

Request for Proposals
For
Cloud Service Provider
for
Hosting of WEB APPLICATION
for
the Transport Department,
Government of Andhra Pradesh



Transport Department
Government of Andhra Pradesh

**GOVERNMENT OF ANDHRA PRADESH
TRANSPORT DEPARTMENT**

Tender No.: 1824/IT/2016

Date: 11.05.2016

Notice Inviting Tender (NIT)

Sl.No	Name of the work	Cloud Service Provider for Hosting of Web Application for the Transport Department, Government of Andhra Pradesh
1	Bid opening date on the website www.apecprocure.gov.in	12.05.2016 at 12:00AM
2	Last date for receiving Queries	17.05.2016 at 11:00AM
3	Time and Date of Pre-Bid Conference	19.05.2016 at 11:00AM
4	Response to queries latest by the Transport Department	21.05.2016 at 11:00AM
5	Bid Document Download End date and time	26.05.2016 at 12:00PM
6	Bid closing date and time	27.05.2016 at 03:00PM
7	Last Date and Time for Online receipt of Bids	27.05.2016 at 03:00PM
8	Last Date and Time for receipt of Hard copies of Bids	27.05.2016 at 03:00PM
9	Time and date of opening technical bids	28.05.2016 at 11:00AM
10	Time and opening of Financial bids	30.05.2016 at 03:00PM
11	Tender Document Fee	Rs.5,000/-DD from any scheduled bank in favour of Chief Accounts Officer & Financial Advisor, Office of the Transport Commissioner AP, Hyd.
12	Officer inviting Bids	On behalf of the Government of Andhra Pradesh ("GoAP"), the Transport Commissioner, Andhra Pradesh, invites eligible and competent bidders to submit their pre-qualification, technical and financial proposal for the Project, in accordance with conditions and manner prescribed in this RFP and other Bidding Documents issued by the Government of Andhra Pradesh, which is available on its website (http://www.aptransport.org/) and also on the GoAP e-procurement website (http://www.apecprocurement.gov.in/).

The bidders, participating for the first time in the e-procurement process on the GoAP e-procurement portal, will have to complete the online registration process. Details of the pre requirements for such registration are available on the abovementioned e-procurement website. FAQs are available at (<http://www.apecprocurement.gov.in>). The Transport Commissioner reserves the right to reject any or all proposals without assigning any reason.

**Sd/-
Transport Commissioner
Government of Andhra Pradesh, Hyderabad**

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DISCLAIMER

The information contained in this Request for Proposal document (the “**RFP**”) or subsequently provided to Bidders (*as defined hereinafter*), whether verbally or in documentary or any other form by or on behalf of the Transport Department, Government of Andhra Pradesh (the “**Transport Department**”) or any of its employees or advisors, is provided to Bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an agreement and is neither an offer nor invitation by the Transport Department to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparing and submitting their Proposals (*as defined hereinafter*). This RFP includes statements, which reflect various assumptions and assessments arrived at by the Transport Department in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Transport Department, its employees or advisors to consider the investment objectives, financial situation and particular needs of each person who reads or uses this RFP. The assumptions, assessments, statements and information provided in this RFP / Bidding Documents (*as defined hereinafter*) may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in and pursuant to this RFP to Bidders is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Transport Department accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Transport Department, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder 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 RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP/Bidding Documents and/or any assessment, assumption, statement or information contained in or deemed to form part of this RFP/Bidding Documents or arising in any way in connection with participation in the bidding process in respect of the Project.

The Transport Department also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP/Bidding Documents.

The Transport Department may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP/Bidding Documents.

The issue of this RFP/Bidding Documents does not imply that the Transport Department is bound to evaluate Bidder or to appoint the Successful Bidder, as the case may be, for the Project and the Transport Department reserves the right to reject all or any of the Bidders or Proposals without assigning any reason whatsoever.

The Bidder shall bear all 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 Transport Department or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will be to the account of the Bidder and the Transport Department shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in connection with preparation or submission of the Proposal, regardless of the conduct or outcome of the bidding process.

Acronyms Used in these Technical Requirements

Acronym	
APTD	Andhra Pradesh Transport Department
TC	Transport Commissioner
JTC	Joint Transport Commissioner
DTC	Deputy Transport Commissioner
GoAP	Government of Andhra Pradesh
HR	Human Resource
ICT	Information and Communication Technology
IT	Information Technology
MIS	Management Information System
BOM	Bill of Materials (includes Bill of Quantities)
CSP	Cloud Service Provider
CST	Central Sales Tax
DD	Demand Draft
DC	Data Center
DMZ	Demilitarized Zone
DRC	Disaster Recovery Center
DR	Disaster Recovery
EULA	End User License Agreement
FAT	Final Acceptance Testing
FY	Financial Year (From April to March)
GCC	General Conditions of the Contract
ST	Service Tax
HO	Head Office
HQ	Head Quarter
INR	Indian Rupee (1 INR = 100 Paise)
IPR	Intellectual Property Rights
LOA	Letter of Award
NIT	Notice Inviting Tender
OEM	Original Equipment Manufacturer
OS	Operating System
PAN	Permanent Account Number
RDBMS	Relational Database Management System
SLA	Service Level Agreement
SCC	Special Conditions of Contract
RFP	Request for Proposal
QGR	Quarterly Guaranteed Revenue

1.INTRODUCTION

1.1 Background and Objective

- 1.1.1 The Transport Department, Government of Andhra Pradesh, is responsible for the regulation of motor transport in the State of Andhra Pradesh. The Transport Department performs duties including registration of motor vehicles and allied transactions, grant of authorizations to drive (public/private) vehicles, testing & issuing of driving licenses, collection of vehicle taxes issuing of show cause notices, stoppage & collection of compounding fee and taking action against registration/permit/license holders who contravene with the provisions of the Motor Vehicles Act, 1988, Andhra Pradesh Motor Vehicles Taxation Act, 1963 and/or the rules framed there under.
- 1.1.2 The Transport Department acknowledges that with rapid economic development and exposure to global practices, citizens today expect world class service delivery from government entities. In view of the same, the Transport Department aims to develop an efficient and effective transport administration system in the State of Andhra Pradesh.
- 1.1.3 Presently, the Transport Department is at significant crossroads where it has embarked on ambitious plans to deliver end-to-end services to its stakeholders (citizens and businesses) using a comprehensive State-wide service delivery infrastructure, Mee-Seva and e-Seva centres, by utilizing advanced ICT tools for delivery of front end citizen services and computerization of back-office operations.
- 1.1.4 With a view to enhance service delivery and automation of activities for which the Transport Department is responsible, the Transport Department intends to re-engineer the systems and processes involved in availing of and launch through the Web Application.
- 1.1.5 As part of this, the Transport Department intends to select the Cloud Service provider for Procurement of cloud based data centre services for Hosting the Web applications and databases of the Transport Department.
- 1.1.6 In pursuance of the above objectives, the Transport Department has issued this RFP such that interested parties (“**Bidders**”) may submit their detailed proposals (“**Proposals**”) as per provisions of the RFP/Bidding Documents.
- 1.1.7 The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP in order to identify the successful Bidder for the Project (“**Successful Bidder**”).
- 1.1.8 The Successful Bidder shall upon execution of the Services Agreement (*hereinafter defined*) (the “**Service Provider**”), be responsible for implementation of the Project including Hosting the Web application on Cloud.
- 1.1.9 The Transport Department shall, during the course of the bidding process, issue the draft of the services agreement to be executed between the Service Provider and the Transport Department, which shall set forth the detailed binding terms and conditions governing the Service Provider and the Transport Department, including the scope of the Service Provider’s

services and obligations in respect of the Project, substantially in accordance with this RFP (“**Services Agreement**”).

- 1.1.10 The Transport Department shall receive proposals pursuant to this RFP in accordance with the terms set forth in this RFP and other documents provided / to be provided by the Transport Department pursuant to this RFP, as modified, altered, amended and clarified from time to time by the Transport Department (collectively, the “**Bidding Documents**”), and all Proposals shall be prepared and submitted in accordance with such terms on or before the date specified in Clause 2.13 for submission of the Proposals (the “**Due Date**”). It is clarified that the term ‘Bidding Documents’ includes the draft Services Agreement for the Project which shall be executed with the Successful Bidder. The aforesaid documents and any addenda issued subsequent to this RFP, will be deemed to form part of the Bidding Documents.

1.2 Scope and Description of the Project

- 1.2.1 *The brief scope and description of the services to be provided by the Service Provider in connection with Cloud Services for the Project is inter alia as follows:*

The Transport Department proposes to host the Infrastructure solution outside of their premises. Application hosting requirements should comply with certain Industry Best Practices and specific to Transport Department’s requirements like (but not limited to) service levels, architecture, network connectivity, scalability, security etc.

- (i) The detailed requirements are furnished in Annexure – I.
- (ii) The entire hosting of the High Availability solution for primary application should be from a Single location only.
- (iii) The Disaster Recovery cloud services regions should reside in India and should be at least 1000 Km apart.
- (iv) The cloud data centre must have assured protection with security built at multiple levels and 24x7 monitoring by provisioning physical security, biometric identification and close circuit monitoring.
- (v) The bidder should have the following category of services at the location where he provides cloud hosting environment.
 - a. Infrastructure as a Service (IaaS)
 - b. Platform as a Service (PaaS)
 - c. Software as a Service (SaaS)
- (vi) The proposed application cloud environment should provide flexibility to scale the environment vertically and horizontally:
 - a. Vertically: Upscale/downscale the solution to higher configuration Virtual Machines (i.e. VMs with different combinations of CPU and Memory)
 - b. Horizontally: Add more Virtual Machines of the same configuration in to a load balanced pool.
- (vii) It should be possible to scale the solution in the above mentioned dimensions at any time and without prior notification to the cloud provider.
- (viii) The application hosting solution should provide the flexibility of hosting the solution on VMs of at least the below 5 configuration scales:

No. of Cores	RAM
1	1.75 GB or higher
2	3.5 GB or higher
4	7 GB or higher
8	14 GB or higher
16	100 GB or higher

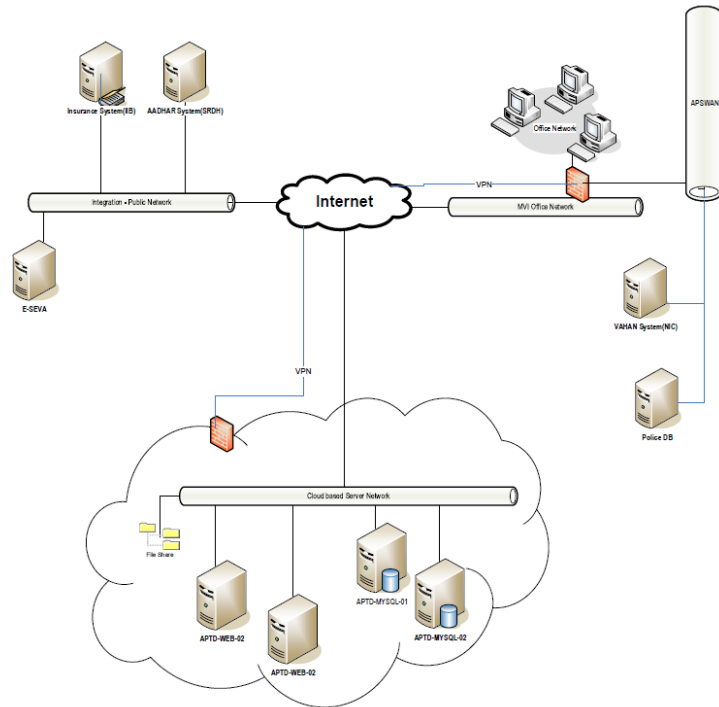
- (ix) The system should be modular and provide per hour/unit use based charges for the different components including but not limited to: VMs, Storage, Application and Network Load Balancer, Data transfer to and from the datacentre, VPN Gateways and firewalls and Content Delivery Networks (CDNs)
- (x) It should be possible at any time to move the Virtual Machines back to the Transport Department Datacentres. The vendor must highlight the necessary technical requirements for achieving this.
- (xi) The Data Centre environment should have the highest security standards in accordance with Industry Best Practices for ensuring they are adhered to from time to time.
- (xii) On request of Transport Department, the vendor must share the reports of periodic third party inspections/audits and other certification reports.
- (xiii) The Cloud service provider should also be able to offer Platform as a Service(PaaS) and cater to future requirement on analytics with cloud platform which allows Transport Department to easily design, test, operationalize and manage predictive analytics solutions in the cloud.
- (xiv) The Bidder should provide SPOC (Single Point of Contact) to co-ordinate with Transport Department for all issues in relation to Cloud services.
- (xv) The Cloud Service provider will be able to provide PaaS for Mobile Services. A scalable cloud backend capability for building Windows Store, Windows Phone, Apple iOS, Android, and HTML/JavaScript applications. Store data in the cloud, authenticate users, and send push notifications to our application within minutes.
- (xvi) The bidder shall not change the architecture frozen while deployment without having the concurrence with the department.
- (xvii) The bidder shall submit a Technical document in the proposal to the Transport Department with all the requirements to be fulfilled for ensuring smooth operations. The requirements may include:
 - a. Cloud platform architecture
 - b. Deployment Architecture
 - c. Security Architecture
 - d. Activities for one year
 - e. Backup Plan
 - f. Disaster Recovery Plan
 - g. Business Continuity Policy
 - h. Details of End of Business operations process
 - i. Details of Data Disposal Process
 - j. Networking Components details like features, throughput details etc.
 - k. Storage details like IOPs, Raid details, Rpm etc.

- l. Firewall details including features like IPS, IDS, Web filtering, Monitoring, alerting, reporting etc.
 - m. VM details
 - n. Connectivity details like internet bandwidth, VPN details, encryption details
 - o. Access provisioning details
 - p. High Availability details
- (xviii) The bidder has to provide 24 hours support for all the calendar days of year to resolve issues related to cloud infrastructure.
- (xix) The following reports should be generated at a regular basis by the bidder.

