

**E-Tender Document
FOR
IMPLEMENTATION
OF
AI-DRIVEN COURT CASE MANAGEMENT SYSTEM (AI-CCMS)**



**MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS)
(A GOVERNMENT OF MANIPUR UNDERTAKING)**

Notice Inviting Tender
(e- Tendering mode)

MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY
(A Government of Manipur Undertaking)
4th Floor, Western Block, New Secretariat, Imphal – 795001

Name of Work	DESIGN, IMPLEMENTATION AND MAINTENANCE OF AI- DRIVEN COURT CASE MANAGEMENT SYSTEM.
Nature of Bid Process	Online Bid Submission on https://manipurtenders.gov.in 1. EMD 2. Pre-qualification Bid 3. Technical Bid 4. Financial Bid
The Currency in which payment shall be made	Indian Rupees (INR)
Bid Publication Date	D
Bid Submission Deadline (Minimum 3 weeks)	D+21
Date and Time of Opening of Technical Bids	To be informed later
Date and Time of Opening of Financial Bids	To be informed later
Tender Fee (non-refundable)	The bidder should furnish INR 20,000/- (Twenty Thousand Rupees only) shall be submitted online only. No other mode of payment shall be accepted. The bidder shall furnish payment receipt details including UTR No./Transaction ID/date/ Amount/Bid No. etc. along with the bid. 1. Name on Account: Manipur State Information Technology Society 2. Name of the Bank and Branch Details: HDFC Bank, Lamphelpat Branch 3. Bank A/c Number : 19991450000076 4. NEFT/IFSC Code: HDFC0009466 5. MICR Code: 795240005
Earnest Money Deposit	The bidder should furnish Earnest Money Deposit of INR 5,00,000/- (Five Lakh only) shall be submitted online. No other mode of payment shall be accepted. The bidder shall furnish payment receipt details including UTR No./Transaction ID/date/ Amount/Bid No. etc. along

	<p>with the bid.</p> <ol style="list-style-type: none"> 1. Name on Account: Manipur State Information Technology Society 2. Name of the Bank and Branch Details: HDFC Bank, Lamphelpat Branch 3. Bank A/c Number : 19991450000076 4. NEFT/IFSC Code: HDFC0009466 5. MICR Code: 795240005 <p>Bidders registered as MSEs as defined in MSE procurement policy issued by Department of MSME are exempted from submission of Earnest Money Deposit (EMD). The certificate for same also to be submitted along with bid, else EMD will be applicable.</p>
Bid Validity days	180 days (From last date of opening of tender)
Performance Bank Guarantee (PBG)	3% of the total work value from the successful bidder. PBG is required to be submitted within 30 days from the date of issue of Work Order
Email Address to send Queries	ashakiran.n@nic.in by D+7 days
Address for Communication	Manipur State Information Technology Society, 4th Floor, Western Block, New Secretariat, Imphal – 795001

1. Tender shall be downloaded from tender link available at <https://manipur tenders.gov.in> & <http://manipur.gov.in>.
2. No manual bids shall be accepted. All bids (both Technical and Financial) should be submitted in the online portal.
3. Corrigendum and addendum may be issued on the changes required. Bidders are advised to visit the webpage regularly and update themselves.

Instruction to Bidders

1. As part of the prequalification bid document, the bidder shall scan and upload all the documentary evidence mentioned in **Pre-Qualification/Eligibility Criteria**. This shall be submitted online on <https://manipur tenders.gov.in>.
2. The bidders shall sign on all the statements, documents, certificates uploaded by them, owning responsibility for their correctness/authenticity.
3. The bidder shall submit the duly filled checklists enclosed at **Annexure-I** and **Annexure-II** along with the bid and shall clearly mention the corresponding page numbers of each supporting document in the respective checklist.
4. **Due date:** The tender has to be submitted on or before the due date and time. The

offers received after the due date and time will not be considered.

- 5. Preparation of Bids:** The offer/bid shall be submitted in two bid-systems i.e. Technical Bid and Financial Bid. The technical bid shall consist of all technical details along with commercial terms and conditions. Financial bid shall indicate component wise price for components mentioned in the financial bid in the given format.
- 6. Language of Proposal:** The proposal prepared by the firm and all correspondence and documents relating to the proposal exchanged by the bidder and the MSITS, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
- 7. Cost of Bidding:** The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the MSITS, and the MSITS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's own risk and may result in rejection of the bid.
- 8. EMD:** The Bidder should submit EMD through online only as mentioned in the bid sheet.
- 9. Refund of EMD:** The EMD will be returned to unsuccessful Bidder(s) after the award of work to the successful bidder. Earnest money will be forfeited if a bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity. In Case of Successful Bidder, EMD shall be returned upon the bidder executing the Contract, pursuant to Award of Contract and furnishing the Bank Guarantee/Security Deposit, towards Performance Bank Guarantee.
- 10. Acceptance/ Rejection of bids:** MSITS reserves the right to reject any or all offers without assigning any reason. MSITS, based on the requirement and without assigning any reason to the Bidders may split the work/Scope/Bid and/or offer in stages or in parts according to the need of work and/or for ease of execution of work.
- 11. Responses to pre-bid queries** MSITS has the full discretion to respond to pre-bid queries. They may answer some, all, or none of the questions and are not required to explain or justify their responses, omissions, or any changes.

1. Project Overview

The Government of Manipur is experiencing a rising volume of cases, including mutations, partitions, encroachments, appeals, land acquisition disputes, tenders/works, and service-related matters. The existing system is constrained by manual workflows, high pendency, limited transparency, and growing citizen dissatisfaction, making it increasingly difficult to ensure timely resolution.

To address these challenges, the Government of Manipur proposed an AI-CCMS, an integrated, intelligent platform leveraging AI and workflow automation to manage the end-to-end lifecycle of court cases. The system will streamline case handling across departments, while aligning with Manipur's legal framework, customary laws, and digital governance objectives.

