



THE INSTITUTE OF COST ACCOUNTANTS OF INDIA

(Statutory body under an Act of Parliament)

3 Institutional Area, Lodhi Road, New Delhi – 110003

Tender for VPS Cloud with daily backup facility

Reference Number: IT/VPS/Website/01

Dated: 13th May 2025

Last Date of submission of bid: **03rd June 2025 upto 3:00 PM**

The Institute of Cost Accountants of India is a statutory body under an Act of Parliament. The Institute imparts education and conducts qualifying examinations for Cost & Management Accountants and regulates & develops the Cost and Management Accounting Profession.

The Institute invites quotation from MeitY Empaneled Cloud Service Providers (whose details are available at <https://www.meity.gov.in>) for hosting icmai.in website on Virtual Private Server (VPS) with daily backup facility.

The quotation should be addressed to Convenor and drop at the tender box available at the Institute ground floor:

The Convenor – Limited Tender Enquiry (LTE)
The Institute of Cost Accountants of India
CMA Bhawan, 3 Institutional Area, Lodhi Road,
New Delhi – 110003

The detailed configuration is as follows:

Component	Configuration Details
Firewall	Redundant multi-cluster active-active SDN-based enterprise solution (1+1 servers, 2 vCPU, 2 GB RAM, 30 GB storage)
Application Server	App server, 32 vCPU, 64 GB RAM, 400 GB boot storage, CentOS
Database Server	Data Base server, 16 vCPU, 32 GB RAM, 400 GB boot storage, MySQL, CentOS
Bandwidth	Bandwidth 1000 Mbps [Internet bandwidth will be of 100 Mbps with unlimited upload and download]
Backup	Backup (800 GB) & Antivirus (Sophos)
Others	Any other services. [Please specify clearly]

* Stands for virtual private server

The payment will be made on a post quarterly basis after receiving of Invoice.



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Pre-qualification criteria for the Bidders

The Eligible bidder should satisfy the above-mentioned criteria and should submit valid documentary evidence for the above-mentioned points:

Sr.	Eligibility Criteria	Eligibility Criterion Documentary Evidence
1	<p>The Bidder should be a legal entity registered in India and in operations before 01.03.2020.</p> <p>The Bidder should be:</p> <p>A company registered under Indian Companies Act, 1956/2013</p> <p style="text-align: center;">OR</p> <p>A partnership firm registered under Indian Partnership Act, 1932</p> <p style="text-align: center;">OR</p> <p>A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008.</p>	<p>Certificate of Registration/ Incorporation under Companies Act 1956/2013 or Partnership Act 1932 or Limited Liability Partnership Act 2008, as the case may be.</p>
2.	<p>The Bidder should have minimum average annual turnover of INR 2 Crores in three Financial Years (FY 2021-22, 2022-23 and 2023-24)</p>	<p>Audited financial statements for three Financial Years (FY 2021-22, 2022-23 and 2023-24).</p> <p>Statutory Auditor's certificate / Chartered Accountant certificate / Cost Accountant certificate clearly specifying the annual turnover for the specified years specifying UDIN No.</p>
3.	<p>The bidder should submit a notarized affidavit on a stamp paper that the bidder's firm has not been blacklisted / debarred / prohibited by any State / Central Government Departments / Organizations.</p>	<p>Notarial affidavit that the bidder's firm has not been blacklisted/ debarred/ prohibited by any Central Government or any state Government or their Agencies in India including PSUs. The notarized affidavit attached by bidder should be of latest date (not more than a month old from the date of publishing of tender).</p>



