Meghalaya State Watershed & Wasteland Development Agency (MSWWDA)

"Climate-Adaptative Community-based Water-Harvesting Project in Meghalaya"

REQUEST FOR QUOTATIONS – NONCONSULTING SERVICES

Package No: E-052155- G0002

Cloud Storage Services for PMIS

November 2026

REQUEST FOR QUOTATION - SERVICES (RFQS)

Project Title : CLIMATE ADAPTATIVE COMMUNITY BASED WATER HARVESTING PROJECT (CACBWHP) IN MEGHALAYA

Source of Funding : Asian Development Bank
Contract Ref : MSWWDA/ADB-108 Date of Issue of Request: 15th November'2026

To : Cloud Service Providers.

Sir/Madam:

1. The Meghalaya State Watershed & Wasteland Development Agency (MSWWDA) hereby requests you to submit price quotation/(s) for the performance of the services described in the **Scope of Services** attached as **Appendix A** in these documents. If you, however, have been associated with the preparation of this **Scope of Services** that is the subject of this request, you shall be disqualified.

   To assist you in the preparation of your price quotation we enclose, in addition to the **Scope of Services,** the **Form of Quotation** and form of **Contract** are also attached.

2. If you/your firm, however, falls under any of the following conditions, your proposal shall not be considered:
   (a) you/your firm are/is not a citizen/national of an ADB member country, or
   (b) you/your firm have/has been associated with the firm that prepared the terms of reference or engaged in the preparation of the Project for which the contract that is subject of this request for quotations was identified, or
   (c) you/your firm are/is owned by the Client, or
   (d) you/your firm are/is currently sanctioned or temporarily suspended by the Asian Development Bank for a violation of its Anticorruption Policy (1998, as amended to date) or
   (e) the contracting of services from your country or any payment to persons or entities in your country is prohibited in compliance with a decision of the United Nations Security Council under Chapter VII of the Charter of the United Nations.

3. To be qualified, you must have experience as a Service Provider of the services covered by this **Request for Quotation**. As evidence, you must also attach documents complying with the following requirements:

Sl. No	Eligibility criteria	Documentary evidence
1	The bidder must be a legal entity registered in India under the Companies Act, 1956/ Proprietary firm/ Partnership firm	Certificate of Incorporation/ certificate for commencement of business/ other relevant documentary proof should be submitted.
2	The bidder should have valid certificate of GST registration and PAN.	Copy of GST certificate and PAN card.
3	Bidder's experience in at least one contract in the last 3 years of a size and nature similar to the items as per the scope of services of this contract.	Supporting documents like Work order/ Purchase Order/ Contract Agreement/ Completion Certificate issued by employer/ client confirming the scope of work.
4	The bidder shall have a minimum average annual turnover of INR 40 lakhs during the last three financial years	Audited balance sheet, Profit & Loss statement & CA Certificate indicating annual turnover for FY 2023-24, 2024-25, 2025-26.
5	Compliance with ADB's Standard Procurement Conditions	Duly signed Form of Quotation as prescribed in the RFQ.
6	The bidder must be a MeitY- empanelled Cloud Service Provider.	Valid certificate issued by MeitY.
7	Bidder's experience in providing cloud	Supporting documents like Work order/ Purchase Order/

	services in Government projects preferably under Government of Meghalaya	Contract Agreement/ Completion Certificate issued by employer/ client confirming the scope of work.

4. Your quotation/(s) should be submitted in accordance with the following instructions, procedures, and the terms and conditions of the **Contract**.

Preparation of Quotations

(a) Your price quotation/(s) shall be for all the items as described in the **Scope of Services and** submitted only in the attached **Form of Quotation**. The currency of quoted prices and payment shall be in **Indian Rupees (INR).**

(b) You shall submit only one set of quotations for the above items. Your quotation must be typed or written in indelible ink and shall be signed by you or your authorized representative. Without a signature in your **Form of Quotation**, your quotation will not be considered further.

(c) You shall submit one original of the **Form of Quotation** and clearly marked "Original". In addition, you shall also submit one copy marked as "COPY". In case of any discrepancy between the Original and Copy, the Original shall prevail.

(d) **Your quotation(s) should be valid for a period of 90 days from the deadline for submission of the quotation/(s) as indicated below.** If you withdraw your quotation during the validity period and/or refuse to accept the award of a contract when and if awarded, then you will be excluded from the list of Service Providers for the project for **two years**.

Submission and Opening

(e) Your **Form of Quotation** should be submitted on or before **01st December'2026 by 03:00 PM** with the required documents that should be signed, sealed in an envelope and addressed to and delivered to the following address:

Client's Address : Office of the Director of Soil & Water Conservation Department
& Deputy Chief Executive Officer, MSWWDA
4th Administrative building, 1st floor
Lower Lachumiere, Meghalaya Shillong-793001.
Telephone : 03643510017

(f) Quotations shall be opened in public, in the presence of participating Service Providers' representatives who choose to attend on **01st December'2026 by 03:30 PM** and at the following address.

Office of the Director of Soil & Water Conservation Department
& Deputy Chief Executive Officer, MSWWDA
4th Administrative building, 1st floor
Lower Lachumiere, Meghalaya Shillong-793001.

Evaluation and Comparison

(g) Quotations determined to be substantially responsive to this **Request for Quotation** will be evaluated by comparison of their offer prices. A quotation is not substantially responsive if it contains material deviations or reservations to the terms, conditions, and specifications in this **Request for Quotation**.

(h) In evaluating the quotations, the Client will adjust for any arithmetical errors as follows:

(i) where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and

(ii) where there is a discrepancy between the unit rate (where applicable) and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern; and

If you refuse to accept the correction/(s), your quotation will be rejected.

Award of Contract

(i) The Client shall award the contract to the Service Provider whose quotation has been determined to be substantially responsive to this Request for Quotation and who has offered the lowest price quotation.

(j) The Service Provider whose quotation has been accepted will be notified by the Client within **15** days from the date of submission of quotation through the return of a copy of the **Form of Quotation** with **Acceptance** signed by the authorized representative of the Client.

(k) The successful Service Provider shall sign the **Contract** governed by the annexed **Contract Terms and Conditions**. In addition to the quoted price, the contract price shall include taxes applicable in the state of Meghalaya, India.

5. Further information can be obtained from:

Address	: Meghalaya State Watershed & Wasteland Development Agency (MSWWDA), 4th Administrative building, 1st floor, Lower Lachumiere, Meghalaya, Shillong - 793001
E-mail	: **adbcacbwhp@gmail.com**

Interested service providers may also send their queries to **adbcacbwhp@gmail.com** no later than **05:00 PM on 24th November 2026**. Queries received after the stipulated deadline may not be considered/entertained.

6. The Client intends to apply funds from the **Asian Development Bank (ADB)** for eligible payments under the **Contract** resulting from this **Request for Quotation**.

7. Under **ADB's Anticorruption Policy** (1998, as amended to date) Service Providers shall observe the highest standard of ethics during the procurement and execution of such contracts. ADB may reject a proposal for award, and may impose sanctions or other remedial actions on parties involved, if it determines that the Service Provider recommended for award or any other party, directly or through an agent, has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices or other integrity violations in competing for, or in executing, the Contract. At the time of submission of your quotation, you should not be in ADB's sanctions list. A firm/individual shall not be eligible to participate in any procurement activities under an ADB-financed, -administered, or -supported project while under temporary suspension or debarment by ADB pursuant to its Anticorruption Policy, whether such debarment was directly imposed by ADB, or enforced by ADB pursuant to the Agreement for Mutual Enforcement of Debarment Decisions.

8. You/your firm, joint venture partners, associates, parent company, affiliates or subsidiaries, including any subcontractors or suppliers for any part of the Contract, are not, or have never been, temporarily suspended, debarred, declared ineligible, or blacklisted by the client's country, any international organization, and other donor agency.

   If so debarred, declared ineligible, temporarily suspended, or blacklisted, please state details (as applicable to each joint venture partner, associate, parent company, affiliate, subsidiaries, subcontractors, and/or suppliers):

   (a) Name of Institution: _____

   (b) Period of debarment, ineligibility, or blacklisting (start and end date): _____

   (c) Reason for the debarment, ineligibility, or blacklisting: _____

9. You/your firm's, joint venture partners', associates', parent company's affiliates' or subsidiaries', including any subcontractors' or suppliers', key officers and directors have not been [charged or convicted] of any criminal offense (including felonies and misdemeanors) or infractions/violations of ordinance which carry the penalty of imprisonment.

If so charged or convicted, please state details:

(a) Nature of the offense/violation: _____

(b) Court/Area of jurisdiction: _____

(c) Resolution (i.e. dismissed; settled; convicted/duration of penalty): _____

(d) Other relevant details:

10. You/your firm understands that it is your obligation to notify ADB should you/your firm, joint venture partners, associates, parent company, affiliates or subsidiaries, including any Subcontractors or Suppliers, be temporarily suspended, debarred or become ineligible to work with ADB or any other multilateral development banks, the client's country, international organizations, and other donor agencies, or any of your key officers and directors be charged or convicted of any criminal offense or infractions/violations of ordinance which carry the penalty of imprisonment.

11. Any misrepresentation that knowingly or recklessly misleads or attempts to mislead may lead to the automatic rejection of the quotation/bid or cancellation of the contract, if awarded, and may result in remedial actions, in accordance with ADB's Anticorruption Policy (1998, as amended to date) and Integrity Principles and Guidelines (2015 as amended from time to time).

12. A bidder shall not have a conflict of interest. All bidders found to have a conflict of interest shall be disqualified.

13. Please confirm by fax/e-mail the receipt of this request and whether or not you will submit the price quotation(s).

14. Notwithstanding the above, the office of the undersigned reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract. The numbers against each item may increase or decrease at the time of issuing the Contract.

Sincerely,

Director of Soil & water conservation
&
Deputy Chief Executive Officer,
Meghalaya State Watershed &
Wasteland Development Agency
Meghalaya, Shillong

FORM OF QUOTATION
(Services)

_____ [*date*]

To:_____ [*Client's Name*]

_____ [*Client's Address*]

_____

We offer to execute the_____[*name and number of Contract*] in accordance with the **Contract Terms and Conditions** and the **Scope of Services** accompanying this Quotation for the Contract Price not to exceed _____(Inclusive of all applicable Taxes) [*amount in words and numbers*] (_____) [*name of currency*]_____ in accordance with **Price Schedule** annexed to the **Scope of Services**.

*Note: Attach a **Price Schedule form** to the **Scope of Services**.*]

We propose to complete the performance of the services described in the **Contract** within the Completion Period indicated in the priced **Scope of Services**.

This Quotation and your written acceptance will constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Quotation you receive.

We hereby confirm that this Quotation complies with the Validity of the Offer condition imposed by the **Request for Quotation** document.

We: (a) are a national of an ADB member country; (b) have not been associated with the firm that prepared the terms of reference or engaged in the preparation of the Project for which the contract that is subject of this request for quotations was identified; (c) are not owned by the Client; (d) are not currently sanctioned or temporarily suspended by the Asian Development Bank; and (e) to the best of our knowledge, is not prohibited from being contracted in compliance with a decision of the United Nations Security Council.

Name of Service Provider: _____

Authorized Signature : _____

Name of Signatory : _____

Title of Signatory : _____

Address : _____

Telephone Number : _____

Fax Number, if any : _____

Email address (optional) : _____

ACCEPTANCE

The Client accepts the Service Provider's offer to provide the service.

Name of Client : _____

Authorized Signature : _____

Name of Signatory : _____

Title of Signatory : _____

Date : _____

PRICE SCHEDULE

[*For use under Option B Form of Quotation*]

Sl. No	Brief Description of the Services	Quoted Price (INR.)
1.	Provisioning of Cloud Infrastructure (Production, UAT & DR Environment)	
2.	Successful Migration/Deployment & Go-Live of PMIS	
3.	Recurring Cloud Services Annual Maintenance Charges (Compute, Storage, Backup, Security, DR, Monitoring, Support, etc.) for 1st Year.	
4.	Recurring Cloud Services Annual Maintenance Charges (Compute, Storage, Backup, Security, DR, Monitoring, Support, etc.) for 2nd Year.	
5.	**Total Price (in INR.)**	
6.	**Applicable Taxes (in INR.)**	
7.	**Grand Total Price Inclusive of all Taxes (in INR.)**	

****The Annual Maintenance Charge should include no-cost Exit Management Process as per Appendix-A (scope of services) clause- 6 (Exit Management and Transition Support). The AMC charges of the contract end year will be paid after successful completion of the Exit Management Process for that particular year.***

****The Exit Management Process shall be initiated and be considered as part of the AMC charges for the particular year when the services of the CSP are discontinued as per provisions of Clause 16,17 and Appendix-A-Penalty Clause-G.***

CONTRACT

Name of Country:

Project Name:

Name of Contract_____

Contract Number_____

This Contract is entered into on _____[*date*]__ day of _[*month*]_,_ [*year*]___, between _____[*name of Client*]_____ (hereinafter called "the Client") on the one part, and _____[*name of Service Provider*]_____ (hereinafter called "the Service Provider") on the other part.

Whereas the Client has requested a quotation for _____ [*description of services*] to be performed by the Service Provider in accordance with the **Contract**, and has accepted the Quotation by the Service Provider in the amount of ___[*amount in words*]___ [*amount in figures*] hereinafter called "the Contract Price".

The Client and the Service Provider agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Contract, viz:
   a) **Form of Quotation**, with **Scope of Services** and **Appendix** [*and **Price Schedule** under Option B form of quotation*]; and
   b) **Contract Terms and Conditions**;
2. Taking into account payments to be made by the Client to the Service Provider as hereinafter mentioned, the Service Provider hereby enters into this Agreement with the Client to execute and complete the performance of services under the Contract.
3. The Client hereby agrees to pay, in consideration of the successful performance of the services, the **Contract Price** as indicated and accepted in the **Form of Quotation**, under payment terms stipulated in the **Contract Terms and Conditions**.

IN WITNESS whereof the parties hereto have executed the **Contract** under the laws of _____ [*country of Client*] on the date indicated above.

Signature and seal of the Client:
For and on behalf of

_____
Name of Authorized Representative

Signature and seal of the Service Provider:
For and on behalf of

_____
Name of Authorized Representative

CONTRACT TERMS AND CONDITIONS

Project Name: _____ Client: _____
Contract No._____

1. **Definitions**

   (a) "Contract" means the agreement entered into between the Client and the Service Provider, together with the Contract Documents referred to therein, including all attachments, appendixes, and all documents incorporated by reference therein.

   (b) "Contract Documents" means the documents listed in the Contract, including any amendments thereto.

   (c) "Contract Price" means the price payable to the Service Provider as specified in the Contract, subject to such additions and adjustments thereto pursuant to the Contract.

   (d) "Completion" means the fulfilment of the committed services by the Service Provider in accordance with the terms and conditions set forth in the Contract.

   (e) "Client" means the entity purchasing the Services.

   (f) "Services" means the services the Service Provider will perform as specified in the Scope of Services in Appendix A.

   (g) "Service Provider" means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Client and is named as such in the Contract.

   (h) "ADB" is the Asian Development Bank.

2. **Applicable Law**
   The Contract shall be interpreted in accordance with the laws of the Client's country.

3. **Language**
   All communications and documents related to the Contract shall be in English.

4. **Assignment**
   Any assignment of this Contract or of any rights hereunder, in whole or in part without the prior written consent of the Client shall be void.

5. **Fraud and Corruption**
   This Contract shall be covered by the provisions of ADB's Anticorruption Policy (1998, as amended to date) and Integrity Principles and Guidelines (2015, as amended from time to time) that requires Borrowers (including beneficiaries of ADB-financed activity), as well as Service Providers and Contractors under ADB-financed contracts, to observe the highest standard of ethics during the procurement and execution of such contracts.

6. **Performance of the Services**
   The Service Provider shall carry out the Services with due diligence and efficiency and shall furnish to the Client such information related to the Services as the Client may from time to time reasonably request. The Service Provider shall at all times cooperate and coordinate with the Client with respect to the performance of the Services.

7. **Required Performance Standards** (with attachments as necessary to be prescribed by Client.)

   (a) General Description

   (b) Specific Standards

   (c) Performance Parameters

Service Provider confirms compliance with above standards and parameters.

8. **Service Completion Schedule**
The services should be completed as per schedule indicated in the **Scope of Services** but not exceeding _____ months from the date of signing of contract.

9. **Fixed Contract Price**
The prices indicated in the **Form of Quotation** are firm and fixed and not subject to any adjustment during contract performance, subject to Clause 11 [Payment] below.

10. **Taxes and Duties**
The Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until completion of the services to the Client.

11. **Payment**
Upon submission by Service Provider of claim and subsequent verification of the claim by Client, payment of the contract price shall be made in the following manner:

Sl. No	Milestone	Payment Terms
1.	Provisioning of Cloud Infrastructure (Production, UAT & DR Environment)	Upon successful setup, configuration, and acceptance by MSWWDA.
2.	Successful Migration/Deployment & Go-Live of PMIS	After deployment of the PMIS application on the cloud infrastructure and Go-Live certification.
3.	Recurring Cloud Services Annual Maintenance Charges (Compute, Storage, Backup, Security, DR, Monitoring, Support, etc.)	Payable annually over a period of Two (02) years, subject to SLA compliance and acceptance of services by MSWWDA.
4.	Contract Closure (Including Exit Management Support)	Upon successful completion of contract obligations and handover of all project data, backups, logs, and documentation.

Payments shall be made to the Cloud Service Provider (CSP) based on actual services delivered and upon satisfactory performance against the Service Level Agreements (SLAs).

12. **Resolution of Disputes**
The Client and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute between them under or in connection with the Contract. In the case of an unresolved dispute, the dispute shall be settled in accordance with the provisions of the arbitration law or rules of India.

13. **Independent Service Provider**
Nothing contained in this Contract shall be construed as establishing or creating the relationship of master and servant, employer and employee or principal and agent between the Client and the Service Provider, or his employees or agents or other persons engaged by the Service Provider to perform any of the services.

14. **Intellectual Property Rights**
Intellectual Property Rights: (a) The Service Provider shall indemnify the Client from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgments, suits, proceedings, demands, costs, expenses

and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against, the Client during or in connection with the Services by reason of: (i) infringement or alleged infringement by the Service provider of any patent or other protected right, or (ii) plagiarism or alleged plagiarism by the Service provider.

15. Failure to Perform

The Client may terminate the Contract if the Service Provider fails to perform the services, in accordance with the above terms and conditions, in spite of a 14-day notice given by the Client, without incurring any liability to the Service Provider. In the event of such termination, the amount due under the Contract shall be subject to equitable adjustment.

16. Termination Due to Integrity Violation

The Client may terminate this Contract, in whole or in part, if the Service Provider, in the judgment of the Client has engaged in integrity violations in accordance with Clause 5 [Fraud and Corruption], in competing for or in executing this Contract.

17. Other Grounds for Termination

i. The Client may also terminate this Contract, in whole or in part, if the Service Provider becomes insolvent, bankrupt or gives the Client reasonable evidence of its inability to complete the Services as specified,or fails to correct any non-conformity in the Services or performs in bad faith by willfully not observing the terms and conditions of this Contract.

ii. The Client reserves the right to terminate this Contract, in whole or in part, at any time if it determines that the services of the Service Provider are no longer required.

18. Force Majeure

The Service Provider shall not be liable for penalties or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

(a) For purposes of this Clause, "Force Majeure" means an events beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but not restricted to, act of Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

(b) If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by the Client in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by Force Majeure event.

19. Accounts and Records

(a) The Service Provider shall keep accurate and systematic accounts and records in respect of the Services in such form and detail as are customary in its profession and are sufficient to establish accurately that the costs have been duly incurred.

(b) Notwithstanding anything to the contrary stated herein, the Service Provider shall maintain accounts and records, including original receipts, invoices and other supporting documents evidencing payments made by the Service Provider under this Contract, for the period of the Services and for a period no less than 3 years after the expiration or termination of this Contract.

(c) The Service Provider shall permit ADB to inspect the accounts, records, and other documents relating to the submission of bids and contract performance of the Service Provider and to have them audited by auditors appointed by ADB.

20. Suspension of ADB Loan or Credit.

In the event that ADB suspends the Loan or Credit to the Client, from which part of the payments to the Service Provider are being made, the Client is obligated to notify the Service Provider, with copy to the Client's representative, of such suspension within 7 days of having received ADB's suspension notice.

21. Termination Notice Due to Non-payment

If the Service Provider has not received payments due within the 28 days as provided for in Clause 11 [Payment], the Service Provider may immediately issue a 14-day termination notice.

Appendix A

SCOPE OF SERVICES

1. Background

The Meghalaya State Watershed & Wasteland Development Agency (MSWWDA), Government of Meghalaya, is implementing a **Project Management Information System (PMIS)** under the **Asian Development Bank (ADB)**-funded **Climate Adaptive Community-Based Water Harvesting Project (CACBWHP)** in Meghalaya. The PMIS is intended to facilitate the planning, monitoring, reporting, coordination, and management of project activities across various stakeholders.

This Request for Quotation (RFQ) invites eligible MeitY-empanelled Cloud Service Providers to submit their quotation for providing the required cloud hosting and managed services for the PMIS platform.

2. Scope of Work
The selected CSP shall provide:

- Cloud infrastructure for Production, QA/UAT, and Disaster Recovery (DR) environments.
- Compute, storage, network, backup and security services for hosting and management of PMIS application and database servers.
- Technical support during deployment, migration and operation.
- 24x7 infrastructure monitoring and support.
- Security and compliance management.

3. Technical/ Infrastructure & Other Requirements:
A. Software Architecture:

Frontend Framework: Angular Version 14 or above
Backend Application Framework: .NET Core 8.0
Database Management System: Microsoft SQL Server 2022

B. Cloud Infrastructure:

SL No	Types of Servers	Type	CPU/Processor	RAM	OS Storage	Data Storage
1	Application Server + Windows OS 2022	VM	4 vCPU	32 GB DDR4	150 GB SSD	500 GB SSD
2	Database Server + Windows OS 2022	VM	4 vCPU	32 GB DDR4	150 GB SSD	500 GB SSD
3	QA Application Server + Windows OS 2022	VM	2 vCPU	32 GB DDR4	150 GB SSD	200 GB SSD
4	QA Database Server + Windows OS 2022	VM	2 vCPUs	32 GB DDR4	150 GB SSD	200 GB SSD
5	DR Application Server + Windows OS 2022	VM	4 vCPU	32 GB DDR4	150 GB SSD	500 GB SSD
6	DR Database Server + Windows OS 2022	VM	4 vCPU	32 GB DDR4	150 GB SSD	500 GB SSD

C. Compliance Requirements
The CSP shall:

- Host all infrastructure and backups within India.
- Comply with Government of India cybersecurity guidelines.
- Provide Tier-III or higher Data Centre facilities.
- Should Possess ISO/IEC 27001 certification.
- Sign NDA and Data Confidentiality Agreements.
- Ensure logical segregation of Government data.
- Minimum internet bandwidth: 512 Kbps to 1 Mbps per user
- Designed to support approximately 250 concurrent users.

D. Firewall & Network Security Requirements
The CSP shall provide:

- SSL/TLS Encryption with all communications secured using TLS 1.2 or higher version.
- Web Application Firewall (WAF).
- Network Firewall.
- DDoS Protection.
- Role-Based Access Control (RBAC).
- Multi-Factor Authentication (MFA).
- Security Monitoring and Alerts.
- Vulnerability Assessment Support.
- Log Retention.
- Firewall rules should restrict database access only from the Application Server.
- Database server should not be publicly accessible.

The CSP shall retain all application, database, firewall, administrative and security logs for a minimum period of 180 days and make them available to the MSWWDA upon request.

E. Backup & Disaster Recovery
The Cloud Service Provider (CSP) shall implement and manage a comprehensive backup mechanism for the PMIS portal.

Backup Type	Frequency	Purpose
Database Backup	Twice a day	To safeguard transactional and application data and minimize data loss.
Application Backup	Daily	To preserve application binaries, configurations, and application files.
VM Snapshot	Weekly	To enable complete server restoration in case of system failure or corruption.

The Cloud Service Provider shall maintain a Disaster Recovery (DR) site within India and ensure a Recovery Point Objective (RPO) of not more than 8 hours and a Recovery Time Objective (RTO) of not more than 2 hours for restoration of PMIS services in the event of a disaster.

The CSP shall conduct DR drills at least twice a year and submit DR test reports to the MSWWDA, ensuring compliance with the committed RPO, RTO, and business continuity requirements.

F. Service Level

The Cloud Service Provider shall ensure a minimum infrastructure availability of 99.9% and provide 24×7×365 operational support. The CSP shall maintain defined service levels for incident response, incident resolution, security event management, backup and disaster recovery services. Failure to meet the prescribed SLA parameters may attract service credits or penalties as determined by MSWWDA.

The CSP shall provide a documented escalation matrix containing contact details of support personnel, service managers, and senior management for incident escalation and resolution. The CSP shall submit monthly reports detailing uptime, downtime, incident logs, response and resolution times, security incidents, backup status, resource utilizations and SLA compliance.

The CSP must be required to provide a ticketing system/tool for recording, tracking and reporting incidents and service requests.

Severity Classification

Severity 1 (Critical)

- PMIS portal inaccessible.
- Database unavailable.
- Complete service outage.
- Security breach affecting production services.
- Response time and resolution time should be 30 minutes and 2 hours, respectively.

Severity 2 (High)

- Major functionality unavailable.
- Significant performance degradation.
- UAT/DR environment outage.
- Response time and resolution time should be 1 hour and 4 hours, respectively.

Severity 3 (Medium)

- Minor functionality issues.
- Non-critical service degradation.
- Report generation or notification issues.
- Response time and resolution time should be 4 hours and 24 hours, respectively

Severity 4 (Low)

- Minor performance issues with no impact on business operations.
- Backup verification or monitoring notification issues where backups/services remain functional.
- Response time and resolution time should be 24 hours and 72 hours, respectively.

G. Penalty Clause for SLA Breach by Cloud Service Provider

The Cloud Service Provider (CSP) shall maintain a minimum monthly uptime availability of 99.9% for the Production Environment, excluding approved maintenance windows notified in advance and agreed by the MSWWDA.

Monthly Service Availability	**Penalty**
≥ 99.9%	No Penalty
99.5% to < 99.9%	5% of Annual Maintenance Charges

99.0% to < 99.5%	10% of Annual Maintenance Charges
Below 99.0%	15% of Annual Maintenance Charges

- Failure to meet the agreed RPO/RTO commitments during DR invocation shall attract a penalty equal to 10% of the Annual Maintenance Charges per occurrence.
- Failure to perform scheduled backups, backup restoration tests, or DR drills as per agreed schedule shall attract a penalty of ₹25,000 per incident.
- Any security incident, unauthorized access, data breach, ransomware attack, or loss of Government data attributable to CSP negligence shall attract a penalty of 5% of the Total Contract Value, without prejudice to other legal remedies available to MSWWDA.
- The CSP shall bear all costs associated with investigation, containment, recovery, and restoration of services.
- **The cumulative penalty shall not exceed 10% of the Total Contract Value. If the cumulative penalties exceed 10% of the Contract Value, MSWWDA reserves the right to terminate the contract and/or services of the Cloud Service Provider (CSP) after due notice.**

Note: Monthly uptime availability shall be calculated using the following formula:
Availability (%) = [(Total Minutes in the Month − Unplanned Downtime Minutes) ÷ Total Minutes in the Month] × 100

H. Scalability

The proposed infrastructure is scalable and can be upgraded based on:

- User load
- Storage growth
- Future integrations
- Performance requirements

4. Bill of Materials (Indicative) FOR THE PROPOSED CLOUD SERVER

- The quotation shall include pricing for:

SL No	Particulars	Type	Qty. (DC)	Qty. (DR)
1	Application Server + Windows OS	VM	1	0
2	Database Server + Windows OS	VM	1	0
3	QA Application Server + Windows OS	VM	1	0
4	QA Database Server + Windows OS	VM	1	0
5	DR Application Server + Windows OS	VM	0	1
6	DR Database Server + Windows OS	VM	0	1
5	Public IP	Service	1	0
6	SSL	Service	1	1
7	Public Domain	Service	1	0
8	Cloud-Based Object (Blob) Storage	4 TB*	1	1
9	Governance & Backup	Service	1	1
10	Networking	Service	1	1
11	Firewall	Service	1	1
12	Others			

*The cloud-based object (Blob) storage requirement/usage shall be 2 TB during the first year, with an additional 1 TB in the second year and an additional 1 TB in the third year, resulting in a cumulative storage requirement of 4 TB by the end of the third year.

5. Contract Period

- The initial term of the Contract shall be **Two (02) years**, extendable for a further period of One (01) year, subject to satisfactory performance of the Service Provider and the requirements of the Client.

6. Exit Management and Transition Support

The selected Cloud Service Provider (CSP) shall provide comprehensive Exit Management services to ensure a smooth, secure, and uninterrupted transition of the PMIS hosting environment upon expiry, termination, or non-renewal of the contract.

The CSP shall:

i. Facilitate the migration of all application data, databases, documents, backups, logs, configurations, and related digital assets to the MSWWDA or its nominated agency without disruption to services.
ii. Provide all data in standard, non-proprietary, interoperable, and machine-readable formats to prevent vendor lock-in and ensure portability.
iii. Continue to maintain the cloud environment and associated services during the transition period until successful migration and formal acceptance by the MSWWDA.
iv. Hand over all system configurations, network configurations, security policies, SSL certificates, audit logs, backup copies, architecture diagrams, and operational documentation related to the PMIS environment.
v. Ensure secure, complete, and accurate transfer of all Government-owned data, applications, and digital assets.
vi. Certify the secure deletion of all Government data, backups, logs, snapshots, replicas, and residual information from the CSP infrastructure after successful migration and written approval from the MSWWDA.
vii. Ensure that no Government data is retained, copied, disclosed, transferred, or used for any purpose after contract closure, except where required by applicable laws and regulations.
viii. Must provide no cost exit management support for a minimum period of **90 days** from the date of contract expiry or termination without affecting service continuity or performance.
ix. Ensure that the exit process does not result in any data loss, data corruption, security compromise, service degradation, or prolonged service interruption.
x. Conduct knowledge-transfer sessions and submit a detailed Exit Management Plan, including timelines, responsibilities, dependencies, migration procedures, risk mitigation measures and rollback mechanisms.
xi. The CSP shall cooperate fully with the incoming service provider and/or the MSWWDA to ensure a smooth, secure, and seamless transition of services.

7. Special Conditions

- All application data, metadata, configurations, backups, audit logs and documents generated under the project shall remain the sole property of MSWWDA, Government of Meghalaya.
- The CSP shall provide a tool to monitor/view/ download various reports like usage of cloud resources etc.
- The CSP shall provide remote technical support services and as and when required support shall be provided on site throughout the contract period.
- The rates quoted by the CSP shall remain firm and fixed for the entire contract period, and no upward revision in prices shall be permitted. However, any downward revision in rates during the contract period shall be passed on to MSWWDA.

- Sub-contracting of any part of the services under this contract shall not be permitted without the prior written approval of MSWWDA.

Annex: Price Schedule [*under Option B form of quotation*]