2. Project Information

Project Name	AI-DRIVEN COURT CASE MANAGEMENT SYSTEM
Project Initiator	1. Department of Information Technology, Government of Manipur 2. Land Resources Department, Government of Manipur
Implementing Agency	Manipur State Information Technology Society (MSITS)
Project duration	1yr (1 month implementation + 11 months maintenance, monitoring & technical assistance).

3. Background

The legal sector within government departments faces substantial operational bottlenecks due to the manual handling of voluminous case records. Legal documents typically range from **50–80 pages** per case, and in some cases extend to **200–500 pages**. Current practices involve labor intensive tasks such as reading, cross-referencing, and document analysis.

A major pain point is the preparation of para-wise replies, which requires a **minimum of five working days**, thereby delaying case response times and contributing to the backlog. Additionally, around **30 new land revenue** cases are added annually, further straining departmental capacity.

Current Pendency Status (as of 31st December 2024)

- 3,241 cases pending before the High Court.
- 4,898 cases pending before the Subordinate Courts.
- Government cases account for over 5,000 cases, representing 60% of all pending cases.

This critical pendency level highlights the urgent need for a transformative, technology-driven solution. The proposed **AI-CCMS** will automate case classification, analysis, and status tracking, thereby expediting resolution and enhancing transparency in the legal system. This challenge will be addressed through the implementation of an **AI-CCMS**.

4. Key Objectives

By integrating Artificial Intelligence (AI) with workflow automation, the system will modernize and optimize case handling processes, delivering several key benefits:

- Smart Workflow Automation**

The system will automatically sort cases into categories such as mutations, disputes, land document issuance, tenders/works, and service-related matters. It will then route them to the appropriate offices, track their progress in real time, and send timely alerts to officials, making the legal process faster and more efficient.

- Intelligent Document Handling**

AI will analyse bulky legal documents, enable intelligent search, generate para-wise replies, and provide quick summaries, significantly reducing manual workload and response time.

- Quick Para-wise Reply Drafting**

Replies that currently take several days will be prepared in hours with AI assistance, cutting delays and improving accuracy in submissions.

- Faster Case Disposal & Pendency Reduction**

Automation of routine and repetitive tasks will speed up case resolution, reduce backlog, and directly address the high pendency levels in the courts.

- Efficiency & Resource Optimization**

Departments will save time and effort by minimizing manual paperwork, duplication, and delays, allowing officials to focus on critical decision-making rather than routine processing.

- Enhanced Transparency & Trust**

AI-powered dashboards will provide real-time visibility into case status, process timelines, and accessed records. This will strengthen accountability across departments and foster greater public trust.

- Data-Driven Insights**

Advanced analytics and reporting will generate actionable insights for policymakers and administrators, enabling proactive decision-making and better litigation management.

5. Scope Of Work

The Service Provider shall execute the entire scope of work in close consultation with the Land Resources Department.

Requirement Gathering and Analysis

- Identification of various stakeholders and their roles.
- Identification and analysis of the current process flow.
- Assessment of challenges and pain points in the current practices.
- Identification of security requirements and potential risks.
- Prioritization of requirements based on feasibility and impact.

System Design and Development

The software will provide a centralized platform for case management including filing of case, document storage, data analysis, reporting, and decision-making. It will enable Departmental/Administrative users to access real-time information, track case progress, obtain court decisions, and make informed decisions.

- Design & Implementation using a microservices architecture to enable independent scaling of different components and greater fault isolation, enhancing resilience.
- Develop a scalable, modular, and interoperable case management platform.
- Build user-friendly interfaces for various stakeholders including Departmental officials such as Legal officers, Administrative officers etc.
- Setting up cloud storage and developing the pipeline for ingesting and storing raw document files.
- Integrating and configuring document processing services for accurate OCR and text extraction from various document types.
- Implementing the RAG-based summarisation engine, integrating with selected LLMs via an AI service, to automatically summarise case documents and generate key insights.
- Developing a user interface for uploading documents, viewing original documents, and displaying generated summaries and extracted key information.
- Design and implementation of the multi-layered security framework, including encryption, IAM, and RBAC, across all components of the system.
- Development and integration of guardrails for all AI/GenAI models to ensure ethical, safe, and compliant operation.

AI and Natural Language Processing (NLP) Integration

- Implement AI-driven classification, extraction, and data training.
- Enable automatic summarization, tagging, and indexing of legal documents using NLP.
- Build a system for cases analysis.

Workflow Management

- Automate workflows for case intake, hearing scheduling, evidence submission, order issuance, and appeal filing.
- Enable alerts, reminders, and notifications at each stage.

Integration and Interoperability

- Integrate with any relevant existing databases/systems.
- Development of a robust API layer to facilitate secure and standardized integration with external systems, promoting interoperability
- Seamless integration with a centralized repository containing all relevant legal acts and documents, providing a unified source of legal information.

Reporting and Dashboards

- Provide real-time dashboards for administrators, Department officials.
- Generate MIS reports, performance analytics, and case disposal metrics.

Hosting, Maintenance and Support

- Host the solution on MeitY Certified Cloud Service Provider .
- Provide 24x7 technical support, system upgrades, and bug fixes.

Training and Capacity Building

- Conduct comprehensive onsite training for officials and administrative users on AI concepts and the effective usage of the application.
- Provide detailed user manuals, step-by-step-help documents, and instructional video tutorials for ease of use and reference.