Sl. No	Report Name	Report Type	Frequency
1	Backup & Restore Report	Report	Monthly
2	Critical Incident Report	Report/MIS	Daily / Monthly
3	Server Utilization and Uptime Report	Report/MIS	Daily / Monthly
4	Network performance monitoring Report	Report/MIS	Daily / Monthly
5	Incidents and resolution Report	Report/MIS	Daily / Monthly
6	Storage Infrastructure checklist, Uptime and Performance Report	Report	Monthly
7	Project Status Report	Report	Weekly
8	Service Call Issue Wise Analysis Report	MIS	Monthly
9	Software License Inventory Report	MIS	Monthly
10	Report on critical production system Availability, Performance and Capacity Usage	MIS	Monthly
11	Report on installation and compliance of Software	MIS	Monthly
12	Firewall report	Report/MIS	Daily / Monthly

The following diagram provides an illustrative cloud architecture required for hosting Web Application of Transport Department.

AP- Transport Department Information Infrastructure



1.2.2 The Cloud Service Provider will be able to meet the following Application Hosting Requirements

Specification	Mandatory/Optional
The Bidder shall be the Original Equipment Manufacturer (OEM) or an Authorized Business Partner / System Integrator of OEM Cloud Service Provider(CSP).	Mandatory
The Bids shall be submitted by the bidder; no consortium is allowed in this Bid.	Mandatory
The bidder should also include the necessary backup software for web servers, Database servers and any critical production workloads in the solution and pricing as well.	Mandatory
The bidder should also include the necessary software and tools license cost to help customer protect important services by coordinating the automated replication and recovery of protected instances at a secondary location.	Mandatory
Service Management and provisioning	
The Proposer shall provide to Transport Department the ability to unilaterally provision and de-provision all the specific IaaS services contemplated by the proposal via Web Portal and Web Services Application Programming Interface (“API”). All the communication for these purposes should be secured at transport level using SSL / TLS and or SSH.	Mandatory
The Proposer shall provide service availability (external connectivity) of at least 99.9% (measured as Total Uptime Hours / Total Hours within the month) for cloud services and virtual machines. The	Mandatory

Service Level Agreement (“SLA”) should be documented and monitoring mechanisms should be provided by the Proposer.	
The Proposer shall manage the underlying hardware infrastructure and virtualization layer following the appropriate patch management and technology refresh cycles.	Mandatory
The Proposer shall provide mechanisms to enable data isolation and privacy in its environment.	Mandatory
The CSP should have the capability to provide various other services like Database, Cache, Search, Analytics, Mobile Backend, Queues, Tables, Backup, Identity Management, CDN, Client Application Analytics as a Service on pay as you go mode backed by monthly SLAs of minimum 99.5% availability.	Mandatory
Intelligent Data Platform: The cloud should include data warehouse, corporate BI, self-service BI, and machine learning capabilities for both structured & unstructured data and in on-premises, cloud, and hybrid environments	
The CSP/ bidder should provide tools to empower operations teams to effortlessly collect, store and analyze log data from virtually any Windows Server and Linux source—regardless of volume, format or location. Separate the signal from the noise with simple, powerful log management tools and access real-time operational intelligence with improved troubleshooting, operational visibility and fast search to explore, investigate and fix incidents quickly.	Mandatory
The CSP should be there in the 2015 Gartner Magic Quadrant for IaaS, Enterprise Application As a Service, Public Cloud storage.	Optional
User / administrative management	
The Proposer shall support multiple users with a management portal.	Mandatory
The Proposer shall provide Billing / Invoice tracking through a web portal aggregated by user application and service at mutually agreed intervals.	Mandatory
Service Provider should provide multi-factor authentication for accessing the cloud infrastructure and application	Optional
The CSP should be able to provide unified cloud portal with capabilities to manage various other cloud services like Database, Cache, Search, Analytics, Mobile Backend, Queues, Tables, Backup, Identity Management, CDN, Client Application Analytics as a Service.	Mandatory
Integration	
The Proposer shall provide an API for each of the services that enables the development of complex automation solution for resource provisioning, configuration and de-provisioning.	Mandatory
The APIs should be based on Interoperable Internet standard Technologies such as REST, HTTP, JSON, XML and SOAP.	Optional
The Proposer shall provide API access to the infrastructure and complete documentation for all the APIs it offers.	Mandatory
The Proposer shall support SDKs for this APIs for at least Microsoft .net, Java and one major permissive free license development language, such as Python, PHP or Ruby.	Optional
In future , the Cloud platform, should provide authentication flows between Directory (Active directory or LDAP or equivalent) and Aadhaar Proxy Provider (APP) . The platform should provide	Mandatory

directory services to interact with it to authenticate users using their Aadhaar Id and validate various attributes about the user stored in the Aadhaar database	
Single Sign-on Authentication: Being able to offer Single Sign On is key among multiple cloud services and on-premises apps is key for employee productivity and IT management. The cloud should natively offers SSO among its cloud services, offers REST API for custom apps and federation and directory sync services with AD and other directories	Mandatory
Datacenter facilities and network capabilities.	
The Proposer shall have multiple Tier 1 ISPs peering at their datacenter / network.	Mandatory
The Proposer shall have IP v6 roadmap.	Optional
The Proposer shall provide flexible IP addressing that will support: DHCP, IP address and port assignment on external (public) interfaces, dedicated VPN connectivity between Transport Department and the vendor and the ability to map Transport Department owned domains to provider services addresses allowing services, sites and applications operating in the Proposer infrastructure to be viewed as Transport Department URLs.	Mandatory
Storage Services	
The Proposer shall provide scalable redundant and dynamic storage services	Mandatory
The service will allow users to write, read, and delete an unlimited number of objects supporting a maximum object size of at least five (5) gigabytes of data.	Optional
The service will provide a mechanism to organize objects into containers that that can be located on one or several geographical locations to optimize network access.	Mandatory
The service will offer a data access mechanism to manage access to containers and objects allowing them to be made public or private to specific users.	Mandatory
Pricing for the service should be divided on Storage and Bandwidth tiers using GB as measurement unit in case of the Storage and Bandwidth. These tiers will present the different unit prices given the volume of monthly consumption. Additional Service Options, such as enhanced or reduced redundancy should be differentiated.	Mandatory
The Service provider will ensure there are at least 2 copies of data maintained automatically in primary datacenter to avoid any HW related failures. If Transport Department choses the DR, the provider will need to ensure 2 copies of data are also maintained on the DR side.	Optional
The service provider will provide an option to automatically keep a copy of data in a geo-redundant DC.	Optional
The service provider should ensure data in transit from Transport Department location to cloud, within primary and DR and data at rest is encrypted.	Mandatory
The CSP should be able to bill storage capacity in units of the average daily amount of data stored, in gigabytes (GB), over a monthly period	Mandatory
Service provider should be able to provide high IOPS storage (more than 50,000) per VM	Optional

Computing Services	
The instances should be able to support at least the following operating systems: Windows server 2012 and one Linux Enterprise distribution (such as Oracle/Ubuntu/CentOS/SUSE).	Mandatory
The service will offer a secure Web administration interface, which must be provided to remotely administer the virtual instances: RDP for Windows instances and SSH for Linux instances.	Optional
The service will allow users to copy or clone virtual machines images for archiving, troubleshooting, and testing.	Optional
The service will provide the ability to provision Block Storage capabilities for the virtual machine instances. These storages can be dynamically scalable and Virtual Machine instances should be able to mount it as OS drives.	Mandatory
Pricing for the Data Transfer will use GB as measurement unit and will be divided on tiers that will present the different unit prices given the volume of monthly consumption.	Mandatory
In cloud service provider should deploy VM such that every virtual core should be mapped to physical core. No hyper threading or turbo boost allowed.	Optional
The Cloud service provider should be able to offer auto-scaling capabilities without manual interventions	Mandatory
CSP should support multiple OS - minimum are Windows, CentOS, debian, openSUSE, Ubuntu and RedHat Linux.	Mandatory
CSP should be able to provide PaaS capabilities on Advanced analytics	Mandatory
CSP should provide support to diverse application platforms through marketplace solutions - minimum are Tomcat, WordPress, appfog, Chef, Chyrp, django, Drupal, git, Hadoop, JBoss, Joomla, Liferay, Magento, Mantis, Memcached, NGinx, OrchardCMS, Ruby on Rails, Subversion, SugarCRM, X2CRM, SUSE Linux Enterprise Server, etc.	Optional
CSP should provide GUI, API and Shell script based access to the cloud resources.	Optional
CSP should provide option of using 2 factor authentication out of box	Optional
CSP should support multiple DB through marketplace solutions - minimum are MS SQL, MySQL, CouchDB, mongoDB	Mandatory
Network Services	
The service should enable the creation of IPSEC VPNs between in-house hosts and Virtual Machine Instances in the IaaS provider cloud.	Mandatory
The Proposer shall provide scalable redundant and dynamic network services meeting the following service requirements, options and units.	Mandatory
The service should provide a traffic management mechanism to implement both performance and availability based load balancing for virtual Machine Instances.	Mandatory
The service should provide controlled caching and geographic dispersion of static content to provide a Content Delivery Network (CDN) with edge locations on across continents. The service will provide a secure Web administration interface to remotely administer all the network related services.	Mandatory

CSP should be able to provide HW / SW based firewall per customer	Optional
The service provider should provide an option of extending an MPLS to cloud.	Optional
The services provider's infrastructure should be protected against DDoS	Mandatory
The solution must provide virtual network isolation capabilities among the virtual machines must support the use of private VLANs	Mandatory
Technical Support Services	
The Proposer shall ensure availability of the following technical support .24*7 support over phone for cloud availability and service related queries from the cloud service provider	Mandatory
Option for purchase of specialized deep technical support (L3 or higher) related to deployment, configuration, management and commissioning of the cloud and IaaS services directly from the cloud services provider	Optional
General technical support related to usage of the cloud services to the end customer (can be provided by bidder himself) including setting up of SSO, Oracle DB (including setting up of Oracle Guard), NoSQL database etc.	Optional
The CSP should publish the real-time status of all the services refreshed at least at a frequency of 5 min	Mandatory
The CSP should publish the history of service availability for all the services offered for a period of at least 3 months.	Mandatory
DR Requirement	
The DR automation software should be provided as a part of the overall DR-as-a-Service. The software must be provided under a usage model or subscription model.	Mandatory
The CSP should be able to migrate the existing environment to the proposed cloud without any downtime and with no additional cost (The current environment being Azure)	Mandatory
Market Place Availability	
The CSP should be able to provide capabilities of online store for thousands of certified, open source and community software applications, developer services and data—pre-configured for CSP environment.	Optional
Transport Department should be able to Download, deploy the marketplace solutions and should have options of BYOL/ Usage-based /monthly fee charging models.	Mandatory
Managed Services	
CSP should either offer directly or via a partner managed services for 1 year which is extendable. The managed services should cover: 1) Remote management of the current cloud environment on day to day basis 2) Involvement and assisting Transport Department while performing Test DR failover on need basis. 2) Involvement and assisting Transport Department to raise trouble ticket associated with any issues. 3) Involvement to train new Transport Department employees related to the project. 4) Involvement to assist Transport Department to conduct planned DR or Unplanned DR failover in applicable scenarios as defined by Transport Department.	Optional
The managed services partner should have acquired Gold Certified partner program from CSP on cloud services	Optional

The managed service partner should have experience and orders delivering services like Infrastructure as a service, Platform as a service, Backup & Monitoring, DR services, Cloud assessment, O&M operations and Data analytics on CSP platform	Optional
Security / Firewall	
Physical controls are in place to prevent customer data from leaving Cloud datacenter premises. In particular, disk drives that are used for customer storage but must be removed (i.e., hardware failure) are securely erased prior to their being returned to the manufacturer for replacement/repair. In the event that a defective disk cannot be fully erased, it is destroyed according to NIST 800-88 guidelines. The same is true for drives purposefully decommissioned.	Mandatory
Solution should be scalable to provide multi security blocks like URL Filtering, Anti-Virus etc	Mandatory
Security solution in Cloud should be able to inspect traffic as it arrives or leaves the virtual network	Mandatory
Proposed security solution should have unified security management for Firewall policies, url filtering, anti bot, anti-virus policy framework.	Mandatory
Solution should have granular logging, reporting, audit and compliance management framework	Optional
Proposed solution should provide multi-layer security in cloud to handle incidents related to intrusion, botnets	Mandatory
Security solution should be in leaders' quadrant of Gartner's Enterprise Firewall segment.	Mandatory
Solution should be manageable from centralized management in either datacenter or cloud.	Mandatory

The CSP should be able to publish the Cloud services rate card in the portal for all the services.	Mandatory
The CSP should have an option to pay for the cloud services through bank transfer post the invoices being charged on monthly basis	Optional
The cloud compute services should be charged on hourly basis and customer should be able to auto scale up or down based on their usage using the self-service portal. Billing should happen pro-rate based on the usage.	Mandatory
The CSP should be able to bill storage capacity in units of the average daily amount of data stored, in gigabytes (GB), over a monthly period	Mandatory
Pricing for the Data Transfer will use GB as measurement unit and will be divided on tiers that will present the different unit prices given the volume of monthly consumption.	Mandatory
CSP should be able to offer discounts on the cloud services over the portal published pricing if customer decided to go with annual monetary commitments for cloud services	Optional
CSP should offer the pricing for cloud services support for minimum	Optional

1 year, extendable to 3 years as well.	
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1.2.3 The Service Provider shall follow the following standards as part of implementation of the Project:

#	Application	Standard
1.	Information Security	ISO 27001 Certified system
2.	Operational Integrity & Security Management	ISO 17799 Certified System
3.	Operation	ISO 9001-2008 Certified
4.	IT Infrastructure management	ITIL / EITM Specification
5.	Service Management	ISO 20000 Specification or latest
6.	Project Documentation	IEEE/ISO specifications for documentation
7.	Data Centre Tier	Tier III and above
8.	Transparency	SOC 1 & SOC 2

1.2.4 The indicative timelines for execution measured from start date(T) of the Project are as follows:

Deliverables	Timelines
Project Assessment Phase Technical Assessment (Understand the application deployment scenario) Security and Compliance Assessment (preferably by reputed third party) Identify the tools that can be reused and the tools that need to be built Implement/Migrate licensed products for helping cloud operations Create a deployment plan and measure success with a set of agreed list of deliverables/documents for each phase.	T+10 Days
Proof of Concept Phase Review Deployment plan Build a pilot and validate the technology in the selected cloud. Test existing software in the cloud	T+15 Days

Deliverables	Timelines
Migration Phase Understand different storage options in the cloud suitable for the Application. Migrate fileservers to selected Cloud Migrate Database to selected Cloud Migrate/Implement Application on selected Cloud	T+25
Operational Readiness Phase Automate elasticity Harden security with periodic drills. Create dashboard for Reports	T+30
Optimization Phase Leverage multiple availability zones with periodic switchover Optimize usage based on demand Improve provisioning efficiency Implement advanced monitoring and telemetry Assist in Re-engineering the application	T+180

1.2.5 The service level agreements to be adhered to by the Service Provider for the performance of its obligations in respect of the Project are as set out at **Annexure B**.

