

Software Technology Parks of India



**EXPRESSION OF INTEREST (EOI)
FOR
SETTING-UP AND MANAGING
GOVERNMENT COMMUNITY CLOUD (GCC) & HYBRID CLOUD
(EOI No: STPI/HQ/PDC/07/2021-22/224 dated 20-07-2022)**

**SOFTWARE TECHNOLOGY PARKS OF INDIA
(Ministry of Electronics and Information Technology)
Government of India,
1st Floor, Plate B, Office Block-1,
East Kidwai Nagar, New Delhi-110023**

Table of Contents

1	Disclaimer	3
2	Factsheet.....	4
3	STPI Overview	5
4	Purpose of EOI	9
5	Background	10
	5.1 Availability of co-location space at STPI	11
	5.2 Details of STPI's key data centres	11
6	Broad Level Scope of Work.....	15
7	Eligibility Criteria	21
8	Technical Evaluation	23
9	Instructions to the agencies.....	26
9.1	EoI meeting and clarifications	26
9.2	Completeness of the EoI Response	26
9.3	Proposal Preparation Cost.....	27
9.4	Amendment of EoI Document	27
9.5	Selection Criteria for the next level	27
9.6	Evaluation Process	27
9.7	Notifications of consideration for the next level.....	28
9.8	Rights to terminate the Process	28
9.9	Language of EoI	28
9.10	Rights to Accept/Reject any or all Proposals.....	28
9.11	Failure to agree with the Terms & Conditions of the EoI.....	28
9.12	Indemnity.....	28
9.13	Conflict of Interest.....	28
10	EoI Proposal Submission Format.....	30
11	General Terms and Conditions.....	31
12	Annexures	33
12.1	Annexure 1: Format for Covering Letter	33
12.2	Annexure 2: Format for Agency's Profile	34
12.3	Annexure-3: Format for Assignment details	35
12.4	Annexure-4: Format for Self-declaration by Agency for not being blacklisted	36

1 Disclaimer

The information contained in this EOI or subsequently provided to the agency(ies), whether verbally or in documentary or any other form by or on behalf of the STPI or any of its employees or advisers, is provided to the agency(ies) on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided. This EOI is issued by the STPI.

This EOI is not an agreement and is neither an offer nor invitation by the STPI to the prospective agency(ies) or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in the formulation of their response pursuant to this EOI. This EOI may not be appropriate for all persons, and it is not possible for the STPI, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this EOI.

The assumptions, assessments, statements, and information contained in this EOI, may not be complete, accurate, adequate, or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this EOI and obtains independent advice from appropriate sources. Information provided in this EOI to the agency(ies) is on a wide range of matters, some of which depend upon the interpretation of the law.

The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. STPI accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein. The STPI its employees and advisers make no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way in this Selection Process. STPI also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Agency upon the statements contained in this EOI.

The STPI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this EOI.

The issue of this EOI does not imply that the STPI is bound to select an Agency or agency(ies), as the case may be, for the GCC & Hybrid cloud project and the STPI reserves the right to reject all or any of the proposals without assigning any reasons whatsoever.

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

2 Factsheet

S. No	Item	Description
1.	EOI Document No.	STPI/HQ/PDC/07/2021-22/224
2.	Name of Organization	Software Technology Parks of India
3.	Document Type	Expression of Interest
4.	EOI proposal Validity	90
5.	Date of Publication of EOI	20-07-2022
6.	Last Date for Submission of Queries:	25-07-2022
7.	Pre EOI Meeting Date and Venue	The meeting will be held on 27-07-2022 (15:00 Hrs.) at STPI office and in online mode (link will be shared on www.stpi.in a day prior to the meeting)
8.	Last date and time for EOI submission	10-08-2022 (16:00 hrs)
9.	Opening date and time of EOI	11-08-2022 (17:00 hrs)
10.	Publication of Shortlisted participants	Will be informed later
11.	Date of presentation	Will be informed later
12.	Address for Communication	1 st Floor, Plate B, Office Block-1, East Kidwai Nagar, New Delhi – 110023 Email: cloud_eoi@stpi.in Ph.: 011-24628081/24346600

3 STPI Overview

Software Technology Parks of India (STPI) is a premier S&T organization under the Ministry of Electronics and Information Technology (MeitY) engaged in promoting the IT/ITES Industry, innovation, R&D, start-ups, product/IP creation in the field of emerging technologies like IoT, Blockchain, Artificial Intelligence (AI), Machine Learning (ML), Computer Vision, Robotics, Robotics Process Automation (RPA), Augmented & Virtual Reality, Animation & Visual effect, Data Science & Analytics for various domains like Gaming, FinTech, Agritech, MedTech, Autonomous Connected Electric & Shared (ACES) Mobility, ESDM, Cyber Security, Industry 4.0, Drone, Efficiency Augmentation, etc.

STPI is establishing CoEs/Technology incubators for building India's leadership in the above-mentioned technology areas across the country in a collaborative manner. Till date, STPI has launched the following 20 Centres of Entrepreneurship (CoEs):

- Electropreneur Park at New Delhi
- Internet of Things (IoT) OpenLab at Bengaluru
- Electropreneur Park at Bhubaneswar
- VARCoE at Bhubaneswar
- FinBlue at Chennai
- NEURON at Mohali
- MOTION at Pune
- IMAGE at Hyderabad
- Apiary at Gurugram
- MedTech CoE at Lucknow
- Internet of Things (IoT) in Agriculture CoE at Guwahati
- Animation CoE at Shillong
- Emerging Technologies – AR/VR CoE at Imphal
- Geographic Information System (GIS) CoE at Itanagar
- Gaming Tech CoE at Aizawl
- Graphic Design CoE at Kohima
- Healthcare Tech CoE at Gangtok
- Data Analytics CoE at Agartala
- AIC STPI Bengaluru
- FASAL CoE

STPI is aspiring to become the largest technology startup ecosystem in the country and has been endeavouring to transform the country into a software product nation as envisaged in National Policy on Software Products (NPSP) 2019. In order to achieve this, STPI has evolved a collaborative model wherein government, industry, academia, and other stakeholders are playing a vital role in providing end-to-end support to startups. Aligned with this vision for promoting R&D, innovation, product & IPR creation, STPI is providing state-of-the-art infrastructure, skilling, mentoring, market connect and other necessary support pan-India to startups.

STPI has also embarked on launching Next Generation Incubation Scheme (NGIS), a futuristic incubation scheme to offer comprehensive support & services and extend seed funding to

startups from 12 STPI incubation facilities pan-India at Agartala, Bhilai, Bhopal, Bhubaneswar, Dehradun, Guwahati, Jaipur, Lucknow, Prayagraj, Mohali, Patna & Vijayawada under a common umbrella. To further strengthen the startup ecosystem in the country, STPI has set up RF Lab, EV Lab, AV Lab, IoT Lab, MoCap Lab, AI/DA Lab, Innov IoT Lab, CV/AI Lab, ESDM Lab, Health Informatics Lab, MediElectronics Lab, VR/AR Lab, Fintech SandBox, FabLab, SMARTLab, and Atal Incubation Centre (AIC) to enable startups to leverage these facilities for building innovative technology products and solutions in an indigenous manner.