6. Proposed System Architecture

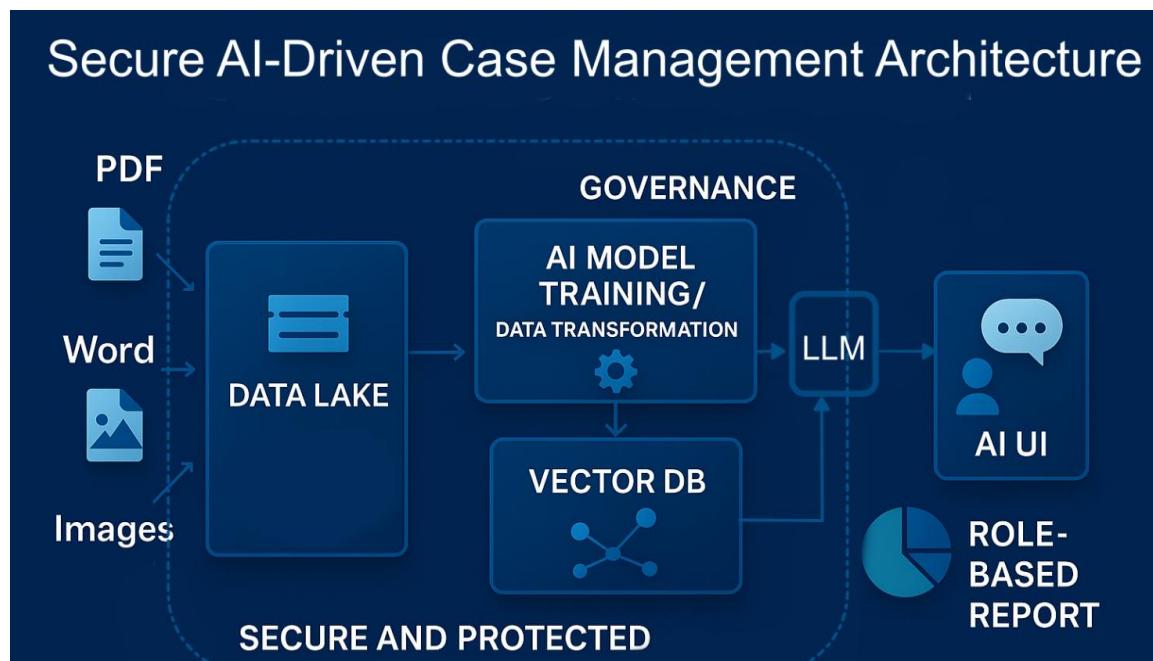


Figure 1: AI-CCMS.

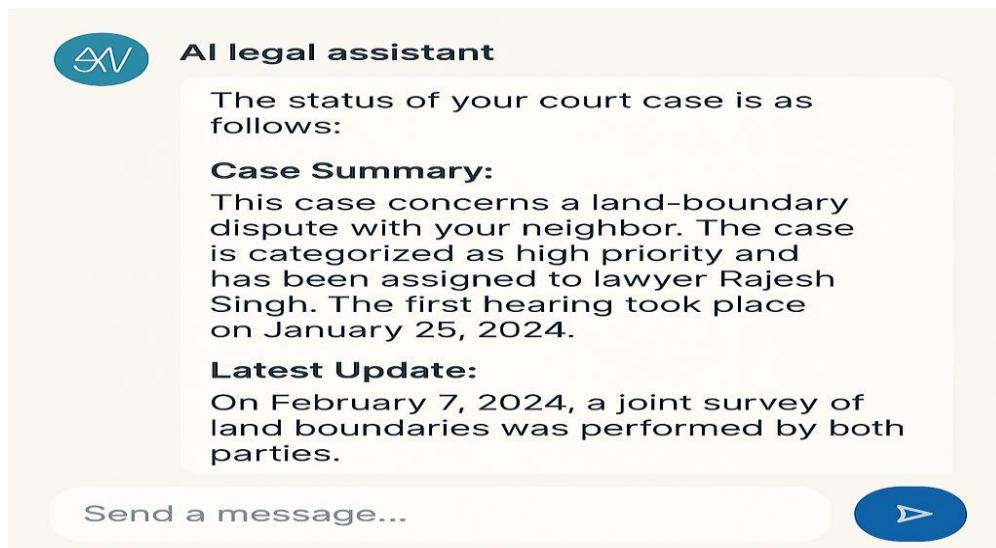


Figure 2: AI-Powered Legal Assistant.

7. Proposed System Modules

The proposed system module comprises of two modules:

- **Court Case Management :** It is a comprehensive system for managing the entire lifecycle of court cases, built upon a robust data architecture and incorporating AI/ML capabilities as envisioned in the overall project.
- **Case Analytics:** It is a comprehensive digitization of case documents, AI-Powered Document Processing, advanced NLP for detailed analysis and drafting, and Machine Learning (ML) capabilities for extracting insights, patterns, and precedents from the

vast legal document repository.



8. Functional Requirements & System Core Capabilities

Additional features may be added or existing ones modified **as per Departmental requirements from time to time** to align with organizational guidelines or technology updates.

S.No	Module	Functional Area	Functional Requirement	Description
1.	Managing Court Cases	Case Lifecycle & Data Management	Data Lake Foundation	Secure, scalable data lake for storing case documents & metadata
			Unique Case Identifiers	Auto-generate persistent case IDs for all cases
			Metadata Tagging & Indexing	Extract & tag metadata (case type, parties, dates, acts, etc.)
			Breadcrumb Trail	Log all actions & changes to create full case history
			Document Versioning	Version control for legal documents
		Document & Evidence Handling	Multi-format Input Support	Accept PDF, scanned images (JPEG/PNG).
			OCR & Text Parsing	Extract text from scanned files & images
			Key Information Extraction	AI to identify parties, acts, sections, dates, issues
			NLP for Drafting	Para-to-para reply, counter-affidavit drafting

			Vector DB & Embeddings	Contextual retrieval across case documents
			Central Repository Integration	Link with legal acts & prior rulings
			AI Summarisation	Summarise 50–500-page documents for quick review
		Reporting Dashboards &	Interactive Dashboards	Real-time KPIs (pendency, case duration, workloads)
			Real-time Analytics	Track case progress & aging (0–1 yr, 1–5 yrs, etc.)
			Custom Reports	Generate case-type & team performance reports
			Policy Insights	Identify bottlenecks & recommend process improvements
		Access Control & Auditability	RBAC	Role-based permissions for officials, legal officers etc.
			IAM & MFA	Identity management + Multi-factor Authentication
			Audit Trail	Immutable log of all actions with timestamps.
			Session Management	Prevent unauthorized session hijacking.
		Compliance & Security	Multi-layer Security	Data encryption, DDoS protection, intrusion monitoring.
			Sensitive Data Protection	Tokenization/Anonymization of confidential fields
			Responsible AI Principles	Guardrails to prevent harmful prompts & ensure fairness
2.	AI Case Analysis	Document Processing & Summarisation	Digitisation Pipeline	Document ingestion → OCR → metadata tagging
			Para-to-Para Analysis	AI-driven argument understanding for drafting replies

		RAG Summarisation	Retrieval + LLM summarisation for accuracy & citations
		Insight Generation	Highlight key issues, risks, and precedents
	Conversational AI (Chatbot)	GenAI Chatbot	Query documents, provide contextual answers
		Semantic Search	AI-powered search with legal references
		Guardrails & RBAC	Safe prompts + role-based access control
		Admin Panel	Manage documents, users, and permissions
		Logging & Audit	Maintain chat logs, document access logs

8.1. Module 1: Managing Court Cases

This module will comprise various functional areas along with their detailed components, as outlined below:

Case Lifecycle & Data Management

- **Data Lake Foundation:** The system will be built upon a robust data lake architecture to ensure scalable and secure storage for all case documents and associated metadata.
- **Unique Case Identifiers:** A systematic mechanism for generating and assigning unique, persistent case IDs will be developed upon case intake. These IDs will serve as primary keys across all linked data structures, ensuring consistent identification and retrieval.
- **Metadata Tagging and Indexing:** Comprehensive metadata will be both automatically extracted and manually tagged for each document and case. This metadata will include crucial information such as:
 - i. **Case Types:** Land disputes, Mutations, Encroachments, Acquisitions, Tenancy issues, Tenders/Work, Services/Employees related cases.
 - ii. **Court Case Types:** Public Interest Litigation (PIL), Writ Petitions, Contempt, Writ Appeal, Original Suit, Misc Cases.

- iii. Other key data points include dates, parties involved, relevant acts and sections, and historical events to support highly efficient searching and retrieval capabilities.
- **Breadcrumb Trail of Case History:** A robust logging and auditing mechanism will be implemented to record every action, modification, and status change related to a case. This will create a complete chronological history, readily accessible for review and audit, ensuring full accountability.
- **Document Versioning:** Implementation of version control for all case documents will track changes over time and allow for reversion to previous versions if necessary, maintaining document integrity and traceability.

Document & Evidence Handling

The system will support the ingestion of unstructured documents in various formats, including PDF, and Image files, ensuring broad compatibility.

AI-Powered Document Processing:

- **Optical Character Recognition (OCR) and Text Parsing:** Advanced document processing services will be utilized to accurately extract text from scanned documents and images, making their content searchable and analyzable.
- **Key Information Extraction:** AI models will be employed to read and extract key information from documents, thereby replacing laborious manual efforts.
- **Natural Language Processing (NLP) for Analysis and Drafting:** NLP capabilities will be implemented for para-to-para analysis and drafting, specifically targeting tasks like preparing replies and counter-affidavits. This directly addresses the current bottleneck where such documents take a minimum of five days to prepare manually.
- **Vector Databases and Embeddings:** Integration with vector databases for contextual retrieval will enhance the system's ability to understand relationships between documents and information.
- **Content Ingestion Flow:** An upload client will be set up to enable users to upload content to cloud storage, which will then utilize an AI service for knowledge base creation.
- **Centralised Repository Integration:** The system will seamlessly integrate with a centralized repository containing all relevant legal acts and documents, facilitating efficient cross-referencing and contextual understanding during analysis and drafting.
- **Document Summarisation:** AI-powered document summarization will be a key feature, enabling quick understanding of lengthy legal documents and saving significant time for legal professionals.

Reporting & Dashboards

- **Interactive Dashboards and Analytics:** Comprehensive dashboards will be provided for tracking key performance indicators (KPIs) such as case volume, average case duration, and outcome statistics.
- **Data Aggregation:** Mechanisms will be implemented for data aggregation from all case activities and statuses to feed into analytical models, ensuring a holistic view.
- **Real-time Analytics:** Dashboards will display real-time data on case progress, pendency rates (categorized by age, e.g., 0-1 year, 1-5 years, 5-10 years, and more than 10 years), and departmental workload, providing immediate operational insights.
- **Custom Report Generation:** Users will have the flexibility to generate custom reports based on various parameters, including case-type distribution, age of cases, resolution rates, and the performance of assigned legal teams, enabling granular analysis.
- **Policy Improvement Insights:** Data-driven insights derived from aggregated case data will play a crucial role in informing and improving departmental policies related to legal management.

Access Control & Auditability

- **Role-Based Access Control (RBAC):** Implementation of a granular RBAC system that defines specific permissions for different user roles. This system will allow central administration to manage access to specific documents via a user interface.
- **Identity and Access Management (IAM):** Robust IAM services will be utilized to provide granular control over who can access, modify, or view case information, ensuring appropriate data handling.
- **Multi-factor Authentication (MFA):** Mandatory MFA will be enforced for all users to enhance security during login, adding an extra layer of protection.
- **Complete Audit Trail:** A comprehensive and immutable audit trail will record every user action, document access, modification, and system event. This includes timestamps, user identities, and details of the action performed, ensuring full accountability and traceability.
- **Session Management:** Secure session management protocols will be implemented to prevent unauthorized access and protect user sessions, maintaining continuous security.

