



Tender for hosting the website on AWS Cloud Server

Reference Number: IT/VPS/Website/01

Tender Date: 18-Apr-2024

Last Date: 09-May-2024

The Institute of Cost Accountants of India is a statutory body set up 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.

S.no	Description	Service	Configuration summary
1	Web Server	Amazon EC2	Tenancy (Shared Instances), Operating system (Linux), Web Server Apache Workload (Consistent, Number of instances: 1), Advance EC2 instance (m6a.xlarge), Pricing strategy (On-Demand Utilization: 100 %Utilized/Month), Enable monitoring (disabled), EBS Storage amount (256 GB), DT Inbound: Not selected (0 TB per month), DT Outbound: Not selected (0 TB per month), DT Intra-Region: (0 TB per month)
2	DB Server	Amazon EC2	Tenancy (Shared Instances), Operating system (Linux), DB Server MySQL Workload (Consistent, Number of instances: 1), Advance EC2 instance (m6a.xlarge), Pricing strategy (On-Demand Utilization: 100 %Utilized/Month), Enable monitoring (disabled), EBS Storage amount (50 GB), DT Inbound: Not selected (0 TB per month), DT Outbound: Not selected (0 TB per month), DT Intra-Region: (0 TB per month)
3	Public IPv4 Address	Public IPv4 Address	Number of In-use public IPv4 addresses (1)
4	Backup Storage	S3 Standard	S3 Standard storage (350 GB per month), PUT, COPY, POST, LIST requests to S3 Standard (10000), GET, SELECT, and all other requests from S3 Standard (10000)
5	Data Transfer	AWS Data Transfer	DT Inbound: Not selected (0 TB per month), DT Outbound: Internet (100 GB per month), DT Intra-Region: (0 TB per month), Data transfer cost (10.93)
6	Route 53	Amazon Route 53	Hosted Zones (1)
7	Web Application Firewall	AWS Web Application Firewall (WAF)	Number of Web Access Control Lists (Web ACLs) utilized (1 per month), Number of Rules added per Web ACL (1 per month), Number of Rule Groups per Web ACL (1 per month), Number of Rules inside each Rule Group (1 per month), Number of Managed Rule Groups per Web ACL (1 per month)
8	Application Load Balancer	Application Load Balancer	Number of Application Load Balancers (1)
9	VPN	Amazon EC2	Tenancy (Shared Instances), Operating system (Linux), Workload (Consistent, Number of instances: 1), Advance EC2 instance (t2.micro), Pricing strategy (On-Demand Utilization: 100 %Utilized/Month), Enable monitoring (disabled), EBS Storage amount (8 GB), DT Inbound: Not selected (0 TB per month), DT Outbound: Not selected (0 TB per month), DT Intra-Region: (0 TB per month)



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10	Network Address Translation (NAT) Gateway	Network Address Translation (NAT) Gateway	Number of NAT Gateways (1)
11	GuardDuty	Amazon GuardDuty	AWS CloudTrail Management Event Analysis (5 per month), EC2 VPC Flow Log Analysis (4 GB per month), EC2 DNS Query Log Analysis (2 GB per month)
12	Notification Service	Standard topics	Requests (1 million per month), HTTP/HTTPS Notifications (1 million per month), EMAIL/EMAIL-JSON Notifications (10000 per month), Mobile Push Notifications (1 million per month)
13	CloudWatch	Amazon CloudWatch	Number of Metrics (includes detailed and custom metrics) (5), GetMetricData: Number of metrics requested (10000), GetMetricWidgetImage: Number of metrics requested (10000), Number of other API requests (10000), Standard Logs: Data Ingested (1 GB), Logs Delivered to CloudWatch Logs: Data Ingested (1 GB), Number of Dashboards (2), Number of Standard Resolution Alarm Metrics (5)
14	CloudTrail	AWS CloudTrail	Management events units (millions), Write management trails (1), Read management trails (1), Data events units (millions), S3 trails (1), Lambda trails (1), Insight events units (millions), Trails with Insight events (1), Write management events (1 per month), Read management events (1 per month)
15	Migration Service	Migration of data from existing server - Migration of Website, Application Server & Database Server	Migration of Application and DB

* Stands for virtual private server

The payment will be made on actual usage per month. The monthly AWS consumption will must be submitted along with the monthly invoice.