Since its inception in 1991, STPI has been working towards equitable and inclusive IT-led growth pan-India which in turn has helped promoting Software exports, Science, Technology & Innovation (STI) and Software product development. With 11 jurisdictional directorates and 62 Centres, STPI has expanded its presence pan-India to support the IT/ITeS Industry. Working closely with all stakeholders, STPI has played a key role in transforming the country as the preferred IT destination, a fact that is aptly proven by the stupendous growth in exports by STPI-registered units from Rs. 52 crores in 1992-93 to Rs. 5.08 lakh crores in 2020-21, which is approx. 45% of the national software exports.

STPI has been the pioneer as Data Communication Service Provider in India since 1993. STPI is having a Unified License for Category-A Internet Service Provider (ISP) with ALL INDIA as the service area. STPI caters to the Data Communication needs of the quality-conscious Indian IT industry, Academia, Govt. Organisations etc by providing SoftLink Services.

STPI Centers

STPI has expanded its presence pan-India since its inception in 1991 with 3 centres to promote and disperse the IT/ITES industry to Tier-II/III cities. Today, STPI has 62 centres of which 54 centres are in Tier-II/III cities. The existing, as well as upcoming centres, are listed below:

S.N.	State	Existing Centres
1	Andhra Pradesh	Kakinada
2		Tirupati
3		Vijayawada
4		Vizag
5	Assam	Guwahati
6	Bihar	Patna
7	Chhattisgarh	Bhilai
8	Gujarat	Gandhinagar
9		Surat
10	Himachal Pradesh	Shimla
11	Jammu and Kashmir	Jammu
12		Srinagar
13	Jharkhand	Ranchi
14		Deoghar
15	Karnataka	Bangalore
16		Hubli
17		Mangalore
18		Manipal
19		Mysore

S.N.	State	Existing Centres
20	Kerala	Thiruvananthapuram
21	Madhya Pradesh	Gwalior
22		Indore
23		Bhopal
24		Aurangabad
25	Maharashtra	Kolhapur
26		Nagpur
27		Nasik
28		Navi Mumbai
29		Pune
30	Manipur	Imphal
31	Meghalaya	Shilong
32	Odisha	Berhampur
33		Bhubaneswar
34		Rourkela
35	Pondicherry	Pondicherry
36	Punjab	Mohali
37	Rajasthan	Jaipur
38		Jodhpur
39	Sikkim	Gangtok
40	Tamil Nadu	Chennai
41		Coimbatore
42		Madurai
43		Tirunelveli
44		Trichy
45	Telangana	Hyderabad
46		Warangal
47	Uttar Pradesh	Allahabad
48		Kanpur
49		Lucknow
50		Noida
51		Meerut
52	Uttarakhand	Dehradun
53	West Bengal	Durgapur
54		Haldia
55		Kharagpur
56		Kolkata
57		Siliguri
58	Mizoram	Aizawl
59	Haryana	Gurgaon
60	Tripura	Agartala
61	Goa	Goa
62	Nagaland	Kohima

S.N	State	Upcoming Centres
1	Madhya Pradesh	Chhindwada
2		Jabalpur
3	Punjab	Amritsar
4	Jharkhand	Dhanbad
5		Jamshedpur
6		Bokaro
7	Uttar Pradesh	Agra
8		Varanasi
9		Gorakhpur
10	Kerala	Kochi
11	Arunachal Pradesh	Itanagar
12	Odisha	Balasore
13		Sambalpur
14		Jajpur
15		Angul
16		Koraput (Jayepore)
17	Bihar	Darbhanga
18		Bhagalpur
29	Haryana	Panchkula
20	Gujarat	Bhavnagar
21	Karnataka	Davangere
22	Himachal Pradesh	Kangra

4 Purpose of EOI

STPI invites Cloud Service Providers (CSP)/Authorized partners of CSPs agency(ies) through Expression of interest (EOI) to set up Government Community Cloud (GCC) & Hybrid cloud and manage on **revenue sharing or any other feasible model** at the existing Data Centre premises of STPI. In the next stage, STPI may float RFP for the shortlisted/selected agencies through this EOI process.

The agency should have relevant experience in Setting up/ Managing Data centres and cloud operations and should have provided Data Centre technical support and services. The agency is expected to collaborate with STPI to provide requisite Data Centre facilities to end-users under the strategic control of STPI having an initial contractual period of 10 years.

5 Background

The Digital India Program has been instrumental in bringing transparency with innovative digital services for citizens and enabled government departments in their digital transformation journey. Various government departments in India are having plans for an innovative approach towards the adoption of Analytics/AI/ML/DL to transform their operations and services. This will require huge compute, storage, and data-crunching capabilities, to serve the next-generation Data & AI requirements of GOI. Accordingly, the following key business drivers have been considered:

- **Architecting hyper-scale cloud for AI and data-centric workload:** AI-enabled solution(s) would drive the innovation which is required for better government service delivery in India. AI solutions, more specifically ML (including DL) solutions, require processing a huge number of calculations quickly, thus necessitating increased processing power. To capitalize fully on the opportunities in today's data-driven government, it is needed:
 - ✓ To design at least the high-performance computing architectures to accommodate demanding AI workloads.
 - ✓ Also, the cloud is changing the way how data is stored and processed these days. Solutions are designed around a data pipeline that describes how data flows through a solution, where it is processed, where it is stored, and how it is consumed by the next component in the pipeline.
 - ✓ Rapid change in technology and procurement hurdles creates technology adoption challenges for government departments. Maintaining an AI cloud setup would require continuous technology updates and upgrades including the adoption of newer technologies. Globally, governments have encouraged and incentivized the private sector to implement these technologies for their operations.
- **Platform-based approach for faster adoption of the cloud:** The cloud should natively offer platform capabilities (PaaS) for bringing a competitive edge for technologies like analytics, machine learning, AI, chatbots, sensors, IoT devices and image processing in a fully managed way. PaaS offerings for AI and Dev-Ops can accelerate development cycles with continuous integration capabilities with pre-built components, apps, and connectors.
- **Emerging need for Hybrid Cloud:** Hybrid cloud is another need emerging from government departments. A Hybrid Cloud is a computing environment that combines a Public Cloud and a Private Cloud by allowing data and applications to be shared between them. When computing and processing demand fluctuates, Hybrid Cloud computing gives Governments the ability to seamlessly scale their On-Premises infrastructure up to the Public Cloud to handle any overflow - without giving third-party datacenters access to the entirety of their data. Some of the advantages are as follows:
 - ✓ Government organizations gain the flexibility and computing power of the Public Cloud for basic and non-sensitive computing tasks while keeping business-critical applications and data On-Premises, safely behind the organizational firewall.
 - ✓ Using a Hybrid Cloud not only allows Governments to scale computing resources, it also eliminates the need to make massive capital expenditures to handle short-term spikes in demand as well as when the business needs to free up local resources for more sensitive data or applications. Governments will pay only for resources they

temporarily use instead of having to purchase, program, and maintain additional resources and equipment that could remain idle over long periods of time. Hybrid cloud computing is a “best of all possible worlds” platform, delivering all the benefits of cloud computing - flexibility, scalability, and cost efficiencies - with the lowest possible risk of data exposure.

