बिड संख्या/Bid Number: GEM/2026/B/8122987

दिनांक /Dated: 06-10-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	16-10-2026 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-10-2026 17:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	65 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Education
विभाग का नाम/Department Name	Department Of Higher Education
संगठन का नाम/Organisation Name	Indian Institute Of Technology (iit)
कार्यालय का नाम/Office Name	Kanpur
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod1.iitk.up@gembuyer.in Buyer Email id: shivsm@iitk.ac.in
वस्तु श्रेणी /Item Category	Managed Services For Cloud (Beyond MeiTY List) - Virtual Private Cloud (VPC); Cloud Provisioning Services
अनुबंध अवधि /Contract Period	6 Month(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	650 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	1 Year (s)
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,OEM Authorization Certificate,OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation

ईएमडी विवरण/EMD Detail

एडवाईजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	2800000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	8

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

CEO
Kanpur, Department of Higher Education, Indian Institute of Technology (IIT), Ministry of Education
(Ihub Ntihac Foundation)

बोली विभाजन लागू नहीं किया गया/Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope Of Work:1791283055.pdf

This Bid is based on Quality & Cost Based Selection (QCBS) . The parameter wise qualification requirement is as under:-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
uplaoded file	100	70	View File

Buyer Defined Total Qualifying Marks for Technical Qualification: 70

QCBS Weightage(Technical:Financial):30:70

Managed Services For Cloud (Beyond MeiTY List) - Virtual Private Cloud (VPC); Cloud Provisioning Services (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Deployment Model	Virtual Private Cloud (VPC)
Type of cloud managed Services	Cloud Provisioning Services
Security Implementation & Monitoring Services	Application Control
Management & Monitoring Tools and services	Compute System(Virtual Server) Monitoring
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Tanima Hajra	208016,C3i Building, IIT Kanpur, GT Road, Kalyanpur, Kanpur 208016 (UP)	1	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

   OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. **Generic**

   Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 2 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

3. **Generic**

   Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

4. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

5. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment Click here to view the file.

6. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Specific Terms and Conditions (Complied mandatory)

1. Service Uptime: Minimum 99.9% uptime shall be guaranteed by the service provider.

2. SLA: A clear Service Level Agreement (SLA) shall specify uptime, response time , resolution time, perfor mance, and penalties/service credits. (will be shared so on and complied mandatory)

3. 24×7 Technical Support: The service provider shall provide 24×7 technical s upport for critical services.

4. Incident Response: Critical technical issues shall be attended to within 30 mi nutes and resolved within t he agreed SLA timeline.

5. Downtime Compensation: Any downtime attributable to the service provider shall attract applicable serv ice credits/penalties.

6. No Additional Cost for Vendor Fault: Rectification of any technical failure ca used by the service provider shall be carried out without additional cost to t he purchaser.

7. Data Backup: Automatic and regular backup of all purchaser data shall be mai ntained by the service pr ovider. 8. Data Recovery: The provider shall guarantee recovery of data.

9. Backup Testing: Backup restoration shall be tested periodically to ensure that data can actually be reco vered.

10. Disaster Recovery: The provider shall maintain an effective Disaster Recovery and Business Continuity mechanism.

11. Data Security: Data shall be protected against unauthorized access, alteration , loss, theft, and disclos ure.

12. Data Encryption: Sensitive data shall be encrypted during transmission and, where applicable, while st ored.

13. Security Incident Notification: Any data breach, cyberattack, unauthorized a ccess, or major security in cident shall be immediately reported to the purchaser .

14. Data Ownership: All data uploaded or generated by the purchaser shall remai n the exclusive property of the purchaser.

15. No Unauthorized Data Use: The provider shall not use, sell, share, analyze, o r disclose purchaser data except for providing the contracted services.

16. Performance Guarantee: The provider shall maintain the agreed CPU, RAM, s torage, bandwidth, netwo rk, and other performance requirements if applicable.

17. Capacity Guarantee: The provider shall ensure adequate infrastructure capac ity throughout the contra

ct period.

18. Planned Maintenance: Planned maintenance shall be notified to the purchase r in advance and shall pr eferably be carried out during an agreed maintenance window.

19. Root Cause Analysis: For every major technical failure, the provider shall sub mit a Root Cause Analysi s (RCA) and corrective/preventive action report.

20. Recurring Technical Problems: Repeated occurrence of the same technical p roblem shall require perm anent corrective action by the provider.

21. Monitoring: The purchaser shall have access to appropriate reports/dashboard showing uptime, perfor mance, resource utilization, incidents, and SLA complian ce.

22. Audit Rights: The purchaser shall have the right to verify the provider's compli ance with SLA, security, backup, and service requirements.

23. Data Portability: The purchaser shall be able to retrieve/export its complete d ata in a commonly usabl e and machine-readable format.

