



**NUMALIGARH REFINERY LIMITED**  
**NOTICE INVITING TENDER**

Two parts ONLINE bid (E-tender) offers are requested from competent bidders for following work:

|                                |                                                                                    |
|--------------------------------|------------------------------------------------------------------------------------|
| <b>Name of Work:</b>           | <b>Business Continuity Planning Solution Infrastructure &amp; Services for NRL</b> |
| <b>Tender No. &amp; Date :</b> | <b>OC11000137 dated 05.05.2023</b>                                                 |
| <b>Due Date of Submission:</b> | <b>Before 11.00 AM of 19.05.2023</b>                                               |
| <b>Earnest Money Deposit:</b>  | <b>Rs.21,97,000.00</b>                                                             |
| <b>Contract Period:</b>        | <b>28 months</b> from the date of site handover.                                   |

**PRE-QUALIFICATION CRITERIA:-**

**A) Past Experience** of having **successfully completed** similar works\* during last 10 years ending last day of month previous to the one in which applications are invited should be either of the following:

- **One** similar work costing not less than **Rs.5.49 Cr.**, or
- **Two** similar works costing not less than **Rs.4.39 Cr. each**, or
- **Three** similar works costing not less than **Rs.3.29 Cr. each**.

*Note: Relevant work order copies and corresponding completion certificates are to be enclosed with offer. The completion certificate should consist of Name of Work, Work Order number & date, Actual executed value and Actual completion date. The value of past experience shall be adjusted at a simple rate of 07% for every completed year and / or part thereof ending last day of the month proceeding the month in which bids are invited.*

*In case of substantially completed ongoing jobs, bidder has to submit the Copy of PO/WO, proof of executed value, and Certification from Company Secretary of bidder or Chartered Account confirming the **executed value of work** and Self-certificate from bidder's Country Head/CEO/CFO or authorized representative approved by the board as per format and requirement attached in **Appendix A of SCC**.*

**The executed value mentioned above shall invariably include at least one year of successful operation of cloud services, post implementation.**

**\*Similar Works:** Bidder must have experience of executing cloud implementation, managed services and cloud services consumption to any State/Central Government Departments/PSU's/Private Sector Clients in India **from the same CSP proposed against this tender** from whom the authorization is sought for bidding purpose in the current tender.

**B) Technical criteria:** The bidder shall have to meet all of the below requirements:

- i. Requirement for MSP (Managed Service Provider)/Bidder as per table **Appendix -I** below
- ii. Requirement for CSP (Cloud Service Provider) as per table **Appendix -II** below

to have the bid qualified and progress towards the technical evaluation process as per para 21.0 ("**APPENDIX-III: TECHNICAL EVALUATION CRITERIA OF CLOUD SERVICES**") of SCC.

| <b>Appendix-I : Requirement for MSP/Bidder</b> |                                        |                                                                                                                                                                                    |                                                                                                                          |
|------------------------------------------------|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| #                                              | Parameters                             | Requirements                                                                                                                                                                       | Supporting evidences                                                                                                     |
| 1                                              | Legal Entity / Registration of Company | The Bidder, as a single legal entity, must be registered in India and should have been in operations in India for a minimum of three (3) years by the last date of bid submission. | 1. Copy of certificates of incorporation<br><br>Or<br>2. Registration Certificates                                       |
| 2                                              | CSP Authorization                      | Bidder needs to be either CSP or MSP authorized by the proposed CSP to participate in the bid and shall provide the services only from that CSP under this bid.                    | Letter of support or Authorization Letter from the CSP to the Bidder for providing services for this particular Project. |
| 3                                              | Financial strength of Bidder           | Bidder should have a positive net worth in each of the last 3 years financial years (i.e. FY 2021-22, FY2020-21 & 2019-20).                                                        | 1. Copy of the audited P&L and Balance Sheet<br>or<br>2. Certificate from the Statutory auditor or Chartered Accountant  |