- ✓ Hybrid Cloud allows the customer to create an environment which is a mix of Public Cloud and a Private dedicated setup, hosted within the Data Center. The hybrid cloud allows organizations to store protected or privileged data on a private setup while retaining the ability to leverage scalable computational resources from the Public Cloud platform to run various applications.
- ✓ Hybrid cloud deployment delivers the best of features on-demand Public Cloud and highly compliant private cloud. The public and private infrastructure components are bound together by standardized or proprietary technology that enables data and application portability.

5.1 Availability of co-location space at STPI

Presently, STPI offers Colocation, Managed IT and Cloud services to customers across India to address long IT infrastructure procurement cycles, underutilization of resources, need for dynamic Scalability, and appropriate disaster recovery of applications and data. STPI Bengaluru has partnered with a leading Datacenter and Cloud service provider to offer Managed IT service to its customers. Managed IT services of STPI offer solutions for servers, networks, storage, applications, security, cloud, managed hosting service and disaster recovery services backed by industry-leading SLAs. These services are mainly under the IaaS and to some extent under the PaaS category.

5.2 Details of STPI’s key data centres

Details of Datacentre	Bengaluru	Bhubaneswar	Mohali	Chennai	Vijaywada
Address	No.76,77 & 78(p) 1 st Floor, Keonics Electronics City Phase-1 Hosur Main Road Bengaluru-560100 Karnataka	STPI, ELITE BUILDING, IDCO PLOT NO 2/A, GOTHAPATA NA, MALIPADA, BHUBANESWAR, KHORDHA-751003 Orissa	Plot C-184, Phase-8A, Industrial Area, Sector-75 Mohali Punjab	No.5, Rajiv Gandhi Salai, Taramani, Chennai, 600113. Tamil Nadu	VINCITY Building, Near Polytechnic College, Patama, Vijayawada, AP 520008
Date Commissioned (transition-to-operations)	01.04.2020	31.10.2020	01.04.2017	15.07.2009	01.05.2019
Total Incoming Power to Land	2.5 MVA	1.25 MVA	2.5 MVA	1.6 MVA	440 KVA
Total Incoming Power to Data	1.6 MVA	820 KVA	800 KVA	0.7 MVA	250 KVA

Details of Datacentre	Bengaluru	Bhubaneswar	Mohali	Chennai	Vijaywada
Center					
Total Area of the Building	19320 sqft	78442 sqft	145713 sqft	11463 sqft	50000 sqft
Total Area of IT/Computer Room Space	15570 sqft	3380 sqft	14482 sqft	3500 sqft	2452 sqft
Design Capacity (MW)	1.6 MW	0.82 MVA	2.5 MVA	0.7 MW	450KVA
Available Capacity (MW)	1 MW	0.82 MVA	2.5 MVA	0.3 MW	450KVA
Target Tier (I-IV) or Availability (98.xxx%)	Rated III	Tier III	Tier-III	Tier III	Tier-III
Target PUE	1.8	1.8	1.7	1.85	1.8
UPS Configuration (e.g., N+1, 2N)	N+N	N+N	N+N	N+N	N+N
Computer Room Flooring (i.e., Slab or Height of Raised)	700 mm	Raised floor height 525 mm	1 ft	450mm	1ft
Computer Room Ceiling Height	13 ft	Raised floor to false ceiling 2600 mm	9 ft 9 inches	10.5 ft (true floor to true ceiling)	12ft
Industry or Compliance Certifications	ISO 9000,2000,27001	ISO 27001:2013 is under process	GRIHA 5 Star and ISO 27001:2013	ISO 9000, 20000,27001	ISO 9001:2015, ISO 27001:2013
Total number of Racks					
Commissioned	165	49	120	74	10
Expansion space	40	72	40	26	10

Apart from Tier-III compliant Data Centers, STPI has around 50+ Tier-II level Data Centre/NOC infrastructure (primarily being utilised as ISP Point of Presence (POP)) in Tier-II/Tier-III cities. The list of Data Centre/NOC locations is as follows:

STPI Directorates	Location/Centre
Thiruvananthapuram	Thiruvananthapuram
Gandhinagar	Gandhinagar
	Surat

STPI Directorates	Location/Centre
Pune	Pune
	Mumbai
	Nagpur
	Nashik
	Aurangabad
	Kolhapur
	Goa
Bengaluru	Bengaluru
	Mysuru
	Mangaluru
	Hubballi
Chennai	Chennai
	Trichy
	Coimbatore
	Madurai
	Puducherry
Guwahati	GUWAHATI
	Aizawl, Mizoram
	Gangtok
	Agartala(Lichubagan)
	Agartala(Indranagar)
	Shillong
	Kohima
	Imphal
Hyderabad	Jubilee Hills-1
	Jubilee Hills-2
	Solitaire
	Warangal
	Kakinada
	Tirupati
	Vishakapatanam
Kolkata	Kolkata
	Durgapur
	Kharagpur
	Haldia
	Siliguri
Noida	Noida
	Kanpur
	Lucknow
	Prayagraj
	Bhopal
	Bhilai
	Indore
	Gwalior

STPI Directorates	Location/Centre
	Dehradun
Gurugram	Srinagar
	Jaipur
	Jodhpur
	Shimla
Bhubaneswar	Bhubaneswar
	Ranchi

6 Broad Level Scope of Work

- STPI requires to set up the Government Community Cloud (GCC) at a minimum of two of its Data Centers as per MeitY guidelines for GCC(refer <https://www.meity.gov.in>).
- STPI requires setting up an extensible, secure and hybrid cloud environment that spans the local STPI data centre to the global level, as well as should have the ability to rapidly provision computing and storage capacity to address varying challenges at the speed of relevance.
- These foundational infrastructure and platform technologies are needed for STPI to capitalize on modern software, keep pace with commercial innovation, and make use of artificial intelligence and machine learning capabilities at scale.
- It is envisaged that an agency would bring a bouquet of cloud services to be offered from STPI data centres in hybrid mode thus maximizing the revenue per sqft of STPI Data Centers.
- It is expected that the agency would offer advanced cloud services (IaaS, PaaS, SaaS services) and Hybrid cloud services from all STPI data centres (Bhubaneshwar, Bengaluru, Mohali, and Chennai/Vijayawada) to start with and from other data centres as and when they are ready.