Pre-qualification criteria for the Bidders

The Eligible bidder should satisfy the below mentioned criteria and should submit valid documentary evidence for the below 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. 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> <p>Authoriation from Meity empaneled CSP to bid this Tender if Bidder is not CSP.</p> <p>Scan copy of Memorandum and Article of Association of Bidder Firm</p>
2	<p>The Bidder should have minimum average annual turnover of INR 2 Crores three Financial Years (FY 2020-21, 2021-22 and 2022-23)</p>	<p>Audited financial statements for three Financial Years (FY 2020-21, 2021-22 and 2022-23).</p> <p>Statutory auditor's certificate / Chartered Accountant certificate clearly specifying the annual turnover for the specified years specifying UDIN No.</p>



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3	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.	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 be more than a month old from the date of publishing of the e-Bid).
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, EPF and ESIC Registration.	Documentary Proof need to be submitted
7	The Bidders must possess a valid ISO 9001-2008/2015, 27001, certification at the time of bidding.	Documentary Proof need to be submitted
8	Bidder must Submit MAF for providing Cloud Services	MAF from AWS is mandatory for this bid
10	The Bidder should have minimum 50 manpower on their Pay Roll	Declaration of the resources on letter head of the bidder.
11	The bidder is required to submit ITR copies for the last three financial years.	Scanned copies of ITR for the FY 2020-21, 2021-22 and 2022-23 lobe uploaded b) the bidders along with their bids
12	Earnest Money to be submitted with the technical bid of the Tender and the amount will be Rs.20,000/-by way of Demand Draft [exempted for MSME bidders subject to production of valid copy of MSME certificate on relevant field of work] It must be enclosed with Technical Bid Annexure A.	EMD will be refunded to unsuccessful bidders three weeks after opening of price bid The demand draft will be issued in favour of "The Institute of Cost



	Accountants of India”. Payable at Delhi.
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Scope of Work

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

Cloud Infrastructure Setup and Management: The agency 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.

VPC Management (VPN Connections, Route Tables, Subnets, etc): The agency 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 agency 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 agency 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 agency 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 agency 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 agency will provide recovery or healing processes to restore the application to its normal functioning state.

Disaster Recovery Plan: The agency should have a disaster recovery plan which ensures that no data is lost and the system is up and running within the shortest possible time.



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The agency 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 agency will manage the configuration and maintenance of firewalls, security groups, network address translation settings, and access keys for secure network communication.

Performance Optimization: The agency 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 agency 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.

Migration Services: The agency 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 agency should migrate ICMAI internally developed websites mentioned above from the current server infrastructure to the new server infrastructure account.

Monitoring and Alerting: The agency 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 agency 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 agency will respond promptly to diagnose and address the root cause, minimizing downtime and restoring normal operations.

Fault Tolerance: The agency should implement a fault tolerance system which should be equipped to handle system failures as well as security breaches if they occur.

Security Breaches: In case of security breach, logs mentioned above should be available for detection and analysis



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Manual Patching (Pre-release Testing): The agency 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 agency 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 agency will perform backups of applications and databases as per customer requirements, enabling them to request backup operations when needed.

System Restore: The agency 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 Agency 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 Agency will comply with all applicable data protection laws and regulations, as required by the nature of ICMAI's data.
- The Agency 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:

- In the event of a data breach, the Agency will promptly notify ICMAI and provide necessary cooperation in investigating the breach.
- The Agency 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 Agency.
- The Agency acknowledges that it has no ownership rights or claims over the ICMAI's data.

Liability and Indemnification:



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- The Agency shall be liable for any breaches of data confidentiality and security caused by its negligence or intentional misconduct.

- The Agency shall indemnify and hold ICMAI harmless from any financial or reputational damages arising from data breaches or unauthorized disclosure caused by the Agency'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 envelop.
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 tender is **09-May-2024 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.
10. The work order for Cloud Services would 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.



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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.
- 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	Whether provide hosting services at Govt. Departments/ Ministries/ PSU/ Autonomous bodies during last five years ending March 2024. (The proof for at least 3 customers is required)		
8	Turnover of last three consecutive years (It should not be less than 5 crore per year attach proof)		
9	Provide details of Helpdesk support with the Escalation procedure and matrix for customer complaints.		
10	The Bidder should have minimum 50 manpower on Roll.		
11	The bidder should have an existing 24x7 Managed Services Support with at least 5 clients of similar or larger size.		



