SHRI SAIBABA SANSTHAN TRUST, SHIRDI

Information Technology Department

Tender document for

Hiring Cloud Services

About Shri Saibaba Sansthan Trust, Shirdi

Shri Saibaba Sansthan Trust, Shirdi, is the Governing and Administrative body of Shri Saibaba Samadhi Temple and all other temples in this premises. Shri 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., Ahmednagar (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 Trust. 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.23/09/2023	Time- 10.00 am
Documents Download/Sales Start Date	Dt.23/09/2023	Time- 10.00 am
Documents Download/Sales End Date	Dt.07/10/2023	Time- 17.00 pm
Pre Bid Meeting	Dt.27/09/2023	Time- 11.00 pm
Bid Submission Start Date	Dt.23/09/2023	Time- 10.00 am
Bid Submission End Date	Dt.07/10/2023	Time- 17.00 pm
Technical Bid Opening Date	Dt.09/10/2023	Time- 11.00 am

Pre bid Tender Meeting.
Pre bid meeting will be held online on 27/09/2023 at 11:00 am. For any of the queries interested Cloud service provider would call 02423-258953 or mail the queries to it.office@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. 20,000/- (Rs Twenty Thousands Only)
Earnest Money Deposit of Rs.2,00,000/- (Rs. Two Lakh Only)
Security Deposit:

1) Selected CSP have to deposit Rs 3,50,000/-(Three Lakh Fifty Thousands 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, with necessary disaster recovery for a period **of 3 years**.

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 in order to protect Trust website from hacking, phishing, malware attacks etc. as suggested by regulatory authorities from time to time without any extra cost to the Trust.
5. CSP has to 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 need 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 3 years 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 has to sign Non-Disclosure Agreement (NDA) with Trust.

2. Tendering Procedure.

2.1Qualification 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) Average annual turnover of CSP must be over 3 Crores per annum in last three years (2020-21, 2021-22, 2022-23). 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 31.03.2023.
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 for 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) Cloud should capable of hosting Web hosting in CDN (Content Delivery Network) in different region.
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 black listed by State/Central government or any PSU.

2.2Technical 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 of last three financial years. (2020-21, 2021-22, 2022-23). 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 letter-head, along with the tender documents, confirming that they are regularly providing the services from last 5 years.
5. The intending 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 the copy of the same in the bid while submitting the tender.
6. The webserver shall be in compliance to 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. Warranty period, if applicable, should be specified for these.

2.3 Technical Evaluation:

Technical Evaluation will be done only for the bidders who qualify in Stage1 and fulfill the Pre-Qualification criteria as in **Annexure-II.**

a. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the BID DOCUMENT and technical evaluation framework.
b. Each Technical Bid will be assigned a technical mark out of a maximum of 100 marks. Only the bidders who get a technical mark of 70 or more marks will qualify for the commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.
c. As part of the Technical Proposal, Bidder must fulfill the Technical Evaluation criteria as in Table 1: Technical Evaluation and submit the same along with Indicative Technical Bill of Material (Annexure VI).
d. As part of the Technical Proposal, Bidder needs to provide compliance against each line item in the Annexure VIII.
e. The Bidder shall demonstrate/Submit documentary proof for POC (Proof of Capability) as part of technical evaluation to understand the key features such as AUTO Scale up/down, Security protocols, Denial of Service (DoS, DDoS) attack), management and administration and audit capabilities of offerings, setting up of business continuity (active-active deployment among different zones as per our current deployment strategy), etc.

f. It is to be noted that all the Projects (as per the RFP Scope) are of strategic importance. These projects are currently architected using cloud native services as well as managed CSP managed services and hence Bidder(s) need to ensure that the managed services quoted are natively available from the proposed CSP.

