Solar Energy Corporation of India Limited
(A Government of India Enterprise)

**D - 3, 1ˢᵗ Floor, Wing - A, Prius Platinum Building, District Centre,
Saket, New Delhi - 110 017
Tel: 011 - 71989200, Fax: 011 - 71989243
E mail : contracts@seci.co.in**

Notice Inviting Tender (NIT)

For

Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited

NIT No. SECI/C&P/NIT/eOffice/102018

Dated : 09/10/2018

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DISCLAIMER

1. Though adequate care has been taken while preparing the nit document, the bidder(s) shall satisfy themselves that the document is complete in all respect. Intimation regarding any discrepancy shall be given to the office of Employer/ Owner immediately. If no intimation is received from any bidder within **10 (Ten) days from the date of issuance of NIT documents,** it shall be considered that the document is complete in all respect and has been received/ acknowledged by the bidder(s).

2. Solar Energy Corporation of India Ltd (SECI) reserves the right to modify, amend or supplement this document.

3. While this NIT document has been prepared in good faith, neither SECI nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this document, even if any loss or damage is caused by any act or omission on their part.

Place: New Delhi   Date: 09/10/2018

SECTION - I

DEFINITIONS OF TERMS

1.1 **"BIDDER"** shall mean Bidding Entity submitting the Bid. Any reference to the Bidder includes Bidding Company including its successors, executors and permitted assigns jointly and severally, as the context may require;

1.2 **"BIDDING CONSORTIUM"** or **"CONSORTIUM"** shall refer to a group of Companies that have collectively submitted the response in accordance with the provisions of this NIT under a Consortium Agreement;

1.3 **"CHARTERED ACCOUNTANT"** shall mean a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949**;**

1.4 **"COMPANY"** shall mean a body corporate incorporated in India under the Companies Act, 1956 or the Companies Act, 2013, as applicable;

1.5 **"CONSULTANT"** shall mean the individual or firm or company, undertaken for Cloud Service Provider for Hosting NIC e-Office Application and shall include legal representatives of such individual or persons comprising such firm or successors of such firm or company as the case may be and permitted assigns of such individual or firm or company;

1.6 **"CONTROL"** shall mean the ownership, directly or indirectly, of more than 50% (fifty percent) of the voting shares of such Company or right to appoint majority Directors;

1.7 **"CONTROLLING SHAREHOLDING"** shall mean more than 50% of the voting rights and paid up share capital in the Company/ Consortium;

1.8 **"DAY"** shall mean calendar day;

1.9 **"DATE OF CONTRACT"** *or* **"EFFECTIVE DATE"** shall mean the date of issuance of Notification of Award (NOA)/ Letter of Award (LOA)/ Letter of Intent (LOI) by Employer/ Owner;

1.10 **"EMPLOYER"** *or* **"OWNER"** Shall mean the Solar Energy Corporation of India Ltd. (SECI), a Company incorporated in India under the Company's Act 2013 having its Registered Office at D-3, 1st Floor, Wing-A, Prius Platinum Building, District Centre, Saket, New Delhi-110 017 and shall include its legal representatives, successors and permitted assigns;

1.11 **"ENGINEER IN CHARGE (EIC)"** *or* **"PROJECT MANAGER"** Shall mean the Engineer/ Officer appointed by SECI or their duly authorized representatives to act in all matters to the Contract on behalf of the OWNER. The EIC or Project Manager shall further provide to the agency(ies), suitable direction, supervision, inspection, scrutiny and approval of some or all the services rendered by the agency(ies) under the Contract and be incharge of the Services for purposes of this Contract;

1.12 **"EQUITY"** shall mean Net Worth as defined in Companies Act, 2013;

1.13 **"LEAD MEMBER OF THE BIDDING CONSORTIUM"** *or* **"LEAD MEMBER"**: There shall be only one Lead Member, having the shareholding of not less 51% in the Bidding Consortium;

1.14 **"LIMITED LIABILITY PARTNERSHIP"** *or* **"LLP"** shall mean a Company governed by Limited Liability Partnership Act 2008 or as amended;

1.15 **"MEMBER IN A BIDDING CONSORTIUM"** *or* **"MEMBER"** shall mean each Company in a Bidding Consortium. In case of a Technology Partner being a member in the Consortium, it has to be a Company;

1.16 **"MONTH"** shall mean calendar month;

1.17 **"NET-WORTH"** shall mean the Net-Worth as defined section 2 of the company Act, 2013;

1.18 **"NIT"** *or* **"NIT Document"** shall mean shall mean the bidding document issued by SECI including all attachments, clarifications and amendments thereof vide NIT no. SECI/C&P/NIT/eOffice/102018 dated: 09.10.2018;

1.19 **"NOTIFICATION OF AWARD (NOA)"** *or* **"LETTER OF AWARD (LOA)"** *or* **"LETTER OF INTENT (LOI)"** shall mean the letter issued by Solar Energy Corporation of India Limited (SECI) to the selected Bidder(s) for consideration for empanelment;

1.20 **"PAID-UP SHARE CAPITAL"** shall mean the paid-up share capital as defined in Section 2 of the Company Act, 2013;

1.21 **"PARENT"** shall mean a Company, which holds more than 50% voting rights and paid up share capital, either directly or indirectly in the Project Company or a Member in a Consortium developing the Project;

1.22 **"PRICE"** shall mean the price quoted by each bidder in the proposal for the complete scope of services;

1.23 **"SECI"** shall mean Solar Energy Corporation of India Limited;

1.24 **Void**

1.25 **"SELECTED BIDDER"** *or* **"SUCCESSFUL BIDDER"** shall mean the Bidder selected pursuant to this NIT to execute the consultancy services as per the terms of NIT;

1.26 **"TOE"** shall mean Tender Opening Event.

1.27 **"ULTIMATE PARENT"** shall mean a Company, which owns not less than 52% (Fifty One Percent) equity either directly or indirectly in the Parent and Affiliates;

1.28 **"WEEK"** shall mean calendar week;

SECTION - II

INVITATION

FOR BIDS (IFB)

INVITATION FOR BIDS (IFB)

FOR

SELECTION OF CLOUD SERVICE PROVIDER FOR HOSTING NIC E-OFFICE APPLICATION FOR SOLAR ENERGY CORPORATION OF INDIA LIMITED

(SINGLE STAGE TWO ENVELOPE BIDDING)

1.0   Solar Energy Corporation of India Limited (A Govt. of India Enterprise) incorporated under Companies Act, 2013 (hereinafter referred to as "SECI"/"OWNER"/ "PURCHASER"/ "EMPLOYER") under the administrative control of the Ministry of New & Renewable Energy (MNRE), Government of India. One of the main objectives of the Company is to assist the Ministry and function as the implementing and facilitating arm of the National Solar Mission (NSM) for development, promotion and commercialization of renewable energy technologies in the country. The mandate of SECI allows wide ranging activities to be undertaken with an overall view to facilitate implementation of National Solar Mission (NSM) and achieving the targets set therein.

2.0   SECI is having its registered office at D-3, 1st Floor, Wing-A, Prius Platinum Building, District Centre, Saket, New Delhi-110017.

3.0   SECI has been established with a vision to build 'Green India' through harnessing abundant solar radiation and to achieve energy security for the country. Mandate of SECI allows wide ranging activities to be undertaken with an overall view to facilitate implementation of National Solar Mission (NSM) and achieving the targets set therein. SECI aspires to become the leader in development of large scale solar installations, solar plants and solar parks and to promote and commercialize the use of solar energy to reach remotest corner of India.

4.0   In order to tap the huge Renewable Energy (RE) potential, the government of India has drafted the 175 GW RE target, of which 100 GW has been targeted from solar energy. In the present business environment, SECI has a major role to play in the sector's development. In all the domains of centralized and decentralized projects, as well as off-grid projects, SECI can impact the solar sector's growth. SECI now has some important assignments in hand, several of which have also seen substantial work happening. Year on year, there has been a marked expansion of SECI in terms of the revenue generated and the overall portfolio of projects handled.

5.0   The present state of the Indian Solar sector presents good investment opportunities and prospects which can be leveraged by SECI owing to its in-house strength and superior engineering capabilities. SECI has already been engaged in project development, power trading, project Management Consultancy (PMC), MNRE scheme implementation, solar park development, solar Roof Top projects, off-grid solar applications including solar lanterns, street light systems, etc. SECI also has MOUs signed with various PSUs to develop their portfolio in solar energy sector. With solar energy occupying increasing share in the overall energy mix in the country, it is important that maximum share of value addition in the entire supply chain takes place within the country, where SECI is poised to play the pivotal role.

6.0   The The World Bank is engaging with SECI on US$200 million project to promote innovative technologies such as floating solar, solar-wind hybrid systems and energy storage solutions. Given the challenge of massive deployment of renewable energy by

2022 and specifically solar energy, SECI's organizational and institutional practices need to be re-aligned and strengthened further

7.0   This Invitation for Bids extended through media, website or written communication or by any other means, and issuance of NIT documents below shall not be construed to mean that the prospective bidders to whom the Invitation for Bids has been extended and/ or NIT documents have been issued is deemed to be an eligible bidder. The eligibility of the bidders shall be determined as per the provisions of NIT documents.

OVERVIEW OF THE NIT

8.0   The major strength of SECI comes with its in-house technical expertise in handling affairs of non-conventional energy. SECI also has excellent working relationship with government utilities but faces a challenge with respect to e-office deployment. NIC e-office Product is being planned to be implemented across SECI Ltd. on the cloud environment with other activities as provided in the scope of work.

9.0   The steps to be carried out by cloud service provider for E-office deployment are as follows :

a) DNS Registration to be done.
b) Training to be provided to system admin of the department.
c) E-Office instance to be setup under the supervision of NIC e-office team.
d) The user authentication mechanism will be done through LDAP.
e) SSL certificate to be configured.
f) Sync the server timings with the NTP Server.
g) Register e-Office instances with local monitoring tools.
h) Schedule backup as per Department policy. Disk based backup is preferred.
i) Setup DB Replication. PITR is recommended.
j) For SMS and Email alerts services, necessary configuration and port openings will be the responsibility of the cloud service provider.

10.0   Bidders shall submit their bid by strict adherence to this NIT document. Any deviation other than specifically allowed in this NIT document shall be liable for rejection of the bid at the sole discretion of Employer/ Owner.

GENERAL

11.0   The complete NIT documents are available at CPPP portal *https://eprocure.gov.in/cppp/* as well as on SECI's website *http://www.seci.co.in*. Interested bidders shall download the NIT documents from any of the portals as per the provisions available therein.

12.0   A Single Stage Two Envelope Bidding Procedure will be adopted and will proceed as detailed in the NIT documents. Bidding will be conducted through the domestic competitive bidding procedures as per the provisions of ITB and the contract shall be executed as per the provisions of the Contract. It shall be noted that the respective rights of the Employer and the Bidder/ Consultant shall be governed by the NIT Documents/ Contract signed between the Employer and the Consultant for the package.

13.0   Bidders should submit their bid proposal complete in all aspect on or before last date and time of Bid Submission as indicated in the Bid Information Sheet.

14.0   Bidder shall submit bid proposal along with non-refundable Bid Processing Fees, Earnest Money Deposit (EMD) complete in all respect as per the Bid Information Sheet. Techno-Commercial bids will be opened as per the Bid Information Sheet in presence of authorised representatives of bidders who wish to be present. Bid proposals received without the prescribed Bid Processing Fees and Earnest Money Deposit (EMD) will be rejected. **In the event of any date indicated is a declared Holiday, the next working day shall become operative for the respective purpose mentioned herein.**

15.0   NIT documents which include Eligibility Criteria, Technical Specifications, various Conditions of Contract and Formats etc. can be downloaded from CPPP Portal (*https://eprocure.gov.in/cppp/*) and/ or from SECI website (*http://www.seci.co.in*). Any amendment(s)/ corrigendum(s)/ clarification(s) with respect to this NIT shall be uploaded on CPPP portal. The Bidder should regularly check for any Amendment(s)/ Corrigendum(s)/ Clarification(s) on the above mentioned CPPP portal. The same may also be uploaded on SECI website *http://www.seci.co.in* also. **However, incase of any discrepancy, the information available on SECI website shall prevail**.

16.0   Incase the NIT provides provision for multiple bids by a common bidder, then separate EMD(s) and Bid Processing Fees shall be furnished for all the bids as listed out in the NIT along with the response to NIT. Kindly refer the Clause of Bid Information Sheet for details. EMD shall be enclosed in a sealed envelope and shall be submitted in the office of Employer (offline) whose mailing address is mentioned in the Bid Information Sheet.

17.0   The detailed Qualifying Requirements (QR) are given in Section-IV of NIT documents.

18.0   *Employer/ Owner reserves the right to cancel/ withdraw this invitation for bids without assigning any reason and shall bear no liability whatsoever consequent upon such a decision.*

INTERPRETATIONS

1. Words comprising the singular shall include the plural & vice versa.

2. An applicable law shall be construed as reference to such applicable law including its amendments or re-enactments from time to time.

3. A time of day shall save as otherwise provided in any agreement or document be construed as a reference to Indian Standard Time.

4. Different parts of this contract are to be taken as mutually explanatory and supplementary to each other and if there is any differentiation between or among the parts of this contract, they shall be interpreted in a harmonious manner so as to give effect to each part.

5. The table of contents and any headings or sub headings in the contract has been inserted for case of reference only & shall not affect the interpretation of this agreement.

BID INFORMATION SHEET

The brief details of the NIT are as under:

(A)	NAME OF WORK/ BRIEF SCOPE OF WORK/ JOB	Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited
(B)	NIT NO. & DATE	SECI/C&P/NIT/eOffice/102018 dated 09.10.2018
(C)	TYPE OF BIDDING SYSTEM	SINGLE BID SYSTEM TWO BID SYSTEM — Yes
(D)	TYPE OF NIT/ TENDER	E-TENDER MANUAL — Yes
(E)	CONTRACT PERIOD	As mentioned in NIT Documents [Reference Clause No. 8, Section-III, Instructions to Bidders (ITB) of NIT]
(F)	DOCUMENT FEE/ COST OF NIT DOCUMENT (NON-REFUNDABLE)	APPLICABLE NOT APPLICABLE — Yes The NIT document is Free of Cost.

| (G) | DOCUMENT PROCESSING FEE (NON-REFUNDABLE) | APPLICABLE | Yes |
| | | NOT APPLICABLE | |

Amount: INR 6,000/- (Indian Rupees Six Thousand Only) including GST for each response to NIT, to be submitted either through NEFT/ RTGS transfer in the account of SECI, or in the form of DD/ Pay Order, along with the response to NIT in favour of "Solar Energy Corporation of India Ltd", payable at New Delhi

| (H) | EARNEST MONEY DEPOSIT (EMD) | APPLICABLE | Yes |
| | | NOT APPLICABLE | |

Amount: INR 40,000/- (Indian Rupees Forty Thousand Only) to be submitted in the form of Bank Guarantee along with the Response to NIT.

| (I) | CONTRACT PERFORMANCE SECURITY | APPLICABLE | Yes |
| | | NOT APPLICABLE | |

The value of the Contract Performance Security shall be 10% of the Contract Value and the validity of Contract Performance Security shall be for a period of 90 (Ninety) days beyond the prescribed Contract Period, i.e. 2 (two) Years.

| (J) | DATE, TIME & VENUE OF PRE-BID MEETING | Solar Energy Corporation of India Limited (A Government of India Enterprise) D - 3, 1st Floor, Wing - A, Prius Platinum Building, District Centre, Saket, New Delhi - 110 017 |
| | | **16.10.2018 1100 HRS** |

| (K) | BID-SUBMISSION DEADLINE | **30.10.2018 TILL 1400 HRS** |

| (L) | TECHNO-COMMERCIAL BID OPENING | **30.10.2018 AT 1600 HRS** |

| (M) | e-Reverse Auction (e-RA) | NOT APPLICABLE |

(N)	Name, Designation, Address and other details (For Submission of Response to NIT)	Sh. Sanjay Sharma General Manager (Contracts & Procurement) Sh. Kuber Malhotra Senior Manager (IT) Solar Energy Corporation of India Limited D - 3, 1st Floor, Wing - A, Prius Platinum Building District Centre, Saket, New Delhi - 110 017 Contact No. : 011 71989256/ 213 Email : *contracts@seci.co.in*

(O)	Details of persons to be contacted in case of any assistance required	1) Sh. Sanjay Sharma
		   General Manager (Contracts & Procurement)
		   Contact No.: 011 71989256
		    Email : *contracts@seci.co.in*
		
		2) Sh. Kuber Malhotra
		   Senior Manager (IT)
		   Contact No.: 011 71989213
		    Email : *kmalhotra@seci.co.in*
		
		3) Sh. Deepak Mittal
		   Deputy Manager (IT)
		   Contact No.: 011 719892358
		   Email : *Deepak.mittal@seci.co.in*
		
		3) Sh. Kartik Ganesan
		   Senior Engineer (Contracts & Procurement)
		   Contact No.: 011 71989264
		   Email : *contracts@seci.co.in*

1.0 Bids must be submitted strictly in accordance with Section-III, Instructions to Bidders (ITB) depending upon Type of Tender as mentioned at Clause no. (D) of Bid Information Sheet. The IFB is an integral and inseparable part of the NIT document.

2.0 Bidder(s) are advised to quote strictly as per terms and conditions of the NIT documents and not to stipulate any deviations/ exceptions.

3.0 Any bidder, who meets the Qualifying Requirement and wishes to participate in this NIT, may download the complete NIT document along with its amendment(s) if any either from CPPP Portal (*https://eprocure.gov.in/cppp/*) or from SECI website (*www.seci.co.in*) and submit their Bid complete in all respect as per terms & conditions of NIT Document on or before the due date of bid submission.

4.0 Clarification(s)/ Corrigendum(s) if any shall also be available on above referred websites.

5.0   Prospective Bidders are requested to remain updated for any notices/ amendments/ clarifications etc. to the NIT document through the website ***https://eprocure.gov.in/cppp/***. No separate notifications will be issued for such notices/ amendments/ clarifications etc. in the print media or individually. Intimation regarding notification on the above shall be updated on ***www.seci.co.in*** also.

SECTION - III

INSTRUCTIONS TO BIDDERS (ITB)

Preamble

This part (Section - III) of the NIT documents provides the information necessary for bidders to prepare responsive bids, in accordance with the requirements of the Employer. It also provides information on bid submission, bid opening, evaluation and on contract award. This Section (Section III) contains provisions that are to be used unchanged unless consists of provisions that supplement, amend, or specify in detail, information or requirements included in NIT and that are specific to each procurement, states otherwise.

Bidders may note that the respective rights of the Employer/ Owner and Bidders/ Agencies shall be governed by the NIT Documents/ Contracts signed between the Employer/ Owner and the Agency for the respective package(s). The provisions of NIT Documents shall always prevail over any other documents in case of contradiction.

Further in all matters arising out of the provisions of this Section - III and the NIT documents, the laws of the Union of India shall be the governing laws and courts of New Delhi shall have exclusive jurisdiction.

1   OBTAINING NIT DOCUMENTS

The NIT document can be downloaded from the portal of CPPP (Central Public Procurement Portal of Government of India) *https://eprocure.gov.in/cppp/*. A copy of the same is also available at *www.seci.co.in*.

2   COST OF BIDDING AND BID PROCESSING FEES

2.1   The bidder shall bear all costs associated with the preparation and submission of the bid including but not limited to Bank charges, all courier charges including taxes & duties etc. incurred thereof. Further, Employer/ Owner will in no case, be responsible or liable for these costs, regardless of the outcome of the bidding process.

2.2   A non- refundable, Bid Processing Fee, if applicable, is to be submitted either through NEFT/ RTGS transfer in the account of SECI, or in the form of 'crossed payee accounts only' Demand Draft/ Banker's Cheque in favour of "Solar Energy Corporation of India Limited, New Delhi" payable at New Delhi. The Bid Processing Fee is to be submitted along with the bid for the amount as mentioned in the Bid Information Sheet attached under Section - II (Invitation for Bids, IFB). Bids submitted without payment of requisite Bid Processing Fee will be treated as non-responsive and shall be liable for rejection. The bank details of Employer/ Owner is available under financial tab at website *www.seci.co.in*

2.3   **The Bid Processing Fee is exempted for MSME Vendors registered under NSIC/ Udyog Aadhaar/ DIC Categories only.**

2.4   **NOT USED**

2.5   In the event of the particular NIT being cancelled, the bid processing fee will be refunded to the concerned bidders without any interest charge within 30 days from the date of notification of cancellation of NIT. No further plea in this regard shall be entertained by the Employer/Owner.

3   SELECTION CONDITIONS

3.1   Selection of cloud service provider (CSP) through this NIT shall be for a period of 02 (Two) Years from the date of issuance of Notification of Award (NOA)/ Letter of Award (LOA)/ Letter of Intent (LOI). The same may be extended/ renewed for further period by Employer/ Owner based on the satisfactory performance of the CSP during the empanelment period at its sole discretion.

3.2   Employer/ Owner will be selecting **01 (One) number of** Techno Commercially qualified CSPbased on their techno-commercial and financial credentials as submitted for the period as specified in the NIT document.

3.3   The bidder is advised to obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into a contract for the required job. The costs of the same shall be borne by the bidder.

3.4   The bidder shall not be entitled to hold any claim against Employer/ Owner for non-compliance due to lack of any kind of pre-requisite information as it is the sole responsibility

of the bidder to obtain all the necessary information with regard to scope of work, surrounding, working conditions etc. on its own before submission of the bid.

4 PACKAGE SCOPE

SECI Ltd wishes to engage a **Meity Empaneled and STQC Audited CSP (Cloud Service Proivider)** for providing Government Community Cloud Services for a period of 2 (two) years, which may be reviewed for extension on the completion of the second year at the discretion of SECI for hosting the eOffice Application. NIC e-Office Project Division has prepared the compute and storage requirement based primarily on the total number of users and e-Office version.

The detailed scope of work is elaborated in Section-VI of NIT document.

The Employer/ Owner reserves the right to increase/ decrease the scope of work at its sole discretion on case to case basis.

5 EARNEST MONEY DEPOSIT (EMD)

5.1 Earnest Money Deposit (EMD) of INR 40,000/- (Indian Rupees Forty Thousand Only) in the form of Bank Guarantee according to Format 5.3A and valid for 06 (Six) months from the last date of bid submission, shall be submitted by the Bidder along with their bid, failing which the bid shall be summarily rejected. The Bank Guarantees towards EMD have to be issued in the name of the Bidding Company.

5.2 The Bidder shall furnish the Bank Guarantees towards EMD from any of the Banks listed at Annexure-C to NIT. In addition to the banks listed at Annexure-C to RfS, the bidder can furnish the Bank Guarantees towards EMD issued by any Scheduled Commercial Bank as per RBI. Bank Guarantees issued by foreign branch of a bank from bank list given in Annexure-C is to be endorsed by the Indian branch of the same bank or State Bank of India (SBI).

5.3 After the bidding process is over, Employer/ Owner shall release the Bank Guarantees towards EMD of the unsuccessful bidders within 30 (Thirty) days after the issuance of NOA/ LOA/ LOI. The EMD of successful bidder shall be released after receipt of Performance Bank Guarantee (PBG), validation and receipt of confirmation from the issuing Bank.

5.4 The format of the Bank Guarantee prescribed in the Format 5.3 A shall be strictly adhered to and any deviation from the above Formats shall result in rejection of the EMD and consequently, the bid.

5.5 The Bank Guarantee have to be executed on non-judicial stamp paper of appropriate value as per Stamp Act relevant to the place of execution.

5.6 All expenditure towards execution of Bank Guarantees such as stamp duty etc. shall be borne by the Bidders.

5.7 In order to facilitate the Bidders to submit the Bank Guarantee as per the prescribed format and in line with the requirements, checklist at Annexure-B has been attached. Bidders are advised to take note of the above checklist while submitting the Bank Guarantees.

5.8 **The Earnest Money Deposit (EMD) is exempted for MSME Vendors registered under NSIC/ Udyog Aadhaar/ DIC Categories only.**

6   PERFORMANCE BANK GUARANTEE (PBG)

Against Hosting NIC e-Office Application for Solar Energy Corporation of India Limited , within 14 (Fourteen) days from the issuance of the Notification of Award/ Letter of Intent/ Letter of Allocation from Employer/ Owner, the successful bidder shall furnish an unconditional and irrevocable Contract Performance Security. The Contract Performance Security shall be in the form of either Banker's Cheque or Demand Draft or Bank Guarantee and shall be in the currency of the Contract and will be issued in the name of the owner as **"Solar Energy Corporation of India Limited".** The Contract Performance Security shall be for an amount equal to amount specified above in Bid Information Sheet towards faithful performance of the contractual obligations, performance of equipment and shall cover entire Contract. The validity of Contract Performance Security shall be for a period of 90 (Ninety) days beyond the prescribed Contract Period, i.e. 2 (two) Years.

Bank Guarantee towards Contract Performance Security shall be from any scheduled bank as specified in the List of Banks enclosed at Annexure-C to RfS of Tender documents or a branch of an International Bank situated in India and registered with Reserve Bank of India as scheduled foreign bank in case of Indian bidder. However, in case of Bank Guarantees from Banks other than the Nationalized Indian banks, the Bank must be a commercial Bank having net worth in excess of INR 500 Crores and a declaration to this effect should be made by such commercial bank either in the Bank Guarantee itself or separately on its letterhead.

In case of default or failure of the successful bidder to comply with the requirements of this article shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.

In case of default or failure of the Consultant to comply with the requirements of any of the Obligations covered under this Tender Document and/or NOA/Contract Agreement shall constitute sufficient grounds for forfeiture of the Contract Performance Security.

The Contract Performance Security has to cover the entire contract value including extra works/ services also. As long as the Contract Performance Security submitted at the time of award takes care ofthe extra works/ services executed and total executed value are within the awarded contract price, there is no need for additional Contract Performance Security. As soon as the total executed value is likely to exceed the ceiling of awarded contract price, the contractor shall be required to furnish additional Contract Performance Security for the additional amount in excess to the original contract value.

Further, any delay beyond 30 (Thirty) days in submission of PBG as called for, same shall attract interest @ 1.25% per month on the total Contract Performance Security amount, calculated on pro-rata basis accordingly. Employer/ Owner at its sole discretion may cancel the Contract Agreement/ NOA & forfeit 100% of EMD, in case Contract Performance Security is not submitted within 40 (Forty) days from issuance of NOA. However, total project completion period shall remain same. Part Security BG shall not be accepted.

All compensation or other sums of money payable by the Contractor to the Employer/ Owner under terms of this Contract may be deducted from or paid by the encashment or sale of a sufficient part of his Contract Performance Security or from any sums which may be due or may become due to the Contractor by the Employer/ Owner of any account whatsoever and in the event of his Contract Performance Security being reduced by reasons of any such deductions or sale of aforesaid, the Contractor shall within 10 (Ten) days thereafter make good in cash, bank drafts as aforesaid any sum or sums which may have been deducted from or realized by sale of his Contract Performance Security, or any part thereof. No interest shall be payable by the Executing Agency for sum deposited as Contract Performance Security.

7 FORFEITURE OF EMD

The BG towards EMD shall be encashed by Employer/ Owner in following cases

7.1 If the bidder withdraws or varies the bid after due date and time of bid submission and during the validity of bid;

7.2 In case, Employer/ Owner issues NOA/ LOA/ LOI to the Selected Bidder and if the Selected Bidder does not submit acceptance within the stipulated time period;

7.3 If after issuance of NOA/ LOA/ LOI, it is found that the documents furnished by the bidders as part of response to NIT are misleading or misrepresented in any way;

8 DURATION OF CONTRACT

Selection of successful bidder through this NIT shall be for a period of 02 (Two) Years from the date of issuance of Notification of Award (NOA)/ Letter of Award (LOA)/ Letter of Intent (LOI).

9 STRUCTURING OF THE BID SELECTION PROCESS

9.1 "Single Stage, Two Envelope" bidding has been envisaged under this NIT. Bidders have to submit the Techno-Commercial Bid (Envelope-I) and Financial Bid (Envelope-II) in response to this NIT offline. The preparation of bid proposal has to be in the manner described in Clause No. 10, Section-III, Instructions to Bidders (ITB) of NIT documents.

9.2 The Bidder should submit the Techno Commercial & Price Bid Proposals in offline Mode only in Hard Copies so as to reach the SECI Office address specified in Bid Information Sheet under Section - II, Invitation for Bids (IFB) of NIT documents. The hard copies of required specific documents must be submitted through courier/ registered post/ by hand not later than the date and time specified in the Bid Information Sheet in Section - II, Invitation for Bids (IFB). SECI will not bear any responsibility towards delay in submission of bids.

10 INSTRUCTIONS TO BIDDERS FOR STRUCTURING OF BID PROPOSALS IN RESPONSE TO NIT

The bidder including its Parent, Affiliate or Ultimate Parent or any Group Company shall submit single response to NIT in off-line mode as Hard Copies only.

The Techno Commercial & Price Bids in response to this NIT Document shall be submitted by the Bidder in the manner as provided below.

The main outer bidding envelope shall contain a sticker as described under Clause No. 19.2 of Section-III, Instructions to Bidders (ITB) of NIT documents. The outer envelope should contain 02 (Two) separate envelopes i.e. one for techno-commercial documents (Envelope-I) and another for financial documents (Envelope-II).

I.   ENVELOPE-I

Hard copy of the bid shall comprise of following documents and techno-commercial documents as per Section-IV of NIT to be submitted in sealed envelope, as part of First Envelope. **The envelope shall be superscribed as "Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited".**

- (a) Original Non-Refundable Bid Processing Fee as per clause no. 02 of ITB
- (b) 'Covering Letter' on Bidder's 'Letterhead' (in Original) clearly specifying the enclosed contents, as per Format 5.1
- (d) EMD in original as per Clause 05 of ITB as per Format 5.3A or as prescribed.
- (e) Shareholding Certificate (as per Format 5.9)
- (i) Power of Attorney for authorized signatory in non-judicial stamp paper (as per Format 5.8)
- (j) Copy of Board Resolution as per Format 5.4
- (k) Certificate of Incorporation (CoI), Article of Association (AoA) and Memorandum of Association (MoA)
- (l) 'Bidder's General Information', as per Format 5.2.
- (m) 'No Deviation Confirmation', as per Format 5.5
- (n) 'Bidder's Declaration regarding Banning, Liquidation etc.', as per Format 5.6
- (o) E-Banking Format (as per Format 5.10)
- (p) All documents in accordance with the "Qualifying Requirements (QR)" establishing the qualification
- (q) Documeny showing technical eligibility along with information as sought in enclosed Format 5.12
- (r) Document showing annual turnover for the financial years as required in Qualifying Requirements (QR) such as annual reports, profit and loss account, net worth etc. along with information as sought in enclosed Format 5.7
- (s) Document showing Financial Situation Information as sought in enclosed Format 5.7
- (t) NIT Document. (Only First and Last Pages of Original NIT Document duly sealed and signed/ digitally signed and all pages of amendments and clarifications to NIT Documents duly sealed and signed/ digitally signed by the Authorized Signatory).
- (u) Any Additional document as specified in Bidding Data Sheet (BDS).

II. ENVELOPE-II

PRICE BID(S) QUOTING OFFERED PRICES AS PER THE FINANACIAL PROPOSAL SECTION-VII ALONG WITH COVERING LETTER AS PER FORMAT 5.11 OF SECTION-V (FORMS & FORMATS) ARE TO BE SUBMITTED IN OFF-LINE MODE ONLY AS HARD COPIES.

The Bidder shall submit Price Bids in the given Format only. Envelope shall be super scribed as **"Price Bid for Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited"**

The Sealed Techno-commercial Envelope and Financial Envelope shall be placed in a Bigger Single Envelope which shall have the Sticker details as mentioned under clause no 19.2 & will be sent as per the provision mentioned under clause no 9.2 above.

11   SCHEDULE OF RATES (SOR)/ PRICE SCHEDULE (PS)/ BID PRICES

11.1   Unless stated otherwise in the NIT documents, the Contract shall be for the whole works as described in NIT documents, based on the Price quoted by the bidder and accepted by the Employer/ Owner. The prices quoted by the Bidders should be inclusive of all the taxes and duties but exclusive of Goods and Service Tax (GST), which shall be reimbursed as per prevailing rate of Govt. of India against submission of documentary evidences to the satisfaction of Employer/ Owner. All Goods & Service Tax (GST) components [applicable for both Centre and state] shall be payable by the supplier under the Contract.

11.2   Prices must be filled in format 5.11 (Format for Financial Bid Submission) enclosed as part of NIT documents under Section - V. If quoted in separate typed sheets and any variation in item description, unit or quantity is noticed, such bids may be rejected.

11.3   The price quoted should including the fee of all sub consultant required for completion of project.

11.4   Bidder shall quote for all the items of "SOR/ PS" after careful analysis of cost involved for the performance of the completed item considering all parts of the NIT document. In case any activity though specifically not covered in description of item under "SOR/ PS" but is required to complete the works as per Specifications, Scope of Work/ Service, Standards or any other part of NIT document, the prices quoted shall deemed to be inclusive of cost incurred for such activity.

11.5   Price quoted by the Bidder, shall remain FIRM and Fixed and valid until completion of the Contract and will not be subject to variation on any account.

11.6   The Bidder shall quote the prices in 'figures' & words. There should not be any discrepancy between the prices indicated in figures and the price indicated in words. In case of any discrepancy, the same shall be dealt as per Clause No. 28 of Section-III, Instructions to Bidders (ITB).

11.7   If the project is not taken up due to some or other reason(s) the consultant will be paid upto the stage(s) accomplished on the actual estimated cost of project or price discovered through competitive bidding whichever is lesser.

11.8   In case of any variation (positive/ negative) in existing rates of taxes/ duties/ levies or a new tax/ duty/ levy is introduced or any existing tax/ duty/ levy is abolished or application of any Tax in the course of the performance of this Contract, which will/ may impact the overall pricing in connection with performance of the Contract, an equitable adjustment of the

Contract Price shall be made to factor any such change by addition to the Contract Price or deduction therefrom, as the case may be.

All these adjustments would be carried out by considering the base price equivalent to the fee mentioned under SOR/ PS of the bidder.

12   GOODS & SERVICE TAX (GST)

The consultant shall mandatorily obtain the registration under GST Law at Central level and/ or in respective State as may be required. Further, the consultant shall mandatorily file returns under GST before their due date & comply with the requirements of the Law within timelines. Before releasing the payment to the consultant, Employer/ Owner shall ensure that the consultant has complied with all the required statutory requirements under GST. Employer/ Owner shall not be responsible for any delay in payment release to the consultant in case the GST compliance is not fulfilled from the consultant side in any manner.

The consultant shall be responsible to comply with all the requirements of applicable provisions of GST. Consultant has to mandatorily get registered under GST at Central and relevant State(s). Consultant shall file all the returns on timely basis and upload all the Invoices and acceptance thereof as may be required under the provisions of GST. In case, it is found that Employer/ Owner is not able to take Input Tax Credit (ITC)/ CENVAT benefit of the taxes due to fault of the consultant, Employer/ Owner shall be constrained to deduct the amount from the payments to be made to the consultant or recover the same in any other manner.

12.1   Bidders are required to submit a copy of the GST Registration Certificate while submitting the bids.

12.2   The responsibility of payment of GST lies with the consultant only. Consultant providing taxable service shall issue an Invoice, a Bill or as the case may be, a Challan which is signed, serially numbered and in accordance with rule GST Law. The invoice shall also contain the following:

(a)   Name, Address & Registration No. of such Person/ Consultant
(b)   Name & Address of the Employer/ Owner receiving Taxable Service
(c)   Description, Classification & Value of Taxable Service provided
(d)   GST Amount, if any.

Payments to consultant for claiming GST amount will be made provided the above formalities are fulfilled. Further, Employer/ Owner may seek copies of challan and certificate from Chartered Accountant for deposit of GST collected from Employer/ Owner.

12.3   In case CBEC (Central Board of Excise and Customs) brings to the notice of Employer/ Owner that the consultant has not remitted the amount towards GST collected from Employer/ Owner to the government exchequer, then, that consultant shall be removed from the empanelment and may be debarred from bidding in future tenders of Employer/ Owner for given period as per the sole discretion of Employer/ Owner.

12.4 In case of statutory variation in GST during currency of the Contract, the consultant shall submit a copy of the 'Government Notification' to evidence the rate as applicable on the date of submission of Bid and on the date of revision. Claim for payment of GST/ Statutory variation in GST, should be raised within 01 (One) Month from the date of issue of 'Government Notification' for payment of differential (in %) GST, otherwise claim in respect of above shall not be entertained for payment of arrears. The following may also be noted:

a) Any increase in the rate of non-cenvatable GST beyond the contractual completion period shall be to consultant's account whereas any decrease in the rate shall be passed on to the Employer/ Owner.

b) The base date for the purpose of applying statutory variation shall be the last date of submission of bids.

12.5 Where the Employer/ Owner is entitled to avail/ take the CENVAT credit of GST:

12.5.1 Owner/ Employer will reimburse the GST to the consultant at actuals against submission of cenvatable invoices issued in accordance with GST rules to enable Owner/ Employer to claim cenvat credit of GST paid. In case of any variation in the executed quantities, the amount on which the GST is applicable shall be modified in same proportion.

12.6 Where the Employer/ Owner is not entitled to avail/ take the CENVAT credit of GST:

12.6.1 Owner/ Employer will reimburse the GST to the consultant at actuals against documentary evidence subject to the ceiling amount of GST as quoted by the bidder, subject to any statutory variations. In case of any variation in the executed quantities (If directed and/ or certified by the Engineer-In-Charge) the ceiling amount on which GST is applicable will be modified on pro-rata basis.

12.7 The consultant shall ensure timely submission of correct invoice(s) with all supporting document(s) within a period specified in NOA/ LOA/ LOI to enable Employer/ Owner to avail CENVAT credit, if applicable.

If CENVAT credit with respect to GST is not available to Employer/ Owner for any reason which is not attributable to Employer/ Owner, then Employer/ Owner shall not be obligated or liable to pay or reimburse GST charged in the invoice(s) or shall be entitled to deduct/ setoff/ recover the such GST together with all penalties and interest if any, against any amounts paid or payable by Employer/ Owner to the consultant.

12.8 In case of any variation (positive/ negative) in existing rates of taxes/ duties/ levies or a new tax/ duty/ levy is introduced or any existing tax/ duty/ levy is abolished or application of any Tax in the course of the performance of this Contract, which will/ may impact the overall pricing in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to factor any such change by addition to the Contract Price or deduction therefrom, as the case may be.

13 BID CURRENCIES:
Bidders must submit bid in Indian Rupees (INR) only.

14 BID VALIDITY PERIOD

14.1 Bids shall be kept valid for period of 06 (Six) months from the last date of submission of bids. A bid valid for a shorter period may be rejected by Employer/ Owner as 'non-responsive'.

14.2 In exceptional circumstances, prior to expiry of the original 'Bid Validity Period', the Employer/ Owner may request the Bidders to extend the 'Period of Bid Validity' for a specified additional period. The request and the responses thereto shall be made in writing or by email. A bidder may refuse the request without forfeiture of his 'EMD'. A Bidder agreeing to the request will not be required or permitted to modify his bid, but will be required to extend the validity of its 'EMD' for the period of the extension and in accordance with Clause No. of 05, Section-III, Instructions to Bidders (ITB) of NIT documents in all respects.

Note: Incase of extension(s) of last due date of the bid submission, the latest extension issued shall be considered as the final due date of bid submission and accordingly the bid validity period should be calculated and sufficed. The validity of the bid need to be revised by respective bidders, in case the bids are already submitted prior to the last due date of the initial bid submission deadline.

15 PRE-BID MEETING

15.1 The Bidder(s) or his designated representative are invited to attend a "Pre-Bid Meeting" which will be held at address specified in Bid Information Sheet under Section - II, Invitation for Bids (IFB) of NIT documents. It is expected that a bidder shall not depute more than 02 representatives for the meeting.

15.2 Purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.

15.3 Text of the questions raised and the responses given, together with any responses prepared after the meeting, will be uploaded on CPPP/ SECI website against the NIT. Any modification of the Contents of NIT documents listed in, which may become necessary as a result of the Pre-Bid Meeting shall be made by the Employer/ Owner exclusively through the issue of an Addendum/ Corrigendum, and not through the minutes of the Pre-Bid Meeting.

15.4 Non-attendance of the Pre-Bid Meeting will not be a cause for disqualification of Bidder.

16 FORMAT AND SIGNING OF BID

16.1 The First and Last Pages of original NIT documents including amendments, clarifications if any shall be typed or written in indelible ink [in the case of copies, photocopies are also acceptable] and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder (as per POA). The name and position held by each person signing, must be typed or printed below the signature

17 ZERO DEVIATION AND REJECTION CRITERIA

17.1 **ZERO DEVIATION:** Deviation to terms and conditions of NIT documents may lead to rejection of bid. Employer/ Owner will accept bids based on terms & conditions of NIT documents only. Bidder may note Employer/ Owner will determine the substantial responsiveness of each bid to the NIT documents pursuant to provision contained in Clause No. 27 of Section-III, Instructions to Bidders (ITB). For purpose of this, a substantially

responsive bid is one which conforms to all terms and conditions of the NIT documents without deviations or reservations. Employer's/ Owner's determination of a bid's responsiveness is based on the content of the bid itself without recourse to extrinsic evidence. Employer/ Owner reserves the right to raise technical and/ or commercial query(ies), if required. The response(s) to the same shall be in writing, and no change in the price(s) or substance of the bids shall be sought, offered or permitted. The substance of the bid includes but not limited to prices, completion, scope, technical specifications, etc. Bidders are requested to not to take any deviation.

17.2 **REJECTION CRITERIA:** Notwithstanding the above, deviation to the following clauses of Tender document shall lead to summarily rejection of Bid:

(a) Eligibility Criteria including General, Technical and Financial Qualifying Requirements
(b) Bid Processing Fees and Earnest Money Deposit
(c) Tender Document Fees, if applicable
(d) Specifications & Scope of Work
(e) Duration/ Period of Contract
(f) Period of Validity of Bid
(g) Arbitration/ Resolution of Dispute/ Jurisdiction of Court
(h) Force Majeure & Applicable Laws
(i) Any other condition specifically mentioned in the NIT document elsewhere that non-compliance of the clause lead to rejection of bid

Note: Further, it is once again reminded not to mention any condition in the Bid which is contradictory to the terms and conditions of NIT document.

18   E-PAYMENT

Employer/ Owner has initiated payments to Suppliers and Contractors electronically, and to facilitate the payments electronically through **'e-banking'**. The successful bidder should give the details of his bank account as per the bank mandate form enclosed at Format 5.10 in Section-V, Sample Forms and Formats of the NIT documents.

The payment under the contract shall be released subject to fulfilment of following conditions: -

The payment shall be released within 30 (Thirty) days from the date of receipt of original invoices subject to verification by SECI and quarterly reports taking into account the Service levels as per Annexure-A of Section –VI of NIT.

Payment terms shall be as defined under Section VI (Detailed Scope of Work and Technical Parameters). The consultant shall submit his bill alongwith full description about service provided and get it certified from the authorized representative of the Employer/ Owner.

The bidder shall not claim payment against pending services or incomplete stages of work.

In case only a part of the assignment is continued beyond any stage, no further payment shall be made to the consultant for the part not executed. Further payments shall be released proportionate to the part continued beyond the above stage.

19   SUBMISSION, SEALING AND MARKING OF BIDS

19.1   Bids shall be submitted through offline mode in the manner specified elsewhere in tender document.

19.2   Hard Copies of all the documents as mentioned in clause no. 10.I of Section - III, Instructions to Bidders (ITB) of the NIT document shall be submitted in a Sealed Covering Envelope. The Covering Envelope shall have the following Sticker

19.3   All the bids shall be addressed to the Employer at address specified in the Bid Information Sheet in Section - II, Invitation for Bids (IFB).

Offline Bid Document for " Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited "	
Tender Document No.	SECI/C&P/NIT/eOffice/102018 dated 09.10.2018
Last Date of Submission	TILL 1400 HRS on 30.10.2018
Do Not Open Before	1600 HRS on 30.10.2018
Bids Submitted by	(Enter Full name and address of the Bidder)
Authorized Signatory	(Signature of the Authorized Signatory) (Name of the Authorized Signatory) (Stamp of the Bidder)
Bid Submitted to	Solar Energy Corporation of India LImited (A Government of India Enterprise) D - 3, 1st Floor, Wing - A, Prius Platinum Building District Center, Saket New Delhi - 110 017

19.4   Bids submitted under the name of AGENT/ CONSULTANT/ REPRESENTATIVE/ RETAINER/ ASSOCIATE etc. on behalf of a bidder/ affiliate shall not be accepted.

20   DEADLINE FOR SUBMISSION OF BIDS

20.1   The bids must be submitted through offline mode not later than the date and time specified in the Bid Information Sheet in Section - II, Invitation for Bids (IFB).

20.2   The hard copies of required specific documents must be submitted through courier/ registered post/ by hand not later than the date and time specified in the Bid Information Sheet in Section - II, Invitation for Bids (IFB).

20.3   Employer/ Owner may, in exceptional circumstances and at its discretion, extend the deadline for submission of Bids. In which case all rights and obligations of Employer/ Owner and the Bidders, previously subject to the original deadline will thereafter be subject to the

deadline as extended. Notice for extension of bid submission date will be uploaded on CPPP Portal *https://eprocure.gov.in/cppp/* and/ or Employer's website *www.seci.co.in*.

21   LATE BIDS

21.1   Any bids received after the notified date and time of closing of NIT will be treated as late bids.

21.2   No bids can be submitted after the deadline for submission of bids.

21.3   Unsolicited Bids or Bids received to address other than one specifically stipulated in the NIT document will not be considered for evaluation/ opening/ award if not received to the specified destination within stipulated date & time.

22   MODIFICATION AND WITHDRAWAL OF BIDS

22.1   Modification and withdrawal of bids shall be as follows: -
The bidder may withdraw or modify its bid after bid submission but before the due date and time for submission as per NIT document.

22.2   The modification shall also the prepared, sealed, marked and dispatched in accordance with the provision of the clause 19 of ITB, with the after and inner envelopes additionally marked modification or withdrawal as appropriate. A withdrawal notice may also be sent by e-mail or fax but followed by a signed confirmation copy post not later than the deadline for submission of bids. No bid shall be modified/ withdrawn after the deadline for submission of bids.

22.3   No bid shall be allowed to be withdrawn/ modified/ substitute in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the Bid Form. Withdrawal/ Modification/ Substitution of a bid during this interval shall result in the forfeiture of bidder's EMD pursuant to clause 7 of ITB and rejection of bid.

22.4   The latest bid hence submitted shall be considered for evaluation and all other bids shall be considered to be unconditionally withdrawn.

22.5   In case after bid opening the evaluated bidder is not awarded the job for any mistake committed by him in bidding or withdrawal of bid or modification of bid or varying any term in regard thereof leading to re-tendering, Employer shall forfeit EMD paid by the bidder and such bidders shall be debarred from participation in re-tendering of the same job(s)/ item(s). Further, such bidder will be debarred for a given period as decided by Employer/ Owner after following the due procedure.

23   EMPLOYER'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

Employer/ Owner reserves the right to accept or reject any Bid, and to annul the bidding process and reject all bids, at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the ground for Employer's/ Owner's action. However, bidder if so desire may

seek the reason (in writing) for rejection of their bid to which Employer/ Owner shall respond quickly.

24 BID OPENING

24.1 Unpriced Bid Opening:

As the case may be, Employer will open bids, in the presence of bidders' designated representatives who choose to attend, at date, time and location stipulated in the Bid Information Sheet under Section-II, Invitation for Bids (IFB). The bidders' representatives, who are present shall sign a bid opening register evidencing their attendance. However, the presence of bidder(s) during unpriced bid opening is subjective and will depend on case to case basis against the sole discretion of Employer/ Owner.

24.2 Priced Bid Opening:

24.2.1 Employer will open the price bids of those bidders who meet the qualification requirement and whose bids are determined to be technically and commercially responsive.

24.2.2 The price bids of those bidders who were not found to be techno-commercially responsive shall not be opened and returned unopened after opening of the price bids of techno-commercially responsive bidders.

25 CONFIDENTIALITY

Information relating to the examination, clarification, evaluation, and comparison of bids, and recommendations for the empanelment, shall not be disclosed to bidders or any other persons not officially concerned with such process. Any effort by a bidder to influence the Employer's/ Owner's processing of bids or empanelment decisions may result in the rejection of the bidder's bid and action shall be initiated as per procedure in this regard.

26 CONTACTING THE EMPLOYER/ OWNER

26.1 From the time of bid opening to the time of empanelment, if any bidder wishes to contact the Employer/ Owner on any matter related to the bid, it should do so in writing. Information relating to the examination, clarification, evaluation & recommendation for empanelment shall not be disclosed.

26.2 Any effort by the bidder to influence the Employer/ Owner in the Employer's 'Bid Evaluation', 'Bid Comparison', or 'Empanelment' decisions may result in the rejection of the bidder's bid and action shall be initiated as per procedure in this regard.

27 EXAMINATION OF BIDS AND DETERMINATION OF RESPONSIVENESS

27.1 The owner's determination of a bid's responsiveness is based on the content of the bid only. Prior to the detailed evaluation of Bids, the Employer will determine whether each bid: -
(a) Meets the "Bid Evaluation Criteria" of the NIT documents;
(b) Has been properly signed;
(c) Is accompanied by the required 'Earnest Money Deposit' and 'Bid Processing Fees', if applicable;
(d) Is substantially responsive to the requirements of the NIT Documents; and

(e)   Provides any clarification and/ or substantiation that the Employer/ Owner may require to determine responsiveness pursuant to Clause No. 27.2 of Section-III, Instructions to Bidders (ITB);

27.2   A substantially responsive bid is one which conforms to all the terms, conditions and specifications of the NIT documents without material deviations or reservations or omissions for this purpose employer defines the foregoing terms below: -

a)   "Deviation" is departure from the requirement specified in the NIT documents.

b)   "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirement in the NIT documents.

c)   "Omission" is the failure to submit part or all of the information or documentation required in the NIT document.

27.3   A material deviation, reservation or omission is one that,

a)   If accepted would,

i)   Affect in any substantial way the scope, quality, or performance of the job as specified in NIT documents.

ii)   Limit, in any substantial way, inconsistent with the NIT Document, the Employer's rights or the tenderer's obligations under the proposed Contract.

b)   If rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids.

27.4   The Employer shall examine all aspects of the bid to confirm that all requirements have been met without any material deviation, reservation or omission.

27.5   If a bid is not substantially responsive, it may be rejected by the Employer and may not subsequently be made responsive by correction or withdrawal of the material deviation, reservation or omission.

28   CORRECTION OF ERRORS

28.1   If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity specified by the Employer, or between subtotals and the total price, the unit or subtotal price shall prevail, and the quantity and the total price shall be corrected. However, in case of items quoted without indicating any quantity or the items for which the quantities are to be estimated by the Bidder, the total price quoted against such items shall prevail. If there is a discrepancy between words and figures, the amount in words will prevail.

The prices of all such item(s) against which the Bidder has not quoted rates/ amount (viz., items left blank or against which '-' is indicated) in the Price Schedules will be deemed to have been included in other item(s).

The subtotal, total price or the total bid price to be identified in Bid Form for this purpose, irrespective of the discrepancy between the amounts for the same indicated in words or figures shall be rectified in line with the procedure explained above.

The Bidder should ensure that the prices furnished in various price schedules are consistent with each other. In case of any inconsistency in the prices furnished in the specified price schedules to be identified in Bid Form for this purpose, the Employer shall be entitled to

consider the highest price for the purpose of evaluation and for the purpose of award of the Contract use the lowest of the prices in these schedules.

28.2 The amount stated in the bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors. If the bidder does not accept the corrected amount of bid, its bid will be rejected, and the EMD shall be forfeited.

29 CONVERSION TO SINGLE CURRENCY FOR COMPARISON OF BIDS

All bids submitted must be in the currency specified at Clause No. 13 of Section-III, Instructions to Bidders (ITB).

30 EVALUATION OF BIDS

Bid shall be evaluated as per evaluation criteria mentioned below. The Employer shall only use the criteria and methodology indicated in the NIT documents. No other criteria/ methodology shall be permitted.

30.1 Evaluation of Techno - Commercial Part (First Envelope)

The Employer will carry out a detailed evaluation of the bids of the qualified bidders in order to determine whether the technical aspects are in accordance with the requirements set forth in the NIT documents.

In order to reach such a determination, the Employer will examine the information supplied by the bidders, pursuant to Clause No. 10 of Section-III, Instructions to Bidders (ITB) and other requirements in the NIT documents, taking into account the following factors

a. overall completeness and compliance with the Scope of Work to the bid. The bid that does not meet minimum acceptable standards of completeness, consistency and detail will be rejected for non-responsiveness.

b. compliance with the time schedule

The services covered by this bidding shall have the 'Taking Over' by the Employer/ Owner after successful Completion. No credit will be given to earlier completion. Bids offering completion beyond the specified period are liable to be rejected.

c. any other relevant technical factors that the Employer/ Owner deems necessary or prudent to take into consideration.

d. any deviations to the commercial and contractual provisions stipulated in the NIT Documents.

e. details furnished by the bidder in response to the requirements specified in the NIT Documents.

f. The Employer will ascertain to its satisfaction whether agencies determined as having submitted responsive Proposal are qualified to satisfactorily perform the contract.

g. Qualification of consultant will be based on meeting the minimum criteria specified at Section - IV, Qualifying Requirements (QR) of NIT document regarding the agencies

technical experience and financial position as demonstrated by the agencies responses in the corresponding Bid Schedules.

h.   The Employer may assess the capacity and capability of the bidder, to successfully execute the scope of work covered under the package. This assessment shall inter-alia include (i) document verification, (ii) consultant's works, (iii) details of work executed, (iv) past experience.

i.   The determination will be based upon an examination of the documentary evidence of the consultant's qualifications submitted by the consultant, as well as such other information as the Employer deems necessary and appropriate.

After evaluation of the First Envelope i.e. Bid Proposal & Qualifying Requirement Data of all the bidders who have submitted their proposal for NIT document, the Employer/ Owner will

a)   intimate the date of opening of Envelope-II to all the qualified bidders; and

b)   return the Envelope-II of the remaining disqualified bidders by intimating the rejection criteria

30.2   Evaluation of Financial Part (Second Envelope)

The contract shall be finalized/ awarded on the basis of lowest rate of price quoted against this specification by any of the bidder.

31   NOTIFICATION OF AWARD/ LETTER OF AWARD/ LETTER OF INTENT

31.1   Prior to the expiry of 'Period of Bid Validity', Employer/ Owner will notify the successful bidder in writing, in the form of "Notification of Award (NOA)"/ "Letter of Award (LOA)"/ "Letter of Intent (LOI)" through e-mail/ courier/ registered post, that his bid has been accepted. The notification of empanelment will constitute the formation of the Contract.

31.2   Contract Period shall commence from the date of issuance of NOA/ LOA/ LOI or as mentioned in the NOA/ LOA/ LOI. The NOA/ LOA/ LOI will constitute the formation of a Contract, until the Contract has been effected pursuant to signing of Contract as per Clause No. 32 of Section-III, Instructions to Bidders (ITB).

31.3   The NOA/ LOA/ LOI shall be issued to successful bidder in duplicate. The successful bidder is required to return its duplicate copy duly signed and stamped on each page including all the Appendix, Annexures as a token of acknowledgement within 7 (Seven) days from the date of its issuance.

31.4   Incase the successful bidder fails to acknowledge the acceptance of NOA/ LOA/ LOI as mentioned above vide clause no. 31.3, same will be treated as a case of non-responsiveness & default and Employer/ Owner may take suitable action to get the project successfully executed.

31.5   In case of Non-response/ acceptance to the NOA/ LOA/ LOI or CA or non-submission of timely Performance Security by the successful bidder, Employer/ Owner at its sole discretion may take appropriate actions by annulling the entire Tendering process & further can successfully execute the Tender by allocating the subject work to the other Techno commercially successful bidders thereby forfeiting the EMD of the nominated successful bidder.

32   CONTRACT AGREEMENT

32.1   The successful Bidder/ Agency shall be required to execute the 'Contract Agreement' on a 'non-judicial stamp paper' of appropriate value [cost of the 'stamp-paper' shall be borne by the successful Bidder/ Agency] and of 'state' New Delhi only, within '14 [Fourteen] days' of issuance of the NOA/ LOA/ LOI.

32.2   Incase the successful bidder fails to execute the 'Contract Agreement' as mentioned above vide clause no. 32.1, same will be treated as a case of non-responsiveness & default and Employer/ Owner may take suitable action to get the project successfully executed. Same may constitute sufficient grounds for the forfeiture of EMD.

32.3   In case of Non-response/ acceptance to the NOA or CA or non-submission of timely Performance Security by the successful bidder, Employer/ Owner at its sole discretion may take appropriate actions by annulling the entire Tendering process & further can successfully execute the Tender by allocating the subject work to the other Techno commercially successful bidders thereby forfeiting the EMD of the nominated successful bidder.

33   DEFECT LIABILITY PERIOD

33.1   The Defect Liability Period (DLP) of the project shall be 12 (Twelve) months from the date of final acceptance by the Employer/ Owner.

33.2   During any period including Defects Liability Period, if it is found that certain risk or damage or loss has occurred due to the defective execution of the work, delay in execution of assignment, non-compliance of the instructions pertaining to the assigned work, negligence in execution of work or errors in execution of work etc., Employer/ Owner will be entitled to recover the amount of such loss from the agency by encashing the Performance Bank Guarantee submitted by him as above.

33.3   The agency shall be liable and responsible for the correctness and accuracy of the data, designs, advertisement, publicity or any other recommendations executed by them. Should any inadequacy or discrepancy be observed in the work performed by the agency and the documents prepared by them prior to the final acceptance by Employer/ Owner of the work performed by them including Defect Liability Period, the agency shall at his own initiative and cost perform all such services and other services as may be necessary to remedy the said defect or inadequacy. The agency shall also indemnify and keep Employer/ Owner indemnified against losses and damages suffered by Employer/ Owner arising directly out of any negligence, omission or default on the part of agency.

33.4   The agency shall indemnify Employer/ Owner against any payments to be made under and for observance of the various Regulations and Acts as framed by the Government of India from time to time without prejudice to his right to claim indemnity from his sub-consultants.

34   FORCE MAJEURE

34.1   Conditions for Force Majeure

In the event of either party being rendered unable by Force Majeure to perform any obligations required to be performed by them under the Contract the relative obligation of the party affected by such Force Majeures shall upon notification to the other party be suspended for

the period during which Force Majeures event lasts. The cost and loss sustained by the either party shall be borne by the respective parties. The term "Force Majeures" as employed herein shall mean acts of God, earthquake, war (declared or undeclared), revolts, riots, fires, floods, rebellions, explosions, hurricane, sabotage, civil commotions and acts and regulations of respective Government of the two parties, namely the Employer/ Owner and the Contractor. Upon the occurrence of such cause(s) and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing immediately but not later than 72 (Seventy-Two) hours of the alleged beginning and ending thereof giving full particulars and satisfactory evidence in support of its claim. Time for performance of the relative obligation suspended by the Force Majeures shall then stand extended by the period for which such cause lasts. If deliveries of bought out items and/ or works to be executed by the Contractor are suspended by Force Majeure conditions lasting for more than 2 (two) months, the Employer/ Owner shall have the option to terminate the Contract or re-look into the Contract provisions.

34.2 Outbreak of War

34.2.1 If during the currency of the Contract there shall be an out-break of war whether declared or not, in that part of the World which whether financially or otherwise materially affect the execution of the Work the Contractor shall unless and until the Contract is terminated under the provisions in this clause continue to use his best endeavor to complete the execution of the Work, provided always that the Employer/ Owner shall be entitled, at any time after such out-break of war to terminate or re-look into the Contract by giving notice in writing to the Contractor and upon such notice being given the Contract shall, save as to the rights of the parties under this clause and to the operation of the clauses entitled settlement of Disputes and Arbitration hereof, be terminated but without prejudice to the right of either party in respect of any antecedent breach thereof.

34.2.2 If the Contract shall be terminated under the provisions of the above clause, the consultant shall with all reasonable diligence remove from the Site all the consultant's equipment and shall give similar facilities to his sub-consultants to do so.

35 TERMINATION

35.1 In the event of Employer/ Owner not satisfied with the work done by the CSP/Consultant, Employer/ Owner shall give immediate notice in writing to rectify the defects and/ or to complete the work. If Employer/ Owner is not satisfied with reply of aforesaid notice, Employer/ Owner can terminate this Agreement and the consultant shall be liable to pay damages which shall be calculated by Employer/ Owner or professional expert of Employer/ Owner.

35.2 In the event of the agency through death or incapacity is unable to provide the services the empanelment shall thereby be terminated.

36.4 The termination of the empanelment of the agency shall be without prejudice to the accrued rights and remedies of Employer/ Owner.

37 LAWS GOVERNING THE CONTRACT/ JURISDICTION

37.1 This Contract shall be governed by the Indian Laws for the time being in force.

37.2 The Courts at Delhi/ New Delhi shall have exclusive jurisdiction to entertain and try all matters arising out of this Contract.

SECTION - IV

QUALIFYING

REQUIREMENTS FOR BIDDERS (QR)

Qualification of the bidder(s) will be based on meeting the minimum eligibility criteria specified below regarding the Bidder's General Standards, Technical Experience and Financial Position as demonstrated by the Bidder's responses in the corresponding Bid documents.

A GENERAL ELIGIBILITY CRITERIA

The Bidder should be a body incorporated in India under the Companies Act, 1956 or 2013 including any amendment thereto.

The Bid Processing Fees and EMD are exempted for MSME Vendors/ Developers registered under NSIC/ Udyog Aadhaar/ DIC Categories only.

NGOs, Charitable Trusts, Educational Societies are not eligible for participation in this NIT.

Bidding by Consortium/ Joint Venture is not allowed.

A 1   The bidder should be empaneled as CSP by Ministry of Electronics & Information and Technology, Government of India, and should have been completed the STQC audit compliant as on last date of submission of bid.

A.2   The bidder should not be black-listed/ debarred by any Central/ State Government/ Central Public Sector Undertaking (CPSU)/ State Public Sector Undertaking (SPSU) in India as on last date of submission of bids.

B TECHNICAL ELIGIBILITY CRITERIA

B.1   The bidder should should have managed and hosted the IT Infrastructure for Cloud services of at least 2 (two) projects of Central Govt./PSU/State Govt. in India during last 3 years from their DC (Data Centre) facility in India.

B.2   The Data Center facilities of the bidder must be certified for ISO 27001, ISO 27017, ISO 27018 (year 2013 or above) and provide service assurance and effectiveness of Management compliant with ISO 20000 standards.

B.3   The Data Center facilities of the bidder should confirm to Tier III standard/s and the certificate/rating should be valid at the time of bidding.

C FINANCIAL ELIGIBILITY CRITERIA

C.1   The Minimum Average Annual Turnover (MAAT) of the bidder in the last three financial years (i.e. FY 2015-2016, 2016-2017 and 2017-2018) should be **INR 8,00,000/- (Indian Rupees Eight Lacs only).** *MAAT shall mean Revenue from Operations as incorporated in the profit & loss account excluding non-recurring income, e.g. sale of fixed assets. Other income shall not be considered for arriving at annual turnover.* This must be the individual Company's turnover and not that of any group of Companies. A summarized sheet of average turn over certified by registered CA should be compulsorily enclosed along with corresponding annual accounts.

C.2   The Net-Worth of the bidder as on last day of preceeding financial year should be positive. The Net-Worth shall be calculated as per Companies Act'2013.

a.   In case the bidder is a holding company, the financial position criteria referred to in clause C.1 above shall be of that holding company only (i.e. excluding its subsidiary/ group companies). In case bidder is a subsidiary of a holding company, financial position criteria referred to in clause C.1 above shall be of that subsidiary company only (i.e. excluding its holding company).

b.   The Bidder will provide a copy each of audited annual report of previous three financial years for ascertaining their turnover and Net Worth for the purpose of verification.

c.   In case the bidder is not able to furnish its audited financial statements on standalone entity basis, the unaudited unconsolidated financial statements of the bidder can be considered acceptable provided the bidder furnishes the following further documents for substantiation of its qualification.

      i.   Copies of the unaudited unconsolidated financial statements of the bidder along with copies of the audited consolidated financial statements of the Holding Company.

      ii.   A Certificate from the Director of the Holding Company, stating that the unaudited unconsolidated financial statements form part of the Consolidated Annual Report of the company

d.   In case where audited results for the last preceeding financial year are not available, certification of financial statements from a practicing Chartered Accountant shall also be considered acceptable, provided the bidder provides the detailed Financial Statements certified by the Management of the company.

e.   In case, the bidder is subsidiary of a holding company, bidder has to submit a board resolution of the holding company indicating that "holding company shall support the bidder financially or otherwise, to execute the project successfully".

f.   Bidders shall furnish documentary evidence as per the prescribed format (online as well as offline), duly certified by Authorized Signatory and the Statutory Auditor/ Practicing Chartered Accountant of the Bidding Company in support of their financial capability.

g.   The Bidder shall furnish the following documentary evidences along with the Bid in support of meeting of above mentioned Financial Eligibility Criteria:

      i.   "Details of Financial capability of Bidder" as per format 5.7 duly signed and stamped by a Chartered Accountant

      ii.   "Shareholding Certificate" as per format 5.9 duly signed and stamped by a Chartered Accountant.

      iii.   Audited financial results i.e. Annual Report including Audited Balance Sheet and Profit & Loss Account Statement for immediate three preceding financial years to meet the above Financial Criteria. In case of tenders having the bid due date up to 30th September of the relevant financial year and audited financial results of immediate 3 preceding financial year being not available, the bidder has an option to submit the audited financial results of three years immediately prior to relevant financial year. Wherever, the bid due date is after 30th September of the relevant financial year, bidder has to compulsorily submit the audited financial results of immediate preceding three financial years.

          Copy of audited annual financial statements shall necessarily be attested by Notary Public with legible stamp.

The bidder shall furnish documentary evidence in support of qualification requirement stipulated above.

Employer/ Owner reserves the right to waive minor deviations if they do not materially affect the capability of the Bidder to perform the contract. The decision regarding adequacy of the work experience/ capacity of the organization, etc. will solely be at the discretion of SECI.

SECTION - V

SAMPLE FORMS & FORMATS FOR BID SUBMISSION

FORMATS FOR BID SUBMISSION

The following formats are required to be submitted as part of the NIT. These formats are designed to demonstrate the Bidder's compliance with the Qualification Requirements set forth in Section - IV and other submission requirements specified in the NIT

i)   Format of Covering Letter (Format 5.1)

ii)   Format for Bidder's General Information (Format 5.2)

iii)   Format for Earnest Money Deposit (EMD) (Format 5.3 A)

iv)   Format for Performance Bank Guarantee (PBG) (Format 5.3 B)

v)   Format for Board Resolutions (Format 5.4)

vi)   Format for No Deviation Confirmation (Format 5.5)

vii)   Format for Declaration regarding Banning and Liquidation, Court Receivership etc. (Format 5.6)

viii)   Format for Chartered Accountant Certificate for Financial Capability of the Bidder (Format 5.7)

ix)   Format for Power of Attorney (Format 5.8)

x)   Format for Shareholding Certificate (Format 5.9)

xi)   E-Banking Format (Format 5.10)

xii)   Format for submission of Financial Bid (Format 5.11)

xiii)   Format for submission of Technical Bid (Format 5.12)

xiv)   Check List for Bank Guarantees (Annexure-B)

xv)   List of Banks (Annexure-C)

Format 5.1

<u>COVERING LETTER</u>

<u>(The Covering Letter should be submitted on the Letter Head of the Bidding Company)</u>

Ref.No. _____   Date: _____

From: _____ *(Insert name and address of Bidding Company)*
_____
_____
Tel.#:
Fax#:
E-mail address#

To

Solar Energy Corporation of India Limited
(A Government of India Enterprise)
D - 3, 1st Floor, Wing - A, Religare Building
District Centre, Saket, New Delhi - 110 017

Sub: Bid for "**Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited**" against NIT Number SECI/C&P/NIT/eOffice/102018

Dear Sir / Madam,

1. We, the undersigned…. [*insert name of the 'Bidder'*] having read, examined and understood in detail the NIT document for "**Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited**" hereby submit our Bid. We confirm that neither we nor any of our Parent Company/ Affiliate/ Ultimate Parent Company has submitted Bid other than this Bid directly or indirectly in response to the aforesaid NIT.

2. We give our unconditional acceptance to the NIT, dated……………… and NIT documents attached thereto, issued by Solar Energy Corporation of India Limited, as amended. As a token of our acceptance to the NIT documents, the same have been digitally signed by us and enclosed to the Bid. We shall ensure that we execute Contract Agreement as per the provisions of the NIT and provisions of such Contract Agreement and NIT documents shall be binding on us.

3. Bid Capacity

   We have bid for the entire scope of work mentioned in the NIT document.

4. Bid Processing Fees

   We have enclosed a Bid Processing Fees of INR………. (*Insert Amount*), in the form of Demand Draft/ Banker's Cheque no………. *(Insert reference of the DD/ Banker's Cheque)* dated…………

(*Insert date of DD/ banker's cheque*) from …………. (*Insert name of Bank providing DD/ banker's cheque*) and valid up to and including …………. in terms of Clause No. 2, Section-III of this NIT.

5. Earnest Money Deposit

We have enclosed an Earnest Money Deposit of INR………. (*Insert Amount*), in the form of bank guarantee no………. (*Insert reference of the bank guarantee*) dated………… (*Insert date of bank guarantee*) as per Format 5.3A from …………. (*Insert name of Bank providing BG*) and valid up to and including …………. in terms of Clause No. 5, Section-III of this NIT.

6. We have submitted our Bid strictly as per this NIT, without any deviations, conditions and without mentioning any assumptions or notes for the Bid in the said format(s).

7. NOT APPLICABLE

8. Acceptance

We hereby unconditionally and irrevocably agree and accept that the decision made by Solar Energy Corporation of India Limited in respect of any matter regarding or arising out of the NIT shall be binding on us. We hereby expressly waive any and all claims in respect of Bid process.

We confirm that there are no litigations or disputes against us, which materially affect our ability to fulfil our obligations with regard to execution of projects of capacity offered by us.

9. Familiarity with Relevant Indian Laws & Regulations

We confirm that we have studied the provisions of the relevant Indian laws and regulations as required to enable us to submit this Bid and execute the contract, in the event of our selection as Successful Bidder. We further undertake and agree that all such factors as mentioned in tender have been fully examined and considered while submitting the Bid.

10. Contact Person

Details of the contact person are furnished as under:

Name	:	……………………………………
Designation	:	…………………………………...
Company	:	……………………………………
Address	:	……………………………………
Phone Nos.	:	……………………………………
Fax Nos.	:	……………………………………
E-mail address	:	……………………………………

11. We are enclosing herewith the Envelope (Covering Letter, Bid Processing Fees, EMD etc. through Offline, Techno-Commercial documents through Offline containing duly signed formats, each one duly sealed separately, in one original as desired by you in the NIT for your consideration as per clause no. 10.0 of Section - III, ITB.

It is confirmed that our Bid is consistent with all the requirements of submission as stated in the NIT and subsequent communications from Solar Energy Corporation of India Limited. The information submitted in our Bid is complete, strictly as per the requirements stipulated in the NIT and is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our Bid.

We confirm that all the terms and conditions of our Bid are valid for acceptance for a period as specified in NIT from the date of opening of "Techno-Commercial/ Un-priced Bid". We confirm that we have not taken any deviation so as to be deemed non-responsive.

Dated the_____day of_____, 20….

Thanking you,

We remain,

Yours faithfully,

Name, Designation and Signature of Authorized Person in whose name Power of Attorney/ Board Resolution/ Declaration. Copy of Notarized copy of Power of Attorney/ Board Resolution/ Declaration should be enclosed along with Covering Letter.

Format 5.2

BIDDER'S GENERAL INFORMATION

(To be submitted on the Letter Head of the Bidding Company)

Sr. No.	Description	Remarks
1	Name of the Bidder	
2	Status of the Bidder	
3	Mailing Address of Registered Office	
4	Mailing Address of Operation Office	
5	E-mail	
6	Web site	
7	Authorized Contact Person(s) with Name, Designation, Address and Mobile Phone No., E-mail address/ Fax No. to whom all references shall be made	
8	Year of Incorporation	
9	Number of Years in Operation	
10	ISO Certifiation Yes/ No	
11	Name of the Banker	
12	Branch Details of Bank	
13	Type of Account with Account Number	
14	IFSC Code	
15	Permanent Account Number (PAN) of the Bidder	*(Copy of PAN Card to be enclosed)*
16	GST ID (Proof to be submitted – GST No acknowledgement OR Email from GoI)	
17	GSTN Address	
20	Have the Bidder/ Company ever been debarred by any Govt. Dept./ Undertaking for undertaking any work	Yes/ No *(If answer is YES, please provide details)*
21	Reference of any document information attached by the Bidder other than specified in the NIT.	
22	Bidding company is listed in India	Yes/ No

Sr. No.	Description	Remarks
23	Details of the Ownership structure	

	(Details of persons owning 10% or more of the Total Paid up equity of the Bidding Company in the Format as below)	
24	Whether company is MSME as on the bidding date	Yes/ No

Name of the Equity holder	Type and Number of shares owned	% of equity holding	Extent of Voting rights

(Signature of Authorized Signatory)

With Stamp

<p align="right">**Format 5.3A**</p>

<u>FORMAT FOR EARNEST MONEY DEPOSIT (EMD)</u>

(*To be stamped in accordance with Stamp Act, the Non-Judicial Stamp Paper of Appropriate Value should be in the name of the issuing Bank***)**

<div align="right">
Bank Guarantee No.: ....…
Date: ....…......
</div>

To:
Solar Energy Corporation of India Limited
(A Government of India Enterprise)
D - 3, 1st Floor, Wing - A, Religare Building
District Centre, Saket, New Delhi - 110 017

WHEREAS M/s. …. *(Insert name of bidder)* …… having its Registered/ Head Office at …. *(Insert address of the bidder)* ………. (Hereinafter called "the bidder") has submitted its bid for the performance **of the Contract for ……. (***insert name of the Package)* **……. under ………. (***insert NIT No***) ……….** (Hereinafter called "the bid")

KNOW ALL PERSONS by these present that WE ……. *(insert name & address of the issuing bank)* ……… having its Registered/ Head Office at …..……. *(insert address of registered office of the bank)* ……. (hereinafter called "the Bank"), are bound unto Solar Energy Corporation of India Limited (SECI) (hereinafter called "the Employer") in the sum of ....*(insert amount of Bid Security in figures & words)* ....…………… for which payment well and truly to be made to the said Employer, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this .... day of .... 20....

THE CONDITIONS of this obligation are:

(1) If the Bidder withdraws/ varies its bid during the period of bid validity specified by the Bidder in the Bid Form; or

(2) In case the Bidder does not withdraw the deviations proposed by him, if any, at the cost of withdrawal stated by him in the bid and/ or accept the withdrawals/ rectifications pursuant to the declaration/ confirmation made by him; or

(3) In the case of a successful Bidder, if the Bidder fails within the specified time limit

    (i) To sign the Contract Agreement, in accordance with NIT;

    or

    (ii) To furnish the required Contract Performance Security, in accordance with NIT;

    or

(4) In any other case specifically provided for in NIT.

WE undertake to pay to the Employer up to the above amount upon receipt of its first written demand, without the Employer having to substantiate its demand, provided that in its demand the Employer will note that the amount claimed by it is due to it, owing to the occurrence of any of the above-named CONDITIONS or their combination, and specifying the occurred condition or conditions.

This guarantee will remain in full force up to and including ………. *(insert date of validity as pe Tender documents) …….*, and any demand in respect thereof must reach the Bank not later than the above date.

Notwithstanding anything contained herein:

1. **Our liability under this Bank Guarantee shall not exceed _____ (*value in figures*) _____ [_____ (*value in words*) _____].**

2. **This Bank Guarantee shall be valid upto _____ (*validity date*) _____.**

3. **We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (*validity date*) _____**

For and on behalf of the Bank

[*Signature of the authorised signatory(ies)*]

Signature_____

Name_____

Designation_____

POA Number_____

Contact Number(s): Tel._____Mobile_____

Fax Number_____

email _____

Common Seal of the Bank_____

Witness:

Signature_____

Name_____

Address_____

Contact Number(s): Tel._____Mobile_____

email _____

FORMAT FOR PERFORMANCE BANK GUARANTEE (PBG)

(*To be stamped in accordance with Stamp Act, the Non-Judicial Stamp Paper of Appropriate Value should be in the name of the issuing Bank***)**

Bank Guarantee No.: ....…
Date: ....……..

NOA/ Contract No....................................

…………. *[Name of Contract]* …………………..

To:

Solar Energy Corporation of India Limited
(A Government of India Enterprise)
D - 3, 1st Floor, Wing - A, Religare Building
District Centre, Saket, New Delhi - 110 017

Dear Sir / Madam,

We refer to the Contract ("the Contract") signed on ....*(insert date of the Contract) …....* between you and M/s .... *(Name of Consultant)* ....,

(or)

vide notification of award issued on ……. *(insert date of the notification of award) ….* by you to M/s .... *(Name of Consultant)* .... having its Principal place of business at ………... *(Address of Consultant)* .... and Registered Office at ………... *(Registered address of Consultant)* .... ("the *Consultant*") concerning ……..................…… *(Indicate brief scope of work)* .... for the complete execution of the …… *(insert name of Package alongwith name of the Project)* …….

By this Bank Guarantee, we, the undersigned, ……… *(insert name & address of the issuing bank)* ………, a Bank (which expression shall include its successors, administrators, executors and assigns) organized under the laws of .... and having its Registered/ Head Office at ……..…… *(insert address of registered office of the bank)* ……..... do hereby irrevocably guarantee payment to you up to ....*(insert amount of PBG in figures & words)* ....………………., upto and inclusive of …………… *(dd/mm/yy).*

We undertake to make payment under this Bank Guarantee upon receipt by us of your first written demand signed by your duly authorized officer or authorized officer of the Owner declaring the Consultant to be in default under the Contract and without cavil or argument any sum or sums within the above-named limits, without your need to prove or show grounds or reasons for your demand and without the right of the Consultant to dispute or question such demand.

Our liability under this Bank Guarantee shall be to pay to you whichever is the lesser of the sum so requested or the amount then guaranteed hereunder in respect of any demand duly made hereunder

prior to expiry of the Bank Guarantee, without being entitled to inquire whether or not this payment is lawfully demanded.

This Bank Guarantee shall remain in full force and shall be valid from the date of issuance upto and inclusive of …………… *(dd/mm/yy)* and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s Solar Energy Corporation of India Limited on whose behalf this Bank Guarantee has been given.

Except for the documents herein specified, no other documents or other action shall be required, notwithstanding any applicable law or regulation.

Our liability under this Bank Guarantee shall become null and void immediately upon its expiry, whether it is returned or not, and no claim may be made hereunder after such expiry or after the aggregate of the sums paid by us to you shall equal the sums guaranteed hereunder, whichever is the earlier.

All notices to be given under shall be given by registered (airmail) posts to the addressee at the address herein set out or as otherwise advised by and between the parties hereto.

We hereby agree that any part of the Contract may be amended, renewed, extended, modified, compromised, released or discharged by mutual agreement between you and the Contractor, and this security may be exchanged or surrendered without in any way impairing or affecting our liabilities hereunder without notices to us and without the necessity for any additional endorsement, consent or guarantee by us, provided, however, that the sum guaranteed shall not be increased or decreased.

No action, event or condition which by any applicable law should operate to discharge us from liability hereunder shall have any effect and we hereby waive any right we may have to apply such law so that in all respects our liability hereunder shall be irrevocable and, except as stated herein, unconditional in all respects.

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed _____ (*value in figures*) _____ [_____ (*value in words*) _____].

2. This Bank Guarantee shall be valid upto _____ *(validity date)* _____.

3. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only & only if we receive a written claim or demand on or before _____ (*validity date*) _____."

For and on behalf of the Bank

[*Signature of the authorised signatory(ies)*]

Signature_____

Name_____

Designation_____

POA Number_____

Contact Number(s): Tel._____Mobile_____

Fax Number_____

email _____

Common Seal of the Bank_____

Witness:

Signature_____

Name_____

Address_____

Contact Number(s): Tel._____Mobile_____

email _____

Note :

1. For the purpose of executing the Bank Guarantee, the non-judicial stamp papers of appropriate value shall be purchased in the name of Bank who issues the 'Bank Guarantee'.

2. The Bank Guarantee shall be signed on all the pages by the Bank Authorities indicating their POA nos. and should invariably be witnessed.

3. The Bank Guarantee should be in accordance with the proforma as provided. However, in case the issuing bank insists for additional paragraph regarding applicability of ICC publication No: 758, the following may be added at the end of the proforma of the Bank Guarantee [*i.e., end paragraph of the Bank Guarantee preceding the signature(s) of the issuing authority(ies) of the Bank Guarantee*]:

    "This Guarantee is subject to Uniform Rules for Demand Guarantee, ICC publication No. 758 except that article 15(a) is hereby excluded."

Format 5.4

FORMAT FOR BOARD RESOLUTIONS

(To be Submitted on the Letter Head of the Bidding Company)

The Board, after discussion, at the duly convened Meeting on ………… [*Insert date*], with the consent of all the Directors present and in compliance of the provisions of the Companies Act, 1956 or Companies Act 2013, as applicable, passed the following Resolution:

1. RESOLVED THAT Mr/ Ms………………., be and is hereby authorized to do on our behalf, all such acts, deeds and things necessary in connection with or incidental to our response to NIT No. _____for **Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited** in India, including signing and submission of all documents and providing information/ response to NIT of Solar Energy Corporation of India Limited (SECI), representing us in all matters before SECI, and generally dealing with SECI in all matters in connection with our bid for the said Project.

Certified True Copy

(Signature, Name and Stamp of Company Secretary)

Notes:

1) This certified true copy should be submitted on the letterhead of the Company, signed by the Company Secretary/ Director.

2) The contents of the format may be suitably re-worded indicating the identity of the entity passing the resolution.

3) This format may be modified only to the limited extent required to comply with the local regulations and laws applicable to a foreign entity submitting this resolution. For example, reference to Companies Act, 1956 or Companies Act, 2013 as applicable may be suitably modified to refer to the law applicable to the entity submitting the resolution. However, in such case, the foreign entity shall submit an unqualified opinion issued by the legal counsel of such foreign entity, stating that the Board resolutions are in compliance with the applicable laws of the respective jurisdictions of the issuing Company and the authorizations granted therein are true and valid.

Format 5.5

FORMAT FOR NO DEVIATION CONFIRMATION
(To be submitted on the Letter Head of the Bidding Company)

Ref.No. _____   Date: _____

From: _____ (*Insert name and address of Bidding Company*)

_____

_____

Tel.#:
Fax#:
E-mail address#

To

Solar Energy Corporation of India Limited
(A Government of India Enterprise)
D - 3, 1st Floor, Wing - A, Religare Building
District Centre, Saket, New Delhi - 110 017

Sub: Bid for "**Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited**" against NIT Number SECI/C&P/NIT/eOffice/102018

Dear Sir / Madam,

We understand that any 'deviation/ exception' in any form may result in rejection of bid. We, therefore, certify that we have not taken any 'exception/ deviation' anywhere in the bid and we agree that if any 'deviation/ exception' is mentioned or noticed, our bid may be rejected.

Place: [Signature of Authorized Signatory of Bidder]
Date: Name:
                                         Designation:
                                         Seal:

Format 5.6

FORMAT FOR DECLARATION REGARDING BANNING, LIQUIDATION, COURT RECEIVERSHIP ETC.

(To be submitted on the Letter Head of the Bidding Company)

Ref.No. _____   Date: _____

From: _____ (*Insert name and address of Bidding Company*)

_____

_____

Tel.#:

Fax#:

E-mail address#

To

Solar Energy Corporation of India Limited

(A Government of India Enterprise)

D - 3, 1st Floor, Wing - A, Religare Building

District Centre, Saket, New Delhi - 110 017

Sub: Bid for "**Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited**" against NIT Number SECI/C&P/NIT/eOffice/102018

Dear Sir / Madam,

We hereby confirm that we are not on Banning List by Employer/ Owner or Public-Sector Project Management Consultant due to "poor performance" or "corrupt and fraudulent practices" or any other reason or banned by Government department/ Public Sector on due date of submission of bid.

Further, we confirm that neither we nor our allied agency/ (ies) (as defined in the Procedure for Action in case of Corrupt/ Fraudulent/ Collusive/ Coercive Practices) are on banning list of Employer/ Owner or the Ministry of New & Renewable Energy (MNRE).

We also confirm that we are not under any liquidation, court receivership or similar proceedings or 'bankruptcy'.

In case it comes to the notice of Employer/ Owner that we have given wrong declaration in this regard, the same shall be dealt as 'fraudulent practices' and action shall be initiated as per the Procedure for action in case of Corrupt/ Fraudulent/ Collusive/ Coercive Practices.

Further, we also confirm that in case there is any change in status of the declaration prior to award of contract, the same will be promptly informed to Employer/ Owner by us.

Place: [Signature of Authorized Signatory of Bidder]

Date: Name:

                                                    Designation:

                                                    Seal:

Format 5.7

FORMAT OF CHARTERED ACCOUNTANT CERTIFICATE FOR FINANCIAL CAPABILITY OF THE BIDDER
(To be submitted on the Letter Head of the Chartered Accountant)

Ref.No. _____   Date: _____

To

Solar Energy Corporation of India Limited
(A Government of India Enterprise)
D - 3, 1st Floor, Wing - A, Religare Building
District Centre, Saket, New Delhi - 110 017

Sub: Bid for "**Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited**" against NIT Number SECI/C&P/NIT/eoffice/102018

Dear Sir / Madam,

We have verified the Annual Accounts and other relevant records of M/s……………………………… (Name of the bidder) and certify the following

Further, we certify that the Financially Evaluated Entity (ies) had an Annual Turnover

A.   ANNUAL TURNOVER OF LAST 3 YEARS:

Year	Amount (Currency)
Year 1:	
Year 2:	
Year 3:	

and

Net worth of INR………Crore computed as per instructions provided in this NIT based on unconsolidated audited annual accounts (refer Note below) of the last Year immediately preceeding the Bid Deadline/ last financial year.

  *   The Financially Evaluated Entity may be the Bidding Company itself.

  **   A column for "Relationship with Bidding Company" is to be inserted in only in case financial capability of Parent Company and/ or Affiliate has been used for meeting Qualification Requirements.

Yours faithfully

(Signature and stamp (on each page) of Authorized Signatory of Bidding Company.

Name: …………………………

Date: ……………………………

Place: …………………………

Signature and stamp (on each page) of Chartered Accountant/Statutory Auditors of Bidding Company.

Name: …………………………

Date: ……………………………

Place: ……………………………

Notes:

Audited consolidated annual accounts of the Bidder may also be used for the purpose of financial criteria provided the Bidder has at least 26% equity in each company whose accounts are merged in the audited consolidated accounts and provided further that the financial capability of such companies (of which accounts are being merged in the consolidated accounts) shall not be considered again for the purpose of evaluation of the Bid.

FORMAT FOR POWER OF ATTORNEY FOR BIDDING COMPANY

(*To be stamped in accordance with Stamp Act, the Non-Judicial Stamp Paper of Appropriate Value should be in the name of the Bidder***)**

Know all men by these presents, We …………………………………………………. (*name and address of the registered office of the Bidding Company as applicable*) do hereby constitute, appoint and authorize Mr./ Ms. ……………………………… (*name & residential address*) who is presently employed with us and holding the position of …………………………………………… as our true and lawful attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to submission of our Bid for ……………………… (*insert details of NIT*) in response to the NIT No ………………………………… dated ………….. issued by Solar Energy Corporation of India Limited (SECI), New Delhi including signing and submission of the Bid and all other documents related to the Bid, including but not limited to undertakings, letters, certificates, acceptances, clarifications, guarantees or any other document which the SECI may require us to submit. The aforesaid Attorney is further authorized for making representations to the Solar Energy Corporation of India Limited, New Delhi and providing information/ responses to SECI, New Delhi representing us in all matters before SECI, New Delhi and generally dealing with SECI, New Delhi in all matters in connection with Bid till the completion of the bidding process as per the terms of the above-mentioned NIT.

We hereby agree to ratify all acts, deeds and things done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall be binding on us and shall always be deemed to have been done by us.

All the terms used herein but not defined shall have the meaning ascribed to such terms under the Tender.

Signed by the within named

………………………………………….. (Insert the name of the executant company)

through the hand of

Mr. ……….…………………………………………

duly authorized by the Board to issue such Power of Attorney

Dated this ……………………………… day of …………………
Accepted

…………………………………………..
Signature of Attorney
(Name, designation and address of the Attorney)

Attested

……………………………………………
(Signature of the executant)
(Name, designation and address of the executant)

……………………………………………
Signature and stamp of Notary of the place of execution

Common seal of ……………………… has been affixed in my/ our presence pursuant to Board of Director's Resolution dated……………

WITNESS

1.   …………………………………………………..
(Signature)

Name……………………………………………

Designation …………………………………

2.   ………………………………………………….
(Signature)

Name……………………………………………

Designation …………………………………

Notes:

The mode of execution of the power of attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and the same should be under common seal of the executant affixed in accordance with the applicable procedure. Further, the person whose signatures are to be provided on the power of attorney shall be duly authorized by the executant(s) in this regard.

The person authorized under this Power of Attorney, in the case of the Bidding Company/ Lead Member being a public company, or a private company which is a subsidiary of a public company, in terms of the Companies Act, 1956, with a paid-up share capital of more than Indian Rupees Five Crores, should be the Managing Director/ Whole Time Director/ Manager appointed under section 269 of the Companies Act, 1956. In all other cases the person authorized should be a director duly authorized by a board resolution duly passed by the Company.

Also, wherever required, the executant(s) should submit for verification the extract of the chartered documents and documents such as a Board resolution/ power of attorney, in favour of the person executing this power of attorney for delegation of power hereunder on behalf of the executant(s).

<div align="right">Format 5.9</div>

FORMAT FOR SHAREHOLDING CERTIFICATE
(To be submitted on the Letter Head of the Bidder)

Name of the Equity Holder	Type and Number of Shares Owned	% of Equity Holding	Extent of Voting Rights

Yours faithfully

(Signature and Stamp of Authorized Signatory of Bidder)

Name: ………………………….

Date: ………………………….

Place: ………………………….

(Signature and Stamp of Company Secretary/ Director/ Chartered Accountant)

Format 5.10

e-BANKING FORMAT
(To be submitted on the Letter Head of the Bidder)

1. Vendor/ Customer Name :

2. Vendor/ Customer Code :

3. Vendor/ Customer Address :

4. Vendor/ Customer E-mail ID:

5. Particulars of Bank Account
   a) Name of Bank   :
   b) Name of Branch   :
   c) Branch Code   :
   d) Address   :
   e) Telephone Number :
   f) Type of Account   :
   g) Account Number   :
   h) RTGS IFSC Code   :
   i) NEFT IFSC Code   :
   j) 9 digit MICR code   :

I/ We hereby authorize Solar Energy Corporation of India Limited to release any amount due to me/ us in the bank account as mentioned above. I/ We hereby declare that the particulars given above are correct and complete. If the transaction is delayed or lost because of incomplete or incorrect information, we would not hold the Solar Energy Corporation of India Limited responsible.

(Signature of Vendor/ Customer)

BANK CERTIFICATE

We certify that ---------------------------- has an Account no. ---------------------------- with us and we confirm that the details given above are correct as per our records.

Bank stamp

Date   (Signature of authorized officer of bank)

Format 5.11

FORMAT FOR SUBMISSION OF FINANCIAL BID

(The Covering Letter should be submitted on the Letter Head of the Bidding Company)

Ref.No. _____   Date: _____

From: _____ *(Insert name and address of Bidding Company)*
_____
_____
Tel.#:
Fax#:
E-mail address#

To
Solar Energy Corporation of India Limited
(A Government of India Enterprise)
D - 3, 1st Floor, Wing - A, Prius Platinum Building
District Centre, Saket, New Delhi - 110 017

Sub: Bid for "**Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited**" against NIT Number SECI/C&P/NIT/eOffice/102018

Dear Sir/ Madam,

I/ We, _____ (*Insert Name of the Bidder*) enclose herewith the Financial Proposal for selection of my/ our firm as Successful Bidder for the above.

I/ We agree that this offer shall remain valid for a period of 06 (Six) months from the due date of submission of the response to NIT such further period as may be mutually agreed upon.

Dated the_____day of_____, 20….

Thanking you,
We remain,
Yours faithfully,

S No.	Description	Qty	Unit Rates in Rs.	Total Monthly Charges (in Rs.) exclusive of taxes	Taxes as applicable (in Rs.)	Total Monthly Charges (in Rs.) inclusive of taxes
1	**DC Primary Site (Compute)**					
1.1	App server (12 core, 20GB RAM, 400 Disk, CentOS)	1				
1.2	DB Server (8 core, 16GB RAM, 100 GB Disk, CentOS, PostgreSQL 10)	1				

1.3	LR DB Server (4 core, 8GB RAM, 100GB Disk, CentOS, PostgreSQL 10)	1					
1.4	SR DB Server (2 core, 4 GB RAM, 100GB Disk, CentOS, PostgreSQL 10)	1					
1.5	LDAP (4 core, 8GB RAM, 200GB Disk, CentOS)	1					
2	**Backup Services**						
2.1	Backup Storage Space with Backup Agent	1 TB					
3	**Network Services**						
3.1	Firewall with 512 Mbps throughput	1					
3.2	Internet Bandwidth	2 Mbps					
3.3	Public IP's	2					
3.4	VPN	4					
4	**Hosting Services (End to End Management)**						
4.1	Operating System Management Services	1					
4.2	Database System Management Services	1					
4.3	Storage Management Services	1					
4.4	Backup Management Services	1					
4.5	vFirewall Management Services	1					
4.6	Monitoring Dashboard for VMs and network + Security components	As per solution					
	Total Monthly Charge inclusive of taxes						
	Total Contract Price inclusive of taxes (for 02 (Two) years						

Name, Designation, Seal and Signature of Authorized Person in whose name Power of Attorney/ Board Resolution/ Declaration.

NOTE:

a) The bidder has to quote in the prescribed price bid format only. Quoting in any other manner will summarily be liable for rejection.

b) Tender with over written or erased, illegible rate or rates not shown in figures and words will be liable for rejection.

c) The offer should be valid for a period of 150 days from the last date of submission of tender, failing which the tender will be liable for rejection.

d) All Goods & Service Tax (GST) components [applicable for both Centre and state] payable by the Contractor under the Contract, or for any other cause, shall be mentioned as per the Price bid format mentioned at Format-V.

e) Prices quoted by the Bidder, shall remain FIRM and Fixed and valid until completion of the Contract and will not be subject to variation on any account.

f) In case of any variation (positive/ negative) in existing rates of taxes/ duties/ levies or a new tax/ duty/ levy is introduced or any existing tax/ duty/ levy is abolished or application of any Tax in the course of the performance of this Contract, which will/ may impact the overall pricing in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to factor any such change by addition to the Contract Price or deduction therefrom, as the case may be.

All these adjustments would be carried out by considering the base price of taxes equivalent to the amount mentioned under taxes and duties column of the price bid format.

g) Payment will be made against Invoice on completion of the Certification Audit and no advance payment will be allowed.

h) Variation in taxes, duties, levies etc. after award of job but within the Time schedule as mentioned in TENDER shall be to the account of SECI. Any variation in taxes, duties, levies etc. beyond Time schedule shall be to BIDDER's account. In case of statutory variation in GST during currency of the Contract, the Contractor shall submit a copy of the 'Government Notification' to evidence the rate as applicable on the date of submission of Bid and on the date of revision. Claim for payment of GST / Statutory variation in GST, should be raised within two [02] months from the date of issue of 'Government Notification' for payment of differential (in %) GST, otherwise claim in respect of above shall not be entertained for payment of arrears.

<div align="right">**Format 5.12**</div>

FORMAT FOR SUBMISSION OF TECHNICAL BID

(The Covering Letter should be submitted on the Letter Head of the Bidding Company)

Ref.No. _____   Date: _____

From: _____ *(Insert name and address of Bidding Company)*

_____

_____

Tel.#:

Fax#:

E-mail address#

To

Solar Energy Corporation of India Limited

(A Government of India Enterprise)

D - 3, 1st Floor, Wing - A, Prius Platinum Building

District Centre, Saket, New Delhi - 110 017

Sub: Bid for "**Selection of Cloud Service Provider for Hosting NIC e-Office Application for Solar Energy Corporation of India Limited**" against NIT Number SECI/C&P/NIT/eOffice/102018

Dear Sir/ Madam,

I/ We, _____ (*Insert Name of the Bidder*) have understood the instructions and the terms and conditions mentioned in the NIT document and have thoroughly examined the NIT document and are fully aware of the scope of work required.

I/ We are hereby submitting our "Technical Bid" as per prescribed format.

Sr. No.	Items	Particulars
1	Name of the Consultant	
	Name of the Authorized Representative of the Consultant	
	Address of the Consultant	
	Contact Numbers (Telephone and Mobile)	
	E-mail ID	
	Fax No.	
	Status of the Consultant (Registered/ Unregistered)	
2	Available Manpower (Indicate the details of Qualification and Experience etc. of Key Personnel)	
3	Available Infrastructure	

4	Area of Core Competency (Separate Sheet may be attached if necessary)	

Dated the_____day of_____, 20….

Thanking you,
We remain,
Yours faithfully,

Name, Designation, Seal and Signature of Authorized Person in whose name Power of Attorney/ Board Resolution/ Declaration.

SECTION - VI

DETAILED SCOPE OF WORK AND TECHNICAL PARAMETERS

Acronym	Expansion
CSP	Cloud Service Provider
EMD	Earnest Money Deposit
DSC	Digital Signature Certificate
VM	Virtual Machines
PITR	Point in time recovery
SIEM	Security information and event management
IOPS	Input/output operations per second
LTO	Linear Tape Open
NTP	Network Time Protocol
PBG	Performance Bank Guarantee
Meity/MEITY	Ministry of Electronics & Information and Technology
SAS	Serial Attached SCSI
LDAP	Lightweight Directory Access Protocol
SCSI	Small Computer System Interface
SSL	Secure Socket Layer
SLA	Service Level Agreement
SSD	Solid State Drive
VLAN	Virtual Local Area Network
IPS/IDS	Intrusion Prevention System/Intrusion Detection System
SECI	Solar Energy Corporation of India Limited

1   GENERAL

The major strength of SECI comes with its in-house technical expertise in handling affairs of non-conventional energy. SECI also has excellent working relationship with government utilities but faces a challenge with respect to e-office deployment. NIC e-office Product is being planned to be implemented across SECI Ltd. on the cloud environment with other activities as provided in the scope of work.

2   SCOPE OF WORK

The steps to be carried out by cloud service provider for E-office deployment are as follows:

k) DNS Registration to be done.
l) Training to be provided to system admin of the department.
m) E-Office instance to be setup under the supervision of NIC e-office team.
n) The user authentication mechanism will be done through LDAP.
o) Sync the server timings with the NTP Server.
p) Register e-Office instances with local monitoring tools.
q) Schedule backup as per Department policy. Disk based backup is preferred.
r) Setup DB Replication. PITR is recommended.
s) For SMS and Email alerts services, necessary configuration and port openings will be the responsibility of the cloud service provider.

SECI Ltd wishes to engage a **Meity Empaneled and STQC Audited CSP** for providing Government Community Cloud Services for a period of **2 (two) years**, which may be reviewed for extension on the completion of the second year at the discretion of SECI for hosting the eOffice Application. The scope of work is as under:

1. The Bidder will be responsible for provisioning and managing required IT infrastructure for hosting NIC e-office application on the Government Community Cloud.
2. The Government Community Cloud shall comply with the respective Empanelment Compliance Requirements published by Ministry of Electronics Information and Technology, Government of India.
3. The Bidder shall be responsible for provisioning required compute infrastructure (server/virtual machines), storage for hosting e-Office application. The bidder has to manage and maintain the VM's including underlying Hardware, Operating systems, Database, antivirus etc. for the contract period. Inbuilt Antispam/Malware/Antivirus threats control software as per defined SLA's in this tender document.
4. The bidder will be responsible for provisioning of requisite network infrastructure (including switches, router, firewalls, and load balancers) to ensure accessibility of the servers as per defined SLA's. All the equipment's/Devices in the path have to be in HA mode.
5. The bidder is required to carry out the activities mentioned under heading "EOffice application requirements" above for successful deployment of eOffice application. Bidder is encouraged to refer NIC e-office deployment framework placed at Annexure-E.
6. The Bidder should configure, schedule and manage backups of all the data including but not limited to files, folders, images, system states, databases and enterprise applications as per the backup policy.
7. Backup solutions need to be the responsibility of the bidder for storage & server for copying of uploads data other than tape backup.

       i. Bidder has to provide a dedicated or shared backup tool for backup of the Database, Applications etc. The backup has to be automated through backup agents.

      ii. Daily incremental backup with retention period of 7 Days.

     iii. Weekly full backup with retention period of 1 Month.

     iv. Monthly full backup with retention period 3 months.

8. The Bidder shall be responsible for provisioning of adequate Internet Bandwidth and connectivity at the DC including termination devices, for end users to access the eOffice Application.

9. Bidder has to provide Public/Private static IP address for all the VM's.

10. Closure/Termination/Transit/Exit, SECI wishes to terminate the services CSP should retain the copy of Database for 45 days and CSP shall ensure that there is no deletion of data for a minimum 45 days beyond the expiry of the contract without any confirmation from SECI.

11. The managed cloud service provider should ensure inter-operability support and data portability in case of change/migration to another CSP.

12. Ownership of data generated on usage of the system at any point in time during the contract or expiry shall rest absolutely with SECI.

13. Post exit all the data content should be removed to ensure that the data cannot be recovered.

14. The Vulnerability assessment should be done once in six months, the Vulnerability assessment reports should be shared with the SECI on half-yearly basis.

15. The CSP should provide the identity and access management.

16. The hosted solution must include firewall along with the IPS / IDS Features.

17. Security information and event management (SIEM) for supporting compliance reporting and incident investigation through analysis of historical data from these sources.

18. The CSP should provide the infrastructure performance and availability of the cloud services being used, as well as alerts that are automatically triggered by changes in the health of those services.

19. Event-based alerts, to provide proactive notifications of scheduled activities, such as any changes to the infrastructure powering the cloud resources.

20. Ability to discover all of the provisioned resources and view the configuration of each.

21. Notifications should be triggered each time a configuration changes.

22. The bidder should provide the access of their data center to SECI officials for physical review of the deployment once a year.

23. Bidder should handover the monitoring and maintenance reports, SLA report on monthly basis.

24. The bidder should provide 24*7 Helpdesk support along with ticket management system and an escalation matrix.

PROJECT TIMELINES

The indicative milestones and project timelines are given below:

Sl.	Project Milestone	Indicative Timelines
1	Issue of Work Order/Letter of Award	T0
2	Setup of Cloud Environment and Handover the	
	Cloud Environment to SECI	T0 + 2 Weeks

Note: - The bidder shall strictly adhere to above mentioned timelines. However, if the bidder is confident of completing the work before the stipulated period, he shall submit a revised project timelines along with the technical bid.

PAYMENT TERMS

The quarterly payments may be made within 30 (Thirty) days from the date of receipt of original invoices subject to verification by SECI at the end of each quarter and quarterly report taking in to account the service levels as per Annexure A. The first quarter shall begin from the date of handover of cloud environment to SECI as per timelines defined above.

All payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income-Tax Act and / or any other statutory provisions.

PENALTY

a) In case the bidder fails to complete the work specified as per project timelines, SECI will without prejudice to any other right or remedy, be at liberty to forfeit whole of the earnest money as per the ITB Clause-5.

b) The payment shall be linked to the compliance with the SLA metrics.

c) The penalty in percentage is indicated against each SLA parameter in Annexure A.

d) In case multiple SLA violations occur due to the same root cause or incident then the SLA that incurs the maximum penalty may be considered for penalty calculation rather than a sum of penalties for the applicable SLA violations.

e) Penalties shall not exceed 100% of the quarterly invoice.

f) If the penalties exceed more than 50% of the total quarterly invoice, it will result in a material breach. In case of a material breach, the operator will be given a cure period of one month to rectify the breach failing which a notice to terminate may be issued by SECI.

1.   Annexure A - Service Levels

S. No.	Service Level Objective	Measurement Methodology /	Target/Service Level	Penalty (Indicative)
Availability/Uptime				
1	Availability/Uptime of cloud services Resources for Production environment (VMs, Storage, OS, VLB, Security Components,)	Availability (as per the definition in the SLA) will be measured for each of the underlying components (e.g., VM, Storage, OS, VLB, Security Components) provisioned in the cloud. Measured with the help of SLA reports provided by CSP	Availability for each of the provisioned resources: >=99.5%	Default on any one or more of the provisioned resource will attract penalty as indicated below. <99.5% & >=99% (10% of the <<periodic Payment>>) < 99% (30% of the <<periodic Payment>>)
2	Availability of Critical Services (e.g., Register Support Request or Incident; Provisioning / De-Provisioning; User Activation / De-Activation; User Profile Management; Access Utilization Monitoring Reports) over User / Admin Portal and APIs (where applicable)	Availability (as per the definition in the SLA) will be measured for each of the critical services over both the User / Admin Portal and APIs (where applicable)	Availability for each of the critical services over both the User / Admin Portal and APIs (where applicable) >= 99.5%	Default on any one or more of the services on either of the portal or APIs will attract penalty as indicated below. <99.5% and >= 99% (10% of the <<Periodic Payment>>) <99% (20% of the <<Periodic Payment>>)
3	Availability of Regular Reports (e.g., Audit, Certifications,) indicating the compliance to the Provisional Empanelment Requirements.		15 working days from the end of the quarter. If STQC issues a certificate based on the audit then this SLA is not required.	5% of <<periodic Payment>>

S. No.	Service Level Objective	Measurement Methodology /	Target/Service Level	Penalty (Indicative)
4	Response Time	Average Time taken to acknowledge and respond, once a ticket/incident is logged through one of the agreed channels. This is calculated for all tickets/incidents reported within the reporting month.	95% within 15 minutes	<95% & >=90% (5% of the <<periodic Payment>>) < 90% & >= 85% (7% of the <<periodic Payment>>) < 85% & >= 80% (9% of the Periodic Payment)
5	Time to Resolve - Severity 1	Time taken to resolve the reported ticket/incident from the time of logging.	For Severity 1, 98% of the incidents should be resolved within 30 minutes of problem reporting	<98% & >=90% (5% of the <<periodic Payment>>) < 90% & >= 85% (10% of the <<periodic Payment>>) < 85% & >= 80% (20% of the <<periodic Payment>>)
6	Time to Resolve - Severity 2,3	Time taken to resolve the reported ticket/incident from the time of logging.	95% of Severity 2 within 4 hours of problem reporting AND 95% of Severity 3 within 16 hours of problem reporting	<95% & >=90% (2% of the <<periodic Payment>>) < 90% & >= 85% (4% of the <<periodic Payment>>) < 85% & >= 80% (6% of the <<periodic Payment>>)

Security Incident and Management Reporting

S. No.	Service Level Objective	Measurement Methodology /	Target/Service Level	Penalty (Indicative)
7	Percentage of timely incident report	Measured as a percentage by the number of defined incidents reported within a predefined time (1 hour) limit after discovery, over the total number of defined incidents to the cloud service which are reported within a predefined period (i.e. month). Incident Response - CSP shall assess and acknowledge the defined incidents within 1 hour after discovery.	95% within 1 hour	<95% & >=90% (5% of the <<Periodic Payment>>) < 90% & >= 85% (10% of the <<Periodic Payment>>) < 85% & >= 80% (15% of the <<Periodic Payment>>)
8	Percentage of timely incident resolutions	Measured as a percentage of defined incidents against the cloud service that are resolved within a predefined time limit (month) over the total number of defined incidents to the cloud service within a predefined period. (Month). Measured from Incident Reports	95% to be resolved within 1 hour	<95% & >=90% (5% of the <<Periodic Payment>>) < 90% & >= 85% (10% of the <<Periodic Payment>>) < 85% & >= 80% (15% of the <<Periodic Payment>>)
Vulnerability Management				

S. No.	Service Level Objective	Measurement Methodology /	Target/Service Level	Penalty (Indicative)
9	Percentage of timely vulnerability corrections	The number of vulnerability corrections performed by the cloud service provider - Measured as a percentage by the number of vulnerability corrections performed within a predefined time limit, over the total number of vulnerability corrections to the cloud service which are reported within a predefined period (i.e. month, week, year, etc.). • High Severity Vulnerabilities – 30 days - Maintain 99.95% service level • Medium Severity Vulnerabilities – 90 days - Maintain 99.95% service level	99.95%	>=99% to <99.95% [10% of Periodic Payment] >=98% to <99% [20% of Periodic Payment] <98% [30% of Periodic Payment]
10	Percentage of timely vulnerability reports	Measured as a percentage by the number of vulnerability reports within a predefined time limit, over the total number of vulnerability reports to the cloud service which are reported within a predefined period (i.e. month, week, year, etc.).	99.95%	>=99% to <99.95% [10% of Periodic Payment] >=98% to <99% [20% of Periodic Payment] <98% [30% of Periodic Payment]

S. No.	Service Level Objective	Measurement Methodology /	Target/Service Level	Penalty (Indicative)
11	Security breach including Data Theft/Loss/Corruption	Any incident where in system compromised or any case wherein data theft occurs (including internal incidents)	No breach	For each breach/data theft, penalty will be levied as per following criteria. Any security incident detected INR << 5 Lakhs>>.This penalty is applicable per incident. These penalties will not be part of overall SLA penalties cap per month. In case of serious breach of security wherein the data is stolen or corrupted, SECI LTD reserves the right to terminate the contract.
12	Availability of SLA reports covering all parameters required for SLA monitoring within the defined time		(e.g., 3 working days from the end of the month)	5% of <<periodic Payment>>

Note:

1.   Periodic Payment means Quarterly Payment

2. Annexure A1 - Severity Levels

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

Severity Level	Description	Examples
Severity 1	Environment is down or major malfunction resulting in an inoperative condition or disrupts critical business functions and requires immediate attention. A significant number of end users (includes public users) are unable to reasonably perform their normal activities as essential functions and critical programs are either not working or are not available	- Non-availability of VM. - No access to Storage, software or application
Severity 2	Loss of performance resulting in users (includes public users) being unable to perform their normal activities as essential functions and critical programs are partially available or severely restricted. Inconvenient workaround or no workaround exists. The environment is usable but severely limited.	-Intermittent network connectivity
Severity 3	Moderate loss of performance resulting in multiple users (includes public users) impacted in their normal functions.	

3.   Annexure A2

The Managed Cloud Service Provider to comply with all the below mentioned points:

The Managed Cloud Service Provider to comply with all the below mentioned points:

1. Service Provisioning:
   The CSP should offer cloud service admin portal for SECI in order to provision cloud services either via portal, mobile app or automated using API.

- Cloud service provider should enable SECI to provision cloud resources through self-service admin portal.
- The user admin portal should be accessible via secure method.
- SECI should be able to create, delete, shutdown, reboot virtual machines from admin portal.
- SECI should be able to provision additional resources from admin portal as and when require.
- SECI should be able to take snapshot of virtual machines from admin portal.
- SECI should be able to size virtual machine and select required operating system when provisioning any virtual machines.
- SECI should be able to set threshold of cloud resources of all types of scalability.
- SECI should be able to provision all additional storages require for cloud services.
- SECI should be able to provision any kind of resources either static or elastic resources.
- SECI should be able to take console of cloud virtual machines from portal.
- SECI should get list of all cloud resources from admin portal.
- SECI should be able to set the scaling parameters like in case of horizontal scaling,
    o SECI should be able to set percentage / quantity of RAM consumption to trigger new virtual machines.
    o SECI should be able to set percentage / quantity of CPU consumption to trigger new virtual machines.
    o SECI should be able to set percentage / quantity of network bandwidth to trigger new virtual machines.
- SECI should be able to set port on which horizontal scaling will work.
- SECI should be able to set minimum and maximum number of virtual machines which will be automatically provisioned as part of horizontal scaling to handle spike in load.
- The cloud virtual machine created by portal should be have at-least two virtual NIC cards. One NIC card should be used for internet traffic while other should be used for internal service traffic.

2. Operational Management
- CSP should provide access of cloud virtual machines either by SSH in case of Linux and/or RDP in case of Windows servers.
- CSP should enable SECI to get console access of cloud virtual machine from portal and perform operations.
- CSP should upgrade its hardware time to time to recent configuration to deliver expected performance for SECI.
- Investigate outages, perform appropriate corrective action to restore the hardware, operating system, and related tools.
- CSP should manage their cloud infrastructure as per standard ITIL framework in order to delivery right services to SECI.

- The CSP should allow quota management for each department. The resources to specific department should be as per allocated quota only. If there is any request for more than quota request then it should be sent as request to admin.

3. Compatibility Requirements
   - CSP must ensure that the virtual machine format is compatible with other cloud provider.
   - CSP should give provision to import/export cloud VM template from other cloud providers.
   - CSP should ensure connectivity to and from other cloud service providers if required.

4. Cloud Network Requirement
   - CSP must ensure that cloud virtual machine of SECI is into separate network tenant and virtual LAN.
   - CSP must ensure that cloud virtual machines are having private IP network assigned to cloud VM.
   - CSP must ensure that all the cloud VMs are in same network segment (VLAN) even if they are spread across multi datacenters of CSP.
   - CSP should ensure that cloud VMs are having Internet and Service Network (internal) vNIC cards.
   - CSP should ensure that Internet vNIC card is having minimum 1 Gbps network connectivity and service vNIC card is on 10 Gbps for better internal communication.
   - In case of scalability like horizontal scalability, the CSP should ensure that additional require network is provisioned automatically of same network segment.
   - CSP must ensure that SECI gets ability to map private IP address of cloud VM to public IP address as require by SECI from portal of CSP.
   - CSP must ensure that public IP address of cloud VMs remains same even if cloud VM gets migrated to another datacenter due to any incident.
   - CSP must ensure that public IP address of cloud VMs remains same even if cloud VM network is being served from multiple CSP datacenters.
   - CSP must ensure that the public network provisioned for cloud VMs is redundant at every points.
   - CSP must ensure that cloud VMs are accessible from SECI private network if private links P2P/MPLS is used by SECI.
   - CSP must ensure that there is access to cloud VMs if SECI require to access it using IPSEC/SSL or any other type of VPN.
   - CSP should ensure that cloud VM network is IPV6 compatible.
   - CSP should ensure use of appropriate load balancers for network request distribution across multiple cloud VMs.

5. Cloud datacentre specifications
   - The datacenter of CSP must be within India only.
   - All the physical servers, storage and other IT hardware from where cloud resources are provisioned for SECI must be within Indian datacenters only.
   - The datacenters of CSP should be spread across different geolocation in different seismic zones.
   - The CSP datacenters should have adequate physical security in place.
   - The CSP datacenters should comply/certified Tier III datacenter norms.

- The Data Center should conform to at least Tier III standard (preferably certified under TIA 942 or Uptime Institute certifications by a 3rd party) and implement tool-based processes based on ITIL standards.

6. Cloud Storage Service Requirements
- CSP should provide scalable, dynamic and redundant storage.
- CSP should offer provision from self-admin portal to add more storage as and when require by SECI.
- CSP should clearly differentiate its storage offering based on IOPS. There should be standards IOPS offering per GB and high performance disk offering for OLTP kind of workload. CSP should delivery minimum 3000 IOPS per TB for OLTP load. The IOPS for NON OLTP load should be minimum 1000 IOPS per TB.
- CSP should have block disk offering as well as file/object disk offering to address different kind of SECI needs.
- CSP should allow minimum block of 10 GB to be provisioned by SECI from self-service admin portal.
- CSP must give provision to attached new disk block to any cloud VM SECI needs from self-service portal.

7. Cloud Security Requirements
- CSP should ensure there is multi-tenant environment and cloud virtual resources of SECI are logically separated from others.
- CSP should ensure that any OS provisioned as part of cloud virtual machine should be patched with latest security patch.
- In case, the CSP provides some of the System Software as a Service for the project, CSP is responsible for securing, monitoring, and maintaining the System and any supporting software.
- CSP should implement industry standard storage strategies and controls for securing data in the Storage Area Network so that SECIs are restricted to their allocated storage
- CSP should deploy public facing services in a zone (DMZ) different from the application services. The Database nodes (RDBMS) should be in a separate zone with higher security layer.
- CSP should give ability to create non-production environments and segregate (in a different VLAN) non-production environments from the production environment such that the users of the environments are in separate networks.
- CSP should have built-in user-level controls and administrator logs for transparency and audit control.
- CSP cloud platform should be protected by fully-managed Intrusion detection system using signature, protocol, and anomaly based inspection thus providing network intrusion detection monitoring.

8. Virtual Machine specifications
- The Cloud virtual machine provided by CSP should be provisioned on redundant physical infrastructure.
- The cloud virtual machines should be scalable in terms of RAM and CPU whenever required.
- SECI should be able to provision cloud virtual machine of any operating system like Linux and Windows.

- CSP should clearly define policies to handle data in transit and at rest.
- CSP should not delete any data at the end of agreement without consent from SECI.
- CSP should provide facility to make template from virtual machines.
- CSP should enable SECI to select configuration of cloud virtual machine like custom RAM, CPU and disk.
- CSP should enable SECI to add either block storage volume or file level storage block to cloud VM from admin portal.
- CSP should enable SECI to select even 1 GB RAM configuration of cloud virtual machines.
- CSP should give provision to make clone of cloud virtual machine of SECI from admin portal.
- CSP should make provision so that SECI can add any virtual machine as part of scalable infrastructure.
- CSP should have provision to live migration of virtual machine to another physical servers in case of any failure.
- CSP should provide facility to use different types of disk like SAS, SSD based on type of application.

9. Cloud resource and Network monitoring
- CSP should give provision to monitor the network traffic of cloud virtual machine.
- CSP should offer provision to analyze of amount of data transferred of each cloud virtual machine.
- CSP should provide network information of cloud virtual resources.
- CSP should offer provision to monitor latency to cloud virtual devices from its datacenter or SECI should be able to set monitoring of latency to cloud VMs from outside world.
- CSP must offer provision to monitor network uptime of each cloud virtual machine.
- CSP must make provision of resource utilization i.e. CPU graphs of each cloud virtual machine.
- CSP must make provision of resource utilization graph i.e. RAM of each cloud virtual machine. There should be provision to set alerts based on defined thresholds. There should be provision to configure different email addresses where alerts can be sent.
- CSP must make provision of resource utilization graph i.e. RAM of each cloud virtual machine.
- CSP must make provision of resource utilization graph i.e. disk of each cloud virtual machine. There should be graphs of each disk partition and emails should be sent if any threshold of disk partition utilization is reached.
- CSP should give provision to monitor the uptime of cloud resources. The report should be in exportable form.
- CSP must give provision to monitor the load of Linux/Windows servers and set threshold for alerts.
- CSP should make provision to monitor the running process of Linux/Windows servers. This will help SECI to take the snapshot of processes consuming resources.
- CSP must ensure that there should be historical data of minimum 6 months for resource utilization.
- CSP must ensure that audit logs of scalability is maintained.
- CSP must ensure that there are sufficient graphical reports of cloud resource utilization and available capacity.

10. Managed Services

a) Network and Security Management:
- Monitoring & management of network link proposed as part of this solution.
- Bandwidth utilization, latency, packet loss etc.
- Call logging and co-ordination with vendors for restoration of links, if need arises.
- Redesigning of network architecture as and when required by SECI.
- Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion protection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.
- Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately
- Ensure a well-designed access management process, ensuring security of physical and digital assets, data and network security, backup and recovery etc.
- Adding/ Changing network address translation rules of existing security policies on the firewall
- Diagnosis and resolving problems related to firewall, IDS /IPS.
- Managing configuration and security of Demilitarized Zone (DMZ) Alert / advise SECI about any possible attack / hacking of services, unauthorized access / attempt by internal or external persons etc.

b) Server Administration and Management:
- Administrative support for user registration, User ID creation, maintaining user profiles, granting user access, authorization, user password support, and administrative support for print, file, and directory services.
- Setting up and configuring servers and applications as per configuration documents/ guidelines provided by SECI.
- Installation/ re-installation of the server operating systems and operating system utilities
- OS Administration including troubleshooting, hardening, patch/ upgrades deployment, BIOS & firmware upgrade as and when required/ necessary for Windows, Linux or any other OS proposed as part of this solution whether mentioned in the RFP or any new deployment in future.
- Ensure proper configuration of server parameters, operating systems administration, hardening and tuning.
- Regular backup of servers as per the backup & restoration policies stated by SECI from time to time.
- Managing uptime of servers as per SLAs.
- Preparation/updation of the new and existing Standard Operating Procedure (SOP) documents on servers & applications deployment and hardening.

11. Backup Services
- CSP must provide backup of cloud resources. The backup tool should be accessible.
- To perform backup and restore management in coordination with SECI requirement for data and software maintained on the servers and storage systems using Enterprise Backup Solution.
- Backup and restoration of Operating System, application, databases and file system etc. in accordance with requirement.

- Monitoring and enhancement of the performance of scheduled backups, schedule regular testing of backups and ensure retention as per requirement.
- Ensuring prompt execution of on-demand backups & restoration of volumes, files and database applications whenever required.
- Real-time monitoring, log maintenance and reporting of backup status on a regular basis. Prompt problem resolution in case of failures in the backup processes.
- Media management including, but not limited to, tagging, cross-referencing, storing (both on-site and off-site), logging, testing, and vaulting in fire proof cabinets if applicable.
- Generating and sharing backup reports periodically
- Coordinating to retrieve off-site media in the event of any disaster recovery
- Periodic Restoration Testing of the Backup
- Maintenance log of backup/ restoration

12. Database support service
- Installation, configuration, maintenance of the database (Cluster and/or Standalone).
- Regular health checkup of databases.
- Regular monitoring of CPU & Memory utilization of database server, Alert log monitoring & configuration of the alerts for errors.
- Space monitoring for database table space, Index fragmentation monitoring and rebuilding.
- Performance tuning of Databases.
- Partition creation & management of database objects, Archiving of database objects on need basis.
- Patching, upgrade & backup activity and restoring the database backup as per defined interval.
- Schedule/review the various backup and alert jobs.
- Setup, maintain and monitor the 'Database replication' / Physical standby and Asses IT infrastructure up-gradation on need basis pertaining to databases.

Annexure - B

CHECK LIST FOR BANK GUARANTEES

Sl. no.	Details of Checks	Yes/ No
1.	Is the BG on non-judicial Stamp paper of appropriate value, as per applicable Stamp Act of the place of execution	
2.	Whether date, purpose of purchase of stamp paper and name of the purchaser are indicated on the back of Stamp Paper under the Signature of Stamp vendor? (The date of purchase of stamp paper should be not later than the date of execution of BG and the stamp paper should be purchased either in the name of the executing Bank or the party on whose behalf the BG has been issued.	
3.	In case of BGs from Banks abroad, has the BG been executed on Letter Head of the Bank endorsed by the Indian branch of the same bank or SBI, India?	
4.	Has the executing Officer of BG indicated his name, designation and Power of Attorney No./ Signing Power no. on the BG?	
5.	Is each page of BG duly signed/ initialed by executant and whether stamp of Bank is affixed thereon? Whether the last page is signed with full particulars including two witnesses under seal of Bank as required in the prescribed proforma?	
6.	Do the Bank Guarantees compare verbatim with the Proforma prescribed in the NIT Documents?	
7.	Are the factual details such as Bid Document No./ Specification No./ LOI No. (if applicable)/ Amount of BG and Validity of BG correctly mentioned in the BG	
8.	Whether overwriting/ cutting, if any, on the BG have been properly authenticated under signature & seal of executant?	
9.	Whether the BG has been issued by a Bank in line with the provisions of NIT documents?	
10.	In case BG has been issued by a Bank other than those specified in NIT Document, is the BG confirmed by a Bank in India acceptable as per NIT documents?	

Annexure - C

LIST OF BANKS

1. SCHEDULED COMMERCIAL BANKS	3. FOREIGN BANKS
SBI AND ASSOCIATES	24. A B BANK
1. State Bank of India	25. SHINHAN BANK
2. State Bank of Indore	26. CTBC BANK Co. Ltd.
NATIONALISED BANKS	27. MIZUHO BANK, Ltd.
1. Allahabad Bank	28. Krung Thai Bank Public Company Ltd.
2. Andhra Bank	29. Antwerp Diamond Bank N.V
3. Bank of India	30. Australia And New Zealand Banking Group Limited
4. Bank of Maharashtra	31. Sumitomo Mitsui Banking Corporation
5. Canara Bank	32. American Express Banking Corporation
6. Central Bank of India	33. CommonWealth Bank of Australia
7. Corporation Bank	34. Credit Suisse A.G
8. Dena Bank	35. FirstRand Bank Ltd.
9. Indian Bank	36. Industrial And Commercial Bank of China Ltd.
10. Indian Overseas Bank	37. JSC VTB Bank
11. Oriental Bank of Commerce	38. National Australia Bank
12. Punjab National Bank	39. Rabobank International
13. Punjab & Sind Bank	40. Sberbank
14. Syndicate Bank	41. USB AG
15. Union Bank of India	42. United Overseas Bank Ltd.
16. United Bank of India	43. Westpac Banking Corporation
17. UCO Bank	44. Woori Bank
18. Vijaya Bank	45. Doha Bank Qsc
19. Bank of Baroda	**4. SCHEDULED PRIVATE BANKS**
2. OTHER PUBLIC SECTOR BANKS	1. Federal Bank Ltd.
1. IDBI Bank Ltd.	2. ING Vysya Bank Ltd.
3. FOREIGN BANKS	3. Axis Bank Ltd.
1. Bank of America NA	4. ICICI Bank Ltd.
2. Bank of Tokyo Mitsubishi UFJ Ltd.	5. HDFC Bank Ltd.

3. BNP Paribas	6. Yes Bank Ltd.
4. Calyon Bank	7. Kotak Mahindra Bank
5. Citi Bank N.A.	8. IndusInd Bank Ltd.
6. Deutsche Bank A.G	9. Karur Vysya Bank
7. The HongKong and Shanghai Banking Corpn. Ltd.	10. Catholic Syrian Bank
8. Standard Chartered Bank	11. City Union Bank
9. SocieteGenerale	12. Dhanlaxmi Bank. Ltd
10. Barclays Bank	13. Jammu & Kashmir Bank Ltd
11. Royal Bank of Scotland	14. Karnataka Bank Ltd
12. Bank of Nova Scotia	15. Laxmi Vilas Bank Ltd
13. Development Bank of Singapore (DBS Bank Ltd.)	16. Nainital Bank Ltd
14. Crédit Agricole Corporate and Investment Bank	17. Ratnakar Bank Ltd
15. Abu Dhabi Commercial Bank Ltd	18. South Indian bank Ltd
16. Bank of Bahrain & Kuwait B.S.C	19. Tamilnadu Mercantile Bank Ltd
17. Mashreq Bank p.s.c	20. DCB Bank Ltd
18. HSBC Bank Oman S.A.O.G	21. IDFC Bank
19. Sonali Bank Ltd.	
20. J. P. Morgan Chase Bank, National Association	
21. State Bank of Mauritius Ltd.	
22. BANK of CEYLON	
23. BANK INTERNASIONAL INDONESIA	

Note: In addition to the banks listed above, the bidder can furnish the Bank Guarantees towards EMD issued by any Scheduled Commercial Bank as per RBI.

Annexure – D

Indicative Rate Card for additional resource if required

Components/Services	Unit	Price/Unit/Month
Additional Performance Storage	Per GB	
Core of CPU	Per Unit	
RAM	Per GB	
Monthly data Transfer -Volume Based	Per GB	
Additional Unmetered Internet Bandwidth - Speed Based	Per Mbps	
Additional Public IP's	Per IP	
VPN Concentrator (Per 100 Users)	1 Job	
Additional Backup Solution	Per TB	

eOffice

eOffice Deployment Framework

Version 3.0

Prepared by
National Informatics Centre

CONTENTS

Abbreviations

BCP	Business Continuity Planning
DC	Data Centre
DR	Disaster Recovery
DNS	Domain Name System
DSA	Designated Systems Administrators
DSC	Digital Signature Certificate
ESA	eOffice Systems Administrators
LDAP	Lightweight Directory Access Protocol
LDC	Local Data Centre
NDC	National Data Centre
NTP	Network Time Protocol
RAID	Redundant Array of Independent Disks
SAN	Storage Area Network
SDC	State Data Centre
SSL	Secure Socket Layer
SR	Streaming Replication (PostgreSQL Database)
VM	Virtual Machine

Amendment History

S.No.	Version	Date of Release	Date of Amendment	Amended By	Amendments
1.	1.0	19-01-2014			
2.	1.1	12-12-2014	11-12-2014	eOffice Division	• Specifications revised in **Annexure A-** Requirements for eOffice Premium edition. • Specifications revised in **Annexure A-** Requirements for eOffice Lite edition.
3.	2.0	01-06-2016	01-06-2016	eOffice Division	• Revision of categories based on user base revised in **Annexure - A.** • eOffice deployment types based on products revised in **Annexure - A.** • Hardware requirements revised in **Annexure - A.**
4.	3.0	26-03-2018	26-03-2018	eOffice Division	• Revision in eOffice deployment types. • Revision in Hardware and Software requirements in **Annexure - A.** • Deletion of "PERFORMA FOR FORMAL HANDING OVER AND TAKING OVER OF EOFFICE SERVERS"

The eOffice Product is being implemented across the Government levels of Centre, States, Districts, PSUs, etc. The deployment of eOffice product can be done at National Data Centre (NDC), State Data Centres (SDC), Local Data Centres (LDC) or in any other data centre / cloud environment.

Establishing an eOffice Deployment Framework is important and the areas to be included in framework for ensuring effective deployment management and sustainability of eOffice are as follows:

- Deployment Strategy
- Approach & Model for Deployment
- Defining the Responsibility Matrix
- Process and Guidelines
- Availability of Deployment Infrastructure

This document includes all the above factors.

2. EOFFICE DEPLOYMENT FRAMEWORK

The eOffice Deployment Framework categorizes eOffice deployment into two broad types and for each type, the check lists & roles and responsibilities matrix is defined.

Deployment Types:

- **Type I: Deployment of eOffice in Cloud at National Data Centre (NDC)**

  Under this type, the ministries and departments of GOI are deployed in National Data Centre (NDC).

- **Type II: Deployment in State Data Centres (SDC) / Local Data Centres (LDC) / any other data centre or cloud environment**

  Under this type, the deployment is done in State Data Centres (SDC) / Local Data Centres (LDC) / any other data centre or cloud environment. The data centres may not be fully fledged data centres but subject to fulfilling of eOffice pre-requisites, the eOffice deployment is done. The access to eOffice in these departments is strictly made available as per the department's / data centre's rules & regulations.

Pre-requisites for eOffice Deployment

eOffice Project Division has prepared the server (or compute) and storage requirements based primarily on the total numbers of users and eOffice version.

(Ref: Annexure - A)

These requirements are arrived at by the deployment experience gathered over the years, inputs from the Data Centre teams and also on the basis of performance testing of eOffice application. The requirements will be mildly on the higher side as we plan for a horizon of 2-3 years. Further, the requirements are kept higher by a factor of 20% as a best practice. It is expected that requirements are defined in such a manner that it will be convenient for IT heads or decision makers as incremental additions to infrastructure is not only difficult in terms of internal approvals but also inconvenient for technical teams to add new infrastructure on routine basis without disrupting the services and other impacts known and unknown.

3. TYPE I DEPLOYMENT GUIDELINES

The Type I deployment is essentially meant for the central government ministries & departments and will start once the approval for hosting is received by eOffice Project Division.

The steps involved in deployment are as follows:

1. Based on the eOffice version (Premium or Lite), the necessary provisioning will be done as per the details mentioned in **Annexure - A.**
2. The DNS will be registered under the sub-domain **eoffice.gov.in**
3. eOffice instance will be setup as per the eOffice Setup instructions provided time to time.
4. The eOffice is restricted to NICNET/NKN and check at firewall level may be ascertained.
5. The user authentication happens through NIC/GOI email-id. The LDAP forms etc. are to be submitted by concerned departments directly to Mail services group. The departments must also obtain the LDAP bind string from Mail services group and shared it with ESA.
6. All eOffice sites have to be mandatorily SSL enabled. The SSL certificate must be obtained for each eOffice instance and configured.
7. Sync the server timings with NDC NTP server. This is critical activity and must be doubly assured.
8. Register the site with Nagios / Data Centre monitoring tools so that it comes under monitoring dashboard.
9. Ensure that all the forms for scheduling the backups are submitted to NDC.
10. Ensure that DB replication is running.
11. The administrator must refer to check list and ensure that all the activities are checked before keeping a record of the same.

(Ref: Annexure - B)

12. The roles and responsibilities for Type I deployment need to be strictly followed.

(Ref: Annexure - C)

13. After all above activities are completed and the instance is up and running (but not yet Live) send formal mail to eOffice PMU, eOffice Implementation Core Group, and all eOffice Project Team members.
14. After the department Goes Live, send another formal communication as above.

Under this type, the deployment is done either in State Data Centres (SDC) / Local Data Centres (LDC) / any other data centre or cloud environment, as the case may be.

The steps involved in deployment are as follows:

1. Based on the eOffice version (Premium or Lite), the necessary provisioning is made available by the concerned department as per **Annexure - A**.
2. DNS registration as per department policy.
3. Training to be provided to the system admin team of department.
4. eOffice instance will be setup by local admin team under the supervision of eOffice team as per the eOffice setup instructions provided time to time.
5. The user authentication mechanism will be done through LDAP.
6. SSL certificate is recommended.
7. Sync the server timings with NTP server.
8. Department may register their eOffice instance with local monitoring tools, if available.
9. Schedule the backups as per DC/Department policy. It is recommended to identify storage & server for copying of uploads data other than tape backup.
10. Setup the DB replication. PITR is recommended and for this additional storage will be required.
11. For DSC signing, a separate CRL server may be established at data centre, if required.
12. For availing eSign facility, department may contact empanelled eSign Service Providers and sign an agreement with them as ASP (Application Service Provider). Department may also provision the necessary infrastructure at data centre, if required.
13. For SMS & Email alerts services, necessary configuration and port opening will be the responsibility of department / data centre.
14. The administrator must refer to Check List and ensure that all the activities are checked.

(Ref: Annexure - B)

15. The roles and responsibilities for deployment need to be strictly followed.

(**Ref: Annexure - C)**

16. After all above activities are completed and the instance is up and running (but not yet Live) send formal mail to eOffice PMU, eOffice Implementation Core Group, and all eOffice Project Team members.
17. After the department Goes Live, send another formal communication as above.

ANNEXURE–A (REQUIREMENTS FOR EOFFICE)

1. HARDWARE REQUIREMENTS

1.1 eOffice Premium

Cate-gory	User Base	Database Server				Logical Replication (DB) Server				DB SR Server				Application Server(s)				
		RAM (GB)	Cores	Mount Point	Storage (GB)	RAM (GB)	Cores	Mount Point	Storage (GB)	RAM (GB)	Cores	Mount Point	Storage (GB)	Qty	RAM (GB, each)	Cores (each)	Mount Point*	Storage (GB)
1.	0-100	16	12	/var/lib/pgsql	100	8	6	/var/lib/pgsql	100	4	2	/var/lib/pgsql	100	1	32	12	/eOffice /Uploads	100 300
2.	101-250	24	20		100	12	10		100	6	4		100	1	32	16	/eOffice /Uploads	100 400
3.	251-500	32	24		200	16	12		200	8	4		200	1	48	16	/eOffice /Uploads	100 500
4.	501-1000	48	28		200	24	14		200	12	6		200	1	64	20	/eOffice /Uploads	100 700
5.	1001-5000	64	32		300	32	16		300	16	8		300	2	48	16	/eOffice /Uploads	100 1000
6.	5001-10000	96	40		400	48	20		400	20	8		400	2	56	20	/eOffice /Uploads	100 2000
7.	10001-25000	128	48		500	64	24		500	24	12		500	3	64	24	/eOffice /Uploads	100 4000
8.	25001-50000	256	64		500	128	32		500	32	16		500	5	64	24	/eOffice /Uploads	100 8000

a) */eOffice must be mounted to each application server and /Uploads must be mounted to only one application server as per the storage defined in above table.

b) SAN is the recommended storage media.

c) Whenever services are required to run from DB SR Server, then the resources of DB SR Server to be made equivalent to Database Server.

1.2 eOffice Lite (eFile)

		Servers and Storage Specifications for eOffice Lite (eFile)																
		Database Server				Logical Replication (DB) Server				DB SR Server				Application Server(s)				
Cate-gory	User Base	RAM (GB)	Cores	Mount Point	Storage (GB)	RAM (GB)	Cores	Mount Point	Storage (GB)	RAM (GB)	Cores	Mount Point	Storage (GB)	Qty	RAM (GB, each)	Cores (each)	Mount Point*	Storage (GB)
1.	0-100	16	8	/var/lib/pgsql	100	8	4	/var/lib/pgsql	100	4	2	/var/lib/pgsql	100	1	20	12	/eOffice /Uploads	100 300
2.	101-250	24	16		100	12	8		100	6	4		100	1	24	16	/eOffice /Uploads	100 400
3.	251-500	32	16		200	16	8		200	8	4		200	1	32	16	/eOffice /Uploads	100 500
4.	501-1000	48	24		200	24	12		200	12	6		200	1	48	16	/eOffice /Uploads	100 700
5.	1001-5000	64	32		300	32	16		300	16	8		300	2	32	16	/eOffice /Uploads	100 1000
6.	5001-10000	96	32		400	48	16		400	20	8		400	2	40	20	/eOffice /Uploads	100 2000
7.	10001-25000	128	40		500	64	20		500	24	12		500	3	48	24	/eOffice /Uploads	100 4000
8.	25001-50000	224	48		500	112	24		500	32	16		500	4	48	24	/eOffice /Uploads	100 8000

a) *\/eOffice must be mounted to each application server and /Uploads must be mounted to only one application server as per the storage defined in above table.

b) SAN is the recommended storage media.

c) Whenever services are required to run from DB SR Server, then the resources of DB SR Server to be made equivalent to Database Server.

1.3 eOffice Lite (eLeave - eTour)

		Database Server				Logical Replication (DB) Server				DB SR Server				Application Server(s)				
Cate-gory	**User Base**	**RAM (GB)**	**Cores**	**Mount Point**	**Storage (GB)**	**RAM (GB)**	**Cores**	**Mount Point**	**Storage (GB)**	**RAM (GB)**	**Cores**	**Mount Point**	**Storage (GB)**	**Qty**	**RAM (GB, each)**	**Cores (each)**	**Mount Point***	**Storage (GB)**
1.	0-100	8	4	/var/lib/pgsql	100	4	2	/var/lib/pgsql	100	4	2	/var/lib/pgsql	100	1	16	8	/eOffice /Uploads	100 100
2.	101-250	12	6		100	6	4		100	6	2		100	1	20	12	/eOffice /Uploads	100 100
3.	251-500	16	8		200	8	4		200	8	4		200	1	24	16	/eOffice /Uploads	100 200
4.	501-1000	24	12		200	12	6		200	12	4		200	1	32	16	/eOffice /Uploads	100 300
5.	1001-5000	32	16		300	16	8		300	16	6		300	1	48	16	/eOffice /Uploads	100 500
6.	5001-10000	40	20		400	20	10		400	20	8		400	2	32	16	/eOffice /Uploads	100 800
7.	10001-25000	48	24		500	24	12		500	24	8		500	2	40	16	/eOffice /Uploads	100 1000
8.	25001-50000	64	32		500	32	16		500	32	12		500	3	48	20	/eOffice /Uploads	100 2000

Table title: **Servers and Storage Specifications for eOffice Lite (eLeave-eTour)**

a) */eOffice must be mounted to each application server and /Uploads must be mounted to only one application server as per the storage defined in above table.
b) SAN is the recommended storage media.
c) Whenever services are required to run from DB SR Server, then the resources of DB SR Server to be made equivalent to Database Server.

1.4 eOffice Lite (SPARROW)

		Database Server				DB SR Server				Application Server(s)				
Category	User Base	RAM (GB)	Cores	Mount Point	Storage (GB)	RAM (GB)	Cores	Mount Point	Storage (GB)	Qty	RAM (GB, each)	Cores (each)	Mount Point*	Storage (GB)
1.	0-100	8	4	/var/lib/pgsql	100	8	4	/var/lib/pgsql	200	1	16	8	/eOffice /Uploads	100 100
2.	101-250	16	6		100	8	4		200	1	20	12	/eOffice /Uploads	100 100
3.	251-500	20	8		200	12	6		200	1	24	16	/eOffice /Uploads	100 250
4.	501-1000	24	12		200	12	8		200	1	32	16	/eOffice /Uploads	100 250
5.	1001-5000	32	16		200	16	12		400	1	48	24	/eOffice /Uploads	100 300
6.	5001-10000	64	24		400	24	16		600	2	48	24	/eOffice /Uploads	100 900
7.	10001-25000	96	32		1000	32	24		1000	3	64	32	/eOffice /Uploads	100 900
8.	25001-50000	128	48		1000	64	24		1000	4	64	32	/eOffice /Uploads	100 900

Servers and Storage Specifications for eOffice Lite (SPARROW)

a) **/eOffice must be mounted to each application server and /Uploads must be mounted to only one application server as per the storage defined in above table.
b) SAN is the recommended storage media.
c) Whenever services are required to run from DB SR Server, then the resources of DB SR Server to be made equivalent to Database Server.
d) If multiple services are from same service / cadre controlling authority, then single sharable instance(s) can be created for all services and infra requirements will be as per above table.

2. SOFTWARE

1. Linux Redhat / CentOS Server 7.x (64- bit) or above.

2. PostgreSQL 10 or above.

3. OTHER REQUIREMENTS

1. Set of Public IPs and Private IPs to be provided as per requirement.

2. Power Requirement: The administrator/manager of the site where the servers will be hosted will be responsible for the assessment of the additional power requirements that may arise due to addition of new servers and the same may be provisioned.

4. DISASTER RECOVERY

Due to the critical nature of applications, there is a need of DR. DR should be at remote location. The typical setup is same as the primary and any changes in applications (WAR/Version or Products) and data to be replicated, either using storage-based replication, or host-based replication. The DR solution should support, DR Drills and failover. **The hardware, software and other infrastructure resources for DR need to be provisioned separately**.

Note: The following requirements are based on typical usage and based on empirical data. Occasionally there may be slightly higher/lower requirements in each category due to the different nature of working of an organization.

1. CHECK LIST– TYPE I EOFFICE DEPLOYMENTS

(Fill Boxes with 'Y' or 'N' or as mentioned in activity)

1.	Copy/email for approval of hosting of eOffice instance of department	
2.	Deployment Sub category: eOffice Lite or eOffice Premium	
3.	Registered DNS (under eoffice.gov.in) received	
4.	VMs and Storage provisioned	
5.	Public/Private IPs assigned	
6.	Time syncing with Network Time Protocol Server (NTP)	
7.	Sent the IP details to Project Manager for filling LDAP form	
8.	SSL Certificate deployed	
9.	LDAP Bind string received	
10.	Firewall rules placed as per the policy	
11.	eOffice Stack deployed	
12.	CRONS scheduled	
13.	Backups scheduled	
14.	DB replication	
15.	Registered with Nagios / Data Centre Monitoring Tools for monitoring	
16.	Deployment confirmation sent to Project Manager, eOffice Project Team and PMU	
17.	Go Live Date intimation received from Project Manager	
18.	Go Live confirmation sent to Project Manager, eOffice Project Team and PMU	

2. CHECK LIST– TYPE II EOFFICE DEPLOYMENTS

(Fill Boxes with 'Y' or 'N' or as mentioned in activity)

1.	Copy/email for approval of hosting of eOffice instance at local servers	
2.	Deployment Sub category: eOffice Lite or eOffice Premium	
3.	Deployment Infrastructure available as per eOffice specifications	
4.	VMs/Servers and Storage provisioned	
5.	Public/Private IPs assigned	
6.	Time syncing with Network Time Protocol Server (NTP)	
7.	DNS Registration	
8.	SSL Certificate procured & configured	
9.	eOffice Stack deployed	
10.	Activation key deployed	
11.	Authentication through LDAP	
12.	CRONS scheduled	
13.	Backups scheduled	
14.	DB replication	
15.	PITR setup (if required)	
16.	Email & SMS Alerts Configuration	
17.	CRL Setup (if required)	
18.	eSign configuration (if required)	
19.	Deployment confirmation sent to Project Manager, eOffice Project Team and PMU	
20.	Go Live Date intimation received from Project Manager	
21.	Knowledge transfer to local system administration team	
22.	Administrative control handed over to local system administration team	
23.	Go Live confirmation sent to Project Manager, eOffice Project Team and PMU	

1. ROLES AND RESPONSIBILITIES FOR TYPE I DEPLOYMENTS

These sites are fully under the control of eOffice Systems Administrators (ESA). The roles and responsibilities matrix for Type I deployments are as follows:

S. No	Activity/Service	Responsibility	Remarks
1.	Allocation of VMs and Storage	ESA	Subject to Availability and Approval
2.	Configuring and making VMs ready	ESA	
3.	Allotment of Public/Private IPs	NDC	
4.	Firewall rules	ESA+ CSG NIC	Ensure Audit certificate is available
5.	DB server/replication setup	ESA	
6.	eOffice setup	ESA	
7.	DNS registration	ESA	
8.	Generation of SSL Certificate	ESA	
9.	Deployment of SSL Certificate	ESA	
10.	LDAP configuration	ESA	LDAP Bind string to be provided by department
11.	Backup scheduling and DR	ESA +NDC	
12.	Registering with Nagios / Data Centre Monitoring Tools	ESA	
13.	Monitoring and trouble shooting	ESA	
14.	Server maintenance and management	ESA + NDC	Network and DC specific issues will be coordinated with NDC team
15.	Release management	ESA	This will be a planned activity with advance intimation

These sites will be under the control of Department. The roles and responsibilities matrix for Type II deployments are as follows:

S. No	Activity/Service	Responsibility	Remarks
1.	H/W procurement and shipping	Department	
2.	Power cabling	DC	
3.	H/W assembling, RAID configuration and Firmware	Department	
4.	Management IP assignment (OA/ILO)	DC	
5.	Placing servers in DC	DC	
6.	ESXi installation on servers	Local Admin Team	If applicable
7.	IP allocation to servers	DC	
8.	Storage allocation	DC	
9.	Configuring Servers / Creation of VMs	Local Admin Team	Yum repository configuration must be done by Local Admin Team. After that installation of OS/database will be done by Local Admin Teams. ESA will provide training to the Local Admin Team & will supervise the installation. However, ESA team's role during supervision will be limited to specific issue resolution only.
10.	Allotment of Public/Private IPs	Local Admin Team	
11.	Firewall rules	Local Admin Team	
12.	Load Balancer related rules	DC & Local Admin Team	If applicable
13.	Configuration of IPs and Storage	Local Admin Team	
14.	Yum repository creation	Local Admin Team	

15.	Remote access of servers to ESA	Local Admin Team	If required
16.	DNS registration and mapping	Department & Local Admin Team	
17.	Generation of activation key	ESA	
18.	DB server/replication setup & PITR	Local Admin Team	ESA team will provide support for specific issue resolution
19.	eOffice Setup	Local Admin Team	ESA team will provide support for specific issue resolution
20.	Deployment of activation key	Local Admin Team	
21.	SSL Certificate configuration and its deployment	Department & Local Admin Team	
22.	LDAP bind configuration	Local Admin Team	
23.	Email & SMS Alerts Configuration	Local Admin Team	
24.	CRL & eSign Configuration	Local Admin Team	If required
25.	Backup scheduling	DC & Local Admin Team	Initial Support will be provided by ESA
26.	Secondary LDAP setup	NIC Mail Group & Local Admin Team	If applicable
27.	Starting of services and Go live	Local Admin Team & ESA	
28.	Disaster Recovery setup	DC & Local Admin Team	If applicable
29.	Monitoring and trouble shooting	Local Admin Team	ESA team can provide support for specific issue resolution
30.	Performance and availability Issues	Local Admin Team	ESA team will provide support for specific issue resolution
31.	Data ownership	Department	
32.	Release management	Local Admin team	This will be a planned activity with advance intimation. The release document will be provided by ESA team. provided by ESA team.

eOffice Deployment Ready Reckoner				
Deployment Type	**Scope**	**Hosting**	**Activities**	**Annexures**
Type I	Central Government Ministries/Departments	National Data Centre (NDC)	• Approval by concerned NIC cell/Division. • Provision of resources by NDC/eOffice • New updates from eOffice as and when available	Annexure-A Annexure-B Annexure-C
Type II	Any Government Organization	State Data Centres (SDC) / Local Data Centres (LDC) / any other data centre or cloud environment	• Approval by concerned NIC cell/Division. • Provision of resources by department • Constitution of a dedicated System Administration Team by the department for eOffice deployment and system support • New updates from eOffice as and when available	Annexure-A Annexure-B Annexure-C

eOffice Project Divison
National Informatics Centre