1.2.6 Final Acceptance Test

FAT completion would only be considered after the successful implementation of the above mentioned architecture along with the BOM mentioned the document and all applications, identified by the Transport Department has been put on the proposed cloud environment after testing all the solution capabilities as part of the FAT parameters.

Final Acceptance Test (FAT) process, which will include:

- Component wise Acceptance
- Overall Solution Acceptance

The deliverables for FAT would include, but not limit to, the following:

- FAT document (including Plan, procedures, and report)
- Standard Operating Procedures (SOP)
- Exit Management Plan
- SLA Measurement Methodology

The final deliverables for the project would be decided after discussions with the Transport Department.

1.3 Interpretation

The statements and explanations contained in this RFP are intended to provide a better understanding to the Bidders about the subject matter of this RFP and should not be construed or interpreted as limiting in any way or manner the scope of services and obligations of the Service Provider set forth in the Services Agreement or the Transport Department's rights to amend, alter, change, supplement or clarify the scope of work. Consequently, any omissions,

conflicts or contradictions in the Bidding Documents including this RFP are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by the Transport Department.

1.4 Brief Description of the Bidding Process

1.4.1 The Transport Department has adopted a single stage –3 (three) cover process for selection of the Successful Bidder for the Project. Bidders would need to submit the following 3(three) sets of documents in separate sealed envelopes as part of their Proposal:

- (a) **Qualification Submissions** (*as hereinafter defined*);
- (b) Documents relating to the qualifications of the Bidder and technical aspects of the Project (“**Technical Proposal**”), consisting of the details mentioned in **Annexure K** of this RFP; and
- (c) Financial proposal (“**Financial Proposal**”) in accordance with **Annexure L** of this RFP.

1.4.2 Bidders are invited to examine the Project in greater detail, and to carry out, at their cost, such studies as may be required for submitting their respective Proposals including implementation of the Project.

1.4.3 The evaluation of the Proposals will be carried out in 3 (three)stages in the following manner:-

- (a) The first stage would involve evaluation in accordance with Clause 3.3 of the RFP. Based on the evaluation under Clause 3.3 of the RFP, certain Bidders shall be shortlisted for further evaluation.
- (b) In the second stage, the Technical Proposals from Qualified Bidders would be evaluated to ascertain conformance with the technical requirements of the Project. Only those Qualified Bidders who are declared to be technically qualified in accordance with Clause 3.4(“**Technically Qualified Bidders**”) would be considered for evaluation in the next stage.
- (c) In the third stage, the Financial Proposals of the Technically Qualified Bidders would be evaluated in accordance with Clause 3.5 of the RFP based on the evaluation criteria specified for evaluation of the Financial Proposal in order to identify the Successful Bidder.

1.4.4 Proposals are invited for the Project on the basis of the highest Composite Bid Score.

- 1.4.5 Generally, the Technically Qualified Bidder who is adjudged to have the highest Composite Bid Score shall be declared the 'Successful Bidder'. In case such the Successful Bidder withdraws or is not selected for any reason, the reasons for the Successful Bidder not being selected shall be recorded in writing by the Transport Department and the Transport Department may, at its discretion, either invite fresh Proposals from the remaining Qualified Bidders or annul the bidding process.
- 1.4.6 Details of the process to be followed as part of the bidding process and the terms thereof are further spelt out in this RFP.
- 1.4.7 Any queries or request for additional information concerning this RFP shall be submitted in writing by speed post/ courier/ special messenger and by e-mail so as to reach the officer designated in Clause 1.5.6 by the date specified in Clause 1.5 below. The envelopes / communication shall clearly bear the following identification/ title:

**“QUERIES/REQUEST FOR ADDITIONAL INFORMATION:
RFP FOR CLOUD SERVICE PROVIDER FOR HOSTING OF WEB APPLICATION
FOR THE TRANSPORT DEPARTMENT, GOVERNMENT OF ANDHRA PRADESH**

1.5 Schedule of Bidding Process

The Transport Department shall endeavour to adhere to the following schedule:

Sl.No	Event Description	Schedule of the Events
1	Bid opening date on the website www.apecprocure.gov.in	12.05.2016 at 12:00AM
2	Last date for receiving Queries	17.05.2016 at 11:00AM
3	Time and Date of Pre-Bid Conference	19.05.2016 at 11:00AM
4	Response to queries latest by the Transport Department	21.05.2016 at 11:00AM
5	Bid Document Download End date and time	26.05.2016 at 12:00PM
6	Bid closing date and time	27.05.2016 at 03:00PM
7	Last Date and Time for Online receipt of Bids	27.05.2016 at 03:00PM
8	Last Date and Time for receipt of Hard copies of Bids	27.05.2016 at 03:00PM
9	Time and date of opening technical bids	28.05.2016 at 11:00AM
10	Time and opening of Financial bids	30.05.2016 at 03:00PM
11	Tender Document Fee	Rs.5,000/-DD from any scheduled bank in favour of Chief Accounts Officer & Financial Advisor, Office of the Transport Commissioner AP, Hyd.
12	Officer inviting Bids	On behalf of the Government of Andhra Pradesh ("GoAP"), the Transport Commissioner, Andhra Pradesh, invites eligible and competent bidders to submit their pre-qualification, technical and financial proposal for the Project, in accordance with conditions and manner prescribed in this RFP and other Bidding

		Documents issued by the Government of Andhra Pradesh, which is available on its website (http://www.aptransport.org/) and also on the GoAP e-procurement website (http://www.apecurement.gov.in/).
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1.6 Pre-Proposal Meeting (Pre-Bid meeting)

1.6.1 To clarify and discuss issues with respect to the Project and the RFP, the Transport Department may hold Pre-Proposal meeting(s). The Transport Department will endeavour to hold the Pre-Proposal meeting as per bidding schedule specified in Clause 1.5above.

1.6.2 The date, time and venue of the Pre-Proposal Meeting (pre-bid meeting) shall be:

Date: 19.05.2016

Time: 11:00AM

Venue: O/O Transport Commissioner, A.P., Dr. Baba Saheb Ambedkar Transport Bhavan Building, Khairatabad, Hyderabad – 500004

1.6.3 Prior to the Pre-Proposal meeting(s), the Bidders may submit a list of queries and propose deviations, if any, to the Project requirements and/or the Services Agreement. Bidders must formulate their queries and forward the same to the Transport Department as per the time schedule set out in Clause 1.5above. The Transport Department may, in its sole discretion or based on inputs provided by Bidders that it considers acceptable, amend the RFP.

1.6.4 Bidders may note that the Transport Department will not entertain any deviations to the RFP at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders would have to be unconditional and unqualified and the Bidders would be deemed to have accepted the terms and conditions of the Bidding Documents with all its contents including the draft Services Agreement. Any conditional Proposal shall be regarded as non-responsive and would be liable for rejection.

1.6.5 Attendance of the Bidders at the Pre-Proposal meeting is not mandatory.

1.6.6 All correspondence / enquiries is to be submitted to the officer mentioned below, in writing by facsimile/registered post/courier or by email:

Kind Attention Transport Commissioner,
Government of Andhra Pradesh
Address Dr. Baba Saheb Ambedkar Building,
Khairatabad, Hyderabad – 500004
Facsimile 040 - 23321300
Email tc@aptransport.org

1.6.7 The Transport Department shall make available its responses, including a description of the enquiry, but without identifying its source, on the e-procurement website and/or its website. In addition, the Transport Department may choose to send to all Bidders, written copies of such responses to all the Bidders. No interpretation, revision, or other communication from

the Transport Department regarding this solicitation is valid unless it is in writing and is signed by a person not less than the rank of the Transport Commissioner .

- 1.6.8** The period of contract is one year from the date of signing of agreement with the successful bidder which may be extended upto 5 years depending up on the requirements of the Transport Department.

2 INSTRUCTIONS TO BIDDERS

A. GENERAL

2.1 General terms of Bidding

- 2.1.1** No Bidder shall submit more than one Proposal for the Project. A Bidder shall not be entitled to submit another Proposal, either directly or through its affiliate.
- 2.1.2** This RFP and the Bidding Documents are being provided only as a preliminary reference document by way of assistance to the Bidders who are expected to carry out their own surveys, investigations and other detailed examination of the Project before submitting their Proposals.
- 2.1.3** Notwithstanding anything to the contrary contained in this RFP, the detailed terms specified in the draft Services Agreement shall have overriding effect; provided, however, that any conditions or obligations imposed on the Bidder hereunder shall continue to have effect in addition to its obligations under the Services Agreement.
- 2.1.4** The Proposal shall consist of (a) the Qualification Submissions; (b) Technical Proposals; and (c) the Financial Proposal, which shall inclusive of taxes and indicated separately, to be quoted by the Bidder as per the terms and conditions of this RFP. The Financial Proposal should indicate the amounts mentioned therein, in both figures and words, in Indian Rupees, and signed by the Bidder's authorised signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.
- 2.1.5** The Bidder shall deposit a Bid Security of Rs.1,00,000/- (Rupees One Lakhonly) in the form of DD or bank guarantee in accordance with the provisions of this RFP.
- 2.1.6** The Bidder should submit a Power of Attorney as per the format at **Annexure C**, authorising the signatory of the Proposal to commit the Bidder.
- 2.1.7** Any condition or qualification or any other stipulation contained in the Proposal shall render the Proposal liable to rejection as non-responsive.
- 2.1.8** The Proposal and all communications in relation to or concerning the Bidding Documents and the Proposal shall be in English language.

- 2.1.9** The documents including this RFP and all attached documents, provided by the Transport Department are and shall remain or become the property of the Transport Department and are provided to the Bidders solely for the purpose of preparation and the submission of a Proposal in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Proposal. The provisions of this Clause 2.1.9 shall also apply *mutatis mutandis* to Proposals and all other documents submitted by the Bidders, and the Transport Department will not return to the Bidders any Proposal, document or any information provided along therewith.
- 2.1.10** A Bidder shall not have a conflict of interest (the “**Conflict of Interest**”) that affects the bidding process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Transport Department shall be entitled to encash and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre-estimated loss and damage likely to be suffered and incurred by the Transport Department and not by way of penalty for, *inter alia*, the time, cost and effort of the Transport Department, including consideration of such Bidder’s Proposal (the “**Damages**”), without prejudice to any other right or remedy that may be available to the Transport Department under the Bidding Documents and/or the Services Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding process, if:
- (a) the Bidder, or its Associate (or any constituent thereof) and any other Bidder, any of its Associates (or any constituent thereof) have common controlling shareholders or other ownership interest. Provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Associate (or any shareholder thereof having a shareholding of not more than 25% (twenty five percent) of the paid up and subscribed share capital of such Bidder or Associate thereof, as the case may be) in the other Bidder, or Associate thereof, as the case may be, is not more than 25% (twenty five percent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause 2.1.10, indirect shareholding held through one or more intermediate persons shall be computed as follows: (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “**Subject Person**”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26% (twenty six percent) of the subscribed and paid up equity shareholding of such intermediary; or
 - (b) such Bidder or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder or

Associate thereof, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder or any Associate thereof; or

- (c) such Bidder has the same legal representative for purposes of the Proposal as any other Bidder; or
- (d) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Proposal of either or each other; or
- (e) such Bidder or any Associate thereof has participated as a consultant to the Transport Department in the preparation of any documents, design or technical specifications of the Project.

Explanation 1: For purposes of this RFP, the term 'Associate' means, in relation to the Bidder /, a person who controls, is controlled by, or is under the common control with such Bidder / (the "Associate"). As used in this definition, the expression "control" means, with respect to a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty percent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law.

2.1.11 A Bidder shall be liable for disqualification and forfeiture of Bid Security if any legal, financial or technical adviser of the Transport Department in relation to the Project is engaged by the Bidder or any Associate thereof, as the case may be, in any manner for matters related to or incidental to such Project during the bidding process or subsequent to the (i) issue of the LOA or (ii) execution of the Services Agreement. In the event any such adviser is engaged by the Successful Bidder or Service Provider, as the case may be, after issue of the LOA or execution of the Services Agreement for matters related or incidental to the Project, then notwithstanding anything to the contrary contained herein or in the LOA or the Services Agreement and without prejudice to any other right or remedy of the Transport Department, including the forfeiture and appropriation of the Bid Security or Performance Security, as the case may be, which the Transport Department may have there under or otherwise, the LOA or the Services Agreement, as the case may be, shall be liable to be terminated without the Transport Department being liable in any manner whatsoever to the Successful Bidder or Service Provider for the same. For the avoidance of doubt, this disqualification shall not apply where such adviser was engaged by the Bidder or its Associate in the past but its assignment expired or was terminated prior to the issuance of this RFP. Nor will this disqualification apply where such adviser is engaged after a period of 5 (five) years from the date of commissioning of the Web Application in accordance with the Services Agreement.