g. **Managed Services** as defined in this BID DOCUMENT are CSP Managed Services defined as - The capability provided to the consumer by the CSP, to deploy on-to the cloud infrastructure consumer created or acquired applications, created using programming languages, libraries, APIs, services and tools, supported by the provider. A cloud under this RFP shall not be considered as a Managed Service if the Bidder manages or controls the underlying cloud infrastructure - network, servers, operating systems, or storage, though it has control over the deployed applications and possibly configuration settings for the application hosting environment.

h. The Bidder's proposed CSP needs to certify on its letterhead that proposed platform services by bidder is a managed service of CSP directly, where CSP manages runtime, middleware, operating system, virtualization, servers, storage, networking, licenses along with its upgrades, patches, upscale/downscale automatically through the service functionalities or attributes using automated tools and without any manual intervention. The service should have native integration with the CSP monitoring platform/service to enable effective operational view with defined matrices and alarms. The PaaS service should have an integration with the management console of the CSP to provide a single view of all resources. MSP will only facilitate, schedule or define controls for these activities in-line with the customer requirements leveraging published APIs of these CSP Managed platform services.

i. The bidder must comply with the definition of managed services wherever applicable, in case the bidder does not comply with the managed service requirement, the bid shall be liable for disqualification.

j. The Bidder should be ready to demonstrate on their proposed cloud before the Tender Evaluation Committee.

k. The Bidder's proposed CSP will be responsible to ensure 99.5 % desired availability of the services as per SLA.

l. This is a No-Deviation bid. Bidder to adhere to Technical compliances and quote Financial BoM as defined in the RFP as per the Annexure VI.

m. The Cloud Services proposed by the bidder for the BOM items asked in this RFP document must be in ready-to-offer "General Availability" condition in India region and must comply with the technical compliance and specification as mentioned in the BoM at the time of bidding. CSP to provide self-declaration signed by authorized signatory along with supporting public links (As per Annexure VIII) of the service documentation on the CSP portal.

n. The technical evaluation shall be done based on the understanding and demo the following items by the Bidder as per the Table 1 below:

Table 1: Technical Evaluation

(Total Marks 76, for eligibility bidder should have minimum 70 marks)

Bidder's expertise and demo of Service Category and its Capabilities as per column 2 and 3

Sr N [1]	Service Category [2]	Demo of the capability to be shown [3]	Max Marks [4]	Public URL [5]
1	Managed No SQL Service	The proposed cloud service provider should have fast, scalable, highly available, and fully managed database service that is compatible with MongoDB workloads. i. The proposed database must be compatible with Postgres / MS SQL. ii. Support to create automatic, continuous, incremental backups/ snapshot with ability to replicate snapshot to other region. iii. Must support role-based access control providing the ability to restrict access to databases. iv. Support petabytes of data and millions of read and write requests per second. v. Should not require to provision, patch, manage server/software and should support built-in availability and fault-tolerance vi. Support for automatic scaling of tables for capacity. vii. Should support encryption at rest with Customer managed key. viii. Should have ability to take automatic continuous backup of database with point-in-time recovery **(Score For Each Compliance Yes: 0.5 Mark No: 0 Marks)**	4	
2	Managed Relational Database Service	The proposed Cloud should have Managed relational database services with following Self-Service capabilities: (i) Should support high availability through redundant deployment in multiple sites and capability to scale horizontally by adding/removing read replicas. (ii) Should have ability to create on-demand/manual backups/snapshots. (iii) To provision Managed MySQL version8.x.x or higher with disk encryption and TLS Secured endpoint. (iv) To provision Managed PostgreSQL version 13.x or higher with disk encryption and TLS Secured endpoint. (v) To provision Managed Maria DB version10.6.x or higher with disk encryption and TLS Secured endpoint. (vi) To choose the Maintenance Window for the Database Maintenance. (vii) to change the underlying compute capacity and vertically scale the database compute. (viii) Storage Auto-scaling without any manual action. (ix) To choose the backup window. (x) Point in time recovery. **(Score For Each Compliance Yes: 0.5 Mark, No: 0 Marks)**	5	
3	Managed Kubernetes	The proposed Cloud Should provide Self Service capability	5	