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12	RTGS & Bank Account Details		
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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:

Name of the Company/Firm:

Contact No.:

Seal of the Company/Firm:



Financial Bid Format (Annexure - B)

S.no	Description	Service	Configuration summary (On-demand)	Price per Annum (INR)
1	Web Server	Amazon EC2	Tenancy (Shared Instances), Operating system (Linux), Web Server :Apache Workload (Consistent, Number of instances: 1), Advance EC2 instance (m6a.xlarge), Pricing strategy (On-Demand Utilization: 100 % Utilized /Month), Enable monitoring (disabled), EBS Storage amount (256 GB), DT Inbound: Not selected (0 TB per month), DT Outbound: Not selected (0 TB per month), DT Intra-Region: (0 TB per month)	
2	DB Server	Amazon EC2	Tenancy (Shared Instances), Operating system (Linux), DB Server: MySQL Workload (Consistent, Number of instances: 1), Advance EC2 instance (m6a.xlarge), Pricing strategy (On-Demand Utilization: 100 % Utilized /Month), Enable monitoring (disabled), EBS Storage amount (50 GB), DT Inbound: Not selected (0 TB per month), DT Outbound: Not selected (0 TB per month), DT Intra-Region: (0 TB per month)	
3	Public IPv4 Address	Public IPv4 Address	Number of In-use public IPv4 addresses (1)	
4	Backup Storage	S3 Standard	S3 Standard storage (350 GB per month), PUT, COPY, POST, LIST requests to S3 Standard (10000), GET, SELECT, and all other requests from S3 Standard (10000)	
5	Data Transfer	AWS Data Transfer	DT Inbound: Not selected (0 TB per month), DT Outbound: Internet (100 GB per month), DT Intra-Region: (0 TB per month), Data transfer cost (10.93)	
6	Route 53	Amazon Route 53	Hosted Zones (1)	
7	Web Application Firewall	AWS Web Application Firewall (WAF)	Number of Web Access Control Lists (Web ACLs) utilized (1 per month), Number of Rules added per Web ACL (1 per month), Number of Rule Groups per Web ACL (1 per month), Number of Rules inside each Rule Group (1 per month), Number of Managed Rule Groups per Web ACL (1 per month)	
8	Application Load Balancer	Application Load Balancer	Number of Application Load Balancers (1)	



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9	VPN	Amazon EC2	Tenancy (Shared Instances), Operating system (Linux), Workload (Consistent, Number of instances: 1), Advance EC2 instance (t2.micro), Pricing strategy (On-Demand Utilization: 100 %Utilized/Month), Enable monitoring (disabled), EBS Storage amount (8 GB), DT Inbound: Not selected (0 TB per month), DT Outbound: Not selected (0 TB per month), DT Intra-Region: (0 TB per month)	
10	Network Address Translation (NAT) Gateway	Network Address Translation (NAT) Gateway	Number of NAT Gateways (1)	
11	GuardDuty	Amazon GuardDuty	AWS CloudTrail Management Event Analysis (5 per month), EC2 VPC Flow Log Analysis (4 GB per month), EC2 DNS Query Log Analysis (2 GB per month)	
12	Notification Service	Standard topics	Requests (1 million per month), HTTP/HTTPS Notifications (1 million per month), EMAIL/EMAIL-JSON Notifications (10000 per month), Mobile Push Notifications (1 million per month)	
13	CloudWatch	Amazon CloudWatch	Number of Metrics (includes detailed and custom metrics) (5), GetMetricData: Number of metrics requested (10000), GetMetricWidgetImage: Number of metrics requested (10000), Number of other API requests (10000), Standard Logs: Data Ingested (1 GB), Logs Delivered to CloudWatch Logs: Data Ingested (1 GB), Number of Dashboards (2), Number of Standard Resolution Alarm Metrics (5)	
14	CloudTrail	AWS CloudTrail	Management events units (millions), Write management trails (1), Read management trails (1), Data events units (millions), S3 trails (1), Lambda trails (1), Insight events units (millions), Trails with Insight events (1), Write management events (1 per month), Read management events (1 per month)	
15	Migration Service Cost	Migration of data from existing server - Migration of Website, Application Server & Database Server	Migration of Application and DB	



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16	One Time Implementation Cost	New AWS Account Setup	New AWS Account (mandatory) need to Setup and Implementation of Virtual Machine	
17	Support and Maintenance	24x7 Managed Service	L2 and L3 (24x7 support)	
18	On-site Training on AWS Services	Batch of 10 (twice yearly)	AWS Certified Trainer must have to provide the onsite trainings at Delhi location to the IT department of ICMAI on AWS services	
20	Total Per annum Sr 1 to Sr No 18 (INR)			
21	GST 18%			
22	Total Including GST per annum (INR)			

Signature:

Name of the Authorized Signatory:

Name of the Company/Firm:

Contact No.:

Seal of the Company/Firm:

Important:

1. L1 will be selected based on 1 year (annual) bill including GST.
2. The billing will be calculated on an actual consumption basis on offered CSP. Managed Services charges will be calculated as per the rate offered in the Financial Bid.



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3. The bidder should provide AWS service cost on On-demand basis. Any Reserve Instance considered in pricing will be straight forward rejected.
4. The invoice will be billed on a quarterly basis in a postpaid manner.