

GOVERNMENT OF ASSAM
FINANCE (IF) DEPARTMENT

No. FIF No. 11/2013/Pt/16

Dated Dispur, the 7th September, 2020.

**Invitation of Quotation for Cloud Infrastructure Services, SMS Gateway Services etc.
for Finance (IF) Department**

In behalf of the Government of Assam, Finance (IF) Department invites quotation for various services for hosting the platform and implementation of Svayem Scheme across the State of Assam.

Finance (IF) Department intends to contract reputed IT firm for providing the cloud infrastructure and services as mentioned in the BOM of the Request for Quotation.

The Finance (IF) Department invites sealed Quotations under single bid system (Technical part & Financial part) for providing the hosting and related services. The RFQ may be downloaded from website <http://finance.assam.gov.in>. Interested parties can also send the quotation via mail in Password protected PDF to financeifdepartment@gmail.com. They can share the password just prior to the bid opening time.

The sealed Quotation or the protected mail should be addressed to '**Director, Finance (IF) Department, 2nd floor, F-Block, Finance Department, Janata Bhawan, Guwahati-6.**'

Quotations should reach the office latest by **14th September, 2020 at 2.00 p.m.** The Quotations shall be opened on the same day, i.e., **14th September, 2020 at 3.00 p.m.** at the Office of Director, Finance (IF) Department.

Authorized bidder or their representative may attend the opening of the bids at the scheduled date and time. **Quotations received beyond the last date and time shall be summarily rejected.**

Bidders are requested to furnish particulars for Technical and Financial parts as per the **RFQ** respectively. The bidders are also advised to through the **Technical Terms & Conditions** and satisfy themselves before submitting the quotations.

Financial quote shall not be taken into consideration even if the bidder has quoted the lowest price if technical criteria as requested in the RFQ do not meet up by the bidder. The Finance (IF) Department reserves the right to accept or reject any offer without assigning any reason.

Sd/-

(Eva Deka)

Director, Finance (IF) Department

Request of Quotation

Section I BID FORM

(This form must be submitted using official letterhead of the agency)

RFQ No.: No. FIF..... dated , the....., 2020

Our reference no..... dated.....

To,
The Director,
Finance (IF) Department, Janata Bhawan.

Sub: Request for Quotation (RFQ) for **"Infrastructure Hosting and other services"**

Sir,

I/We, the undersigned, hereby submit our Quotation in two parts, namely:

- (a) Technical Part, and
- (b) Financial Part

2. In submitting Quotation, we make the following declarations:

- (a) No reservations: Having read RFQ in its entirety and services to be provided, I/We, offer to participate in the tender with the terms and conditions specified in the quotation and have no reservations whatsoever;
- (b) Conformity: We offer to provide service in conformity with the RFQ document and in accordance with the specifications specified in the RFQ document;
- (c) Quotation Validity Period: Our Quotation shall be valid for the period of 60 days from the deadline fixed for submission of the Quotation;
- (d) Eligibility: We meet the eligibility requirements and have no conflict of interest. We are not participating in more than one quotation in this bidding process and we have not been suspended or debarred or blacklisted or suspended by the Central or any State Government/PSU, etc in India;
- (e) Fraud and Corruption: We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any type of corrupt, fraudulent, collusive, coercive, or obstructive practices, and we will strictly observe all the laws against fraud and corruption in force in India including, "Prevention of Corruption Act 1988."
- (f) Annulment: We understand that you are not bound to accept any Quotation you may receive as the stated services under the RFQ.

(g) Declaration: It is hereby declared that particulars furnished herewith are true and correct as per my/our knowledge and belief. In the event of any particulars are found to be false, I/We shall be liable to such consequences/lawful actions as the Director, Finance (IF) Department wish to take.

Yours faithfully,

(Authorized Signature)

Name & Title of Signatory _____

In the capacity of [insert legal capacity of person signing the Letter of Quotation]

Name of

Bidder _____

Address

Telephone no. _____ email id. _____

Dated on _____ day of _____, _____ [insert date of signing]

Section II

TECHNICAL TERMS AND CONDITIONS

1. The Service Provider should have legal business entity in India.
2. The Service Provider Should have at least 3 (three) years' experience in similar field.
3. The Service Provider should provide 1 work order of similar work with value not less than 1 Crore executed in the last 1 year.
4. The Service Provider should submit a sum of Rs. 2,00,000/- as Earnest Money Deposit (EMD) in the form of Bank Guarantee/ Fixed Deposit along with the proposal.
5. The bidder's annual financial turn over (gross) during the last three financial years, i.e., 2017-18, 2019-18 & 2019-20 duly audited by CA should not be less than 3 crores in each financial year, i.e., 2017-18, 2018-19 & 2019-20.
6. Successful bidder will have to keep an interest free deposit of 3% of the final price in the form of Bank Guarantee/ Fixed Deposit with Finance (IF) as Performance Security at the time of signing of the Agreement. The validity of the Bank Guarantee/ Fixed Deposit should be for 1.5 years.
7. The successful bidder will have to enter into an agreement within 5 (five days) days after receipt of the Letter of Intention (LoI) from Director, Finance (IF) and after submitting Performance Security.
8. The Performance Security of the empaneled Service Provider shall be released after three (3) months from the closure date of the Agreement.
9. All costs, etc., related to Agreement signing like stamp paper, etc., will be borne by the selected agency.
10. The Agreement shall be effective for 6 months initially and may be extended another 6 months based on mutual understanding and satisfactory service delivery by the empaneled agency.
11. All the pages of the Quotation have to be signed by the authorized bidder.
12. The Finance (IF) Department reserves the right to change/add terms & conditions as and when felt necessary through a letter issued to the empaneled agency.
13. Bidder should fill up rates both in figures and words in the Financial Part.
14. The applicable tax should be shown separately.
15. Rates will be considered together for all the items together.

16. Any modification to this RFQ shall be uploaded in the official website <http://finance.assam.gov.in>.
17. Partial quote will not be acceptable and such quotation shall be considered as non-responsive and shall not be evaluated.
18. Payment will be made on monthly basis. The bill should invariably be enclosed with the office indent for making necessary payment by the Finance (IF) Department.
19. Any discrepancy between the unit price and the total price, between words and figures shall be re-computed by the Director, Finance (IF) Department. The unit price shall prevail, and the total price shall be corrected, in case of any discrepancy. If the prospective empaneled vendor does not accept the final price based on re-computation and correction of errors, the bidder's quotation will be rejected.
20. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment/modification on any account.
21. The Prices should be quoted in Indian Rupees only.
22. Cloud environment should have all the necessary security and process certificates like ISO 270001, ISO/IEC27017:2015, ISO/IEC 27018:2015, ISO 20000:1, ISO:9001:2008, SOC, IRAMP, C5, PCIDSS.
23. Cloud environment should be provisioned on a MEITY empaneled cloud.
24. The Finance (IF) Department shall evaluate and compare the quotations determined to be substantially responsive, i.e. which,
 - i. are properly signed and sealed;
 - ii. have submitted the required documents and meet the criteria specified as indicated above;
 - iii. evaluation will be carried out on the basis of the total price quoted for;
 - iv. mere submission of quotation does not entitle a bidder for award of contract and the Director (IF), Department reserves the right to cancel any or all quotations received under this RFQ.
32. The Director, Finance (IF) Department will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price

Section III BIDDER'S PROFILE

Sl. no.	Essential information to qualify technically	Documents to be submitted
1.	Name of the Agency	Self-certified registration certificate.
2.	Status of the firm	Self-certified document of proof of Proprietorship/ Partnership / any other.
3	Complete address of the Firm with telephone, mobile no., email id.	Information in the Service Provider letterhead.
4	Name of the Proprietor/Managing Partner/etc. (as the instance may be)	Self certified valid document
5	Date of commencement of business	Self certified valid document
6	Name of organization(s) to which the Agency is rendering similar services.	Self certified copy from concerned organization(s).
7	Trade License	Self certified up-to-date Trade License.
8	Work Orders	Work Order should be enclosed with self certification
9	Annual Turnover as certified by Chartered Accountant for the last three years (enclose copies):	
	a) 2017-18	Self certified Chartered Accountant's Certificate
	b) 2018-19	Self certified Chartered Accountant's Certificate
	c) 2019-20	Self certified Chartered Accountant's Certificate
10	PAN No.	Self certified copy of PAN card.
11	Security certificates from the cloud provider ISO 270001, ISO/IEC27017:2015, ISO/IEC 27018:2015, ISO 20000:1, ISO:9001:2008, SOC, IRAMP, C5, PCIDSS.	The required documents need to be attached with the proposal
12	GST No.	Self certified up-to-date copy of GST certificate
13	Any other related document/information which the firm desires to inform Finance (IF) Department in relation to the RFQ	
14	All pages of the RFQ should be signed	

NB: Documents to be submitted serially as per the listed table above.