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4.	The Bidder must have experience of providing Cloud Services to at least three Government (State/Central/PSU) departments in the last five (5) years.	The Copy / Copies of purchase order and satisfactory Delivery challan/ installation report issued by the concerned department/ organization should be attached.
5.	The Bidder should have PAN & valid Active GST IN.	Documentary Proof needs to be submitted.
6.	The Bidders must possess a valid ISO 9001-2008/2015, 27001, 14001 certifications at the time of bidding.	Documentary Proof needs to be submitted.
7.	Meity Empaneled Data Centre only	The Bidder shall provide a copy of the MeitY empanelment letter for the proposed Cloud Service Provider (CSP). If the bidder is an authorized partner of CSP, the submission of Authorization Letter / Partner's Agreement Copy from the respective CSP is mandatory.
8.	The Bidder should have minimum 50 manpower on their Pay Roll	Declaration of the resources on letter head of the bidder.
9.	The bidder is required to submit ITR copies for the last three financial years.	Scanned copies of ITR for the FY 2021-22, 2022-23 and 2023-24 should be submitted along with the bid.

Scope of Work

For migration and deployment of ICMAI online interfaces, ICMAI requires cloud service infrastructure that can support, sustain, and deploy the website. The detailed scope of work is as below:

Cloud Infrastructure Setup and Management: The vendor shall be responsible for designing, configuring, and managing our server infrastructure, including the creation and configuration of virtual servers, storage resources, networking components, and security settings.



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VPC Management (VPN Connections, Route Tables, Subnets. etc): The bidder will handle the management of Virtual Private Cloud (VPC) infrastructure, including VPN connections, route tables, subnets, and other related components.

Application Deployment and Management: The bidder shall handle the deployment and management of our applications on the server. This includes setting up application environments, configuring load balancers, and ensuring high availability and fault tolerance to minimize downtime.

Access Management (IAM and OS): The bidder will handle access management, including Identity and Access Management (IAM) controls and operating system-level user access, ensuring proper authorization and security.

Data Management and Analytics: The bidder shall assist us in effectively managing our data on a cloud server. This involves tasks such as setting up and configuring databases, implementing data storage solutions, ensuring data security and privacy, and enabling data analytics and reporting capabilities.

Data Backup on Demand: The bidder will perform data backups as per ICAI's requirements, allowing them to request backup operations whenever necessary.

Application Recovery/Healing: In the event of application failures or issues, The bidder will provide recovery or healing processes to restore the application to its normal functioning state.

The bidder shall ensure the security of our cloud server environment by implementing robust security measures. This includes designing and implementing access controls, network security configurations, encryption mechanisms, and continuous monitoring to detect and respond to security threats. They shall also assist in achieving and maintaining compliance with industry-specific regulations and standards.

Firewall Management (Security Groups), Network Address Translation (NAT) Access, and Keys: The bidder will manage the configuration and maintenance of firewalls, security groups, network address translation settings, and access keys for secure network communication.

Performance Optimization: The bidder shall be responsible for monitoring and optimizing the performance of our applications and infrastructure on the cloud server. This includes conducting regular performance monitoring, identifying performance bottlenecks, and implementing necessary performance tuning measures to enhance overall efficiency and responsiveness.

Cost Optimization: The bidder shall analyze our server resource usage and provide recommendations to optimize costs. They shall conduct a thorough analysis of resource utilization, right-size instances based on workload requirements, utilize cost-effective storage options, implement cost allocation tags for better cost tracking, and leverage server reserved instances or spot instances to optimize cost efficiency.



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Migration Services: The bidder shall assess our existing infrastructure and applications, develop a migration plan, and execute the migration to the cloud server with minimal disruption to operations and data integrity. Additionally, the bidder should migrate ICMAI internally developed websites mentioned above from the current server infrastructure to the new server infrastructure account.

Monitoring and Alerting: The bidder shall set up proactive monitoring and alerting systems to continuously monitor the performance, availability, and security of our server environment, ensuring prompt detection and response to any issues or threats.

Log Management and Rotation: The bidder will manage logs generated by the system, ensuring proper rotation and maintenance of log files for system monitoring and troubleshooting purposes.