Sr N [1]	Service Category [2]	Demo of the capability to be shown [3]	Max Marks [4]	Public URL [5]
	Service	(i) To Provision Managed*Kubernetes service (ii) Support for running Windows and Linux containers in a Kubernetes Cluster (iii) Support to accurately assess Kubernetes Cluster control plane logging, security and policies (iv) Update running Kubernetes Cluster with new version in-place upgrade without customer managing the update process (v) Support for encryption of Kubernetes secrets with Key Management Service **(Score For Each Compliance Yes:1 Mark, No:0 Marks)**		
4	Managed streaming Apache Kafka service	The proposed cloud service provider should provide self-service capability to (i) provision Managed streaming Apache Kafka service which supports ability to run Apache Kafka without having to manage and scale cluster capacity (ii) Provision Server less Kafka Cluster iii) Provision a managed Kafka Connect for data integrations **(Score For Each Compliance Yes: 1 Mark No: 0 Marks)**	3	
5	Managed Search service	The proposed Cloud Should support the Managed Search service which supports (i) High availability ii) Snapshots /backup. (iii)SQL language support to use SQL for querying Search service. (iv)Should have in built support for Encryption at-rest and in-transit so that data is protected when it is stored in domain or in automated snapshots and transferring between nodes in domain. **(Score For Each Compliance Yes: 0.5 Mark No:0 Marks)**	2	
6	Managed Cache Service	The proposed Cloud Should support the Managed Cache service which supports, (i) Should support open-source Redis data store engine. (ii) Redis cache must support shredding and clustering. (iii) Should have Inbuilt capability to auto scale number of shards and read replicas based on scaling policy. (iv) Replication: Cross-Region Replication(CRR) **(Score For Each Compliance Yes:0.75 Mark No: 0 Marks)**	3	
7	Managed Data Warehouse Service	The proposed CSP should have Managed Data Ware house Service with the following features: (i) Compatible with structured and semi structured data ii) Automatic resize capability to support high volume traffic with consistent performance. (iii) Automatic table optimization. (iv) Ability to run SQL queries against semi-	5	

Sr N [1]	Service Category [2]	Demo of the capability to be shown [3]	Max Marks [4]	Public URL [5]
		structured/unstructured data. (v) Should provide ML Model Training using SQL. **(Score for each compliance Yes :1 Mark No: 0 Marks)**		
8	Function as a Service	The proposed cloud service provider should provide compute service That lets your uncode without provisioning or managing servers. i. Native support to deploy function code in Languages: C#, Ruby, Python, Java ,Node.js, Power shell, Go ii. Supportability to have multiple version of same function. iii. Ability to create functions from container images. **(Score for each compliance Yes: 1 Mark No:0 Marks)**	3	
9	Managed Threat Detection Service	The proposed Cloud should have managed threat detection service which, (i) Continuously monitors and analyses account and work load events (ii) Provides ability to push alerts/findings to Managed monitoring service and object storage service (iii) Should provide a severity level to the findings to that they can be prioritized depending on severity level. (iv) Should have the ability to continuously monitor and profile managed kuber netes service cluster activity to identify mali ciousor suspicious behavior that represents potential threats to container workloads. **(Score For Each Compliance Yes:0.5 Mark No: 0 Marks)**	2	
10	Managed service to setup a data Lake	The proposed CSP should have a fully managed service that helps to build, secure, and manage data lakes, and provide access control for Data in the datalake. **Yes-(2) Marks, No-(0) Marks**	2	
11	Hardware Security Module	The proposed CSP should have a HSMasa Service that: (i) Is FIPS140-2 Level3 compliant (ii) Provides high availability and load balancing. (iii) Supports managed backups. (iv) Capability to monitor access and health. **(Score For Each Compliance Yes:0.5 Mark No: 0 Marks)**	2	
12	Managed Cloud Security Posture Management Service	The proposed cloud service should have the facility of Managed Cloud Security Posture Management services to continuously monitor cloud infrastructure for gaps in security policy. The service should support: (i) Custom compliance rules. (ii) Ability to group findings into groups depending on its severity and offer security scores for workloads. (iii) Offers insights or recommendations. (iv) Automated remediation. **(Score For Each Compliance Yes: 0.5 Mark No: 0 Marks)**	2	

