OS) (SSD) D-400GB (DB) (SSD) E-400GB (DB) (SSD)	Microsoft Windows Server 2022 Standard Microsoft SQL Server 2022 Standard
6		8	48	SSD (800)	C-200GB (OS) (SSD) D-300GB (DB) (SSD) E-300GB (DB) (SSD)	Microsoft Windows Server 2022 Standard Microsoft SQL Server 2022 Standard
7	HIMS Integration Server	8	48	SSD (700) HDD (1000)	C-200GB (OS) (SSD) D-500GB (DB) (SSD) F-1000GB (FS) (HDD)	"Microsoft Windows Server 2022 Standard (Integration Log Database), Mirth Engine, Web API etc.."
8	Proxy Server	4	8	200	Root 128 GB (OS SSD)	CentOS Linux release 7.9.2009 (Core)
9	Load Balancer	4	8	200	Root 128 GB (OS SSD)	CentOS Linux release 7.9.2009 (Core)
10	Public Ips - 10	Pool of IPv4 Addresses + Public IP'S				
11	Firewall	VM01v Shared Firewall 100 Mbps				

B] INTERNET CONNECTIVITY

Sno	Network Connectivity	Source	Destination	Bandwidth
1	Internet	Cloud Provider	End User	100 Mbps
2	MPLS	Cloud Provider	Hospital DC	10 MBPS

C] Software, Certificates & Tools

S.no	Software, Certificates & Tools	Type	License / Freeware
1	Antivirus		Licensed
2	Windows Server 2022 Standard	Operating System	Licensed
3	Microsoft SQL Server 2022 Standard	SQL Server	Licensed
4	Microsoft SQL Server 2019 Developer	SQL Developer	Freeware
5	Cent 8.0 or above	Operating System	Freeware

D] SMS Services

6	SMS Service Provider (National)	1,00,000 SMS per month Bulk SMS facility for festivals (Approx. 10 lakhs+)	Licensed
7	SMS Service Provider (International)	Approx. 5,000 SMS per month	Licensed

BoQ format for the online Bid Submission

A] Cloud Servers, Connectivity, Software Details :

Sr.No.	Line Item	Description	Qty.	Rate Per Month with GST	1 Year Total Amt. with GST
Network					
01.	Data Transfer Bandwidth	100 Mbps link speed along with DDOS	1		
02.		MPLS 10 Mbps Link Speed	1		
03.	Firewall	VM01v Shared Firewall 100 Mbps	1		
04.	IP Addresses	Pool of IPv4 Addresses + Public IP'S	10		
Compute-HA					
05.	VCore	CPU	68		
06.	VRAM	RAM GB	580		
07.	VHDD	HDD (SSD) GB	6100		
08.	VHDD	HDD (SAS) GB	4000		
Licenses					
09.	Operating System	Windows Server 2022 Standard Edition-Proc. based	7		
10.		CentOS Linux release 7.9.2009 (Core)	1		
11.	Database	MS SQL 2022 STDN Edition - 32 Core (Proc. based)	3		
Monitoring					
12.		CPU, HDD, Memory, Service & ICMP	1		
13.		OS, Firewall, Backup & DB	1		
Backup					
14.	Backup Agent	Back up agent license for DB server	3		
15.	Backup Space	10 TB Backup space with daily incremental & weekly retention	1		
Antivirus					
16.	Antivirus	Antivirus EDR	7		
17.	Load Balancer	Load Balancer	1		
Managed Services					
18.	DB	MS DB Admin Support	3		
19.	OS	OS Bug fix Support & Quarterly Patching	7		

B] SMS Services :

Sr. No.	Particular	Approx. Qty.	Kind	Rate per SMS with GST
01.	SMS Service Provider	50,000 SMS/month	Licensed	

Cloud Managed services Definition Compliance

<CSP Company Letterhead>
<Place>
<Date>

To,

#	Requirement	Yes/ No	Remarks(Details of how this requirement is met by CSP along with public reference able link)
1	Metering and Monitoring of Service usage in terms of compute, bandwidth, storage, performance metrics		
2	Security by Design: Encryption of data at Rest and while Transit enabled by default without any manual configuration required. The TLS certificates and Encryptions keys should be secured by Key Management Solution backed by HSM.		
3	Native Integration with CSP Identity and Access Management (IDAM) solution to allow granular access control.		
4	Automated Backup of data with IDAM Based Access Control, encryption and monitoring for access/download.		
5	Automated/Push button scaling with published APIs for scaling so that developers can create custom logic to scale the application as per business requirements.		
6	Automated setup of Multiple node cluster to sync data across data centers with option for Synchronous/Asynchronous replication.		
7	Automatic Failover without manual Intervention.		

8	Self-Service capability for Restoration Of cluster from backup.		
9	Self-heal capability to detect health of underlying hardware and restore services on a different physical host Without any manual intervention.		
10	Integrated Logging and Monitoring with option to create alerts based on performance anomaly based on Machine Learning.		
11	Service version Upgrade with customer having control over the Upgrade window.		
12	Automated Operating System Patching with customer having control over the Patching window.		

Signature of authorised signatory
Name and Title of the authorised Signatory
On behalf of <Name of Company /Agency>
Address
Seal /Stamp of CSP