2.1.12 This RFP is not transferable.

2.1.13 Any award of Project pursuant to this RFP shall be subject to the terms of Bidding Documents.

2.2 Requirements for Bidders

2.2.1 Pre-Qualification Criteria

- (a) The Bidder shall be required to comply with the following pre-qualification criteria for being eligible to submit the Proposal:

Sl.No	Description of the pre-qualification criteria	Documents to be submitted by the Bidder confirming the compliance of the pre-qualification criteria
Financial Capability		
1.	The Bids shall be submitted by only the Bidder; no consortium is allowed in this Bid	Declaration in this regard needs to be submitted
2.	The bidder shall have positive net worth of 100 lakhs (INR) as on 31 st March, 2016, and shall have a positive net worth in each of the following years 2014-2015 and 2015-2016 on hosting of cloud services.	Extracts from the audited Balance sheet and Profit & Loss Account of the Bidder in the format prescribed in Annexure I; OR
3.	The bidder shall have annual turnover shall be at least INR 200 Lakhs in the following years 2014-2015 and 2015-2016.	Certificate from the statutory auditor certifying the compliance of the pre-qualification criteria. The turnover refers to the bidder's firm and not the composite turnover of its subsidiaries / sister concerns etc.
4.	The Bids shall be submitted by only the bidder; no consortium is allowed in this Bid	Declaration in this regard needs to be submitted.
Technical Capability		
5.	The Bidder shall have experience of similar projects and should have been in the business for a period exceeding two years as on 31-03-2016.	(a) Work orders confirming year and area of activity.
6.	The Bidder must have implemented / commissioned at least two Cloud implementation with leading industry Cloud provider in India as on 31-03-2016.	(a) Valid work order and certificate from the client in case implementation / commissioning in Client Data Centre
7.	The Bidder must have undertaken and completed	

Sl.No	Description of the pre-qualification criteria	Documents to be submitted by the Bidder confirming the compliance of the pre-qualification criteria
	2 (two) projects for providing operation and maintenance support for a	(b) Client certificate confirming the cloud services they are getting from the leading industry cloud provider as per Annexure - J
8.	The bidder experience on provision of Cloud PaaS or IaaS or SaaS or ISP services. Supported by letter from the leading industry cloud provider.	Submit the copy of the Purchase orders.
9.	The Data Centre certified for Tier III or higher and physically located in India. Minimum 2 Data Centres should be physically located in India.	Submit the copy of the support documentation and Tier – III or higher from the third party agency.
Others		
10.	The Bidder shall be a single Information Technology company, incorporated under the Companies Act, 1956. And in operation for at least 3 years as on 31-03-2016 and shall have their registered offices in India. The Company must be registered with appropriate authorities for all applicable statutory duties/taxes.	The Bidder has to submit validity proof the following: (a) Certificate of incorporation; (b) Memorandum and Articles of Associations (c) Certificate of commencement (i) Certificate consequent to change of name, if applicable (b) Relevant legal documentation confirming the acquisition /merger, if any (d) Copy of PAN; and (e) Copy of the Service Tax Registration
11.	The Bidder must have on its roll at least 100 Technically qualified professionals with combinations in the following fields (i) System Integration (ii) Virtualization (iii) Security	Self-Certification by the authorized signatory with clear declaration of the number of staff – year wise, level/designation wise as per the format specified in Clause

Sl.No	Description of the pre-qualification criteria	Documents to be submitted by the Bidder confirming the compliance of the pre-qualification criteria
	(iv) Experience in implementing the cloud solution as on 31-03-2016.	2.2.1(b) below.
12.	The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the central / state government agencies	The Bidder should submit self-certification confirming that Bidder has not been black-listed by any Government or any governmental agency/department . Annexure - M
13.	The bidder must have (i) ISO 9001:2008 specifying requirements for a quality management system. (ii) ISO/IEC 27001:2013 for Information Security Management System (iii) ISO/IEC 20000-1:2011 for service management system (SMS) standard (iv) SOC 1 & SOC 2 for complaint	Valid copy of the certification stating the location from authorised certificate authorities.
14.	The Bidder must have submitted the Bid Security.	The Bidder should submit Bid Security in accordance with Clause 2.4 and Clause 2.1.5 of this RFP.
15.	The Bidder shall furnish, as part of its Bid, an Earnest Money Deposit (EMD) of Rs. 1,00,000 (Rupees One lakh only) in the form a DD in the favour of payable at Hyderabad or bank Guarantee are specified in Annexure G	The EMD shall be denominated in Indian Rupees.
16.	The Bidder has to ensure that while submission of the Bids, all the pages of the Bids are signed by the competent authority / authorized signatory and also all the pages are numbered and properly indexed. If any of the Bids is found to be without proper signature, page numbers and index, it will be liable for rejection.	

(b) Bidders should submit the above mentioned details of qualifications of their employees, team wise, in the following format:

#	Employee Name	Designation	Qualifications	Experience	Area of expertise	Period of association with the Bidder

2.2.2 Any entity which has been barred by the Central/ State Government, or any entity controlled by it, from participating in any project (BOT or otherwise), and the bar subsists as on the date

of submission of the Bidding Documents would not be eligible to submit the Bidding Documents. Entity for the purposes of the above shall include intended bidder or bidding company, its subsidiaries, associates, members of its Board of Directors, principal officers and substantial shareholders.

- 2.2.3** The Bidder including of its Associates should, in the last 3 (three) years, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder or any of its Associates, as the case may be, nor has been expelled from any project or contract by any public entity nor have had any contract terminated by any public entity for breach by such Bidder including any Associate.

2.3 Proposal and its contents

- 2.3.1** The Bidder shall submit the documents/information listed in sub-clauses (a) and (b) of this Clause 2.3.1 (collectively “**Qualification Submissions**”):

- (a) The following documents shall be submitted by the Bidder:
 - (I) Letter of Proposal as per **Annexure D**;
 - (II) Power of Attorney as per **Annexure C**, authorising the signatory of the Proposal to commit the Bidder;
 - (III) Letter of Commitment as per **Annexure E**;
 - (IV) Anti-Collusion Certificate as per **Annexure F**;
 - (V) Bid Security as per **Annexure G and Clause 2.4 below**;
 - (VI) Proof of payment of cost towards Bidding Documents, in case downloaded from internet; and
 - (b) The Bidder shall submit all the documents specified in Clause 2.2.1(a) in support of the compliance of the pre-qualification criteria mentioned in Clause 2.2.1(a) above (“**Qualification Documents**”).
 - (c) The Bidder should also submit a compliance sheet listing out all the documents submitted by the Bidder as part of the Qualification Submissions and also indicating whether the Bidder has submitted all the documents to be submitted as part of the Qualification Submissions.
- 2.3.2** The Bidder shall submit the Technical Proposal as per **Annexure K** of the RFP.
- 2.3.3** The Bidder shall submit the Financial Proposal as per **Annexure L** of the RFP.
- 2.3.4** The opening of Bidding Documents and acceptance thereof shall be undertaken substantially in accordance with this RFP.

2.4 Bid Security

- 2.4.1** A Bidder is required to deposit, along with its Proposal, a bid security of Rs. 1,00,000/- (Rupees One Lakhonly) (the “**Bid Security**”), which shall be refundable within a period of 180 (one hundred and eighty) days from the date of opening of the Proposals in accordance with this RFP, except in the case of the Successful Bidder whose Bid Security shall be retained till such Successful Bidder has provided a Performance Security under the Services Agreement.
- 2.4.2** The Bid Security shall be in the form of a DD in favour of Chief Accounts Officer and Financial Advisor, Government of Andhra Pradesh issued by any scheduled bank in India, payable at Hyderabad or bank guarantee, as per the format specified at **Annexure G**. The validity period shall not be less than 180 (one hundred and eighty) days from the Due Date.
- 2.4.3** The Bid Security shall be kept valid throughout the Proposal Validity Period and shall be extended, if so required by the Transport Department, in case of any extension in Proposal Validity Period in accordance hereof.
- 2.4.4** The Proposal shall be summarily rejected if it is not accompanied by the Bid Security.
- 2.4.5** In addition to the grounds for forfeiture of the Bid Security specified elsewhere in this RFP, the Bid Security shall be forfeited in the following cases:
- (a) If the Bidder modifies or withdraws its Proposal except as provided in Clause 2.15;
 - (b) If the Bidder does not provide, within the time specified by the Transport Department, any supplemental information sought by the Transport Department for evaluation of the Proposal;
 - (c) If the Bidder withdraws its Proposal during the interval between the Due Date and expiration of the Proposal Validity Period;
 - (d) If the Successful Bidder fails to provide the Performance Security and/or execute the Services Agreement with the Transport Department within the stipulated time or any extension thereof provided by the Transport Department; and
 - (e) If any information or document furnished by the Bidder is or discovered to be misleading, a misrepresentation, inaccurate or untrue in any material respect.
- 2.4.6** Any such misrepresentation / inaccuracy / improper response etc. as specified in Clause 2.7.2 shall lead to the disqualification of the Bidder. If such disqualification / rejection occurs after the Proposals have been opened and the Shortlisted Bidder / Successful Bidder gets disqualified / rejected, then the Transport Department reserves the right to:
- (a) invite the remaining Qualified Bidders to submit their Proposals for the selection of the Service Provider; or

- (b) take any such measure as may be deemed fit in the sole discretion of the Transport Department, including annulment of the bidding process.

2.5 Cost of Bidding

The Bidders shall be responsible for all of the costs associated with the preparation of their Proposals and their participation in the bidding process. The Transport Department will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the bidding process.

2.6 Verification of information

2.6.1 It shall be deemed that by submitting a Proposal, the Bidder has:

- (a) made a complete and careful examination of the Bidding Documents;
- (b) received all relevant information requested from the Transport Department;
- (c) accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of the Transport Department relating to any of the matters referred to in this RFP;
- (d) satisfied itself about all matters, things and information including matters necessary and required for submitting an informed Proposal, execution of the Project in accordance with the Bidding Documents and performance of all of its obligations there under;
- (e) acknowledged and agreed that any inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the matters referred to hereunder shall not be a basis for any claim for compensation, damages, extension of time for performance of its obligations, loss of profits etc. from the Transport Department, or a ground for termination of the Services Agreement by the Service Provider;
- (f) acknowledged that it does not have a Conflict of Interest; and
- (g) agreed to be bound by the undertakings provided by it under and in terms hereof.

2.6.2 The Transport Department shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the Bidding Documents or the bidding process, including any error or mistake therein or in any information or data given by the Transport Department.

2.7 Verification and Disqualification

2.7.1 The Transport Department reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP and/or the other Bidding Documents and the Bidder shall, when so required by the Transport Department, make

available all such information, evidence and documents as may be necessary for such verification. Any such verification, or lack of such verification, by the Transport Department shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Transport Department there under.

- 2.7.2** In case it is found during the evaluation or at any time before signing of the Services Agreement or after its execution and during the period of subsistence thereof, that one or more of the pre-qualification conditions have not been met by the Bidder, or the Bidder has made misrepresentation or has given any incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Service Provider either by issue of the LOA or entering into of the Services Agreement, and if the Successful Bidder has already been issued the LOA or has entered into the Services Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Transport Department to the Successful Bidder or the Service Provider, as the case may be, without the Transport Department being liable in any manner whatsoever to the Successful Bidder or the Service Provider. In such an event, the Transport Department shall be entitled to encash and appropriate the Bid Security or Performance Security, as the case may be, as damages, without prejudice to any other right or remedy that may be available to the Transport Department under the Bidding Documents and/or the Services Agreement, or otherwise.

B. DOCUMENTS

2.8 Contents of the RFP

This RFP comprises the Disclaimer set forth hereinabove, the contents as listed below, and will additionally include any addenda issued in accordance with Clause 2.10.

Notice Inviting Tender

- | | |
|------------|-----------------------------|
| Section 1. | Introduction |
| Section 2. | Instructions to Bidders |
| Section 3. | Evaluation of Proposals |
| Section 4. | Fraud and Corrupt Practices |
| Section 5. | Miscellaneous |

and the following Annexures

- Annexure A** – Hosting Requirements for Web Application
- Annexure B** – Service Level Agreements and related Damages
- Annexure C** – Format of the Power of Attorney
- Annexure D** – Format of the Letter of Proposal
- Annexure E** – Format of the Letter of Commitment
- Annexure F** – Format of Anti-Collusion Certificate
- Annexure G** – Format of the Bank Guarantee for Bid Security
- Annexure H** – Format of Self Certificate of Completion
- Annexure I** – Format of the extracts from the audited balance sheet and profit & loss account

Annexure J – Format of the completion certificate from the client

Annexure K – Contents of the Technical Proposal

Annexure L – Format of the Financial Proposal

Annexure M- Format of Declaration regarding Clean Track Record

2.9 Clarifications

- 2.9.1 Bidders requiring any clarification on the RFP may notify the Transport Department in writing by registered post acknowledgement due / courier / facsimile and/or by e-mail in accordance with Clause 1.4.7. The Bidders should send in their queries on or before the date mentioned in the schedule of bidding process specified in Clause 1.5. The responses will be sent by e-mail and shall also be made available at the e-procurement website and/or the website of the Transport Department, as specified in this RFP.
- 2.9.2 The Transport Department shall endeavour to respond to the questions raised or clarifications sought by the Bidders. However, the Transport Department reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring the Transport Department to respond to any question or to provide any clarification.
- 2.9.3 The Transport Department may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by the Transport Department shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by the Transport Department or its employees or representatives shall not in any way or manner be binding on the Transport Department.
- 2.10 **Amendment of RFP**
- 2.10.1 At any time prior to the Due Date, the Transport Department may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the RFP and/or provide additional documents by the issuance of addenda.
- 2.10.2 Any addendum issued hereunder will be in writing and shall be sent to all the Bidders and shall also be made available at the e-procurement website and/or the website of the Transport Department, as specified in this RFP.

C. PREPARATION AND SUBMISSION OF PROPOSALS

2.11 Format and Signing of Proposal

- 2.11.1 The Bidder shall provide all the information sought under this RFP/Bidding Documents. The Transport Department will evaluate only those Proposals that are received in the required formats and complete in all respects.
- 2.11.2 The Bidder shall submit the proposal in 3 (three) separate covers, namely,

- (a) Qualification Submissions as specified in Clause 2.3.1;
- (b) Technical Proposal as per **Annexure K**; and
- (c) Financial Proposal as per at **Annexure L**.

2.11.3 The Proposal and its copy shall be typed and signed by the authorised signatory of the Bidder who shall also initial each page, in blue ink. The Proposal and its copy, respectively, shall be bound in hard cover and the pages shall be numbered serially. All the alterations, omissions, additions or any other amendments made to the Proposal shall be initialled by the person(s) signing the Proposal.

2.11.4 The Bidder shall submit 1 (one) original and 1 (one) copy of the entire Proposal. In the event of any discrepancy between the original and the copies, the original shall prevail.

2.12 Sealing and Marking of Proposals

2.12.1 The Bidder shall seal each of the 3(three) parts of the Proposal in separate covers. The 3(three) sealed covers shall be placed in a single outer cover, clearly marking each of the envelopes as “**ORIGINAL**”.