Sr N [1]	Service Category [2]	Demo of the capability to be shown [3]	Max Marks [4]	Public URL [5]
13	Managed Artificial Intelligence Services	The proposed CSP should have fully managed Artificial Intelligence service such as : (i) Service to automatically extract text and data from scanned documents. (ii) Deep learning-based image and video analysis with features such as celebrity recognition, face comparison, face detection and analysis, logo detection etc. iii) Text based Real-time language translation service. **(Score For Each Compliance Yes: 1 Mark No: 0 Marks)**	3	
14	Managed Archival Storage	The proposed CSP should have highly available and scalable managed archival storage service that i)Encryption at rest ii)Supports storage classes and transition between them iii)Support multiple retrieval options based on retrieval time **(Score For Each Compliance Yes:1 Mark No: 0 Marks)**	3	
15	Managed Service to Analyze and Debug Applications	The proposed CSP should have Developer tools to Analyze and Debug Production, Distributed Applications, (i) Discover application issues. (ii) Interactive capability to interpret trace data. **(Score For Each Compliance Yes: 1 Mark No: 0 Marks)**	2	
16	Managed Security Service	The proposed Cloud should have Managed* security services- 1. Web Application Firewall: Should provide a firewall that protects web applications from common web exploits. 2. DDoS Protection: Should provide DDoS protection for managed services endpoints. Can be used with CDN and provide comprehensive protection against all known infrastructure (Layer 3 and 4) attacks. Should provide always-on detection and automatic inline mitigations, minimize application downtime and latency. 3. Threat detection, Vulnerability Assessment: Should provide an automated security assessment service that improves the security and compliance Virtual Machines and Container Images for vulnerabilities or deviations from best practices. 4. Identity and Access Management - fine grained access control for access to cloud resources **(Score For Each Compliance Yes: 1 Mark No: 0 Marks)**	4	
17	Managed CDN Service	The proposed Cloud should have the Managed* CDN service. (i)Content Delivery Network (CDN) designed to send audio, video, apps, photos, and other files faster and more reliably, using the servers closest to each user (ii) Managed CDN should support HTTP/3 Protocol for improved network and transaction performance. **(Score For Each Compliance Yes: 1 Mark No: 0 Marks)**	2	
18	Application	Should provide a comprehensive solution for collecting,	1	

Sr N [1]	Service Category [2]	Demo of the capability to be shown [3]	Max Marks [4]	Public URL [5]
	Performance Monitoring	analyzing and acting on telemetry from cloud and on-premises environments. Application performance Monitoring Service should support Open Telemetry for instrumentation, generation and collection of metrics, logs and traces. **Yes- (1) Marks, No- (0) Marks**		
19	Docker Container Registry	Container registries to store Docker formatted images and create all types of container deployments in the cloud. **Yes- (1) Marks , No- (0) Marks**	2	
20	Cloud Asset Inventory& Change Monitoring	1. CSP should provide real-time inventory of all the Cloud resources including VMs, databases, networking, security configurations, storage etc. It should provide Config Management DB and GRC (Governance, Risk and Compliance) functionality providing real-time notifications for any non-compliance in customer's Cloud environment. 2. Minimum of 1000 Cloud Assets [VMs, Databases, Object Storage, Applications (Micro services), Security Configurations, Cloud Management Logs etc.] 3. Logs Data Ingestion - 5 GB Per day (with 30 day retention) **Score For Each Compliance Yes: 1 Mark No: 0 Marks)**	3	
21	Managed API Gateway	Should provide a fully managed service for publishing APIs to external and internal consumers. Must support REST & Web Socket request, rate limiting and minimum of 5GB of In-Memory Cache. Yes- (3) Marks, No- (0)	3	
22	Managed cloud native No SQL database service	The proposed Cloud should have Managed high performance cloud native NoSQL database services with (i) Support petabytes of data and millions of read and write requests per second (ii) Should not require to provision, patch, manage server/software and should support built-in availability and fault-tolerance. (iii) Support for automatic scaling of tables for capacity (vi) Should support encryption at rest with Customer managed key (v) Should have ability to take automatic continuous backup of database with point-in-time recovery (vi) Database should have In-memory cache capability so that it can support micro-second response times **(Score For Each Compliance Yes: 0.5 Mark No: 0 Marks)**	3	
23	Front end Web and Mobile application	Managed Service to build full-stack web and mobile apps development to deployment. **(Yes:1 Mark No: 0 Marks)**	2	
24	Managed Key Management	Key Management Service should have capability to integrate with Third Party HSM Device. Third Party HSM device should	2	