I/We hereby declare that the information furnished above is true and correct. I/We am/are also attaching the copies of license/authorization documents claimed above.

Yours faithfully,

(Authorized Signature)

Name & Title of Signatory _____

In the capacity of [insert legal capacity of person signing the Letter of Quotation]

Name of

Bidder _____

Address

Telephone no. _____ email id. _____

Dated on _____ day of _____, _____ [insert date of signing]

Section IV

SCOPE OF WORK

- The Service Provider should provision, monitor and manage the cloud platform as mentioned in the BoM.
- The service provider should implement the necessary patches to the Operating System during the contract period.
- 24*7 Monitoring and Management has to be performed for both OS and DB.
- 24*7 Support desk with ticketing system should be available
- Cloud Hosting environment should be within India.
- VAPT for the hosted application should be carried out and certificate should be provided through an cert.in empaneled service provider.
- Snapshots should be configured and placed in a different seismic zone by the Service Provider
- Daily Incremental and Weekly full backup should be configured for the Application and DB
- WAF and Application Load Balancer should be configured to manage high availability and protect the environment from malicious attacks
- DDoS Protection and Firewall should be provisioned and configured
- Domain Registration and SSL for the application must be provisioned by the service provider
- Disaster Recovery mock drills should be performed to ensure the functionality of the DR. Service provider should ensure data replication to DR with an RPO of 15 mins and bring up the environment within an RTO of 30 mins.
- Monthly resource utilization report and the SLA report must be submitted to the project team.

OS MANAGEMENT

Monitoring of Server/OS:

- CPU, Disk, and Memory
- System Uptime
- CPU Usage
- Disk Usage
- Memory Paging
- Physical Memory Usage
- Swap Memory Usage
- Processor Queue Length
- NFS Folder Availability
- Event Logs
- Linux Events
- Linux Performance Counter
- Linux Performance Change

Management of Server:

- Patch Management - Install recommended service packs, security patches and hot-fixes
- Availability Management

- Performance Management - Operational lifecycle of the server and managing the local user accounts

WEB /APP SERVER MANAGEMENT

- Monitor Web/App server availability.
- Take corrective action by executing custom scripts to start Web/App server in case of failures.
- Monitor response time.
- Monitor requests served by Web/App Server.
- Monitor Requests in Process, Requests received, Requests discarded
- Bytes received and sent
- Response code counts, categorized by status code
- Response Time and Failed Health Checks
- HTTP requests received and discarded
- Current Connections, Connections accepted, and Requests discarded
- Bytes sent and received by each server zone
- Number of health checks failed
- Response code counts, categorized by status code

Management should be carried out based on the results of the above monitoring parameters to avoid service downtime.

DBA Monitoring of Database instance

- Availability of Instance/Database
- Availability of Database Port
- Database Health Like – Data file Status, Log file, Errors.
- Database Perform monitoring and incident report

Management of Database instance

- Start / Stop Database (restart services)
- Database User Management
- Resolution of issues raised due to Database
- Database Performance tuning
- Backup & Recovery
- Patch Management that will be carried out in concurrence with the Customer in a definite Service Window.
- Data Management between Prod and DR
- Execution of scripts in DB
- Check Alert Logs
- Check integrity of Backups, scheduled jobs, free space in archive destination log
- Verify DB instances
- Check tablespace and disk usage

- Finding invalid objects and reporting
- Checking session locks
- Maintain Logs of System Access
- Maintain Logs of Script Execution / DB affecting functions

BACKUP AND RECOVERY

- Service provider should provide a fully managed B&R solution which takes care of business continuity, Ransomware Protection, compliance, and data protection
- Instance snapshot and data management
- Real Time Monitoring of Backup
- Backup Testing and validation
- 2 DR Drills per Annum must be mandatory with reports

MIGRATION SERVICE

- Extensive study has to be carried to the production environment and if migrations are planned, it should be executed without any downtime.

SECURITY MANAGEMENT

- VAPT test must be performed periodically (every 6 months) for the infrastructure and vulnerabilities should be fixed as per the suggestions (due to updates)
- Log servers must be configured and managed to analyze the access hits and understand the threat issues
- Vulnerability Assessment and Penetration Testing Report along with the retest report should be submitted
- Safe to host certificate should be provided by a Cert.in empaneled service provider

CLOUD MANAGEMENT

- Should have Expert knowledge levels on the cloud platform to manage a secure environment and adopt changes to the application hosted environment to reduce security changes
- Service provider should do cloud cost optimization and manage the environment without exceeding the proposed commercial for the infra while delivering the resources without any compromise.

VENDOR MANAGEMENT

- Should work closely with the software development team and update them frequently on the changes required in the infra to deliver a secured application

Section V
Bill of Materials

Annexure I

1. Hosting Infrastructure

Environment	Server Name	Configuration	OS	DB	QTY
Primary Instances	Web	8vCPU,32GB RAM, 250GB SSD	Linux		1
	Application	8vCPU,64GB RAM, 250GB SSD	Linux		1
	Database	8vCPU,64GB RAM, 250GB SSD	Linux	MySQL	1
Disaster Recovery	DR	8vCPU,64GB RAM, 250GB SSD	Linux	MySQL	1
Demo	Demo	4vCPU,8GB RAM, 250GB SSD	Linux	MySQL	1
Training	Training	4vCPU,8GB RAM, 250GB SSD	Linux	MySQL	1
File Storage					1.5 TB
Internet Data Transfer (Per Month)					1 TB
Data Backup Storage & VM Snapshot Backup					1 TB
Public IP					6
Web Application Firewall with Application Gateway/Load balancer					1
S2S IPSEC VPN and SSL/Client VPN (for developer and application admin) (Min 3 and Max 5 Tunnels & 20-25 SSL VPN Clients)					
Intrusion Detection and Intrusion Prevention Service					1
24*7 Monitoring and Management Service (Inclusive of DR Automation and Execution Services)					1

2. SMS Gateway

50 (fifty) lakh bulk transactional messages with a validity of 1 year from the day of signing the contract

3. SECURITY SERVICES

Domain Name Registration and Management	Per Domain
Wildcard SSL Certificate	1
Security Audit (VAPT) by an cert.in authorized service provider (2 Cycles) per Annum <i>(*1 Cycle comprises of Initial test and a Retest)</i>	1

Section VI
LETTER OF Quotation

Annexure II

(This financial part must be submitted using official letterhead of the firm)

RFQ No.: No. FIF..... dated Guwahati the,2020.

Our reference No..... dated.....

To,
The Director
Finance (IF) Department.

Sub: Request for Quotation (RFQ) for **"Cloud Hosting Infrastructure and other services"**

Madam/Sir,

1. I/We, the undersigned, hereby submit the financial part of our Quotation. In submitting our Financial Part, we make the following additional declarations:

(a) Our quotation shall be valid for the period of 60 days from the deadline fixed for the quotation submission;

(b) I/we have thoroughly read and understood all the terms and conditions as contained in the RFQ and agree to abide by them

Group A:

Sl.No	Environment	Server Name	Configuration	OS	DB	QTY	Cost per Annum
1	Primary Instances	Web	8vCPU,32GB RAM, 250GB SSD	Linux		1	
2		Application	8vCPU,64GB RAM, 250GB SSD	Linux		1	
3		Database	8vCPU,64GB RAM, 250GB SSD	Linux	MySQL	1	
4	Disaster Recovery	DR	8vCPU,64GB RAM, 250GB SSD	Linux	MySQL	1	
5	Demo	Demo	4vCPU,8GB RAM, 250GB SSD	Linux	MySQL	1	
6	Training	Training	4vCPU,8GB RAM, 250GB SSD	Linux	MySQL	1	

7	File Storage	1.5 TB	
8	Internet Data Transfer (Per Month)	1 TB	
9	Data Backup Storage & VM Snapshot Backup	1 TB	
10	Public IP	6	
11	Web Application Firewall with Application Gateway/Load balancer	1	
12	S2S IPSEC VPN and SSL/Client VPN (for developer and application admin) (Min 3 and Max 5 Tunnels & 20-25 SSL VPN Clients)		
13	Intrusion Detection and Intrusion Prevention Service	1	
14	24*7 Monitoring and Management Service (Inclusive of DR Automation and Execution Services)	1	
	GST		
	Total		

Group B

S.No.	Services	Cost
1	Transactional SMS @ X paise per SMS for 50 lakh SMS with 1-year validity	
	GST	
	Total	

Group C

S.No.	Services	Qty	Cost
1	Wild Card SSL Certificate with min 1 year validity	1	
2	Domain Name Registration	1	
3	Security Audit from a certified third-party service provider (2 Cycles)	1	
	GST		
	Total		

- The evaluation will be done by summing the total prices Group A, Group B and Group C together.
- The quoted price should be in Indian Rupees.