24. No Vendor Lock-in: The provider shall not use proprietary technical restriction s to prevent or unnecess arily hinder migration of purchaser data.

25. Exit/Migration Support: On expiry or termination, the provider shall provide n ecessary technical assistance for migration to another service provider or infras tructure.

26. Secure Data Deletion: After successful migration/return of data, the provider shall securely delete purc haser data as per the agreed procedure and provide a deletion certificate where required.

27. Technical Documentation: The provider shall maintain and provide necessar y system, configuration, b ackup, security, and operational documentation.

28. Escalation Mechanism: A clearly defined escalation matrix with responsible t echnical and managerial contacts shall be provided.

29. Service Continuity: Failure of any individual component shall not unnecessaril y result in complete ser vice interruption where redundancy is technically feasibl e.

30. Termination for Persistent Failure: Repeated SLA violations, prolonged dow ntime, serious security bre aches, or failure to resolve critical technical issues sh all give the purchaser the right to take contractual re medies, including terminat ion where specified.

31. No Unapproved Changes: The provider shall not make material changes to t he service architecture or configuration that adversely affect the purchaser with out prior notice/approval as applicable.

32. Incident Reporting: Major incidents shall be documented with details of caus e, duration, impact, corre ctive action, and preventive measures.

33. Service Continuity During Disputes: Subject to applicable law and contract terms, the provider shall not abruptly suspend critical services or withhold purc haser data merely because of a commercial dispute.

34. Compliance: The provider shall comply with all applicable laws, cybersecurity requirements, data-prote ction requirements, and contractual obligations.

35. Overall Technical Responsibility: The service provider shall remain responsi ble for the availability, sec urity, performance, backup, recovery, and tec hnical functioning of all components included within its contr actual sc ope.

36. Penalty : Penalty @ 1% per week or part there of subject to a maximum of 10 % of the delivery price wi ll be deducted from the balance payment if supply is n ot comp leted within stipulated period.

37. Liquidated Damages (LD) for SLA Breach o In the event the Bidder fails to me 7 / 10et the committed M onthly Uptime Percentage, Liquidated Damages (LD) shall b e levied as follows, as a percentage of the Mon thly Service Fee for the affected service: (a) uptime 99% to 99.899%: LD of 1%; (b) uptime 98% to 98.999 %: LD of 2%; (c) uptime 97% to 97.999%: LD of 3%; (d) uptime 96% to 96.999%: LD of 5%; (e) uptime belo w 96%: LD of 10%. The aggregate LD in any billing month s hall not exceed 10% of the monthly contract v alue. LD shall be recovered by wa y of deduction from the invoice for the subsequent billing period. LD sha ll be in addition to, and not in lieu of, any right of the Purchaser to terminate the contra ct under GFR Rule

204.

38. The Bidder shall maintain monthly uptime logs and provide them to the P urchaser within five (5) worki ng days of month-end. Failure to furnish uptime re ports shall be deemed a breach and LD for the full mont h shall apply. Disputes r egarding uptime calculations shall be resolved by reference to monitoring data fr om the Bidder’s management dashboard, subject to independent audit by the Purchaser if required.

39. 24×7 technical support o The bidder must provide a dedicated helpline with must include a phone num ber and dedicated chat based support channel which will be attended to in working hours with a response time as per the incident re sponse time above o Optimization support: Cluster optimization support must b e provided on an as needed basis as per defined support

40. Dedicated SPOC : The Bidder must provide a dedicated SPOC with escalation matrix along with the bid.

41. Dispute Resolution Any dispute, difference, or claim arising out of or in conn ection with this contract, i ncluding disputes relating to asset transfer, SLA perfo rmance, or payment, shall be resolved in the first in stance through mutual cons ultation between senior representatives of both parties within 30 days. If unre so lved, the dispute shall be referred to arbitration under the Arbitration and Conci liation Act 1996 (as am ended). The arbitral tribunal shall consist of a sole arbitr ator mutually agreed upon by both parties, or faili ng agreement, appointed by t he High Court having jurisdiction. The seat and venue of arbitration shall be Ne w Delhi, India. The language of proceedings shall be English. The award of the a rbitral tribunal shall be final and binding. This clause shall survive termination of the contract.

42. Integrity Pact [Note to Procuring Authority: Confirm whether an Integrity Pact is applicable to your org anization for contracts above Rs. 2 Cr. If applicable, the successful bidder must execute the Integrity Pact i n the prescribed format befor e contract signing. The Pact shall be overseen by an Independent External M oni tor (IEM) appointed by the Purchaser.]

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7. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

8. **Buyer Added Bid Specific Scope Of Work(SOW)**

   Text Clause(s)

   The integrity pact will be provided by the bidder as per GFR-17 and GEM rule and must be provided before contract

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.

7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in

Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---