Sr N [1]	Service Category [2]	Demo of the capability to be shown [3]	Max Marks [4]	Public URL [5]
	Service	store the external root of trust and Key Vault should send the data keys to External HSM for encryption and decryption. **(Yes: 1 Mark No: 0 Marks)**		
25	Database Migration Service	Database migration centralize service should have the capability to Migrate various commercial and Open source database from on- premise data center or from other cloud service provider.	2	
26	Storage	Increase Instance Storage in increment by 1 GB without Downtime for the instance / online resize	2	
27	Managed Database Storage	Auto Increase of Managed Database Storage without Downtime for the instance / online resize	2	
28	Managed Database Upgrade	Auto Upgrade of Database Version minor with patches application without Downtime.	2	
	Total Max Marks			

2.4 Commercial Bid

Price should be mentioned in BOQ format (For filling BoQ refer Annexure VIII for item details)

The tenderer should quote online in BOQ provided.

Rates should be quoted inclusive of all taxes. Show GST separately

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 date of opening of the Tenders.

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 our website 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,
   Shri Saibaba Sansthan Trust,
   Po.Shirdi, Tal.-Rahata
   District-Ahmednagar 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 have capable of connecting from on premise systems for exchange 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. Single point of contact for support and escalation matrix should be provided.
7. Bidder 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 7working days from the date of work order and the Cloud Server should be ready for data migration & website shifting.
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 white listed.
16. If either SSST or 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 need 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 two 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 **three years** 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 exclusive 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 15working 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 devotee with SMS services for their transaction in Trust applications. Major among this application are Online Website, Room Reservation, Donation, Publications, Free Meal Scheme, School Students Admission and day to day message.

1. The service provisioning will be required for 3years
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 5 lacs 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 is 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 agreement or other supporting document 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 service will be for next three years.
2. CSP have to quote amount for servers & connectivity (as mentioned in BoQ)
3. Invoice for servers & connectivity (combined) should be raised quarterly along with SLA.
4. Invoice will be paid according to actual usage and SLA.
5. SMS invoice (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 intend 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 webhosting 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 website www.sai.org.in, its sub-domains and mobile application would include all facilities, features, hardware, equipment's, software's and applications used for hosting website,

decisive and vital network sections which are in use at any given time for website 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 –= (Webhosting 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. “Webhosting infrastructure downtime” subject to the SLA, means accumulated time during which the Webhosting 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 Agreement

Trust will enter into an agreement with 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.

(P. Siva Sankar, I.A.S.)
Chief Executive Officer
Shri Saibaba Sansthan Trust Shirdi

ANNEXURE –I

(To be given on the bidder letterhead)

Acceptance of Terms and Conditions

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

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. Trustis 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:

ANNEXURE –II

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 (2020-21, 2021-22, 2022-23).	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		
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	Cloud should capable of hosting Web hosting in CDN (Content Delivery Network) in different Region.		
11	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

Annexure - III

UNDERTAKING BY BIDDER

Date: / /2023

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

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

ANNEXURE – IV

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

ANNEXURE- V

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	

Annexure - VI

Specification for dedicated Server and Services and BOQ format
(Give rate for 3Years, Tender will be for 3years, BOQ to be filled online only).
This format is only for reference.