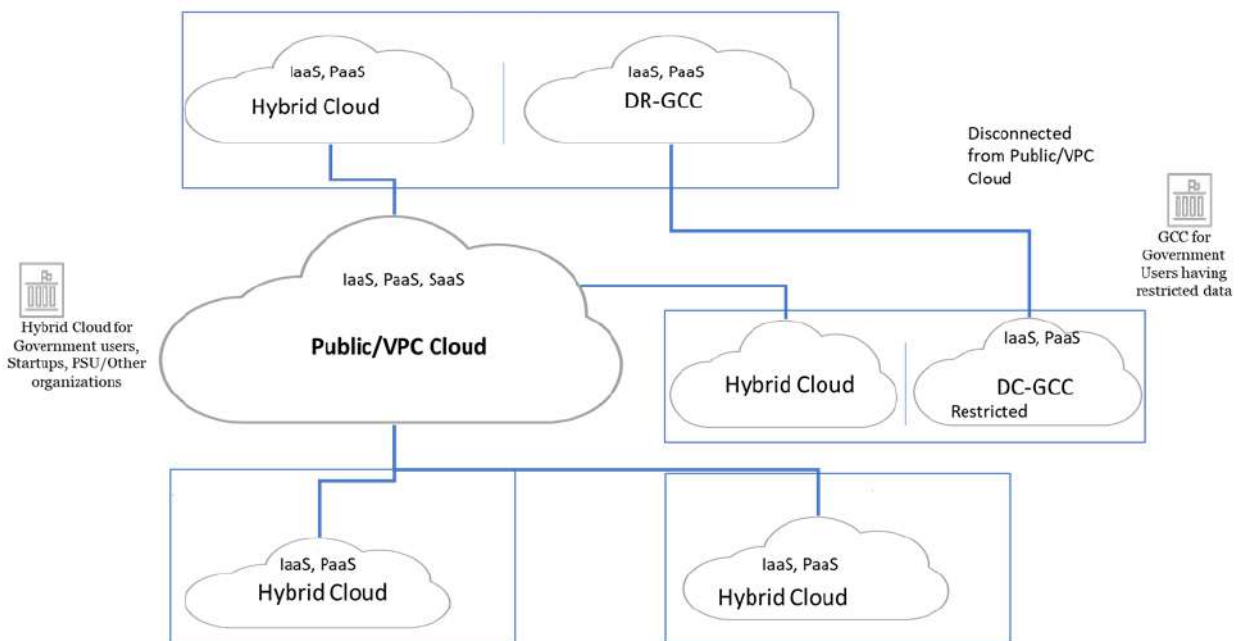


Figure 1 - High-Level view of transformed STPI data centres

The followings are the broad scope of work:

- Offer Public cloud (IaaS, PaaS, SaaS) services
- Setup & Manage Cloud for restricted workloads as per MeitY specifications and offer GCC cloud services from the following STPI data centres:
 - DC at STPI Bhubaneshwar
 - DR at STPI Mohali/Bengaluru/Chennai/Vijaywada
- Setup & Manage Hybrid Cloud and offer hybrid cloud services from the following STPI data centres:
 - Bengaluru

- Mohali
 - Bhubaneswar
 - Chennai
 - Vijayawada
-
- MeitY empanelment of STPI as a cloud service provider
 - Manage GCC and hybrid cloud setup for next 10 years post commissioning
 - It is also expected that the agency will propose an effective plan to offer edge data centre/cloud services utilizing the STPI's Colocation infrastructure available in 50+ cities.
 - It is expected that the agencies shall thoroughly assess the feasibility of govt. schemes/programs and industry requirements of the respective regions while proposing the edge services utilizing STPI infrastructure available at respective locations.
 - Based on the assessment by the agency, STPI will allow the agency to upgrade/augment the Colocation infrastructure available across 50+ locations.

- **An indicative list of required services**

The service requirement broadly includes the following. The agency can propose the additional services which are required as per current market trends by the customers and for future requirements also.

Services	Brief Description
Virtual Machines	Virtual Machines (VM) provide the basic IT infrastructure that can be used by Organizations to run a variety of workloads such as compute-intensive workloads, memory-intensive workloads, general-purpose workloads, etc. All Virtual Machine packages listed would be Managed Virtual Machines.
Serverless	serverless applications, the cloud service provider should automatically provision, scale and manage the infrastructure required to run the code. It would be an event-driven serverless compute platform that also solves complex orchestration problems. the tasks associated with infrastructure provisioning and management are invisible to the developer
Container as Service	create and manage container instances and save costs by lifting and shifting existing applications to containers and build microservices applications to deliver value to STPI users faster. Use end-to-end developer and CI/CD tools to develop, update and deploy containerized applications. Manage containers at scale with a fully managed Kubernetes container orchestration service
Managed Database as a Service	This service may provide fully managed relational, NoSQL, and in-memory databases, spanning proprietary and open-source engines, to fit the needs of modern app developers. Infrastructure management—including scalability, availability, and security—is automated, saving time and money. This should be a managed service offering by the Cloud Service Providers wherein in the operating system and all low-level components such as drivers, I/O, network, databases etc. are managed and optimized by the Cloud Service Providers. Activities such as OS management, antivirus, encryption, hardening, etc. are included under this service. Automated failover, backup & recovery, isolation & security, scaling, automated patching, advanced monitoring, and routine maintenance are responsibilities of the CSP.
Storage as a Service	Provide storage as a service that is highly available, secure, durable, scalable, and redundant. Should include Blobs (object storage), Files storage, Archival storage as service
Backup as a Service	This service may be used to back up virtual machines, storage volumes, file systems and databases within the STPI's hybrid cloud environment.
Enterprise Management Support Services	<ul style="list-style-type: none"> • Log Analyzer: This service may be used to generate insights from the logs, by running queries against these logs. The service must retain the log for at least 30 days. • Operational Metric Collection: This service may be used to collect the operational metrics such as CPU utilization, memory utilization, etc., defined by the CSP. The service also allows Government Organizations to create their custom metrics.