System Failure Response: In the event of system failures, the bidder will respond promptly to diagnose and address the root cause, minimizing downtime and restoring normal operations.

Manual Patching (Pre-release Testing): The bidder will perform manual patching activities, including pre-release testing, to ensure that system updates or security patches are applied safely and effectively.

Imaging on Demand: The bidder will provide imaging services, allowing the customer to request the creation of system images for backup, cloning, or replication purposes.

Application and Database Backup: The bidder will perform backups of applications and databases as per customer requirements, enabling them to request backup operations when needed.

System Restore: The bidder will assist in restoring the system to a previous state of known working configuration in case of issues, data corruption, or other incidents.

Data Confidentiality and Security:

- The bidder will implement appropriate security measures to protect the ICMAI data from unauthorized access, loss, or alteration. This includes but is not limited to encryption, access controls, firewalls, intrusion detection systems, and regular security audits.
- The bidder will comply with all applicable data protection laws and regulations, as required by the nature of ICMAI's data.
- The bidder will maintain strict confidentiality regarding any information accessed during the provision of services and will not disclose or use the data for any purpose other than providing the agreed-upon services.

Data Breach Response:



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- In the event of a data breach, the bidder will promptly notify ICMAI and provide necessary cooperation in investigating the breach.
- The bidder will implement appropriate remedial actions to mitigate the impact of the data breach and prevent future occurrences.

Data Ownership:

- ICMAI retains ownership of all data stored or processed on the cloud server infrastructure provided by the bidder.
- The bidder acknowledges that it has no ownership rights or claims over the ICMAI's data.

Liability and Indemnification:

- The bidder shall be liable for any breaches of data confidentiality and security caused by its negligence or intentional misconduct.
- The bidder shall indemnify and hold ICMAI harmless from any financial or reputational damages arising from data breaches or unauthorized disclosure caused by The bidder's actions or omissions.

Data Server Locations: ICMAI is an Indian organization with its head office located in India. For operational reasons, the data center must be located in India.

General Terms & Conditions:

1. The bids will be submitted in two bid formats, Technical Bid and Financial Bid. The Financial bids will be placed in a separate envelope.
2. **Delivery:** The services will be started immediately after the migration of data.
3. **Backup Support:** Daily backup of entire contents on the Cloud.
4. **Uptime:** 99.99%
5. The quotation and Price must be valid for three months.
6. Taxes shall be paid as applicable and quoted by the bidder. Any other charges should be included in the price quoted. No extra charges shall be payable.
7. Conditional / Incomplete bids shall be rejected.
8. The last date of submission of the tender is **03rd June 2025 till 03:00 PM.**
9. The Institute is not bound to accept the lowest tender and reserves the right to cancel any or all the Tenders without assigning any reason thereof.



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10. The work order for Cloud Services will be awarded initially for a period of one year, which can be extended for **two more years** on a yearly basis at the same rate and same terms and conditions subject to satisfactory performance and mutual agreement.
11. The bidder will provide the back of VPS once every month, however the bidder will keep the copy of back up with him on daily basis and provide as and when asked.
12. The financial bid should be as per the format at Annexure – B.
13. For any further clarification/information please contact Shri Ashish Tewari, Joint Director, IT (Phone 011-24666105) Mobile – 9015624512 Email Id: LTE@icmai.in on any Working Day (Mon-Friday) during Office Hours.
14. The bidder must comply with all relevant laws, regulations, and industry standards related to the provision of cloud services.
15. Any changes or modifications to the terms and conditions must be agreed upon in writing by both parties.
16. The bidder must provide details of their experience and qualifications in delivering similar cloud services to other clients.
17. In case of any dispute or disagreement, the decision of the Institute shall be final and binding.
18. The bidder must provide a detailed implementation plan outlining the steps and timelines for migrating the data and starting the services.
19. The bidder must maintain confidentiality regarding any sensitive information or data accessed or stored as part of the cloud services.
20. The Institute reserves the right to terminate the contract in case of breach of terms and conditions by the bidder.
21. The bidder shall provide regular reports and updates on the performance and status of the cloud services as requested by the Institute.