A] Cloud Servers Details

S.No	Role	VCPU (Core)	VRAM GB	Storage GB	Operating System
1	Application Server	2	4	50	Linux 8.0 & above
2		4	8	100	Linux 8.0 & above
3		4	8	100	Linux 8.0 & above
4		2	4	50	Linux 8.0 & above
5		4	16	100	Linux 8.0 & above
6		4	16	100	Linux 8.0 & above
7		12	32	100	Linux 8.0 & above
8		12	32	100	Linux 8.0 & above
9		4	8	100	Linux 8.0 & above
10		4	8	100	Linux 8.0 & above
11	Web server	2	4	50	Linux 8.0 & above
12		4	8	100	Linux 8.0 & above
13		4	8	100	Linux 8.0 & above
14		8	16	100	Linux 8.0 & above
15		8	16	100	Linux 8.0 & above
16		8	16	100	Linux 8.0 & above
17	Database Server	4	16	100	Win Server 2019 / RDS
18		8	32	500	Win Server 2019 / RDS
19		8	64	500	Win Server 2019 / RDS
20		8	16	200	Win Server 2019 / RDS
21		4	16	100	Win Server 2019 / RDS
22	Redis Cluster	2	4	50	Linux 8.0 & above
23		4	8	100	Linux 8.0 & above
24		2	4	50	Linux 8.0 & above
25		4	8	100	Linux 8.0 & above
26	RabbitMQ / Messaging & Mailing Services	2	4	50	Linux 8.0 & above
27		4	8	100	Linux 8.0 & above
28		4	8	100	Linux 8.0 & above
29	File Server / Storage Services	4	8	200	Linux 8.0 & above
30		4	8	300	Linux 8.0 & above
31		4	16	300	Linux 8.0 & above
32		4	8	200	Linux 8.0 & above
33	LB Management Citrix Net Scaler VPX (3000)				
34	Code Repository	2	4	100	Linux 8.0 & above
35	Development Servers	8	32	150	Windows 2019 &above

36		8	32	150	Windows 2019 &above
37		8	32	150	Windows 2019 & above
38		8	32	150	Windows 2019 & above
39		8	32	150	Windows 2019 & above
40		8	32	150	Windows 2019 & above
41		8	32	150	Windows 2019 & above
42		8	32	150	Windows 2019 & above
43	Public Ips - 15				

B] INTERNET CONNECTIVITY

Sno	Network Connectivity	Source	Destination	Bandwidth
1	Internet	Cloud Provider	End User	100 Mbps

C] Software, Certificates & Tools

Sno	Software, Certificates & Tools	Type	License / Freeware
1	REDIS	64-bit Virtual machine with 8 GB Redis Cache and Cluster with license of Redis Cluster	Licensed
2	AppDynamics	Monitoring Tool for App Servers	Licensed
3	Nginx	Cent-OS 7.0+ and Nginx Plus R7	Licensed
4	SparkPost (email services)	1,00,000 emails month	Licensed
5	Antivirus		Licensed
6	Linux 8.0 or above	Operating System	Licensed
7	Windows 2019 or above	Operating System	Licensed
8	Visual Studio professional 2022 (4)		Licensed
9	Postman		Freeware
10	Tomcat 8.0		Freeware
11	Spring tool suite		Freeware
12	Maven 3.3		Freeware
13	Aptana_studio 3.6.1		Freeware
13	SVN		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

Annexure VII

BoQ format for the online Bid Submission

1) Cloud Servers

S.No	Role	VCPU (Core)	VRAM GB	Storage GB	Operating System	Rate/Month	GST Amount	Total With GST
1	Application Server	2	4	50	Linux 8.0 & above			
2		4	8	100	Linux 8.0 & above			
3		4	8	100	Linux 8.0 & above			
4		2	4	50	Linux 8.0 & above			
5		4	16	100	Linux 8.0 & above			
6		4	16	100	Linux 8.0 & above			
7		12	32	100	Linux 8.0 & above			
8		12	32	100	Linux 8.0 & above			
9		4	8	100	Linux 8.0 & above			
10		4	8	100	Linux 8.0 & above			
11	Web server	2	4	50	Linux 8.0 & above			
12		4	8	100	Linux 8.0 & above			
13		4	8	100	Linux 8.0 & above			
14		8	16	100	Linux 8.0 & above			
15		8	16	100	Linux 8.0 & above			
16		8	16	100	Linux 8.0 & above			
17	Database Server	4	16	100	Win Server 2019 / RDS			
18		8	32	500	Win Server 2019 / RDS			
19		8	64	500	Win Server 2019 / RDS			
20		8	16	200	Win Server 2019 / RDS			
21		4	16	100	Win Server 2019 / RDS			
22	Redis Cluster	2	4	50	Linux 8.0 & above			
23		4	8	100	Linux 8.0 & above			

S.No	Role	VCPU (Core)	VRAM GB	Storage GB	Operating System	Rate/Month	GST Amount	Total With GST
24		2	4	50	Linux 8.0 & above			
25		4	8	100	Linux 8.0 & above			
26	RabbitMQ / Messaging & Mailing Services	2	4	50	Linux 8.0 & above			
27		4	8	100	Linux 8.0 & above			
28		4	8	100	Linux 8.0 & above			
29	File Server / Storage Services	4	8	200	Linux 8.0 & above			
30		4	8	300	Linux 8.0 & above			
31		4	16	300	Linux 8.0 & above			
32		4	8	200	Linux 8.0 & above			
33	LB Management Citrix Net Scaler VPX (3000)							
34	Code Repository	2	4	100	Linux 8.0 & above			
35	Development Servers	8	32	150	Windows 2019 &above			
36		8	32	150	Windows 2019 &above			
37		8	32	150	Windows 2019 & above			
38		8	32	150	Windows 2019 & above			
39		8	32	150	Windows 2019 & above			
40		8	32	150	Windows 2019 & above			
41		8	32	150	Windows 2019 & above			
42		8	32	150	Windows 2019 & above			
43	Public Ips - 15							

2] INTERNET CONNECTIVITY

Sno	Network Connectivity	Source	Destination	Bandwidth	Rate/Month	GST Amount	Total With GST
1	Internet	Cloud Provider	End User	100 Mbps			

3] Software, Certificates & Tools

Sno	Software, Certificates & Tools	Type	License / Freeware	Rate/Annum	GST Amount	Total With GST
1	REDIS	64-bit Virtual machine with 8 GB Redis Cache and Cluster with license of Redis Cluster	Licensed			
2	App Dynamics	Monitoring Tool for App Servers	Licensed			
3	Nginx	Cent-OS 7.0+ and Nginx Plus R7	Licensed			
4	Spark Post (email services)	1,00,000 emails month	Licensed			
5	Antivirus		Licensed			
6	Linux 8.0 or above	Operating System	Licensed			
7	Windows 2019 or above	Operating System	Licensed			
8	Visual Studio professional 2022 (4)		Licensed			
9	Postman		Freeware			
10	Tomcat 8.0		Freeware			
11	Spring tool suite		Freeware			
12	Maven 3.3		Freeware			
13	Aptana_studio 3.6.1		Freeware			
13	SVN		Freeware			

4] SMS Services

Sno	Particular	Approx. Qty.	Kind	Rate/SMS	GST Amount	Total With GST
1	SMS Service Provider (National)	1,00,000 SMS per month Bulk SMS facility for festivals (Approx. 10 lakhs+)	Licensed			
2	SMS Service Provider (International)	Approx. 5,000 SMS per month	Licensed			

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

Annexure VIII

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 centres 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

Approved

(P.Siva Sankar I.A.S.)
Chief Executive Officer
Shri Saibaba Sansthan Trust Shirdi