	<ul style="list-style-type: none"> • Alarm Service: This service may be used to set a threshold value for built-in (provided by CSP) and custom (defined by Organization) metrics. Once the threshold is reached, an alarm/alert will be triggered, and necessary actions may be taken. • Email /SMS/Voice Call Notification Service: This service may be used to send respective notifications to the target recipient when an alarm/alert is triggered, and the corresponding notification is configured. • subscription management support: Basic support including subscription management support (e.g. billing, quota adjustment, account transfer) at no additional cost. Customers who require technical support can opt for paid support plans; Paid support plans should provide all the benefits of Basic support as well as access to technical support for break-fix issues on a 24x7 basis. Higher tiers of support plans may offer faster initial response times and access to Advisory support, Configuration Optimization Reviews, and other benefits.
DR as a Service	<p>Under this service:</p> <ul style="list-style-type: none"> • During the change from DC-Cloud to DR-Cloud or vice-versa (regular planned changes), there should not be any data loss. There shall be asynchronous replication of data between DC-Cloud and DR-Cloud. In the event of a site failover or switchover, the DR-Cloud site will take over the active role, and all the requests will be routed through that site. • Application data and application states will be replicated between the two sites so that when an outage occurs, failover to the surviving DR-Cloud can be accomplished within the specified RTO. This is the period during which the compute environment for the application shall be equivalent to DC. The installed application instance and the database shall be usable and the same SLAs as DC-Cloud shall be provided. • The security at the DC-Cloud and DR-Cloud shall be the same. • Automated switchover/ failover facilities (during DC-Cloud failure & DR Drills) to be provided • The switchback mechanism shall also be automated.
Network Services	<ul style="list-style-type: none"> • Virtual Network - This service may be used to logically segregate the computing resources, such as virtual machines, databases, etc., within a CSP's cloud environment. • Application Load Balancer - This service may be used to distribute the traffic across many computing resources within the same site to increase the responsiveness and availability of applications • Network load balancer - This service may be used to balance the traffic across two WAN links (two different sites) • VPN gateway - This service may be used to establish secure site-to-site connectivity between the subnets in CSP's environment and Government Organization's on-premises IT infrastructure. It can also be used to provide a site to site connectivity between two different subnets within the CSP's Cloud environment. • Firewall - This service is used to monitor and control the incoming and outgoing traffic of a subnet by configuring some rules.

	<ul style="list-style-type: none"> • Public IP - This service can be used to assign Public IP(s) to resources within a subnet in the Cloud environment. • Web Application Firewall - This service may be used to create rules to protect web applications from unwanted web traffic, hacks, brute force attacks, cross-site scripting, SQL injection, and other common exploits. The WAF must also provide protection against the OWASP top ten risks. • CDN (Content Delivery Network) - CDN service may be used to securely deliver audio, video, images, data, applications, etc., quickly by using the servers closest to each user. CDN reduces load time and saves bandwidth.
<p>Security Services</p>	<ul style="list-style-type: none"> • Distributed Denial of Services: This service can be used to protect various resources within the Cloud environment of CSP against malicious attempts to disrupt normal traffic of a target, service or network by overwhelming the target or its surrounding infrastructure with a flood of internet traffic. • Cloud-based Hardware Security Module: This service can be used where a dedicated/virtual hardware security module is required to create, manage and control keys. The HSM must comply with FIPS 140-2 Level 3 requirements. • TLS / SSL Certificate Management: This service may be used to request (create), manage, and deploy public and private SSL/TLS certificates in CSP’s cloud environment. This service frees the user from the cumbersome process of buying, uploading, and renewing SSL/TLS certificates. • Identity and access management: This service may be used to authenticate and authorize users and computing resources within a network by assigning and enforcing security policies. Federated Identity setup should be created in STPI set up to authenticate and authorize users • Dual / Multifactor Authentication: This service may be used to protect the IT resources by providing an extra layer of security that requires not only a username and password but also other information that the user of the service has. The service must provide the capability to integrate with LDAP or other directory services. • Email Gateway Security as a Service: cloud-based filtering service that helps protect against spam and malware. Users may enrol into services to protect on-premises email organization • Endpoint Threat Detection & Response for Productivity Suite: Threat Protection as a service should be offered for pre-and post-breach defence which natively coordinates detection, prevention, investigation, and response across endpoints, identities, email, email messages, links (URLs) and collaboration tools to provide integrated protection against sophisticated attacks. • Unified Endpoints Security platform: The services should provide an enterprise endpoint security platform which is designed to help enterprise networks prevent, detect, investigate, and respond to advanced threats. It should have endpoint behavioural sensors: Embedded in Windows desktops along with cloud-based security analytics to overcome any zero-day attacks.

	<ul style="list-style-type: none"> • Secure Desktop OS as a Service for enterprise users: The service should provide enterprise-class Windows OS for enterprise users to ensure secure devices for official and remote working including features of endpoint protection and endpoint detection and remediation along with advanced management features that control the flow of diagnostic data, and user experience, and access to Virtualization capabilities to enable highly productive information workers, developers and IT Admins
DevOps as a Service	DevOps as a service moves the traditional collaboration of the development and operations team to the cloud, where many of the processes can be automated using stackable virtual development tools. It should provide Managed Services for DevOps. Build, test, and deploy with CI/CD that works with any language, platform, and cloud. Connect to GitHub or any other Git provider and deploy continuously. It should also provide configurable Kanban boards, and agile tools to plan, track, and discuss work across teams
Virtual desktop infrastructure (VDI)	Virtual desktop infrastructure (VDI) is a virtualization solution that uses virtual machines to provide and manage virtual desktops. VDI hosts desktop environments on a centralized server and deploys them to end-users on request and accessed over the network with an endpoint device (laptop, tablet, etc).

7 Eligibility Criteria

Sl. No.	Criteria	Documents Required
i.	The agency should be registered under the Companies Act, 1956 or 2013 or LLP firm/ Partnership firm under Partnership Act 1932 and should be in operation for at least 5 years as of 31.03.2022.	Copy of i. Certificate of incorporation ii. GST registration certificate iii. PAN
ii.	The Net worth of the Agency as of the end of the latest financial year (i.e., FY 2021-22) should be positive.	CA Certificate with CA's Registration Number and Seal
iii.	The agency must have an average annual revenue from operations of not less than Rs 100 crore for the last three consecutive financial years from the Data Centre/Cloud-related services as of 31.03.2022.	Copy of audited Profit and Loss Account, Balance Sheet, Income Tax Returns of the last three financial years and Certificate from statutory auditor/CA quantifying the average annual revenue from Data Centre/Cloud-related services.
iv.	<p>a. The agency should have a minimum annual average revenue of Rs. 10 crores from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited.</p> <p>b. The agency must have executed "Similar Work" in the last 3 years as of 31.03.2022 for at least: Two (2) government / semi-government organizations of Center / State in India</p> <p style="text-align: center;">OR</p> <p>Two (2) reputed large-scale private organizations each have an Annual Turnover of more than Rs. 100 Crore of last two financial years.</p> <p>Similar work means: Setting up Public/hybrid/private cloud for a customer</p> <p style="text-align: center;">OR</p> <p>Providing Implementation/support services for proposed IaaS, PaaS, and SaaS cloud services including application migration activities.</p> <p><i>Note: Sales of Cloud software licenses not sold as part of any system integration project shall not be considered in the Annual Turnover.</i></p>	Copy of work orders along with completion certificate (for successful implementation) from the Client
v.	Cloud Service Provider or its authorised partner (Agency) must have at least 100 employees working	Certificate from statutory auditor/ Signing Authority

	in the cloud and managed services operations. Out of which at least 10+ certified resources on the proposed cloud platform at the time of EoI submission	(HR head) / copy of certificates of certified employees
vi.	Cloud Service Provider or its authorised partner (Agency) must possess the following valid Certifications at the time of EoI submission: A. ISO 9001:2015 (QMS) B. ISO 20000 (ITSM) C. ISO 27001 (ISMS) D. ISO 27017 E. ISO 27018	Copy of Valid Certificate
vii.	The agency should: - a) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. b) The organization should have been debarred and/ or blacklisted by any organization of GoI/Central PSU/ State Gov. Entities as on the bid submission date. c) not have, and their directors and officers do not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings	Self-certification by the authorized signatory duly signed and stamped on the company letterhead
viii.	Cloud Service Provider or its authorised partner (Agency) should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 50 cloud customers and at least INR 50 crores annual billing from these services. Agency should have 24x7x365 NOC/SOC operations.	References of work orders/Purchase order/ Completion Certificate with name, address, contact person, and contact No, email address.
ix.	Cloud Service Provider or its authorised partner's (Agency) Data Centre should be STQC audited and MeitY empanelled and offer all services from India only as per GoI/ MeitY	MeitY empanelment Certificate
x.	Cloud Service Provider or its authorised partner's (Agency) should be part of MeitY empanelled list with datacentres in multiple availability zones/regions.	MeitY empanelment Certificate.

8 Technical Evaluation

Evaluation of the bids shall be carried out to determine whether the agency(ies) is competent enough and whether the agency's proposal qualifies for the requirements set forth herein.

Bids received would be evaluated & assigned scores based on the parameters defined in the tables below:

Sl. No.	Criteria	Maximum Marks	Remarks								
I.	<p>Average annual revenue from operations for the last three consecutive financial years from the Data Centre/Cloud related services as on 31.03.2022</p> <table border="1"> <tr> <td>> 500 Cr</td> <td>20 marks</td> </tr> <tr> <td>301Cr to 500 Cr</td> <td>15 marks</td> </tr> <tr> <td>100 Cr to 300 Cr</td> <td>10 marks</td> </tr> <tr> <td>< 100 Cr</td> <td>0 marks</td> </tr> </table>	> 500 Cr	20 marks	301Cr to 500 Cr	15 marks	100 Cr to 300 Cr	10 marks	< 100 Cr	0 marks	20	Copy of audited profit and loss account and balance sheet of the last three financial years and Certificate from statutory auditor/ CA quantifying the average annual revenue from Data Centre/Cloud-related services.
> 500 Cr	20 marks										
301Cr to 500 Cr	15 marks										
100 Cr to 300 Cr	10 marks										
< 100 Cr	0 marks										
II.	<p>Agency experience aligned to Scope of Work in implementing cloud services setting up operating and managing cloud operations</p> <table border="1"> <tr> <td>>10 years</td> <td>20 marks</td> </tr> <tr> <td>5 years to 10 years</td> <td>15marks</td> </tr> <tr> <td><5 years</td> <td>10 marks</td> </tr> </table>	>10 years	20 marks	5 years to 10 years	15marks	<5 years	10 marks	20	<p>Indicate the agency experience (in years) aligned with the Scope of Work. Submit the documentary evidence such as work order, completion certificates, other supporting documents etc.</p> <p>Relevant work experience with Govt. department/organisation shall be preferred.</p>		
>10 years	20 marks										
5 years to 10 years	15marks										
<5 years	10 marks										
III.	<p>Annual average revenue from "Similar Work" only, in the last three financial years for which the agency's accounts have been audited</p> <table border="1"> <tr> <td>> 100 Cr</td> <td>20 marks</td> </tr> <tr> <td>50 Cr to 100 Cr</td> <td>15 marks</td> </tr> <tr> <td>10 Cr to 50 Cr</td> <td>10 marks</td> </tr> <tr> <td>< 10 Cr</td> <td>0 marks</td> </tr> </table>	> 100 Cr	20 marks	50 Cr to 100 Cr	15 marks	10 Cr to 50 Cr	10 marks	< 10 Cr	0 marks	20	Copy of work orders along with completion certificate (for successful implementation) from the Client
> 100 Cr	20 marks										
50 Cr to 100 Cr	15 marks										
10 Cr to 50 Cr	10 marks										
< 10 Cr	0 marks										
IV.	Agency should have an operational public cloud/private cloud/managed services, with a self-service portal, with at least 50 customers	10	Submit relevant supporting documentary								

	<table border="1"> <tr> <td>< 50</td> <td>0 marks</td> </tr> <tr> <td>50 to 100</td> <td>5 marks</td> </tr> <tr> <td>>100</td> <td>10 marks</td> </tr> </table>	< 50	0 marks	50 to 100	5 marks	>100	10 marks		evidence
< 50	0 marks								
50 to 100	5 marks								
>100	10 marks								
V.	<p>Full-time expert manpower (Cloud certified) aligned with Scope of Work</p> <table border="1"> <tr> <td><10</td> <td>0 marks</td> </tr> <tr> <td>10 to 20</td> <td>5 marks</td> </tr> <tr> <td>>20</td> <td>10 marks</td> </tr> </table>	<10	0 marks	10 to 20	5 marks	>20	10 marks	10	Submit relevant supporting documentary evidence
<10	0 marks								
10 to 20	5 marks								
>20	10 marks								
VI.	EOI response document and Presentation								
	a) Business Model:	40	(30 minutes shall be allotted to each agency for the presentation which has to be crisp & precise. Marks shall be awarded purely based on content & quality of presentation.)						
	<ul style="list-style-type: none"> Proposed Business Model for GCC and Hybrid cloud 	15							
	<ul style="list-style-type: none"> Effective Utilisation Plan for STPI's Colocation Infrastructure across Tier-II/Tier-III cities for providing edge data centre/cloud services 	15							
	<ul style="list-style-type: none"> Projected Revenue streams Targeted Market Segment Marketing Plan for running the setup Projected Revenue for 10 years 	10							
	b) Proposed Technical Solution:	10							
	<ul style="list-style-type: none"> Approach & Methodology highlighting the complete cycle of building and running cloud setup Technical /Business challenges anticipated Service Delivery Model Design Architecture and Layout of Datacentre and Server Farm Area for hybrid cloud Scalability plan Quality Assurance Plan & Methodology 								
	c) Agency's experience in setting up, operating and managing cloud operations:	10							
	<ul style="list-style-type: none"> Experience in setting up hybrid cloud, GCC cloud and private cloud Experience in providing system Integration for hybrid cloud Experience in application migration for cloud services Experience in managing customer churns Team proposed for commissioning & maintenance of hybrid cloud and for 								

	marketing & Selling services of cloud		
	d) Operation and Support Methodology <ul style="list-style-type: none">• NOC & SOC details• SLA monitoring• Helpdesk Support	10	
	TOTAL	150	

To clear technical evaluation, an agency must obtain a minimum of 70% marks(i.e., 105 marks out of a total of 150 marks as per the table above).

9 **Instructions to the agencies**

STPI invites Cloud Service Providers (CSP)/Authorized partners of CSPs (Agency) to submit their proposals in accordance with the conditions and manner prescribed in this Expression of Interest (EoI) document.

9.1 **EoI meeting and clarifications**

- i. The Agencies will have to ensure that their queries for the EoI meeting should be sent as per details in the Fact Sheet.
- ii. The queries should necessarily be submitted in the following format:

Agency Name		M/s....		
S. No.	EoI Document Reference(s) (Clause no.)	EOI Reference Page Number(s)	Content of EoI requiring clarification (s)	Agency's Query/ Comment(s)

- iii. STPI shall not be responsible for ensuring that the agency's queries have been received by them. Any request for clarification after the indicated date and time may not be entertained by the STPI.
- iv. The STPI will endeavour to provide timely responses to all queries. However, STPI makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does STPI undertake to answer all the queries that have been posted by the agencies.
- v. STPI is not bound to clarify any query received after the day as described above. STPI will review every query and on due consideration will issue a corrigendum, if so required. However, STPI does not undertake to answer each query(ies). Agencies shall not assume that their unanswered queries have been accepted by STPI.
- vi. The corrigendum (if any)/ clarification to the queries from agencies will be posted on the procurement portal <https://eprocure.gov.in/>. Any such corrigendum shall be deemed to be incorporated in this EoI.
- vii. To provide prospective agencies reasonable time for taking the corrigendum into account, STPI may, at its discretion, extend the last date for the receipt of the EoIs.

9.2 **Completeness of the EoI Response**

Agencies are advised to study all instructions, forms, terms, requirements, and other information in the EoI documents carefully. Submission of EoI shall be deemed to have been done after careful study and examination of the EoI document with a full understanding of its implications. The response to this EoI should be complete in all

respects. Failure to furnish all information required by the EoI documents or submission of a proposal not substantially responsive to the EoI documents in every respect will be at the agency's risk and may result in the rejection of their proposal.

9.3 Proposal Preparation Cost

The agency is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in the conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of the proposal, in providing any additional information required by STPI to facilitate the evaluation process. STPI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EoI process. All materials submitted by the agency shall become the property of the STPI and may be returned at its sole discretion.

9.4 Amendment of EoI Document

At any time before the deadline for submission of EoIs, the STPI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective agency, modify the EoI document by an amendment. All the amendments made in the document would be informed to all the participating agencies through mail or written post. The agencies are advised to visit the website (<https://eprocure.gov.in/>) on regular basis for checking necessary updates. STPI also reserves the right to amend the dates mentioned in this EoI for the EoI process. In order to afford prospective agencies reasonable time in which to take the amendment into account in preparing their EoIs, the STPI may, at its discretion, extend the last date for the receipt of EoIs.

9.5 Selection Criteria for the next level

STPI will consider the agencies, that have technically qualified, for the next round of RFP. The agencies selected through this EoI process shall have 1 year validity period which may be extended in case required.

9.6 Evaluation Process

The agency must possess the technical know-how and the financial capabilities that would be required to successfully provide the services sought by STPI. The agency's proposal must be complete in all respect and conform to all the requirements, terms and conditions and specifications as stipulated in the EoI document. The evaluation process of the EoI proposed to be adopted by STPI is indicated under this clause.

The purpose of this clause is only to provide the agency with an idea of the evaluation process that STPI may adopt. However, STPI reserves the right to modify the evaluation process at any time during the EoI Evaluation process, without assigning any reason, whatsoever, and without any requirement of intimating the agency of any such change.

STPI shall appoint an EoI Evaluation Committee (EEC) to scrutinize and evaluate proposals received. The EEC will examine the proposals to determine whether they are complete, in response and whether the proposal format conforms to the EoI

requirements. STPI may waive any informality or nonconformity in an EoI that does not constitute a material deviation.

9.7 Notifications of consideration for the next level

Prior to the expiration of the period of proposal validity as defined in the factsheet, the agency will be notified in writing or by fax or email that it has been considered for the next round i.e., RFP.

9.8 Rights to terminate the Process

STPI may terminate the EoI process at any time and without assigning any reason. STPI makes no commitments, express or implied, that this process will result in a business transaction with anyone. This EoI does not constitute an offer by the department.

9.9 Language of EoI

The responses prepared by the agency and all correspondence and documents relating to the EoI exchanged by the agency and STPI, shall be written in the English language, provided that any printed literature furnished by the agency in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the EoI, the English translation shall govern. If any supporting documents submitted are in any language other than English, translation of the same in the English language is to be duly attested by the agency.

9.10 Rights to Accept/Reject any or all Proposals

STPI reserves the right to accept or reject any proposal and to annul the EoI process and reject all EoIs at any time prior to award of contract, without thereby incurring any liability to the affected agency or agencies or any obligation to inform the affected agency or agencies of the grounds for STPI's action.

9.11 Failure to agree with the Terms & Conditions of the EoI

Failure of the agency to agree with the Terms & Conditions of the EoI shall constitute sufficient grounds for the annulment of selection.

9.12 Indemnity

The successful agency shall indemnify, protect, and save STPI against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect to services rendered by agency.

9.13 Conflict of Interest

- i. A Conflict of Interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Agency is successful. Actual and potential conflicts of interest must be declared by a person involved in the EoI process.
- ii. Where there is any indication that a conflict of interest exists or may arise, it

shall be the responsibility of the Agency to inform STPI, detailing the conflict in writing as an attachment to this EoI.

- iii. STPI will be the final arbiter in cases of potential conflicts of interest. Failure to notify STPI of any potential conflict of interest will invalidate any verbal or written agreement.

10 EoI Proposal Submission Format

The entire proposal shall be strictly as per the format specified in this Expression of Interest. EoIs with deviation from this format shall be liable for rejection.

Online proposals (complete in all respect) must be uploaded on <https://eprocure.gov.in/> latest by the time & date mentioned in Section FACTSHEET.

The Online proposals for EoI should have the following documents:

- i. Scanned copy of Covering Letter in Company Letter Head as per **Annexure-1: COVERING LETTER FOR BID** duly sealed & signed (PDF)
- ii. Scanned copy of Non-Black Listing (PDF)
- iii. Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or Board Resolution in Letter Head in original in case of Registered Limited Companies or Original Authorization in Letter Head in case of Partnership Firm indicating the person authorized to sign the bid (PDF).
- iv. Scanned copy of Agency's Profile as per **Annexure-2: Agency's profile** duly filled in, signed and stamped alongwith all supporting documents.
- v. Scan copy of duly filled signed and stamped Eligibility Compliance Sheets as per **eligibility criteria** and all the supporting/mandated documents and Annexures requiredfor eligibility criteria.
- vi. Scan copy of duly filled signed and stamped Technical Compliance sheets as per **technical evaluation criteria** and all the supporting/mandated documents and Annexures requiredfor technical evaluation of the bid as per the evaluation criteria.

Note: The proposal that does not contain the above documents will lead to the rejection of the EoI.