Payment Terms and conditions:

- a. The first payment will be made within two weeks from the date of satisfactory completion of job (migration of application server, database server and website of the Institute over cloud) and receipt of Invoice.
- b. All subsequent payments will be made on a monthly basis after completion of the billing cycle and receipt of the invoice.



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- c. All Payments will be made through Electronic Mode to the Bank Account of the selected Tenderer.
- d. All invoices will be paid on actual usage and detailed usage sheet to be submitted along with the monthly invoice.

Technical Bid Format (Annexure A)

S.No.	Details Requested	Provide Details	Compliance (Yes/No)
1	Name of the Company/ Bidder		
2	Year of Incorporation/ Establishment (at least 5 years of experience)		
3	PAN No. (copy attached)		
4	GSTIN (copy attached)		
5	TAN / TIN No (copy attached)		
6	Complete Address (with Phone, Mobile, Email of the contact person)		
7	Meity Empaneled Data Centre only (The Bidder shall provide a copy of the MeitY empanelment letter for the proposed Cloud Service Provider (CSP). If the bidder is an authorized partner of CSP, the submission of Authorization Letter / Partner's Agreement Copy from the respective CSP is mandatory.)		
8	Whether provide hosting services at Govt. Departments/ Ministries/ PSU/ Autonomous bodies during last five years ending March 2025. (The proof for at least 3 customers is required)		



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9	Turnover for the last three consecutive years (It should not be less than 2 crores per year. Attach ITR copy of last three financial years.)		
10	The Bidders must possess a valid ISO 9001-2008/2015, 27001, 14001 certifications at the time of bidding.		
11	The Bidder should have minimum 50 manpower on Roll.		
12	Provide details of Helpdesk support with the Escalation procedure and matrix for customer complaints.		
13	The bidder should have existing 24x7 Managed Services Support with at least 5 clients of similar or larger size.		
14	The bidder should submit a notarized affidavit on a stamp paper that the bidder's firm has not been blacklisted / debarred / prohibited by any State / Central Government Departments / Organizations.		
15	RTGS & Bank Account Details		

Declaration: I / We declare that the information given above is true to the best of my/our knowledge. I / we also understand that if at any stage it is found / noticed by the Institute that any information thus provided by me / us is untrue / incorrect partly or fully and in case of receipt of adverse /unsatisfactory report from other clients/Institutes, the Institute may take any appropriate action against me/us.

Signature:

Name of the Authorized Signatory:



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Name of the Company/Firm:

Contact No.:

Seal of the Company/Firm:

Financial Bid Format (Annexure - B)

SNo	Item	Item Description	Qty	Unit Price (₹)	GST @18% (₹)	Total (₹)
1.	Firewall	Redundant multi-cluster active-active SDN-based enterprise solution (1+1 servers, 2 vCPU, 2 GB RAM, 30 GB storage)	1			
2.	Application Server	App server, 32 vCPU, 64 GB RAM, 400 GB boot storage, CentOS (Latest Edition)	1			
3.	Database Server	Data Base server, 16 vCPU, 32 GB RAM, 400 GB boot storage, Latest Edition of MySQL & CentOS	1			
4.	Bandwidth	Bandwidth 1000 Mbps [Internet bandwidth will be of 100 Mbps with unlimited upload and download]	1			
5.	Backup	Backup (800 GB) & Antivirus	1			
6.	Others	Any Other Item (Please	1			



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		specify clearly)				
Grand Total						

Note:

1. L1 will be selected based on 1 year (annual) cost including GST.
2. The invoice will be billed on a quarterly basis in a postpaid manner.

Signature:

Name of the Authorized Signatory:

Name of the Company/Firm:

Contact No.:

Seal of the Company/Firm: