

**The Gem & Jewellery Export Promotion Council  
(GJEPC)**

**For Gems and Jewellery KYC Information Centre (GJKIC), a subsidiary of GJEPC**

**REQUEST FOR PROPOSAL**

**FOR**

**Application Hosting On Cloud**

<b>Date of issue of RFP</b>	<b>26.2.2016</b>
<b>Last date for submission of RFP</b>	<b>08.3.2016</b>
<b>Address for communication</b>	<b>The Gem &amp; Jewellery Export Promotion Council Tower A, AE1010, Bharat Diamond Bourse, Next to ICICI bank, BKC, Bandra (E) Mumbai - 400 051</b>

**Pre – Bid Meeting:**

**3.3.2016 at 11 am (at above mention address)**

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## ABOUT GJEPC

**T**he Gem & Jewellery Export Promotion Council (GJEPC) was set up by the Ministry of Commerce, Government of India (GoI) in 1966. It was one of several Export Promotion Councils (EPCs) launched by the Indian Government, to boost the country's export thrust, when India's post-Independence economy began making forays in the international markets. Since 1998, GJEPC has been granted autonomous status.

The GJEPC is the apex body of the gems & jewellery industry and today it represents almost 6,000 exporters in the sector. With headquarters in Mumbai, the GJEPC has Regional Offices in New Delhi, Kolkata, Chennai, Surat and Jaipur, all of which are major centres for the industry. It thus has a wide reach and is able to have a closer interaction with members to serve them in a direct and more meaningful manner.

**T**he G&J KYC Information Centre (herein after referred to as GJKIC) is a subsidiary of GJEPC, was set up to build a mykyc portal for its users. GJKIC is interested to get the mykyc portal application which has been developed on Microsoft .Net Platform and MySQL as a database on a Cloud Computing Model.

## PURPOSE

**T**he overall scope has two broad areas namely

- IT infrastructure Setup hosted on the cloud computing model, through a reputed IT Infrastructure Hosting Service Provider.
- Managed Infrastructure Services.
- The hosting should be in India. The vendor should have capabilities to have Data in hosting locations in US and Europe.

The purpose of this RFP is to solicit proposals from qualified bidders for provisioning the existing mykyc application to Cloud Model. Technical and Commercial bids are invited from bidders for the aforesaid job as per the terms and conditions mentioned hereunder.

## INSTRUCTIONS TO BIDDERS

**T**he bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at bidders own risk.

No binding legal relationship will exist between any of the respondents and GJKIC until execution of a contractual agreement.

The bidder should have experience in commission at least two such projects in India and should be able to furnish case studies related to the above projects, with references.

Bidder should provide their financial soundness along with adequate supportings/evidences.

The bidder should provide/present the billing models along with payment terms and conditions for the services availed.

Each recipient acknowledges and accepts that GJKIC may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for shortlisting/selecting the eligible vendors. The RFP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a recipient.

A recipient will, by responding to GJKIC for RFP, be deemed to have accepted the terms of this introduction and disclaimer.

Recipients are required to direct all communications related to this RFP, through the nominated point of contact person:

Contact:

Name: Mr. Abhijit Padhye

Phone: +919833116939

Email: abhijit.padhye@gmail.com

GJKIC may, in its absolute discretion, seek additional information or material from any respondents after the RFP closes and all such information and material provided must be taken to form part of that respondent's response.

Respondents should provide details of their contact persons, telephone, fax, email and full address(s) to ensure that replies to RFP could be conveyed promptly.

Queries / Clarification if any, may be taken up with the contact persons detailed above before the deadline for submission of bids between 10:00 a.m. to 5:00 p.m. on any working days (Monday to Friday except holidays).

GJKIC will notify all short-listed respondents in writing or by mail as soon as practicable about the outcome of their RFP. GJKIC is not obliged to provide any reasons for any such acceptance or rejection.

The bids qualifying the Minimum Eligibility Criteria will be eligible for further evaluation and subsequently the bids qualifying both Minimum Eligibility Criteria and Technical Evaluation will be eligible for Commercial Evaluation.

## BACKGROUND

**G**JKIC has developed a KYC portal application [www.mykycbank.com](http://www.mykycbank.com) , which would serve as centralised KYC data bank for Gems and Jewellery Industry. It is an Initiative of GJEPC India.

The application is been developed on Microsoft .Net Platform with MySQL as database.

The application is currently hosted on Microsoft Windows 2008 R2 Operating system with IIS services enabled on the same. It will be moved onto the latest Windows platform before launch.

GJKIC, plans to host the application on a Two System Landscape i.e. Quality and Production environments.

In the first year, post release to customers, an anticipated user base of 10,000 is expected.

Considering the usage of the portal for large no of customers, GJKIC has taken a decision to move on a cloud computing model with manage infrastructure services, which will in turn help to run the portal application faster and have scalability of resources on demand.

Based on the above outlined background, the bidder should provide the type of cloud computing services along with a suitable technical architecture.

## DETAILS OF EXISTING APPLICATION

The section below provides an overview of the current system details along with the software specifications that are present in the system for proper functioning of portal.

- Hosted on – Microsoft .Net version 4.5
- Windows server version – Windows 2008
- Database version- MySQL 5.6
- Browser compatibility – The portal currently works with Chrome (47), Firefox (43.0.4). No testing has been done in IE yet.
- Third party software are in use to generate pdf documents and encryption and storage of documents, which is a significant activity on the website.
- Webmail (OWA) – The current portal has mailing services (SMTP services to be enabled). Applications will send mails which should be on cloud, i.e. inclusion of webmail service.

## DESIRED SYSTEM SPECIFICATIONS

- IIS for the new systems should be 7.5 and higher
- Windows version 2012
- Database version of MySQL 5.6 & above
- Browser compatibility – All browsers should be supported including IE version 8 & above
- Web email service for user

- Incident management solution along with bidders standard SLA's
- Error management solution along with bidders standards SLA's
- The existing application has a lot of files of different formats such as jpeg, png, pdf which would be encrypted and zipped. GJKIC would like to have a file storage on the cloud platform as the application deals with a huge number of such files on a daily basis.

## SCOPE OF WORK

The scope of project includes:

### Sizing / Hardware Specification

GJKIC is looking at the below configuration in terms of hardware sizing. Based upon the requirements and usage GJKIC would ideally like to have a flexible option in terms of changing the sizing in the near future.

Parameter	Quality	Production
CPU	Dual Core	Quad Core
Memory	6 – 10 GB	16-24 GB
Storage	100-150 GB (Usable for Data)	200-250 GB (Usable for Data)

### Installation of Operating System

Provide an environment as per specifications given by GJKIC to host the application. GJKIC wants to move to Windows 2012 as an underlying operating system for its operations on Cloud.

### Network Security

- Provide a suitable design for Public facing services (SMTP, WWW, HTTPS, VPN etc.), along with firewall rules.
- Server profiling for all services. For example identifying CPU, RAM, Storage IOPS, Backups and HA requirements. Expected CPU, RAM details have already been provided in the above



section under hardware specification. In accordance with those details GJKIC would require the associated Storage IOPS, Backups and HA requirements.

- Complete diagram of cloud infrastructure, network route etc.
- Backup architecture design and implementation to be furnished – Backup strategy, retention and restoration procedure, and provide guidelines on backup best practices and restoration. In case of a disaster recovery system GJKIC would like to have a suitable mechanism of getting the log shipping of files from the production system to the disaster recovery system.
- Timeline for IT infrastructure setup on Cloud – GJKIC would require the timeline starting from the procurement of the hardware till a business-ready system is provided to us.
- Body of Evidence (BOE) review, which would include CONOPS, Risk Assessment, System security plan, Security Assessment Plan, Security Assessment report.
- The bidder should present all the necessary security and compliances certifications.

## SERVICE LEVEL AGREEMENT FOR CLOUD SERVICE PROVIDER

### Domains

- **T**he technical component of the domain consists of:
  - Systems: The total of development, testing, acceptance, production and backup server equipment (DTAPB) made available in a sufficiently secure, physical and logical environment.
  - Software: Basic Software (all components of all kinds of software-including operating systems, database software, tooling, and use cases that is deployed on the systems to be made available).
  - The connectivity LAN/WAN to be made available, along with proposed Bandwidth details.
- The functional component of the domain consists of:
  - Availability Management.
  - Call Intake.
  - Incident Management.
  - Escalation
  - Capacity and Performance Management.
  - Other Management tasks
  - Service Level Management

### Availability Management (Infrastructure)

Need to ensure effective and efficient achievement of high availability of the Cloud platform so that the function of MyKYCBank application are not hampered.

Availability is an average that moves (over time) and which is measured over the three most recent months. This average is expressed as a percentage and is calculated as follows:

$$\%Availability = \frac{(\text{Quarter} - \text{Scheduled Maintenance}) - \text{Malfunction time}}{(\text{Quarter} - \text{Scheduled Maintenance})} \times 100$$

A maintenance schedule to be drawn up and agreed upon by both the party.

The bidder should provide their standard SLA detail which should clearly highlight the response and resolution times along with necessary categorization of incidents (e.g. P1, P2 etc.).

If availability does not comply with the agreed percentage specified a discount/credit note on the next invoice.

For the malfunction time GJKIC would like to have an index for the response and resolution time along with the Root Cause Analysis of High Priority incidents.

Availability would be agreed in accordance with the table below. The availability achieved will be reported quarterly on the basis of Priority 1.

Availability
At least 99.5% per quarter, 24X7

## Security Management

NDA to be signed between GJKIC and cloud service provider before commencement of service.

Bidder should put firewall and other secured systems which includes technologies and manual processes to ensure maximum security and traceability of events.

Bidder should provide necessary processes/mechanism to ensure Data Integration and Security, along with security best practices

## EXCLUSIVITY:

GJKIC has the sole and exclusive right over the assignment of the contract and the bidder shall not have any claim whatsoever over the selection and assignment of the contract under this RFP.

#### CONFIDENTIALITY:

The Bidder shall keep and continue to keep confidential, during the process of bidding, any and all information and/or data (collectively hereinafter referred to as the “**Confidential Information**”) exchanged, shared or provided, whether orally or in writing, under or pursuant to this RFP. Such Confidential Information may include but shall not be limited to the content, technical information, commercial information and advertiser information. Further the bidder hereby agree that such Confidential Information shall be disseminated only to such of its representatives and/or employees who have a need to know and are entitled to such information and for the furtherance of this RFP and who have individually agreed in writing with their respective organisations to be bound by the terms of confidentiality.

#### NON ASSIGNMENT:

Neither Party shall assign, transfer, sub-contract or in any other manner make over to any third party the benefit and/or burden of this RFP without prior written consent of GJKIC.

#### FORCE MAJEURE:

Neither Party shall be responsible for any failure to perform its obligation due to unforeseen circumstances or due to causes beyond its control even after exertion of best efforts to prevent such failure, which failure may include, but is not limited to, acts of God, fire, floods, war, riots, embargoes, strikes, lockouts, acts of any Government authority, rejection of applications under the Statutes, delays in obtaining licenses or repeal, passing or amendment of a Statute.

#### GOVERNING LAW

This RFP shall be interpreted in accordance with and governed by the laws of India and the Bidder hereby consent to the jurisdiction of the appropriate courts in India.

#### ARBITRATION

In case of dispute with regards to the terms of this RFP and no amicable settlement by way of negotiations can be arrived at between the Parties, within a period of 30 (thirty) days of commencement of such negotiations, then such dispute and/or claim arising out of or relating to this RFP shall be referred to the arbitration of a sole arbitrator, to be jointly appointed by the Parties and where the Parties are unable to agree upon a sole arbitrator, to the arbitration of three arbitrators, one to be appointed by each Party and the third arbitrator to be appointed by the two arbitrators so appointed by the Parties. The seat of arbitration shall be Mumbai, India and the language of arbitration shall be English. The arbitrator(s) shall have power to regulate its own procedure, including summary powers and the place of its arbitration will be Mumbai. The award of the arbitrator shall be final and binding on the Parties. The Arbitration and Conciliation Act, 1996, or any statutory modification subsequent thereof shall in all respects govern the arbitration. The arbitration shall be governed by the laws of India.