2.12.2 Similarly, the copies of 3 (three) parts of the Proposal shall be sealed in separate envelopes and placed in a single larger cover, clearly marking each of the envelopes as “**COPY**”.

2.12.3 The documents accompanying the Proposal shall be placed in a separate envelope and marked as “**ENCLOSURES OF THE PROPOSAL**”. The documents shall include:

- (a) Bid Security in the format at **Annexure – G**; and
- (b) Power of Attorney for signing of Proposal in the format at **Annexure – C**.

2.12.4 A true copy of the documents accompanying the Proposal, shall be bound in hard cover and the pages shall be numbered serially. Each page thereof shall be initialled in blue ink by the authorised signatory of the Bidder. This copy of the documents shall be placed in a separate envelope and marked “Copy of Documents”.

2.12.5 Both the ‘original’, the ‘copy’ and the ‘enclosures of the proposal’ shall be placed in a single larger envelope and sealed.

2.12.6 Each of the envelopes (outer and inner) shall clearly bear the following identification:

**“Proposal for the Project for Development, Implementation and Maintenance of the
Web Application and for Provision of Other Servicesfor the Transport Department,
Government of Andhra Pradesh”**

2.12.7 The envelopes shall be addressed and submitted to:

Kind Attention Transport Commissioner, Government
of Andhra Pradesh
Address Dr. Baba Saheb Ambedkar Building,
Khairatabad, Hyderabad – 500004

2.12.8 If the envelopes are not sealed and are not marked as instructed above, the Transport Department shall assume no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and consequent losses, if any, suffered by the Bidder. Further, such Proposal may, at the sole discretion of the Transport Department, be rejected.

2.13 Proposal Due Date

2.13.1 Proposals should be submitted by 03:00PM on the Due Date specified in the schedule of the bidding process specified at Clause 1.5 at the address provided in Clause 2.12.7 in the manner and form as detailed in this RFP/Bidding Documents. A receipt of acknowledgement thereof should be obtained from the person specified at Clause 2.12.7 or his authorised representative.

2.13.2 The Transport Department may in its sole discretion, in order to afford the Bidders a reasonable time for taking an addendum into account, or for any other reason to be recorded in writing, by issuing an addendum in accordance with Clause 2.10, extend the Due Date uniformly for all Bidders.

2.14 Late Proposals

Proposals received by the Transport Department after the specified time on the Due Date shall not be eligible for consideration and shall be summarily rejected.

2.15 Modifications/ Substitution/ Withdrawal of Proposals

2.15.1 The Bidder may modify, substitute or withdraw its Proposal after submission, provided that written notice of the modification, substitution or withdrawal is received by the Transport Department prior to the Due Date. No Proposal shall be modified, substituted or withdrawn by the Bidder on or after the Due Date.

2.15.2 The modification, substitution or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with Clause 2.12, with the envelopes being additionally marked “**MODIFICATION**”, “**SUBSTITUTION**” or “**WITHDRAWAL**”, as appropriate.

2.15.3 Any alteration/ modification in the Proposal or additional information supplied subsequent to the Due Date, unless the same has been expressly sought for by the Transport Department, shall be disregarded.

2.16 Rejection of Proposals

2.16.1 Notwithstanding anything contained in this RFP, the Transport Department reserves the right to reject any Proposal and to annul the bidding process and reject all Proposals at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefore. In the event that the Transport Department rejects or

annuls all the Proposals, it may, in its discretion, invite all eligible Bidders to submit fresh Proposals hereunder.

- 2.16.2 The Transport Department reserves the right not to proceed with the bidding process at any time, without notice or liability, and to reject any Proposal without assigning any reasons.

2.17 Validity and Extension of the Proposals

- 2.17.1 Proposal shall remain valid for a period not less than 180 (one hundred and eighty) days from the Due Date (“**Proposal Validity Period**”). The Transport Department reserves the right to reject any Proposal, which does not meet this requirement.

- 2.17.2 In exceptional circumstances and for reasons to be recorded in writing, prior to expiry of the abovementioned Proposal Validity Period, the Transport Department may request Bidders to extend the Proposal Validity Period for an additional period of 90 (ninety) days.

2.18 Confidentiality

Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the Transport Department in relation to, or matters arising out of, or concerning the bidding process. The Transport Department will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The Transport Department shall not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the Transport Department or as may be required by law or in connection with any legal process.

2.19 Correspondence with the Bidder

Save and except as provided in this RFP, the Transport Department shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Proposal.

2.20 Appointment of Consultant(s)

The Transport Department may utilise the services of consultant(s) or advisor(s) in order to assist the Transport Department in the examination, evaluation, and comparison of Proposals.

3 EVALUATION OF PROPOSALS

3.1 Opening and Evaluation of Proposals

- 3.1.1 The Transport Department shall open the technical Proposals at 11:00 hours on the working day immediately following the Due Date, at the venue specified in Clause 1.6.2 and in the presence of the Bidders who choose to attend.
- 3.1.2 The Transport Department will subsequently examine and evaluate the Proposals in accordance with the provisions set out in this Section 3.
- 3.1.3 To facilitate evaluation of the Proposals, the Transport Department may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal.
- 3.1.4 The Transport Department will constitute a committee to evaluate the responses of the Bidders (“**Committee**”). The Committee constituted by the Transport Department shall evaluate the Proposals and other responses to the RFP including all supporting documents / documentary evidence. The failure by any Bidder to submit requisite supporting documents / documentary evidence, may lead to rejection of the Proposal. The decision of the Committee in the evaluation of responses to the RFP shall be final.
- 3.1.5 The Committee may ask for meetings with the Bidders to seek clarifications on the Proposals. The Committee reserves the right to reject any or all Proposals on the basis of any deviation(s) from requirements under the Bidding Documents. Each of the responses shall be evaluated as per the criteria and requirements specified in the Bidding Documents.

3.2 Contacts during Proposal Evaluation

Proposals shall be deemed to be under consideration immediately after they are opened and until such time the Transport Department makes official intimation of award/ rejection to the Bidders. While the Proposals are under consideration, the Bidders and/or their representatives or other interested parties must refrain, save and except as required under the Bidding Documents, from contacting by any means, the Transport Department and/or their employees/ representatives on matters related to the Proposals under consideration.

3.3 Tests of responsiveness

- 3.3.1 As part of evaluation of Proposals, the Transport Department will at first determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall not be considered responsive if the Proposal *inter alia* does not contain all the information/documents (complete in all respects) requested as part of the Qualification Submissions as per this RFP and/or Bidding Documents (in formats as specified for the same). Without prejudice to the generality of the foregoing, the Transport Department will determine (whether or not any of the following is required to be submitted as part of the Qualification Submissions), whether the Proposal:
 - (a) is received/deemed to be received by the Due Date including any extension thereof pursuant to Clause 2.13;

- (b) is prepared, signed, sealed and marked as stipulated in Clause 2.11 and Clause 2.12;
- (c) is accompanied by the Bid Security as stipulated in Clause 2.4;
- (d) is accompanied by the Power of Attorney, the format for which is specified in **Annexure C**;
- (e) contains any condition or qualification;
- (f) is not non-responsive in terms hereof;
- (g) is accompanied by a demand draft towards cost of the Bidding Documents, in case the same has been downloaded from the internet; and/or
- (h) such other conditions as the Transport Department may prescribe as part of the Bidding Documents.

3.3.2 The Transport Department reserves the right to reject any Proposal:

- (a) of a Bidder who fails to meet the pre-qualification criteria set out in Clause 2.2.1 of this RFP;
- (b) of a Bidder who fails to provide the Qualification Submissions including the Qualification Documents in support of the pre-qualification criteria; or
- (c) which is non-responsive.

3.3.3 The Technical Proposal(s) of only those Bidders whose Proposals are not rejected under Clause 3.3.2 (“**Qualified Bidders**”) will be evaluated by the Transport Department in accordance with 3.4 below. The Proposal(s) which are rejected under Clause 3.3.2 will not be further evaluated by the Transport Department.

3.4 Evaluation of Technical Proposals

3.4.1 The Committee will evaluate the Technical Proposals of the Qualified Bidders for technical evaluation under Clause 3.3.3 of this RFP. The evaluation of the Technical Proposals shall involve the following stages:

- (a) The Committee will first review the Technical Proposal to confirm whether all the documents/information to be submitted by the Qualified Bidders as part of the Technical Proposal have been submitted by the Qualified Bidders. Only those Qualified Bidders who have submitted all such documents/information as part of the Technical Proposal in accordance with the requirements of the Bidding Documents shall be deemed to be qualified for second stage of the technical evaluation. As part of the above exercise, the Committee will examine the following:
- (b)

S.No.	Evaluation Criteria	Point System	Max Score	To be submitted
1	Past Experiences and Organizational Strength			
A	No. of years in Cloud Implementation / data centre (either IaaS / PaaS / SaaS)	<p>The no. of years of experience of the bidder in Cloud Implementation / data centre (either IaaS / PaaS / SaaS) shall be evaluated :-</p> <ul style="list-style-type: none"> • 8 - 10 Years – 15 Points; • 5 – 7 Years – 10 Points; • 2 – 5 Years – 5 Points; 	15	Proof of establishment with Name of the Location.
B	<p>Experience of working on Cloud Services Projects for Government</p> <p>Note: Please provide work order / testimonial / project completion certificate from the client for all the stated project</p>	<p>The bidder's experience in working on Cloud / data center each of order value of at least Rs. 30 Lakhs and above shall be evaluated. The points shall be awarded on the following basis:</p> <ul style="list-style-type: none"> • >=5 Projects – 15 Points; • 3 – 4 Projects – 10 Points; • 1 – 2 Projects – 1 Point; 	15	Annexure H to be Filled
C	Bidder's Experience in implementation of various OEM Cloud Technologies.	Bidder with maximum number of Technology implementation (capped to maximum of 5 different Cloud solution technology) shall be awarded full marks (1 OEM technology = 2 mark) and others shall be awarded marks on a pro-rata basis.	10	Appendix K3 to be submitted
D	Certification	<p>(i) Tier III and above Data Centre Certification from the third party – 5 Marks</p> <p>(ii) ISO 9001:2008 specifying requirements for a quality management system – 3 Mark</p> <p>(iii) ISO/IEC 27001:2013 for Information Security Management System – 5 Marks</p> <p>(iv) ISO/IEC 20000-1:2011 for service management system (SMS) standard -3 Marks</p> <p>(v) SOC 1 & SOC 2 for complaint – 4 Marks</p>	20	<p>Please provide copy of the Certification from the authorised authority.</p> <p>Certificate should be valid at the time of evaluation.</p>
E	Human Resources	The bidder should have, on its rolls, at least 5 resources with valid Cloud related certifications. Bidder with maximum resources would be awarded the maximum marks. Other bidders would be awarded on a pro-rata basis. Bidders with no such resources / less than 5 such resources would be awarded 0 (Zero)	10	Appendix K4 to be filled

		marks. Valid HR certificate of bidder's organization to be attached		
2	Technical Solution Offered			
A	Solution Design and Cloud Architecture	<p>The bidder shall submit a Technical document in the proposal to the Transport Department with all the requirements to be fulfilled for ensuring smooth operations.</p> <p>The requirements may include:</p> <p>(i) Cloud platform architecture</p> <p>Self Service provisioning by the department on emergency basis. The portal should deliver not just the provisioning of those services, but also the reporting, management and billing/chargeback associated the engagement.(3)</p> <p>Automation & Orchestration – Provide detailed workflow diagrams or processes that the cloud provider uses for orchestration. The cloud provider should be able to provide you a live demonstration of their cloud management platform, ordering process, and show the orchestration workflows.(5)</p> <p>Capacity Management – demonstrate the tools available for Modelling, provisioning, monitoring, maintaining and modifying capacity or performance characteristics of live workloads(2)</p> <p>(ii) Deployment Architecture</p> <p>Life Cycle Management Demonstrate operational model for the lifecycle of cloud resources including ability to export assets (the virtual machines (OVF/OVA), network settings and storage into open formats) and to De-commission/Archive the VM's and Data.</p> <p>Catalogue and directory Maintenance – Demonstrate the Vendor's Cloud services catalogue and marketplace for consuming compatible third party services. Ability to</p> <p>(iii) Security Architecture</p> <p>(iv) Chart of Security and Operational Readiness Activities</p>	15	A Note should be submitted

		<p>for one year</p> <p>(v) Draft Backup Plan with Restoration drill Schedule</p> <p>Draft Disaster Recovery Plan with Recovery drill Schedule</p> <p>(vi) Business Continuity Policy Details of End of Business operations process – Transition Assistance plan agreements.</p> <p>(vii) Details of Data Disposal Process - Data Destruction pledge and Privacy/non-disclosure formats</p> <p>(viii) Networking Components details like features, throughput details etc.</p> <p>(ix) Storage details like IOPs, Raid details, Rpm etc.</p> <p>(x) Firewall details including features like IPS, IDS, Web filtering, Monitoring, alerting, reporting etc.</p> <p>(xi) VM details – Scaleup and Scale-out capabilities and limitations.</p> <p>(xii) Connectivity details like internet bandwidth, VPN details, encryption details</p> <p>(xiii) Access provisioning details</p> <p>(xiv) High Availability details</p>		
B	Compliance to the proposed BOM and specification	Specification and BOM proposed in RFP	5	
3	Implementation Approach & Methodology			
A	Project Understanding A Brief Note should be submitted.	<p>The proposal should address each work area in sufficient detail to demonstrate a clear understanding of the statement of work, including operations and maintenance phase. The following parameters will be examined for evaluation:-</p> <ul style="list-style-type: none"> • Clarity and depth of understanding of the project's objectives, scope of work. • Requirements and goal set forth in the scope of work. 	5	
B	Exit Management	Methodology for Exit Management. Following parameters shall be considered for evaluation:-	5	

		<ul style="list-style-type: none"> • Comprehensiveness & Completeness of the plan • Suitability of the plan to the UT requirements 		
TOTAL			100	

- (c) The committee may request the Bidders to make a presentation on their proposal to them.
- (d) All Qualified Bidders who secure a Technical Score of 70% (seventy percent) or more will be declared as technically qualified Bidders whose Technical Proposals are found to be acceptable (“Technically Qualified Bidders”). The Financial bids of only the technically qualified bidders would be evaluated for identification of the Successful Bidder. It is, however, clarified that, subject to other provisions of this Document, every Bidder will have to comply the minimum technical specifications laid down in the RFP for being qualified technically.
- (e) In order to assist in the examination, evaluation and comparison of Bids, the Committee may at its discretion ask the Bidder for a clarification regarding its Bid. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted. However, while giving a clarification, a Bidder may offer a higher specification or model without any impact on Financial Bid to be opened subsequently.
- (f) The committee may waive any informality or non-conformity or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- (g) Bids that are rejected during the Bid opening process due to incomplete documentation or late receipt shall not be considered for further evaluation.

3.5 Evaluation of Financial Proposals

- 3.5.1 The Financial Bids of Technically Qualified Bidders will be opened on the prescribed date.
- 3.5.2 Thereafter, the Committee shall compute the financial score for each of such Technically Qualified Bidders in the manner set out below (“Financial Score”).
- 3.5.3 The Technically Qualified Bidder who quotes the lowest Bid Price (L1) will be declared as Successful Bidder.
- 3.5.4 Only ‘fixed price’ Financial Proposals indicating total price for all the deliverables and services specified in these Bidding Documents will be considered for evaluation.
- 3.5.5 The Financial Proposal will include of all taxes and levies and shall be in Indian Rupees. If there is a discrepancy between words and figures, the amount in words will prevail.

3.6 Selection of the Successful Bidder

- 3.6.1 The Bidder who quotes the lowest Bid price (L1) will be adjudicated as the Successful Bidder for award of the Project.

- 3.6.2 In the event, more than one Qualified Bidder scores the same price, the Qualified Bidder who amongst them has the highest Technical Score will be adjudicated as the Successful Bidder.

3.7 Issue of Letter of Award by the Transport Department

The Transport Department will notify the Successful Bidder by email and by issuance of a Letter of Award (“LOA”) that its Proposal has been accepted.

3.8 Rejection Criteria

- 3.8.1 Besides other conditions and terms highlighted in the tender document, Bids may be rejected under following circumstances.

3.8.2 Pre-qualification Rejection criteria

- (i) Bids submitted without or with improper EMD
- (ii) Bids which do not conform to unconditional validity of the Bid as prescribed in the Tender.
- (iii) Pre-qualification Bid containing commercial details.
- (iv) If the information provided by the Bidder is found to be incorrect misleading at any stage / time during the Tendering process.
- (v) Any effort on the part of a Bidder to influence the Bid evaluation, Bid comparison or contract award decisions.
- (vi) Bids received by Transport Department after the last date prescribed for receipt of Bids.
- (vii) Bids without signature of person (s) duly authorized on required pages of the Bid.
- (viii) Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.
- (ix) Failure to furnish proofs for information provided.

3.8.3 Technical Rejection Criteria

- (i) Technical Bid containing commercial details.
- (ii) Revelation of prices in any form or by any reason before opening the Financial Bid.
- (iii) Failure to furnish all information required by the RFP document or submission of a Bid not substantially responsive to the RFP document in every respect.
- (iv) Failure to furnish proofs for information provided.
- (v) Bidders not quoting for the complete scope of work as indicated in the RFP documents, addendum (if any) and any subsequent information given to the Bidder.
- (vi) Bidders not complying with the Technical and General Terms and conditions as stated in the RFP documents.
- (vii) The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with the scope of work and SLA of this RFP.
- (viii) If the Bid does not confirm to the timelines indicated in the Bid.

3.8.4 Financial Rejection Criteria

- (i) Incomplete Price Bid.
- (ii) Price Bid that does not conform to the RFP’s Price Bid format.
- (iii) Total price quoted by the Bidder does not include all statutory taxes and levies applicable.

3.9 Acceptance of Letter of Award and Execution of the Services Agreement

- 3.9.1 Within 2 (two) weeks from the date of issue of the Letter of Award, the Successful Bidder shall sign the Letter of Award signifying its consent to the terms and conditions specified therein and return the signed copy of the same to the Transport Department. The Successful Bidder shall execute the Services Agreement for the Project, within 30 (thirty) days of the issue of LOA or within such further time as Transport Department may agree to in its sole discretion.
- 3.9.2 The successful bidder has to submit a performance bank guarantee which will be 10% of the total contract value. The details will be notified as part of draft service agreement to be finalised by the Transport Department. The successful bidder shall submit performance bank guarantee of the 10% of the bid amount in favour of Transport Commissioner, Government of Andhra Pradesh along with execution of the service agreement for the project.

3.10 Income Tax Liability

The Bidder will have to bear all Income Tax liability both corporate and personal tax.

3.11 Concessions permissible under statutes

- 3.11.1 Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under any act, failing which it will have to bear extra cost where Bidder does not avail concessional rates of levies like customs duty, excise duty, sales tax etc. Transport Department will not take any responsibility towards this. However, Transport Department may provide necessary assistance, wherever possible, in this regard.

4 FRAUD AND CORRUPT PRACTICES

- 4.1 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process and subsequent to the issue of the LOA and during the subsistence of the Services Agreement. Notwithstanding anything to the contrary contained herein, or in the LOA or the Services Agreement, the Transport Department may reject a Proposal, withdraw the LOA, or terminate the Services Agreement, as the case may be, without being liable in any manner whatsoever to the Bidder or the Service Provider, as the case may be, if the Transport Department determines that the Bidder or the Service Provider, as the case may be, has directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the bidding process. In such an event, the Transport Department shall be entitled to encash and appropriate the Bid Security or Performance Security, as the case may be, as damages, without prejudice to any other right or remedy that may be available to the Transport Department under the Bidding Documents and/or the Services Agreement, or otherwise.
- 4.2 Without prejudice to the rights of the Transport Department under Clause 4.1 hereinabove and the rights and remedies which the Transport Department may have under the LOA or the Services Agreement, or otherwise, if a Bidder or the Service Provider, as the case may be, is found by the Transport Department to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the bidding process, or after the issue of the LOA or the execution of the Services Agreement, such Bidder or the Service Provider, as the case may be, shall not be eligible to participate in any tender or RFP issued by the Transport Department during a period of 2 (two) years from the date such Bidder or the Service Provider, as the case may be, is found by the Transport Department to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be.
- 4.3 For the purposes of this Clause 4, the following terms shall have the meaning hereinafter respectively assigned to them:
- (a) “**corrupt practice**” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Transport Department who is or has been associated in any manner, directly or indirectly, with the bidding process or the LOA or has dealt with matters concerning the Services Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of 1 (one) year from the date such official resigns or retires from or otherwise ceases to be in the service of the Transport Department, shall be deemed to constitute influencing the actions of a person connected with the bidding process); or (ii) save and except as permitted under this RFP, engaging in any manner whatsoever, whether during the bidding process or after the issue of the LOA or after the execution of the Services Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Services Agreement,

who at any time has been or is a legal, financial or technical adviser of the Transport Department in relation to any matter concerning the Project;

- (b) “**fraudulent practice**” means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding process;
- (c) “**coercive practice**” means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the bidding process;
- (d) “**undesirable practice**” means (i) establishing contact with any person connected with or employed or engaged by the Transport Department with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the bidding process; or (ii) having a Conflict Of Interest; and
- (e) “**restrictive practice**” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the bidding process.

5 MISCELLANEOUS

- 5.1 The bidding process shall be governed by, and construed in accordance with, the laws of India and the Courts at Vijayawada shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the bidding process.
- 5.2 The Transport Department, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
- (a) suspend and/ or cancel the bidding process and/or amend and/or supplement the bidding process or modify the dates or other terms and conditions relating thereto;
 - (b) consult with any Bidder in order to receive clarification or further information;
 - (c) retain any information and/or evidence submitted to the Transport Department by, on behalf of, and/ or in relation to any Bidder; and/or
 - (d) independently verify, disqualify, reject and/ or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- 5.3 It shall be deemed that by submitting the Proposal, the Bidder agrees and releases the Transport Department, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection with the bidding process and waives, to the fullest extent permitted by applicable laws, any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future.

Annexure – A
Requirements for hosting of Web Application

S No	Applicati on Role	Availabili ty	Deploym ent Class (Dev/QA/ Prod/DR)	Softare platform	Instances	No of CPU cores	Minimum RAM	Local Disk (in Additiona l Storage (NFS/CIF	
1	Web Front end	Auto-Scale	Production	LAMP/PH P	2	8	28 GB	200	
2	Database	Active- Active	Production	MySQL	2	8	56G B	200	2 TB
3	File Storage	Replicatio n	Production	NFS/CIFS	1				16 TB
4	Monitoring	no-HA	Common						
5	Web Front end	Auto-Scale	DR	LAMP/PH P	1	8	28 GB	200	
6	Database		DR	MySQL	1	8	56 GB	200	2 TB
7	File Storage	Replicatio n	DR	NFS/CIFS	1				16 TB
8	Load Balancer		Production	Software Load Balancer					
9	Back-UP services		Production /DR	Backup provides by CSP or 3rd party software	All the producti on and DR instance s				
10	Management Server		Production	For firewall, Backup and any additional services being proposed by bidder	As per bidder solution				

ANNEXURE B

Service Level Agreements (SLAs) and related Damages

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be expected from the Cloud Solution provider (hereinafter referred to as bidder) towards the SERP during the implementation and its subsequent support for the project period

Definitions

For the purpose of this SLA, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

1. **“Incident”** refers to any event / abnormalities in the functioning of the Cloud Enablement components in Cloud Service Provider’s Data Centre / specified services that may lead to disruption in normal operations of the Cloud based services

2. **“Support”** shall mean the 24x7 support which shall handle patch updates, upgrades Fault Reporting, Trouble Ticketing, and resolution of related enquiries during this contract. Interactive remote diagnostic support shall also be there, allowing technical support engineers to troubleshoot an incident securely through a browser-based remote control feature.

3. **Availability** shall mean the time for which the services offered are available for conducting operations from the equipment / solution hosted on Cloud. Availability percentage is measured as **Availability %age** = $\{(Agreed\ Service\ Time - Down\ Time) / (Agreed\ Service\ time) * (100\%)$

4. **Scheduled Maintenance Time / Scheduled downtime** shall mean the time that the System is not in service due to a scheduled work. Scheduled maintenance time is planned downtime with the prior permission of the designated officer of Transport Department.

5. **Scheduled operation time** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications hosted on cloud will be 24x7x365. **Downtime** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time.

6. **Subsystem Downtime** shall mean the downtime observed in major components of the cloud infrastructure. E.g. in Cloud Network or Virtualization Layer or Storage, Virtual Operating Systems etc. will be the major components in cloud solution. The amount (%) that the subsystem contributes to the mission of the Total System **Total System Downtime** shall be defined as the sum of the downtimes of each functional sub-system in as much as that subsystem contributes to the mission of the Total System. The average downtime of the all subsystems will be calculated by following formula: **Subsystem Downtime= (Downtime Subsystem A + Downtime Subsystem B + Downtime Subsystem N) / Total Subsystems.**

7. **“Response time”** is defined as the time between receipt of the incident by support team and its logging / generation of ticket on the system

8. **“Resolution Time”** shall mean the time taken (after the incident has been reported to the support team) till resolution. The severity parameters have been defined below:

The severity would be as follows:

a. **Critical:** In case more than 1 physical server are down threatening business continuity (VMs on the physical server are not accessible and not working and Multiple Clients are affected) which is attributable to the Cloud Solution implemented by the Cloud Service Provider, it shall be considered as a Critical incident.

b. **High:** In case 1 physical server is down causing high impact on business operations (VMs on physical server are not accessible/not working (few clients are affected) which is attributable to the cloud solution implemented by the Cloud Service Provider.

c. **Medium:** In case an essential functionality of the Cloud solution (like VM availability) becomes unavailable in the Live Cloud Service Provider’s environment which is not actually hampering the live services of the Cloud but may impact the services if not attended immediately will be termed as medium.

- d. **Low:** The incidents would be termed as low, which does not have any significant impact on the Cloud service delivery (little or no impact on business entity), eg:
- i. A minor problem or question that does not affect the software function,
 - ii. An error in software product Documentation that has no significant effect on operations; or
 - iii. A suggestion for new features or software product enhancement.

5.2 Planned Downtime

Planned downtime shall mean any time when the cloud based services from the service provider are unavailable because of Urgent Maintenance activities and any other scheduled maintenance or upgrade activities that may or may not be periodic. The planned downtime must be notified to the State at least **48 hours** in advance.

Urgent Maintenance activities are maintenance activities required by application or systems that cannot be postponed until the next available or convenient maintenance window, and may include but not limited to restarting applications, rebooting servers, applying patches or fixes, reconfiguring, reloading data etc.

The SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The bidder shall ensure provisioning of all required services, while monitoring the performance of the same, to effectively comply with the performance levels mentioned below. The services provided by the bidder shall be reviewed by the Transport Department, which will

1. Regularly check performance of the bidder against this SLA
2. Discuss escalated problems, new issues and matters still outstanding for resolution.
3. Review statistics related to rectification of outstanding faults and agreed changes.
4. Obtain suggestions for changes to improve the service levels.

The SLAs have been logically segregated in the following categories:

1. Implementation Service Related Levels.
2. Helpdesk Service Related Levels
3. Compliance and Reporting Service Levels
4. IT Infrastructure Related Service Levels
5. Cloud Services Related Service Levels

The targets shown in the following tables are mapped with the requirements specified for Cloud Enablement components for Transport Department, as a part of support for the Cloud Infrastructure; it is the responsibility of the bidder to maintain the same SLAs which can be extended to Transport Department.

Table – I - Implementation Service Levels

#	Service Category	Target	Penalty
1.	Team mobilization, Preparation of Project Plan, Kick- off meeting, enablement of cloud infrastructure installation and commissioning	One week from the date of signing of contract	Penalties will be applicable after one week. If the work is still not completed. Work completion shall be considered on the date of submission of all documents, and submission of all applicable reports as mentioned in the Contract. A penalty of 1% per week for first week, 2%

			per week for every subsequent week subject to a maximum of 10%, Penalty will be computed on the final value of contract between Transport Department and bidder.
2.	Final Acceptance Test (FAT)	2 weeks from the commencement completion of commissioning.	Penalties applicable after 2 weeks from the completion of commissioning. Work completion shall be considered on the date of submission of all documents, and submission of all applicable reports as mentioned in the Contract. A penalty of 1% per week for first week, 2% per week for every subsequent week subject to a maximum of 100%, Penalty will be computed on the final value of contract between Transport Department and bidder.

Table – II - Help Desk Services Levels

Time in which a complaint / query is resolved after it has been responded to by the IT service management.

Severity of Incident	Resolution time	Penalty
Critical	T=0.5 hrs	No Penalty
	T1=T+1hours, if the resolution time is between T and T1	Rs. 1000
	T2=T1+2, if the resolution time is between T1 and T2	Rs. 5000
	>T4	Rs. 10000
High	T3 = T + 0.5 hrs	Rs.500
	T4 = T3 + 2.5 hrs, if the resolution time is between T3 and T4	Rs.2500
	>T5	Rs.5000
Medium	< 2 hours from time of incident logged.	Rs.250
	>2 Hours and 4 Hours	Rs.500
	>4 Hours	Rs. 1000

Note: The Severity of the Calls will be dependent on the Severity explained in this section as above. The response time for all Types of Help Desk services incidents shall be less than 15 min. Above SLA is for the both the Hardware and Software running on equipment bought by the bidder. The equipment and all the associated services with the same will constitute as a part of this SLA.

Table – III - IT Infrastructure Related Service Levels

Following outlines, the service level indicators & and the target performance levels to be maintained by the Agency during the contract period. These SLAs shall be strictly imposed and a third party audit/certification agency shall be deployed for certifying the performance of the Agency against the target performance metrics as outlined in the table below:

IT infrastructure related Service Levels

S. No.	Measurement	Target	Severity	Penalty
1.	Server Availability (including the Hypervisor, VM and OS running on it)	99.995% of above	Critical	99.25% -- 99.995% 98.75% - 99.995% -Rs. 25000 Subsequently, every 0.5% drop in SLA criteria –Rs.10000 The penalty shall be capped to Rs. 100000/-

Table – 4 - Cloud Services related Service Levels

Following outlines, the service level indicators & and the target performance levels to be maintained by the Agency during the contract period. These SLAs shall be strictly imposed and a third party audit/certification agency shall be deployed for certifying the performance of the Agency against the target performance metrics as outlined in the table below

S.No.	Measurement	Target	Severity	Penalty
1.	Provisioning and De-provisioning of Virtual Machines	Within 15 Minutes After the approval of the request by the concerned Authority	<u>Medium</u>	0.5 of the QGR for every 1 hours of delay beyond the target time. To the maximum capping of 5 hrs. Beyond 5 hours, 1% of the QGR for every 1 hour.
2.	Uptime of Virtual Machines	99.749%	<u>High</u>	99.25% - 99.749% - 1% of QGR 98.75% - 99.25% of QGR Subsequently, every 0.5% drop in SLA criteria – 2% of QGR
3.	Uptime of Cloud Solution including the individual Cloud Solution Midules as specified in the FRS and are mentioned in table below	99.749%	<u>Critical</u>	99.25% - 99.749% - 1% of QGR 98.75% - 99.25% - 2% of QGR Subsequently, every 0.5% drop in SLA criteria -2% of QGR

S.No	Parameter	Target	Measurement Method
1	Overall Cloud Solution Availability	99.749%	Overall Cloud Solution Availability will be measured by following formula: Availability %age= {(Agreed Service Time – Subsystem Down Time)/(Agreed Service time)*(100%). ** Scheduled downtime will be excluded.
2	Cloud Network Availability	99.749%	The component availability will be measured by following formula: Component Availability %age={ (Agreed Service Time for the

			component – ndown Time of the component)/(Agreed Service time for the component)*(100%)
3	Cloud Virtualization Layer Availability	99.749%	The component availability will be measured by following formula: Component Availability %age={ (Agreed Service Time for the component – down time of the component)/(Agreed Service time for the component)*(100%)
4	Cloud Storage Availability	99.749%	The component availability will be measured by following formula: Component Availability %age = {(Agreed Service Time for the component – Down Time of the component) / Agreed Service time for the component)*(100%)
5	Virtual Operating System Availability	99.749%	The component availability will lbe measured by following formula: Component Availability %age = { Agreed Service Time for the component – Down Time of the component) / Agreed Service time for the component)*(100%)
6	Cloud Orchestration layer availability	99.749%	The component availability will lbe measured by following formula: Component Availability %age = { Agreed Service Time for the component – Down Time of the component) / Agreed Service time for the component)*(100%)
7	Cloud Security layer availability	99.749%	The component availability will lbe measured by following formula: Component Availability %age = { Agreed Service Time for the component – Down Time of the component) / Agreed Service time for the component)*(100%)

SLA Compliance Review Process

The bidder has to submit all the reports pertaining to SLA Review process along with the monthly invoice (to be submitted on or before 10th of every month).

All the reports must be made available to Transport Department, as and when the report is generated or as and when asked by the competent authority.

SLA may be revised after every 1 year with mutually acceptable terms between bidder and the Transport Department.

Reporting Requirements

The reports that need to be generated at a regular basis by the bidder have been enlisted along with schedule. These daily reports shall be submitted to the person nominated by the Transport Department through email as per the following schedule and all the hard copies of reports should be submitted along with the invoice of the respective month.

Sl. No	Report Name	Report Type	Frequency
1	Backup & Restore Report	Report	Monthly
2	Critical Incident Report	Report/MIS	Daily / Monthly
3	Server Utilization and Uptime Report	Report/MIS	Daily / Monthly
4	Network performance monitoring Report	Report/MIS	Daily / Monthly
5	Incidents and resolution Report	Report/MIS	Daily / Monthly
6	Storage Infrastructure checklist, Uptime and Performance Report	Report	Monthly
7	Project Status Report	Report	Weekly
8	Service Call Issue Wise Analysis Report	MIS	Monthly
9	Software License Inventory Report	MIS	Monthly
10	Report on critical production system Availability, Performance and Capacity Usage	MIS	Monthly
11	Report on installation and compliance of Software	MIS	Monthly
12	Firewall report	Report/MIS	Daily / Monthly

ANNEXURE C

The Power Of Attorney for Signing the Proposal

[To be executed on stamp paper of appropriate value.]

Know all ye men by these presents, we, (*name of the Bidder and address of the registered office*) do hereby irrevocably constitute, nominate, appoint and authorise Mr. / Ms. (*name of the attorney*), son/daughter/wife of and presently residing at, who is presently employed with us and holding the position of, as our true and lawful attorney (hereinafter referred to as the “**Attorney**”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for **Cloud Service Provider for hosting Web Application of Transport Department** incidental thereto, in the manner specified in the Bidding Documents, for the Transport Department of the State of Andhra Pradesh (“**Project**”) proposed by the Transport Department, Government of Andhra Pradesh (the “**Transport Department**”) including but not limited to signing and submission of all applications, Proposals and other documents and writings, participate in Bidders’ and other conferences and providing information / responses to the Transport Department as per the Bidding Documents including the RFP dated 08-01-2016, representing us in all matters before the Transport Department, signing and execution of all contracts in connection with the Project and undertakings consequent to acceptance of our Proposal, and generally dealing with the Transport Department in all matters in connection with or relating to or arising out of our Proposal for the said Project and/or upon award thereof to us and/or till the entering into of the Services Agreement with the Transport Department;

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAS EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 2016.

For.....

(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

Accepted

Notarised

(Signature, name, designation and address of the Attorney)

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 when it is so required, the same should be under common seal affixed in accordance with the required procedure.*

Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

ANNEXURE D

This section provides the outline, content and the formats that the Bidders are required to follow in the preparation of the Pre-Qualification Bid

(On the Letterhead of the Bidder)

To:

The Commissioner
Transport Department
Government of Andhra Pradesh,
Dr. Baba Saheb Ambedkar Building
Khairatabad, Hyderabad – 500004

Sir,

Subject: Appointment of Cloud Service Provider for hosting Web Application of Transport Department.

Reference: Tender No: 1846, dated: 11.05.2016

** ** **

We, the undersigned Bidders, having read and examined in detail all the Tender documents do hereby propose to provide the services as specified in the Tender document number **[1846]**, Dated: **11.05.2016** along with the following:

a. Earnest Money Deposit

(EMD)

We have paid an EMD of Rs. _____/- (Rupees _____ only). This EMD is liable to be forfeited in accordance with the provisions of the (Section No:) General Conditions of the Contract.

b. Contract Performance Guarantee Bond

We hereby declare that in case the contract is awarded to us, we shall submit the Contract Performance Guarantee Bond in the form prescribed in Annexure [] - Proforma and as per [Section No:] General Conditions of Contract.

Our correspondence details with regard to this Proposal are

#	Information	Details
1.	Name of the Contact Person	
2.	Address of the Contact person	
3.	Name, designation and contact, address of the person to whom, all references shall be made, regarding this Proposal	
4.	Telephone number of the contact person	
5.	Mobile number of the contact person	
6.	Fax number of the contact person	
7.	Email ID of the contact person	
8.	Corporate website URL	

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading in any manner, we are liable to be dismissed from the selection process or will lead to the termination of our engagement during the implementation of the Project.

We hereby declare that our Bid is made in good faith, without collusion or fraud and the information contained in the Bid is true and correct to the best of our knowledge and belief.

We understand that our Bid is binding on us and that you are not bound to accept a Bid you receive.

Thanking you,

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location

Date]

ANNEXURE E

Format of the Letter of Commitment

(On the Letterhead of the Bidder)

Date: [●]

To:

The Commissioner
Transport Department
Government of Andhra Pradesh,
Dr. Baba Saheb Ambedkar Building
Khairatabad, Hyderabad – 500004

Re: Appointment of Cloud Service Provider for hosting Web Application of Transport Department.

Sir,

This has reference to the Proposal being submitted by _____ (*name of the Bidder*) in respect of the Project.

We hereby acknowledge and confirm the following:

We, _____, have examined in detail and have understood and satisfied ourselves regarding the requirements of the Project, including in respect of the following:-

- (a) The Request for Proposal issued by the Transport Department; and
- (b) All subsequent written communications issued by the Transport Department to the Bidders.

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and I am, therefore, competent to make this declaration.

Thanking you,

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location

Date]

ANNEXURE F

Format of the Anti-Collusion Certificate

(On the Letterhead of the Bidder)

Date: [●]

To:

The Commissioner
Transport Department
Government of Andhra Pradesh,
Dr. Baba Saheb Ambedkar Building
Khairatabad, Hyderabad – 500004

We hereby acknowledge, certify and confirm that in the preparation and submission of our Proposal for Appointment of Cloud Service Provider for hosting Web Application of Transport Department incidental thereto, in the manner specified in the Bidding Documents, for the Transport Department of the State of Andhra Pradesh (“**Project**”), we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as illegal, corrupt or anti-competitive or jeopardize our ability to implement the Project in accordance with the Bidding Documents and/or applicable law.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with our Proposal in respect of the Project.

Dated this _____ Day of _____, 2016

(Name of the Bidder)

(Signature of the Authorised Person)

Name:

Designation:

[Please specify the name and designation of the Authorised Person]

ANNEXURE G

Format of the Bank Guarantee for Bid Security

Dated: [●]

Bank Guarantee No.:

1. In consideration of you, the Transport Department, Government of Andhra Pradesh, having its office at Dr. Baba Saheb Ambedkar Building Khairatabad, Hyderabad – 500004, (hereinafter referred to as the “**Transport Department**”, which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the Proposal of (a company registered under the Companies Act, 1956) and having its registered office at (hereinafter referred to as the “**Bidder**” which expression shall unless it be repugnant to the subject or context thereof include its/their executors, administrators, successors and assigns), Appointment of Cloud Service Provider for hosting Web Application of Transport Department incidental thereto, in the manner specified in the Bidding Documents, for the Transport Department of the State of Andhra Pradesh (“**Project**”) pursuant to the RFP dated 08-01-2016 issued in respect of the Project and other related documents including without limitation the draft services agreement (hereinafter collectively referred to as “**Bidding Documents**”), we [(Name of the Bank)] having our registered office at and one of its branches at (hereinafter referred to as the “**Bank**”), at the request of the Bidder, do hereby in terms of Clause 2.1.5 read with Clause 2.4 of the RFP, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the Bidding Documents (including the RFP) by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Transport Department an amount of Rs. 1,00,000/- (Rupees One Lakh only) (hereinafter referred to as the “**Guarantee**”) as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder fails to fulfil or comply with all or any of the terms and conditions contained in the said Bidding Documents.
2. Any such written demand made by the Transport Department stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive and binding on the Bank.
3. We, the [please insert details of the bank issuing this bank guarantee] (hereinafter referred to as the “**Bank**”), do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Transport Department is disputed by the Bidder or not, merely on the first demand from the

Transport Department stating that the amount claimed is due to the Transport Department by reason of failure of the Bidder to fulfil and comply with the terms and conditions contained in the Bidding Documents including failure of the said Bidder to keep its Proposal open during the Proposal Validity Period as set forth in the said Bidding Documents for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs. 1,00,000/- (Rupees One Lakh only).

4. This Guarantee shall be irrevocable and remain in full force for a period of 180 (one hundred and eighty) days from the Due Date or for such extended period as may be mutually agreed between the Transport Department and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.
5. We, the Bank, further agree that the Transport Department shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents including, *inter alia*, the failure of the Bidder to keep its Proposal open during the Proposal Validity Period set forth in the said Bidding Documents, and the decision of the Transport Department that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Transport Department and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.
6. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.
7. In order to give full effect to this Guarantee, the Transport Department shall be entitled to treat the Bank as the principal debtor. The Transport Department shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said Bidding Documents or to extend time for submission of the Bids or the Proposal Validity Period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Transport Department, and the Bank shall not be released from its liability under these presents by any exercise by the Transport Department of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Transport Department or any indulgence by the Transport Department to the said Bidder or by any change in the constitution of the Transport Department or its successor entity or any other matter or

thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.

8. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
9. We undertake to make the payment on receipt of your notice of claim on us addressed to [*name of Bank along with branch address*] and delivered at our above branch which shall be deemed to have been duly authorised to receive the said notice of claim.
10. It shall not be necessary for the Transport Department to proceed against the said Bidder before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Transport Department may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealised.
11. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Transport Department in writing.
12. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorised and has full power to execute this Guarantee for and on behalf of the Bank.
13. For the avoidance of doubt, the Bank's liability under this Guarantee shall be restricted to Rs. 1,00,000/- (Rupees One Lakh only). The Bank shall be liable to pay the said amount or any part thereof only if the Transport Department serves a written claim on the Bank in accordance with paragraph 9 hereof, on or before [●] (*indicate date falling on the 180th day after the Due Date*).

Signed and Delivered by Bank

By the hand of Mr./Ms, its and authorised official.

(Signature of the Authorised Signatory)

(Official Seal)

ANNEXURE H

Format of the Self Certificate of Completion (Certified by the Statutory Auditor)

[On the letterhead of the Bidder]

A. Completed Projects during the last five years (extra rows may be added if required):

#	Name of the Client	Date of start of Project	Date of Completion of Project	Description of Project	Website Address of the Client	Cost of the Project in Indian Rupees

B. Ongoing Projects during the last five years (extra rows may be added if required):

#	Name of the Client	Date of start of Project	Date of Completion of Project	Description of Project	Website Address of the Client	Cost of the Project in Indian Rupees

[Please affix the signature of the authorized signatory of the Bidder and the statutory auditor of the Bidder with name, designation, seal and date]

ANNEXURE I

Format of the extracts from the audited Balance sheet and Profit & Loss Account

[On the letterhead of the Bidder]

Annual turnover details of the Bidder from *[insert relevant details]*

#	Financial Year	Turnover in Indian Rupees
A	2014– 2015	
B	2015– 2016	
Aggregate Annual Turnover (A+B)		

[Extra rows may be added, if required]

**Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the above mentioned financial years shall submit as supporting evidence.*

- 1. Please affix the signature of the authorized signatory of the Bidder with name, designation, seal and date here.**
- 2. Please affix the signature of the authorized signatory of the statutory auditor of the Bidder with name, designation, seal and date here.**

Note: IT related activities/ services should mean projects involving development of software, end to end Integrated IT Software Implementation, system integration, supply of hardware, provisioning hosting & maintenance services, providing networking support, providing operational and maintenance services for integrated IT software and IT infrastructure.

ANNEXURE J

Format of the completion certificate from the client

[On the letterhead of the client]

General Information	
Name of the project	
Client for which the project was executed	
Name, address and contact details of the client	
Project Details	
Description of the Project	
Scope of services	
Service levels being offered/Quality of Service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the Bidder	
Duration of the project (Number of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work order	

Signature:

Name of the Authorized signatory:

Company seal:

Date:

ANNEXURE K

Contents of the Technical Proposal

Note to Bidders: Bidders are required to present sound, complete, and competent technical and functional architecture solution and are expected to address the various technical / functional parameters mentioned in the RFP document in their proposed solution. Bidders should also include the Bill of Materials (wherever applicable) for all the software and hardware components, products and tools that are proposed for Cloud Service Provider for hosting Web Application of Transport Department.

The Bidder shall submit the following documents / information as part of the Technical Proposal:

1. The Bidder shall submit the Letter of Technical Proposal as specified in **Appendix K1** hereto to this **Annexure K**.
2. The Bidder shall submit the documents mentioned in the “Documents to be submitted by the Bidder” column in the table below along with support documents and drawings, if any. The contents of such document should include all the contents specified in the “Contents to be included” column in the table below.

S.No.	Evaluation Criteria	Points to be included	To be submitted
1			
A	No. of years in Cloud Implementation / data centre (either IaaS / PaaS / SaaS)		Proof of establishment with Name of the Location.
B	Experience of working on Cloud Services Projects for Government Note: Please provide work order / testimonial / project completion certificate from the client for all the stated project		Appendix K2 to be filled
C	Bidder's Experience in implementation of various OEM Cloud Technologies.		Appendix K3 to be submitted
D	Certification	(i) Tier III and above Data Centre Certification from the third party (ii) ISO 9001:2008 specifying requirements for a quality management system (iii) ISO/IEC 27001:2013 for Information	Please provide copy of the Certification from the authorised authority.

		<p>Security Management System</p> <p>(iv) ISO/IEC 20000-1:2011 for service management system (SMS) standard</p> <p>(v) SOC 1 & SOC 2 for complaint</p>	<p>Certificate should be valid at the time of evaluation.</p>
E	Human Resources	The bidder should have, on its rolls, at least 5 resources with valid Cloud related certifications.	Appendix K4 to be filled
2			
A	Solution Design and Cloud Architecture	<p>The bidder shall submit a Technical document in the proposal to the Transport Department with all the requirements to be fulfilled for ensuring smooth operations. The requirements may include:</p> <ul style="list-style-type: none"> i. Cloud platform architecture ii. Deployment Architecture iii. Security Architecture iv. Activities for one year v. Backup Plan vi. Disaster Recovery Plan vii. Business Continuity Policy viii. Details of End of Business operations process ix. Details of Data Disposal Process x. Networking Components details like features, throughput details etc. xi. Storage details like IOPs, Raid details, Rpm etc. xii. Firewall details including features like IPS, IDS, Web filtering, Monitoring, alerting, reporting etc. xiii. VM details xiv. Connectivity details like internet bandwidth, VPN details, encryption details xv. Access provisioning details xvi. High Availability details 	A Note should be submitted
C	Compliance to the proposed BOM and specification	Specification and BOM proposed in RFP	A Note should be submitted

3	Implementation Approach & Methodology		
A	Project Understanding A Brief Note should be submitted.	The proposal should address each work area in sufficient detail to demonstrate a clear understanding of the statement of work, including operations and maintenance phase. The following parameters will be examined for evaluation:- <ul style="list-style-type: none"> • Clarity and depth of understanding of the project's objectives, scope of work. • Requirements and goal set forth in the scope of work. 	A Note should be submitted
E	Exit Management	Methodology for Exit Management. Following parameters shall be considered for evaluation:- <ul style="list-style-type: none"> • Comprehensiveness & Completeness of the plan • Suitability of the plan to the UT requirements 	A Note should be submitted

3. The Bidder should also submit a compliance sheet listing out all the documents submitted by the Bidder as part of the Technical Proposal and also indicating whether the Bidder has submitted all the documents to be submitted as part of the Technical Proposal.
4. The Bidder should also submit Specifications of the Components and BOM without price details should be submitted as per **Appendix K5**.

APPENDIX K1

Letter of Technical Proposal *[On the letterhead of the Bidder]*

Subject: Submission of the Technical Proposal in accordance with the RFP dated []

Dear Sir,

We, the undersigned, offer to provide the following services in accordance with the RFP/Bidding Documents for Cloud Service Provider for hosting Web Application of Transport Department.

We are hereby submitting our Technical Proposal in this regard.

We hereby declare that all the information and statements made in this Technical Proposal 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 Bidding Documents including the RFP dated [] issued by the Transport Department. We would hold the terms of our Proposal valid for 180 (one hundred and eighty) days or any extension thereof as stipulated in the RFP.

We understand you are not bound to accept any Proposal including Technical Proposal you receive.

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location

Date]

APPENDIX K2
Bidder's Experience in Cloud Solution

Criteria	Sl.No.	Name of the Client	Project Cost	Year of Execution	Details of testimonial attached
<p>Bidder's experience in commissioning Cloud Solution in India, quantified in terms of number of projects will be evaluated. Setting-up IT infrastructure would mean where the Bidder has procured installed and commissioned Cloud Infrastructure (Hardware & Software). Only Project cost greater than Rs.2 Lakhs and set up as per the contract in the last 3 financial years will be considered.</p> <p>Bidder with maximum number of Projects (maximum capped to 5 Projects) shall be awarded full 15 (1 Project – 3 Marks) marks and the others shall be awarded marks on relative (pro-rata) basis.</p>	1				
	2				
	3				
	4				
	5				

APPENDIX K3

Bidder's Experience in different OEM technologies

Criteria	Sl.No.	Name of the Client	Cloud Technology implemented	Year of Execution	Final Score
<p>Bidder's experience in commissioning Cloud Solution in India, quantified in terms of number of different technology implementation (different OEMs) shall be evaluated.</p> <p>Bidder with maximum number of technology implementation (capped to maximum of 5 different Cloud solution technology shall be awarded full marks (1 OEM technology = 2 mark) and others shall be awarded marks on a pro-rata basis.</p>	1				
	2				
	3				
	4				
	5				

Note: OEM to give Proof of establishment with Name of the Location.

Appendix K4

Human Resources with Cloud Certifications

Criteria	Sl.No.	Name of the resource (minimum 5)	Cloud Certifications	Year of certification	Final Score
The Bidder should have, on its rolls, at least 5 resources with valid cloud related certifications. Bidder with maximum resources would be awarded the maximum marks. Other bidders would be awarded on a pro-rata basis. Bidders with no such resources/less than 5 such resources would be awarded 0 (zero) marks. Valid HR certificate of bidder's organization to be attached.	1				
	2				
	3				
	4				
	5				

Appendix K5

Specifications of the Components (BOM)

Sl.No.	Components	Quantity	Detailed description

Note: The detailed specifications provided shall also be accompanied by their data sheets for that particular make and model.

ANNEXURE L

Format of the Financial Proposal

Covering Letter to the Financial Proposal

[On the letterhead of the Bidder]

Subject: Submission of the Financial Proposal in accordance with the RFP dated 08-01-2016

Dear Sir,

We, the undersigned, offer to provide the following services in accordance with the RFP/Bidding Documents for Cloud Service Provider for hosting Web Application of Transport Department.

Our attached Financial Proposal is for the sum of *[specify the amount in words and figures]* (“**Bid Price**”). This amount is inclusive of the all applicable taxes.

1. PRICE AND VALIDITY

- 1.1 All the prices mentioned in the Financial Proposal are in accordance with the terms as specified in the Bidding Documents. All the prices and other terms and conditions of this Financial Proposal are valid for a period of 180 (one hundred and eighty)calendar days from the Due Date or any extension thereof as stipulated in the RFP.
- 1.2 We hereby confirm that the Bid Price includes all applicable taxes. However, all the taxes are quoted separately under relevant sections.
- 1.3 We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

- 2.1 We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of paymentas well as for price adjustment in case of any increase to / decrease from the scope of work under thecontract.
- 2.2 We declare that all the services shall be performed strictly in accordance with the BiddingDocuments.

3. PROPOSALPRICING

We further confirm that the prices stated in our Financial Proposal are in accordance with the Bidding Documents.

4. **QUALIFYING DATA**

We confirm having submitted the information as required by you in accordance with the Bidding Documents. In case you require any other further information/documentary proof in this regard before evaluation of our Proposal, we agree to furnish the same in time to your satisfaction.

5. **BID PRICE**

We declare that our Bid Price quoted in the Financial Proposal is for the entire scope of the work as specified in the RFP.

6. **OTHERS**

6.1 We understand you are not bound to accept any Proposal you receive.

6.2 We hereby declare that our Financial Proposal is made in good faith, without collusion or fraud and the information contained in the Financial Proposal is true and correct to the best of our knowledge and belief.

6.3 We understand that our Proposal including the Financial Proposal is binding on us and that you are not bound to accept any Proposal you receive.

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location]

Financial Proposal

[On the letterhead of the Bidder]

#	Item	Unit Price	Quantity.	Total Amount in Rs. (INR)
1	Cloud Service Provider for hosting Web Application of Transport Department			
Total One Year Payment (INR) (Excl Taxes)				
Service Tax – 14.50%				
CST – 5.5%				
Total One Year payment (INR) incl taxes				

BOM with Pricing**(Split individual components and price for reference of increasing decreasing requirement)**

Sl.No.	Service Type	Description	Quantity	Amount per year	
1.	Web Frontend servers (Linux)	Type 4 - 8 core VM	6		
2.	Database servers (Linux - MySQL)	Type 4-8 Core	4		
3.	Storage for VM (OS, Programs, Logs etc. for Web and DB Servers	Distributed among servers - 200 GB per server SSD with Raid 10	2000 GB		
4.	Storage for Transactions for VM & DB servers and for storage documents	Database - 1TB per server with Raid 10	2 TB usable space with incremental of 1 TB		
5.	Storage for Documents	File System Access required	8 TB usable space with incremental of 3 TB		
6.	SSL Certificates	Required for all Web servers	6 No.		
7.	Data Transfer charges	Inbound / outbound Use assumptions for pricing			
8.	VPN Gateway	Use Assumptions for pricing			
9.	Load Balancer Service	Use Assumptions for pricing It should be 1 GBps throughput or higher			
10.	Firewall security along with IPS, IDS, Web filtering and Url filtering etc.	With 1GBps throughput or higher			
11.	Tape Library	Back up policy will be shared later to the successful bidder. Back up will be required for all servers.			
12.	Public IPs		As actual		
13.	Anti-virus	Anti-virus software for all servers			
14.	Router	Should have 10 times higher throughput			

		than the band width provided with high availability			
15.	Switch	L2/L3 or higher			

Note: The above prices should be inclusive of all taxes and for 1 year.

Assumptions

Past transaction statistics provide us a reasonable guidance on following assumptions:

A. Number of Employees: 1500

B. Number of Dealers : 1500

C. Citizen Access: 5000 equivalent

D. Transactions Per year:

E. Average Content Size of Transaction: 5 MB

F. Hours of Operation: 6 hrs

G. Days of Operation: 300 days

Each user will have on average 1 desktops, 1 mobile device and uses a web browser to connect to the APRTA system. The desktop clients are on 6 hours a day, mobile devices connect on average every 15 minutes during the work day. - Mobile devices usually upload and download on average 4-8 MB file - Desktop devices upload and download max of 10 MB file

ANNEXURE – M

Format Declaration Regarding Clean Track Record

(On the Letterhead of the Bidder)

Date: [●]

To:
The Commissioner
Transport Department
Government of Andhra Pradesh,
Dr. Baba Saheb Ambedkar Building
Khairatabad, Hyderabad – 500004

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document No. _____ Dated _____ regarding Appointment of Cloud Service Provider for hosting Web Application of Transport Department for the period of the project.

I hereby declare that my company currently has not been debarred/black listed by any Government / Semi-Government organizations in India. I further certify that I am competent officer in my company to make this declaration.

Thanking you,

Sincerely,

[Bidder's name with seal]

[Authorized Signature (in full and initials)]

Name and Title of Signatory

Address

Location

Date]