11 General Terms and Conditions

- i. Lodgment of an EoI is evidence of an Agency's consent to comply with the terms and conditions of the EoI and subsequent bidding process. If an agency fails to comply with any of the terms, its EoI may be summarily rejected.
- ii. Willful misrepresentation of any fact within the EoI will lead to the disqualification of the Agency without prejudice to other actions that STPI may take. All the submissions, including any accompanying documents, will become the property of STPI. The Agencies shall be deemed to license and grant all rights to STPI, to reproduce the whole or something any portion of their proposal document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.
- iii. Agencies must inform STPI immediately in writing of any material change to the information contained in the EoI application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their information. For shortlisted Agencies, this requirement applies until a contract is awarded as a result of the subsequent bidding process.
- iv. A brief overview of the proposed procurement/scope of work given in this document may be further elaborated, viz., more details may be included in the Request for Proposals (RFPs) to be issued as a result of the evaluation process of this EoI.
- v. STPI reserves the right to formulate any terms & conditions while framing the RFPs, even if these are in variance with the terms provided in this EoI. Further, the Agencies shall have no claim in this regard.
- vi. STPI reserves the right to modify and amend any of the stipulated conditions/criteria given in this EoI, depending upon project priorities vis-à-vis urgent commitments. STPI also reserves the right to accept/reject an EoI, to cancel/abort the process and/or reject all EoIs/Bids at any time prior to award of empanelment, without thereby incurring any liability to the affected agencies on the grounds of such action taken by the STPI.
- vii. Any default by the agencies in respect of EoI terms & conditions will lead to rejection of its EoI.
- viii. Any attempt by an agency to bring pressure towards STPI's decision-making process, such agency shall be disqualified for participation in the present tender and those agencies may be liable to be debarred from bidding for STPI tenders/RFP/EoI in future for a period of three years.
- ix. The decision of STPI arrived during the various stages of the evaluation of the EoIs is final & binding on all agencies. Any representation towards these shall not be entertained by STPI. Reasons for rejecting an EoI will be disclosed only when it is requested by the concerned agency.
- x. Printed/written conditions mentioned in the EoI proposals submitted by vendors will not be binding on STPI.

- xi. Upon verification, evaluation/assessment, if in case any information furnished by the agency is found to be false/incorrect, their total proposal shall be summarily rejected and no correspondence on the same shall be entertained.
- xii. STPI will not be responsible for any misinterpretation or wrong assumption by the vendor while responding to this tender.

12 Annexures

12.1 Annexure 1: Format for Covering Letter

[To be submitted on the letterhead of the agency]

To
CAO-cum-Registrar,
Software Technology Parks of India (STPI),
1st Floor, Plate B, Office Block - 1,
East Kidwai Nagar, New Delhi – 110023

Subject: EOI for Selection/Shortlisting of Agencies for setting up GCC Cloud & Hybrid Cloud and managing on revenue sharing model at STPI

Dear Sir,

We, the undersigned, offer to provide our services against your EOI No. <.....Insert EOI no > for <.....Name of the EOI > dated <insert date>. We are hereby submitting our Expression of Interest in printed format. We hereby declare that all the information and statements made in this EOI Response are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the EOI document. We understand you are not bound to accept any proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or unduly favour our company in the shortlisting process, we are liable to be dismissed from the EOI selection process or termination of the contract during the project.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Yours sincerely,

On behalf of [agency's name]
Authorized Signature [In full and
initials]:Name & Title of signatory:

Name of

Agency:

Address:

Seal/Stamp of

Agency:Place:

Date:

12.2 Annexure 2: Format for Agency's Profile

[On Company's Letter Head]

Details of the Agency (Company)		
1)	Name of the Agency	
2)	Address of the Agency	
3)	Year of Incorporation	
4)	Registration Number & Registration Authority	
5)	Legal Status (Public/Private/LLP etc)	
6)	Name & Designation of the Authorized person to whom all references shall be made regarding this RFP	
7)	Telephone No. (with STD Code)	
8)	Mobile No.	
9)	E-Mail of the contact person:	
10)	Fax No. (with STD Code)	
11)	Website	
12)	Financial Detail (Turnover of the agency during the last three (3) financial years, as per the last published audited balance sheets).	FY 19-20:
		FY 20-21:
		FY 21-22:
13)	GSTIN Number	
14)	PAN	
15)	EMD Details if applicable	

Date:

Name & Signature of Authorized Representative:

Company Seal:

Name of Agency:

Full Address:

Telephone No.:

12.3 Annexure-3: Format for Assignment details

Sl. No.	Name of Project	Year of Project	Page Number

Detailed Project Experience (please provide a separate table for each project)

Project Information	
Name of the project	
Client Name	
Name and contact details of the client	
Description of the project	
Scope of services	
Start date	
Completion date	
Duration of the project	
Project Cost	
Other Relevant Information (if any)	
Supporting documents enclosed (mention name also):	
Work Order received from Client:	
Agreement signed between Agency and Client:	
Client Completion Certificate:	
Project Go-live Certificate (if applicable):	

Date:

Name & Signature of Authorized Representative:

Company Seal:

Name of
Agency:Full
Address:
Telephone No.:

12.4 Annexure-4: Format for Self-declaration by Agency for not being blacklisted

[ON AGENCIES LETTERHEAD]

I / We, Partner(s) / Director(s)/ Authorized signatory of M/s. _____ hereby declare that the Agency/Company namely M/s. _____, as on the date of bid submission, has not been blacklisted or debarred in the last three years and is not under blacklisting period /active debarred list by STPI or any of the Central or State Government Organization /Public Sector Undertaking / Autonomous Body, etc.

OR

I / We, Partner(s)/ Director(s)/ Authorized signatory of M/s. _____ hereby declare that the firm/company namely M/s. _____ in the last three years, was blacklisted or debarred by STPI, or any other Central or State Government Organization / Public Sector Undertaking / Autonomous Body etc. for a period of _____ months /years w.e.f. _____. The period is over on _____ and, as on the date of proposal submission, the Agency/Company is not in an active blacklisting period and is now entitled to take part in Government Tenders/ EoIs.

In case it is found that the agency has furnished any false/ incorrect/ misleading information/ declaration/ undertaking to STPI through their EOI/ Bid document/ proposal or otherwise in any form of communication, STPI reserves its rights to debar/ blacklist the agency from participating in any of the STPI's tender(s) for a period of 3 years from the date of knowledge of STPI and/ or to reject/ cancel all such other tender (s)/ contract(s) which were earlier granted to the agency by STPI and/ or to execute/ forfeit the bid securing declaration/ PBG/ EMD/ Security deposit in all rejected/ cancelled tender(s)/ contract(s) of the agency.

In addition to the above STPI will not be liable to pay any bills/ dues, if any for any completed / Partially completed work, by the agency for the earlier issued work/ purchase order(s).

Name & Signature of Authorized Representative:

Name:

Capacity in which signed:

Name & address of the Agency:

Date:

Place: