

भारत संचार निगम लिमिटेड

प्रधान महाप्रबंधक दूरसंचार का कार्यालय
पाचवी मंजिल, जीरो माईल,
सिविल लाईन्स, नागपुर - ४४०००१
सहायक महाप्रबंधक (उद्द्यम व्यवसाय)



Tel No. 0712-2528855, Email: - agmebngp1@gmail.com

No: - PGM/NP/EB/MRSAC/IDC-MHUID/2024-25/05

Date: 22/08/2025

To,

M/s ESDS Software Solution Limited
Plot NO B-24/25, Nice Area, MIDC, Satpur
Nashik, Maharashtra 422007

Sub: - Work order for cloud services to MRSAC, Nagpur for MHUID project.

Ref: - 1) E-file No. -MHNGP-12/16(12)/4/2024-EB- MH NGP approved by CGMT, MH Circle Mumbai

Dear Sir,

With reference to above cited subjected & reference, we are pleased to place the work order for following items for cloud hosting service for MHUID project of Maharashtra Remote Sensing Application Center, VNIT Campus, South Ambazari Road, Nagpur for the period **from 23.05.2025 to 31.10.2025** as per the terms and condition agreed and decided by MRSAC.

eNlight Government Community Cloud Hosting Services					
A.1	eNlight Cloud Hosting	Unit	Cost/Unit	MRC	Comment
Web server (IIS) + Web adaptor	L6 Plan: 32 vCPU 64 GB RAM 100 GB HDD 1000 IOPS, 100 GB data transfer / Month, OS: Linux OS with 1 Public IPV6 address	1 No.	14,605	14,605	Mobile Application
Web server (Tomcat)	L6 Plan: 32 vCPU 64 GB RAM 100 GB HDD 1000 IOPS, 100 GB data transfer / Month, OS: Linux OS with 1 Public IPV6 address	1 No.	14,605	14,605	Mobile Application
Application server (GIS) + Web adaptor	L6 Plan: 32 vCPU 64 GB RAM 100 GB HDD 1000 IOPS, 100 GB data transfer / Month, OS: Linux OS with 1 Public IPV6 address	1 No.	31,194	31,194	Mobile Application
Database server	L7 Plan: 32 vCPU 128 GB RAM 100 GB HDD 1000 IOPS, 100 GB data transfer / Month, OS: Linux OS with 1 Public IPV6 address	1 No.	21,498	21,498	Mobile Application Database
A.2	Software Licenses	Unit	Cost/Unit	MRC	Comment
OS	OS :Windows 2019 or Latest std Edition per 2 core lic	64 No.	583	37,312	As per Sizing
DB	PostgreSQL Community Edition Latest (Free Version)- Per Instance	Community Edition	Community Edition	Community Edition	Community Edition - Client Scope
AV	Antivirus + HIPS	4 No.	1,346	5,386	As per Sizing
A.3	Additonal Compute & Storage	Unit	Cost/Unit	MRC	Comment

Additional Compute & Storage	Additional Storage (100 GB Pack)	16 No.	707	11,317	As Per inputs
	500 GB Storage on SSD with IOPS 3000/TB	1 No.	4,039	4,039	As Per inputs
	Backup Storage (500 GB)	9 No.	3,366	30,294	As Per inputs
A.4	Network/ Connectivity	Unit	Cost/Unit	MRC	Comment
Service	Speed Based-Internet Bandwidth - Connectivity- 1 Mbps	Existing	Existing	Existing	
Service	CITRIX - Virtual Load Balancer - 1 Gbps	Existing	Existing	Existing	
Service	IPv4- Public IP - Internal Network	Included	Included	Included	As Per inputs
A.5	Security	Unit	Cost/Unit	MRC	Comment
	vUTM 1 Gbps throughput	Existing	Existing	Existing	Existing
	VAPT Services	20 No.	6,732	1,34,640	Yearly Once , and once before deployment
	SIEM as a service - Per Instance Or Per device (up to 100 devices & 500 EPS, Log retention for 6 Months)	4 No.	3,595	14,379	As Per inputs
A.7	Managed Hosting Services	Unit	Cost/Unit	MRC	Comment
	Operating System Management Service Per VM	4 No.	1,683	6,732	
	PostgresSQL Database Managed Services (Up to 100 GB)	Client Scope	Client Scope	Client Scope	
	Antivirus Management Service Per VM	4 No.	112	449	
	Storage Management Service	1 No.	1,683	1,683	
	Backup Management Per VM	4 No.	337	1,346	
	Virtual Load Balancer Managed Services	Existing	Existing	Existing	Existing
	vUTM Firewall Managed Services	Existing	Existing	Existing	Existing
	Cloud Monitoring-Advance Module-Upto25	4 No.	393	1,571	
Infrastructure (A.1 + A.2 + A.3 + A.4+A.5+A.6)				3,19,268	
Managed Services (A.7)				11,781	
Monthly charges Grand Total (Rs)				3,31,049	

Terms & Conditions:

- 1. Service Level Agreement (SLA):** SLA and Service Terms are back to back from MRSAC & will be as per the attached **Annexure-A**.
- 2. Rates:** The rates mentioned above are exclusive of applicable GST.
- 3. Taxes, Duties, and Levies:** Any changes in taxes, duties or levies due to amendments in Government Policies will be borne by you.
- 4. Invoice and Payment Terms:**
 - Invoices will be raised on a quarterly basis after the end of each quarter after receipt of payment from end user, MRSAC.
 - The invoice date should be after the receipt of payment from MRSAC.
 - Payment will be made within 45 days from the date of invoice submission.
- 5. Retention/Deductions:** Any retention or deduction for Liquidated Damages (LD) charged by MRSAC will be passed on accordingly.

6. **TDS Deduction:** Applicable TDS, if required, may be deducted as per prevailing laws.



सहायक महाप्रबंधक (ई.बी.)
Asst. General Manager (E.B.)
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Copy to : - 1) DGM (EB-MH), MH Circle Mumbai for information please.
2) CAO (Works), O/o PGM (BA), BSNL, Nagpur.

Annexure - A

Service Level Agreement

Meity has announced MeghRaj Policy to provide strategic direction for adoption of cloud services by the Government (<http://meity.gov.in/content/gi-cloud-initiative-meghraj>). The aim of the cloud policy is to realize a comprehensive vision of a government cloud (GI Cloud) environment available for use by central and state government line departments, districts and municipalities to accelerate their ICT-enabled service improvements. MeghRaj policy of Meity states that “Government departments at the Centre and States to first evaluate the option of using the GI Cloud for implementation of all new projects funded by the government. Existing applications, services and projects may be evaluated to assess whether they should migrate to the GI Cloud.”

1.1 Purpose

- The purpose of Service Levels is to define the levels of service provided by the Cloud Service Provider (“CSP”) to Maharashtra Remote Sensing Application Centre (“Client”) for the duration of the contract. The benefits of this are:
 - Help the Client control the levels and performance of CSP’s services.
 - Create clear requirements for measurement of the performance of the system and help in monitoring the same during the Contract duration.
- The Service Levels are between the Client and CSP.

1.2 Service Level Agreements & Targets

- This section is agreed to by Client and CSP as the key performance indicator for the project.
- The following section reflects the measurements to be used to track and report system’s performance on a regular basis. The targets shown in the following tables are for the period of Contact.

1.3 General Principles of Service Level Agreements

Service Level Agreement (SLA) shall become the part of the Contract between the Client and the CSP. SLA defines the terms of CSP’s responsibility in ensuring the timely delivery of the services and the correctness of the services based on the agreed performance indicators as detailed in this section.

The CSP shall comply with the SLAs to ensure adherence to project quality and availability of services throughout the duration of the Contract. For the purpose of the SLA, definitions and terms as specified in the document along with the following terms shall have the meanings set forth below:

“Total Time” – Total number of hours in the quarter being considered for evaluation of SLA performance.

“Downtime” – Time period for which the specified services/components/system are not

available in the concerned period, being considered for evaluation of SLA, which shall exclude downtime owing to Force Majeure and reasons beyond control of the CSP.

“Scheduled Maintenance Time”– Time period for which the specified services/components/system with specified technical and service standards are not available due to scheduled maintenance activity. The CSP shall seek at least

15 days’ prior written approval from the Client for any such activity. The scheduled maintenance shall be carried out during non-peak hours and shall not exceed more than four (4) hours and not more than four (4) times in a year.

“Uptime” – Time period for which the specified services are available in the period being considered for evaluation of SLA.

$$\text{Uptime (\%)} = (1 - \{[\text{Total Downtime}] / [\text{Total Time- Scheduled Maintenance Time}]\}) * 100.$$

“Incident” – Any event/abnormalities in the service/system being provided that may lead to disruption in regular/normal operations and services to the end user.

“Response Time” – Time elapsed from the moment an incident is reported to the Helpdesk either manually or automatically through the system to the time when a resource is assigned for the resolution of the same.

“Resolution Time” – Time elapsed from the moment incident is reported to the Helpdesk either manually or automatically through system, to the time by which the incident is resolved completely and services as per the Contract are restored.

“Target” – is the availability of cloud and managed services and their data. It is calculated as =
$$[(\text{Total uptime of all cloud and managed services in a quarter})/(\text{Total time in quarter})]*100.$$

Latency: Latency may address the storage and the time when the data is placed on mirrored storage.

Maximum Data Restoration Time: refers to the committed time taken to restore cloud service customer data from a backup.

Recovery Point Objective: It is the maximum allowable time between recovery points. RPO does not specify the amount of acceptable data loss, only the acceptable time window. RPO affects data redundancy and backup.

Recovery Time Objective: It is the maximum amount of time a business process may be disrupted, after a disaster, without suffering unacceptable business consequences. Cloud services can be critical components of business processes.

Availability of Reports (Reports such as Provisioning, Utilization Monitoring Reports, User Profile Management etc.)

1.4 Service Levels Monitoring

- The Service Level parameters shall be monitored on a quarterly basis.

- As part of the Project requirements, CSP shall supply and make sure of appropriate system (software/hardware) to automate the procedure of monitoring SLAs during the course of the Contract and submit reports for all SLAs as mentioned in this section. This software along with any system specific software shall be used by the CSP for monitoring and reporting these SLAs. The Client reserves the right to test and audit these tools for accuracy and reliability at any time.
- The CSP will endeavour to exceed these levels of service wherever possible.
- CSP undertakes to notify the Client of any difficulties, or detrimental/adverse findings as soon as possible once they are identified.
- CSP will provide a supplemental report on any further information received, as soon as the information becomes available.
- CSP will take instruction only from authorized personnel of the Client.
- For issues i.e. breach of SLAs beyond control of the CSP, the CSP shall submit a justification for the consideration of the Client. In case it is established that the CSP was responsible for such breach.
- In case if any of the information mentioned in the further measurements of services does not match the SLA as per DIT, then the SLA measurements mentioned in the G.R of DIT will be final i.e. all the service level measurements should satisfy the SLA as mentioned in DIT, Government of Maharashtra.

1.5 Measurements & Targets - Operations Phase SLAs

- These SLAs shall be used to evaluate the performance of the services post the Implementation Phase and during the operations Phase. These SLAs and associated performance shall be monitored on a quarterly basis.
- The Scheduled Maintenance Time shall be agreed upon with the Client as per the definition given as part of this section of the Contract.
- The following SLAs apply both for CSP and MSP/SI. While the CSP will be responsible for maintaining the SLAs pertaining to the cloud infrastructure, network, controls etc., the MSP will be responsible for the SLAs related to managing and monitoring the cloud services.

#	Service Level Objective	Measurement Methodology	Target/Service Level
1	Availability/Uptime of cloud services Resources for Production environment (VMs, Storage, OS, VLB, Security Components,)	Availability (as per the definition in the SLA) will be measured for each of the underlying components (e.g., VM, Storage, OS, VLB, Security Components) provisioned in the cloud.	Availability for each of the provisioned resources: >=99.5%

#	Service Level Objective	Measurement Methodology	Target/Service Level
2	Availability of Critical Services (e.g., Register Support Request or Incident; Provisioning / De-Provisioning; User Activation / Deactivation; User Profile Management; Access Utilization Monitoring Reports) over User / Admin Portal and APIs (where applicable)	Availability (as per the definition in the SLA) will be measured for each of the critical services over both the User / Admin Portal and APIs (where applicable)	Availability for each of the critical services over both the User / Admin Portal and APIs (where applicable) $\geq 99.5\%$
3	Availability of the network links at DC and DR (links at DC / DRC, DCDRC link)	Availability (as per the definition in the SLA) will be measured for each of the network links provisioned in the cloud.	Availability for each of the network links: $\geq 99.5\%$
4	Recovery Time Objective (RTO) (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	≤ 4 hours >> [Government Department / Agency to indicate based on the application requirements]
5	Recovery Point Objective (RPO) (Applicable when taking Disaster Recovery as a Service from the Service Provider)	Measured during the regular planned or unplanned (outage) changeover from DC to DR or vice versa.	≤ 2 hours [Government Department / Agency to indicate based on the application requirements]