|   |                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | Bidders DR Experience | The bidder should have experience of implementing a Disaster Recovery (DR) solution of the quoted Cloud Service Provider with a <b>Government/Private</b> Enterprise customer during last 5 years in India as on the date of Bid end date.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Work order and Completion/Implementation certificate.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 5 | Team Strength         | <p>Bidder should have at least 10 No of IT Professionals certified by the Offered CSP on their payrolls as on 30 days before the bid submission date.</p> <p>These professionals must have experience in maintenance of CSP cloud solution/virtual server. administration/ system administration, Virtualization, security, database administration etc,</p> <p>The bidder should have the following resources on their payroll</p> <p><b>Project leader:</b><br/>Mandatory Certification: PMP/Prince2/ITIL</p> <p><b>Project manager:</b><br/>Mandatory Certification: PMP/Prince2.</p> <p><b>Senior Cloud Architect:</b><br/>Mandatory Certification: Architecture professional or advanced or expert level in the proposed cloud.</p> <p><b>Security specialist:</b><br/>Mandatory Certification: Relevant certification on the proposed CSP.</p> | <p>The selected MSP must maintain the requisite number of relevant professionals during the whole duration of the project to maintain this eligibility criteria. Quarterly report on manpower position in the project must be submitted along with cloud consumption invoices.</p> <p>Certificate from HR Head or CEO of the Company mentioning names of the professionals along with their professional qualification, relevant certification and employment duration in the Company .</p> |

| Appendix -II: Requirement of CSP |                                                                   |                                                                                                                                                                                                                                      |                                                                                                                                                       |
|----------------------------------|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| #                                | Parameters                                                        | Requirements                                                                                                                                                                                                                         | Supporting evidences                                                                                                                                  |
| 1                                | CSP's empanelment                                                 | CSP which is STQC (Standardization, Testing and Quality Certificate) audited and MeitY empanelled                                                                                                                                    | 1. Letter of Empanelment issued by Meity, GOI                                                                                                         |
| 2                                | CSP's financial strength                                          | The CSP must have an average annual turnover from operations of not less than <b>Rs 250 crore for the last three consecutive financial years from Cloud related services in India.</b> i.e. (i.e. FY 2021-22, FY 2020-21 & 2019-20). | 1. Audited Financial statements by Chartered Accountant.<br><b>or</b><br>2. Certificate from the Statutory auditor or Chartered Accountant            |
| 3                                | CSP's Quality certifications                                      | CSP shall have the following third-party certifications:<br>a. ISO 27001<br>b. ISO 27017<br>c. ISO 27018<br>d. ISO 22301                                                                                                             | 1. Copy of valid Third Party Certificates                                                                                                             |
| 4                                | CSP's compliance to security, confidentiality and privacy of data | CSP should have accreditations of System and Organization Controls or SOC's (i.e. SOC 1, SOC 2 and SOC 3) relevant to security, availability, confidentiality, processing integrity, and/or privacy Trust Services principles.       | Self-declaration from the Country Head or authorized representative approved by the board of the CSP on their letter head for SOC 1, SOC 2 and SOC 3) |
| 5                                | Managed Disaster Recovery Services in India                       | CSP should offer a cloud native managed disaster recovery services from the India Region                                                                                                                                             | Self-declaration from the Country Head or authorized representative approved by the board of the CSP on their letter head                             |
| 6                                | Service Level Agreement, Health Dashboard                         | CSP shall have published on its public facing website-<br>1) Cloud services' rates for India (multiple                                                                                                                               | Self-declaration from the Authorized signatory of the CSP on their letterhead                                                                         |

|   |                                                                  |                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                              |
|---|------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                  | option for rates including on-demand, reserved, etc.)<br>2) Service Level Agreements (SLAs) for Compute, Storage, Managed Databases and other services<br>3) Dashboard live-status of cloud services<br>4) Health across datacentre and<br>5) Outage details (if any) with RCA |                                                                                                                                                                                                              |
| 7 | CSPs Marketplace for 3 <sup>rd</sup> party product and services. | Cloud Service Provider should provide Certified Market Place with 3rd party products and services, including but not limited to virtualization platform, network firewall, WAF, databases, OS licenses as mentioned in the tender, logging solution etc.                       | Self-declaration from the Authorized signatory of the CSP on their letterhead                                                                                                                                |
| 8 | CSP Experience in Managing projects with Govt Entities.          | CSP should have successfully implemented / <b>commissioned at least five (05) projects of Cloud Deployment in IaaS model for any state or central government entities / departments/ PSUs in India in last 05 (Five) years as on the date of Bid submission.</b>               | Self-certification from CSPs Country Head/CEO/CFO or authorized representative approved by the board with link to the Public Case Studies OR Work Orders and completion Certificate for the completed years. |

**NOTE :**

- Multiple MSPs/bidders can propose same CSP but a single Bidder/MSP cannot propose multiple CSPs. One Bidder cannot bid with multiple CSP's. Joint Venture and Consortium bidding not allowed.
- The Bidder shall be responsible for meeting all obligations of the contract and the delivery of products and services mentioned in this RFQ. The Bidder would also be responsible for ensuring the successful execution of proposed solution including meeting the SLAs.

**C) AVERAGE ANNUAL TURNOVER, of the last 3 (three) financial years, shall be at least Rs.3.29 Cr. #.**

*Bidders to submit copies of audited profit & loss account for the last three financial years in support of annual turnovers "or" certification of annual turnovers for the last three financial years from a registered chartered accountant firm. Last three financial years mentioned above refers to immediate three preceding financial years wherever the last bid submission date is after 31st December. In case of tenders having last bid submission date up to 31st December and audited / CA certified turnover documents of the preceding financial year is not available, the audited / CA certified turnover documents of the three years prior to preceding financial year will be considered. [May refer illustrative example given at Annexure-VII]*

*Audited Annual Report / financial statements needs to be accompanied with UDIN number, which is mandatory from July 2019 onwards. Any Financial Report which is issued after July 2019 onwards without UDIN shall not be considered for evaluation.*

**D) Possession of Valid GST registration certificate: Bidders are requested to upload their VALID GSTIN/UIN Certificate / GSTIN Number along with the Bid Document. NRL at its discretion may not consider the bidder's bid for further evaluation if the same is not found uploaded with the bid or not found to be valid in GST portal. Any misinterpretation or misinformation may attract penal action including putting the bidder on holiday / blacklisting as per rules in vogue at NRL.**

**Tender Schedule:**

| S.No. | Title                                                              | Date & Time                       |
|-------|--------------------------------------------------------------------|-----------------------------------|
| 1     | Tender Publish / Download start / Bid Submission start date & time | <b>05.05.2023 after 11.00 hrs</b> |
| 2     | Tender document download / Bid Submission end date & time          | <b>19.05.2023 at 11.00 hrs</b>    |
| 3     | Bid opening date & time (Technical Bid)                            | <b>22.05.2023 after 11.00 hrs</b> |

**INSTRUCTIONS:** (appropriate instructions / modifications to be incorporated for GeM tenders)

- Tender documents should be downloaded from Central Public Procurement Portal <http://eprocure.gov.in/eprocure/app>. Aspiring Bidders/ Suppliers who have not enrolled/registered in e-procurement should enroll/register before participating, through the website <http://eprocure.gov.in/eprocure/app>. Bidders are advised to go through instructions provided as 'Instructions for online Bid Submission' provided in the next page.
- Bidders can access tender documents from the website, fill them with all relevant information and submit the completed tender document into electronic tender on the website <http://eprocure.gov.in/eprocure/app>.
- Tenders and supporting documents should be uploaded through e-procurement portal only. Hard copy of the tender documents will not be accepted.

Both Technical bid and Financial bid are to be submitted concurrently, duly digitally signed in the web site <http://eprocure.gov.in/eprocure/app>.

Online Bids are received only on CPPP Portal website <http://eprocure.gov.in/eprocure/app> on or before due date as indicated in the NIT. The bidder shall be at liberty to be present either in person or through an authorized representative at the time of opening of the Technical Bid. Price Bids of only those bidders shall be opened who are Techno-commercially qualified, at a time and place for which notice shall be given. The qualified bidders shall be at liberty to be present either in person or through an authorized representative at the time of opening of the Price Bids with the Bid Acknowledgement Receipt.