Compliance & Security

- **Multi-layered Security Framework:** The system will incorporate a strong, multi-layered security framework to protect against various threats.
- **Sensitive Data Protection:** Specific measures for sensitive data protection will be implemented, potentially involving tokenization or anonymization where appropriate, to safeguard confidential information.
- **Responsible AI Principles:** All AI/ML components will be developed and deployed in strict adherence to Responsible AI principles, ensuring fairness, transparency, and accountability. This includes the implementation of guardrails to restrict inappropriate prompts, promoting ethical AI usage.

8.2. Module 2: AI Case Analysis

Document Processing & Summarization

- **Document Ingestion:** Secure pipeline for ingesting unstructured documents (PDFs, images, etc.) into a centralized data lake.
- **OCR & Text Parsing:** Services to convert scanned documents and images into accurate, searchable text.
- **Metadata Extraction & Tagging:** Automatic extraction and tagging of metadata to build a structured, searchable knowledge base.
- **Information Extraction:** Utilization of NLP and ML to automatically read documents and extract key information such as names of key parties, crucial dates, legal issues, and references to specific acts or precedents.
- **Para-to-Para Analysis:** Implementation of advanced NLP techniques for para-to-para analysis, which is critical for understanding detailed arguments and efficiently drafting counter-affidavits/replies, a process that currently takes a minimum of five days manually.
- **Information Extraction:** Utilization of NLP and ML to automatically read documents and extract key information such as names of key parties, crucial dates, legal issues, and references to specific acts or precedents.
- **Large Language Models (LLMs):** Employment of large language models via an AI service, specifically chosen for their advanced reasoning, summarisation capabilities, and deep understanding of legal text.
- **Retrieval Augmented Generation (RAG) Model:** The summarisation engine will be built upon a RAG model architecture, combining document retrieval with generative response to ensure contextual accuracy and coherence. This architecture will enable the system to summarise lengthy documents for quick understanding.

Conversational AI (Chatbot)

- **Core Architecture:** Utilization of a Retrieval Augmented Generation (RAG) model architecture or contextual retrieval and generative responses, ensuring explainable answers with references to source documents.
- **Role-Based Access Control (RBAC):** Implementation of robust RBAC to provide granular control over document access, managed centrally by an administrator via a UI.
- **Guardrails:** Implementation of guardrails to restrict inappropriate prompts and ensure responsible, safe, and compliant usage of the GenAI system.
- **User Authentication:** Integration with an identity platform for user authentication.
- **Responsive Web-based Chatbot Interface:** Development of a responsive web UI for the chatbot, with wireframes to be reviewed and approved prior to development.
- **Admin Panel:** Inclusion of a dedicated admin panel for document management, user management, and access provisioning.
- **Audit Trails & Logging:** Implementation of comprehensive audit trails and logging for all user interactions, system actions, and data access attempts to ensure accountability and facilitate forensic analysis if required.

8.3. Core Large Language Model (LLM) Capabilities required for this project

Category	Remarks
Model Architecture	The proposed solution must be powered by a state-of-the-art, multi-modal foundation model capable of natively processing and reasoning over text, images, audio, and video inputs in a single prompt.
Context Window	The underlying LLM must support a minimum context window of 1 million tokens to enable complex analysis of large, unabridged government documents, reports, and transcripts in a single pass.
Performance Tiers	The LLM API must offer distinct model variants, including a high-performance model for complex reasoning and a cost-effective, low-latency model ("flash" or "turbo" variant) optimized for high-throughput and real-time interactive applications.
Grounding & Factuality	The AI platform must provide a built-in "grounding" feature that allows the LLM to base its responses on a specified corpus of enterprise or government data sources, providing citations to ensure factuality and reduce hallucinations.

Language Support	The model must have advanced proficiency in English and demonstrate strong capabilities in multiple languages support.
-------------------------	--

8.4. AI Platform and MLOps Requirements

Category	Remarks
Service Delivery	The AI model must be accessible via a fully managed, serverless API on a hyperscale cloud platform. The bidder must not be required to manage any underlying virtual machines, containers, or infrastructure. The service must include a Service Level Agreement (SLA) of at least 99.9%.
Integration Ecosystem	The AI platform must be natively integrated with a comprehensive suite of data services on the same cloud, including enterprise data warehouses (for structured data), object storage (for documents), and data governance tools.
Responsible AI & Security	The platform must provide built-in, configurable safety filters for managing harmful content, tools for AI explainability, and robust Identity and Access Management (IAM) controls at a granular, per-API level.

8.5. Data Privacy, Sovereignty, and Compliance

Clause	Sample Wording for Tender Document
Data Residency	All data processing, including data-in-transit and data-at-rest related to the API calls, must be strictly confined to cloud regions located within the sovereign territory of India . The bidder must specify the exact Indian cloud regions to be used.
Data Usage and Model Training	The Cloud Service Provider (CSP) must provide a legally binding Data Processing Addendum (or equivalent legal agreement) that contractually guarantees that customer data, including API prompts and model outputs, will not be used to train or improve the provider's foundation models or for any other purpose outside of providing the service to the department.

8.6. Infrastructure Overview

Minimum Compute Specifications for Linux-Based Virtual Machines (VMs):

- 12 vCPUs
- 64 GB RAM
- 200 GB SSD (Primary Storage)
- Additional 500 GB (Data Storage)

These VMs will support auto-scaling, self-healing, and durability, and are designed for high availability (HA) and fault tolerance, with a target Service Level Objective (SLO) of 99.9% uptime or higher.

Hosting Platform

The Hosting Cloud Platform should provision compute and storage resources on a cloud-based virtual machine with full security and high availability—e.g., a Linux VM with 12 vCPUs, 64GB RAM, and a 200GB drive, plus an additional 500GB of storage.

This setup must support approximately 300 users in total, with around 20–30 users accessing the system concurrently. The design priorities are security, durability, performance, and cost-efficiency.

Network & Access Hardening

Isolate VMs with strict network rules, allowing access only on required ports

Identity & Access Management (IAM)

- Enforce least privilege access policies
- Implement Role-Based Access Control (RBAC)
- Require Multi-Factor Authentication (MFA) for administrative access

Data Encryption

- Encrypt all data at rest using native provider solutions (e.g., disk encryption)
- Use TLS 1.2 or higher to secure data in transit if required.

Threat Protection

Implement protection against DDoS attacks, virus, malware, ransomware, and other cyber threats.

Security Maintenance

- Conduct regular security audits, vulnerability assessments, and patch management cycles
- Scalability, Monitoring & Resilience features

Data Durability & Backup

- Use zone-redundant or region-redundant storage volumes for high durability
- Enable automated backups and configure regular snapshot schedules

Cost Optimization

- Leverage reserved instances or sustained-use discounts for consistent workloads
- Continuously monitor usage and rightsize resources to optimize spend

Secure Backup and Disaster Recovery (DR) Plan to ensure data availability with business continuity and data recovery.

Infrastructure Details

Component	Minimum Requirement	Scalability / Upgrade Path	Remarks
Virtual Machine (Primary App/DB)	1 VM	–	Hosting of core web application
vCPU	12 vCPU	Scalable up to 16 vCPU	Vertical scaling supported
RAM	64 GB	Scalable up to 64 GB	On-demand scaling
Primary Storage (Block Storage / HDD/SSD)	200 GB	Scalable (additional volumes attachable)	Minimum IOPS guarantee as per cloud standards
Additional File Storage (Object / Network Attached)	500 GB	Scalable (increment of 100 GB or higher)	Lifecycle management and multi-AZ replication
Network Throughput	Minimum 200 Mbps	Auto scalable with instance size	Public + Private IP support
OS Support	Linux & Windows (latest LTS)	–	Licensed & regularly patched
Backup & Recovery	Weekly snapshot backup; retention ≥ 30 days	Scalable backup storage	Must support encrypted backups
Host-based Security	Antivirus, Anti-malware, HIDS/HIPS, File Integrity Monitoring, and Host-based Firewall	Scalable with VM size	Must integrate with SIEM/Log Management; CERT-In compliance
SSL/TLS Security	End-to-end encryption using TLS 1.2/1.3	Renewed before expiration	Certificates must follow CERT-In Guidelines and be issued from Govt. empaneled CAs

Public Access	Only Port 443 (HTTPS) accessible from the Internet	Other ports blocked; access allowed only via bastion/VPN	Ensures CERT-In guideline compliance
----------------------	--	--	--------------------------------------

9. Eligibility and Bid Evaluation

9.1 . Bid Evaluation Process shall consist of the following phases:

- **Phase I – Evaluation of Technical bid:** In accordance to the Pre-Qualification criteria and other tender compliances. QCBS evaluation of the Technical Bid of PreQualified Bidder as per the Marking Scheme mentioned in the bid document.
- **Phase II - Evaluation of Financial bid**

Note:

- Bidder has to upload all documentary evidences in support of the following mentioned Eligibility Criteria. In the absence of such supporting documents, as mentioned against each criterion, the bid will be rejected summarily. The QCBS rating/marketing and financial bid opening will be carried out for only those bidders who qualify in the Technical bid.
- It is mandatory for the bidder to qualify all the Pre – qualification stages to be eligible for QCBS evaluation including presentation as per Marking Matrix. Only technically qualified bidders shall be considered for opening of their Financial Bids and evaluation thereof.

9.2 . Pre-Qualification/Eligibility Criteria

S. No	Eligibility Criteria	Supporting Document
1.	The Bidder should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008.	Copy of the Partnership deed / Certificate of Incorporation.
2.	The bidder should have a valid PAN and GST Registration.	Copy of PAN Card and GST Registration certificate.
3.	<p>The bidder should have an Average Annual Financial Turnover of at least 2 Crores during any three of the last four FY (2021-2022,2022-23,2023-24,2024-25).</p> <p>Note: Turnover refers to standalone of the company and not the group turnover of its subsidiaries / group companies etc.</p>	<p>Audited balance sheet for any three of the last four FY (2021-2022,2022-23,2023-24,2024-25).</p> <p>In case audited Balance sheet for FY 2024-25 is not available, the bidder can submit provisional Balance sheet ,duly certified by CA.</p>

4.	The bidder should have at least 10 technical resources with relevant experience.	Undertaking from the bidder's authorized personnel on bidder's letterhead.
5.	The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project of minimum at least Rs.1 Cr. Preference will be given who have done at least one project in the north eastern states as a System Integrator.	Work Order/PO/Completion certificate from Client.
6.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self-certified letter by the designated official of the responding firm.
7.	The bidder must submit a tender-specific Original Equipment Manufacturer (OEM) Authorization Letter / Manufacturer Authorization Form (MAF) issued by the proposed Cloud Service Provider (CSP). The proposed Cloud Service Provider (OEM) should have been offering cloud service (IaaS / PaaS) in India with average annual turnover of minimum INR 2500 Cr for the last three FY (2021-22,2022-23,2023-24).	Letter from OEM Authorization (Bid specific Authorization from Cloud provider) and audited financial statements of CSP for the last three FY (2021-22,2022-23,2023-24) from a Chartered Accountant certifying the turnover.
8.	The bidder should not be blacklisted by any Central Government/State Government /Government Bodies or PSU.	Self-Declaration that the bidder has not blacklisted by any Central Government/State Government /Government Bodies or PSU.

The bidder who fulfills the eligibility criteria shall be further evaluated as per the following marking matrix:

9.3 Technical Bid

S. No	Marking Parameters	Max Mark	Document Required
1.	<p>The bidder should have experience in IT/ITES projects, including infrastructure, application development, and IT services.</p> <ul style="list-style-type: none"> • Up to 2 Years' experience – 2 Marks • Above 2 Years upto 5 Years – 3 Marks • Above 5 Years' experience- 5 Marks 	5	Valid Work Order/PO/Completion certificate from Client.
2.	<p>Average annual turnover of bidder in any three of the last four FY (2021-2022,2022-23,2023-24,2024-25).</p> <p>≥ 2 Crore to 5 Crore : 2 Marks > 5 Crore : 5 Marks</p>	5	<p>Audited balance sheet for any three of the last four FY (2021-2022,2022-23,2023-24,2024-25).</p> <p>In case audited Balance sheet for FY 2024-25 is not available, the bidder can submit provisional Balance sheet ,duly certified by CA.</p>

3.	Bidders should have System Integration experience in supply, installation and commissioning of Hardware equipment/ providing technical manpower support services in any of turnkey projects for any Central Government /State Government/ PSU's. <ul style="list-style-type: none"> • ≤ 5 Cr - 3 marks • > 5 Cr - 5 marks 	5	Valid Work Order/PO/Completion certificate from Client mentioning the work value.
4.	ISO Certification. ISO 27001:2022	2	ISO Official Certificates.
5.	Bidders should have experience working with any AI tools (GenAI and LLM) and it should be integrated with the other modules through API connectivity.	7	Documents like PO/ Completion certificate /proof of other documents of using the AI tool with the integration of other module(s).
6.	Turnkey IT System Integration (TSI) project having installation, configuration, customization, implementation and Roll Out during the last Seven (7) years. <ul style="list-style-type: none"> • 1 Project Worth ≥ 10 Cr : 7 Marks • 2 Projects each Worth ≥ 5 Cr < 10 Cr : 5 Marks (each Project will carry 2.5 marks) • 4 Projects each Worth ≥ 1 Cr < 5 Cr : 2 Marks (each Project will carry 0.5 marks) 	7	Valid WO/PO /Completion Certificate from Client
7.	CMM/CMMi Level 3 or above.	3	Copy of certification from authorized certification body valid as on date
8.	Staff with relevant experience in project related to design, supply, Installation including Software and Infrastructure required for the project. Minimum qualification should be B.Tech/BCA/MCA/A Level from DOEACC or higher. <ul style="list-style-type: none"> • = 10 qualified staffs :2 Marks • > 10 qualified staffs: 6 Marks 	6	Self-Declaration by the bidder specifying details of the staffs along with the relevant proof.

9.	<p>Technical capabilities of the proposed Cloud Service Provider (CSP) and related infrastructure:</p> <ul style="list-style-type: none"> • CSP positioned in the Leader segment in the most recent published report by Gartner, Forrester, or IDC – 2 Marks • Network Firewall with minimum 100 Gbps throughput – 2 Marks • Valid Meity Empanelment Letter of CSP – 2 Marks • CSP Certified professional- 3 Marks • TLS 1.3 support for CDN, Load Balancer, and API Gateway – 2 Marks • FIPS 140-Level 3 compliant single-tenant cloud-managed HSM unit, which is a managed service of the same CSP – 2 Marks • HSM availability within 1 hour in case of any failure – 2 Marks <p>Compliance of CSP with Technical features as per Annexure-III- 15 Marks (Only features that are fully compliant shall be considered for marking)</p> <p>70-79 % -5 Marks 80-89 % -10 Marks 90 % and above-15 Marks</p>	30	<p>Copy of the latest published report for CSP Leader positioning and Documentary evidence on OEM official letterhead with relevant details and reference to public-facing website for Firewall, TLS, HSM, and HSM availability.</p> <p>For all others features and the capabilities of the CSP along with the Annexure-III should be provided in the Letter head of the CSP signed by the appropriate authority/CSP.</p>
10.	<p>Approach-Methodology and Implementation Architecture/ Technical Presentation</p> <ul style="list-style-type: none"> • Understanding of functional requirements of the AI-CCMS - 7Marks. <ul style="list-style-type: none"> ○ Clarity and understanding of the system's functionalities end-to end. ○ Overall workflow and its required module. ○ Expected outcomes of the requirements. • Propose Solution Design Architecture - 18 Marks <ul style="list-style-type: none"> ○ Design Architecture, Quality etc. ○ Design of Data Lake. ○ Application Architecture and its features. ○ Security Architecture. 	30	

	<ul style="list-style-type: none"> ○ LLM Architecture and Capabilities. ○ Demonstration of approach for case classification, prioritisation etc. ○ Prototype/POC of the proposed solution. <p>• Resource Planning -5 Marks</p> <ul style="list-style-type: none"> ○ The bidder's capability to deliver the solution. ○ Implementation Roadmap. <p>Minimum - 10 Marks in this section to technically Qualify the Bid</p>		
	Total (Marks)	100	

Bidders securing a **minimum of 70 marks** overall, including at least 10 marks under **Point 10 (Approach, Methodology & Implementation Architecture/Technical Presentation)**, shall be declared technically qualified and would also be advised to attend opening of the financial bid.

9.4 Bid Evaluation

Technical Bid Evaluation:

Example Table (A)

Bidder Details	Technical Marks Obtained out of 100
Bidder 1	85
Bidder 2	75
Bidder 3	80

Normalized Score = (Technical marks obtained by the Bidder under consideration/Highest Technical Marks obtained among the bidders) * 100

Example Table (B)

Bidder Details	Technical Marks Obtained out of 100
Bidder 1	$(85/85)*100= 100$
Bidder 2	$(75/85)* 100= 88$
Bidder 3	$(80/85)*100=94$

Financial Bids Evaluation:

The financial bid amount shall be converted into financial score, while considering the commercial quote given by each of the bidders in the financial bid as follows:

Commercial score of a Bidder = (Lowest Financial Bid/Quote of the bidder under

consideration)* 100

Example Table (C)

Bidder Details	Commercial Quote	Calculation	Commercial Score
Bidder 1	1,30,000	$(1,00,000/1,30,000)*100$	77
Bidder 2	1,20,000	$(1,00,000/1,20,000)*100$	83
Bidder 3	1,00,000	$(1,00,000/1,00,000)*100$	100

The final score will be calculated through Quality and Cost Based Selection method based on the following weightage:

Technical: 70%

Commercial: 30%

Combined Technical and Financial Score = $(0.7*\text{Technical Score}) + (0.3*\text{Commercial Score})$

Example Table (D)

Bidder Details	Technical Score	Financial Score	Final Score	Rank of Bidder
Bidder 1	70.00	23.10	93.10	H2
Bidder 2	61.60	24.90	86.50	H3
Bidder 3	65.80	30.00	95.80	H1

In the above example, Bidder 3 with rank H1 shall be declared as the successful bidder.

9.5 Financial Bid

S. No	Project Component	Deliverables	Cost (in Rs.)
1.	Infrastructure & Deployment Set up scalable cloud infrastructure, AI/ML APIs, and data storage. Data Lake Storage and Compute Infrastructure.	Infrastructure setup, configuration	
2.	Application Development & Integration Design of Case Management UI with user-friendly interface and centralized case access.	UI design, integration, testing & delivery	
3.	Design & Development of AI-Powered Case Assistant System : AI Chat bot. Case Summarization. Paragraph wise reply. Training LLM (Large Language Model) with Departments case files.	AI-Powered Case Assistant System	

4.	Design & Configure Data Lake : Case Data file Storage. Model training & Fine-tuning. Role base access Security Features.	Case Data file Storage System	
5.	Capacity Building	Provide Training to the concern staff	
6.	Maintainance and supports (O&M) : Regular maintenance, monitoring system performance. Upgrade AI models Version. Automation of Case analysis.	Support services post Deployment	
Sub Total			
Taxes			
Total inclusive of all Taxes			

Grand Total (in words) _____

Dated:

Signature and Seal of authorized signatory

10. Project Milestone And Payment Schedule

S. No.	Milestone	Payment Terms on Project Cost	Remarks
1.	Infrastructure & Deployment Set up scalable cloud infrastructure, AI/ML APIs, and data storage	35%	Upon successful setup and commissioning of infrastructure
2.	Application Development & Integration Design and develop a AI base Case Management UI with user-friendly	20%	Upon completion, testing, and acceptance of the full application UI.
3.	Design & Development of AI-Powered Case Assistant System	30%	Upon completion, testing, and acceptance of the AI Case application.
4.	Capacity Building	5%	Upon Successful completion of Training
5.	Maintainance and supports	10%	Payable in 3 equal installments at the beginning of each support phase over a 11-months support period on pro rata basis.

Total	100%	
--------------	------	--

Note: Failure to deliver the application within the stipulated time frame outlined in the tender document will result in the imposition of penalties as per the agreed terms.

11. General Terms & Conditions

- i. MSITS reserves the right to cancel this Tender at any time without any obligation to the Bidders. MSITS at any time, prior to the deadline for submission of Proposals, may amend the Tender by issuing addendum/corrigendum/errata in writing or by standard electronic means.
- ii. Failure of the successful bidder to comply with all the requirements shall constitute sufficient grounds for the annulment of the award, in which event MSITS may, make the award to the next lowest evaluated Bidder or call for new bids.
- iii. MSITS reserves the right to accept any bid, and to annul the bid process and reject all bids at any time prior to award of contract, without assigning any reason & without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the action.
- iv. Any delay by the Successful Bidder in the performance of its delivery obligations shall render the Successful Bidder liable to any, or all of the following sanctions –
 - Forfeiture of its performance Bank Guarantee (PBG)
 - Termination of the work order for default
- v. The work order issued under the Agreement shall be interpreted in accordance with the laws of India, irrespective of the place of delivery, the place of performance or place of payment under the Agreement. The Agreement shall deem to have made at the place in India from where the contract has been issued.
- vi. The bidder shall perform the system study and requirement gatherings in coordination with MSITS for the implementation of project in addition to the scope of work.
- vii. Bidder shall be responsible for and shall ensure that all activities / services are performed in accordance with the Contract, Scope of Work and Service Specifications.
- viii. The bidding process is stipulated in the tender document clearly. In case of any clarifications about bidding process/eligibility criteria the bidders may seek clarification by contacting MSITS, Imphal or sending an email to ashakiran.n@nic.in as per the tender notice.
- ix. MSITS reserves the right to amend any of the terms and conditions in relation to the Contract/Service Specifications and may issue any such directions which are not necessarily stipulated therein if it deems necessary for the fulfilment of the Schedule of Requirements.
- x. After the completion of the first year, the AMC may be renewed or extended based on mutual agreement of both parties.

- xi. Bidder shall be deemed to have understood the requirements and have satisfied himself with the Data contained in the Bidding Documents, nature of the works and materials necessary for the completion of the works, etc., and in-general to have obtained himself all necessary information of all risks, contingencies and circumstances affecting his obligations and responsibilities therewith under the Contract and his ability to perform it. However, if during delivery or installation observes physical conditions or obstructions affecting the work, the bidder shall take all measures to overcome them.
- xii. All the risk and liability arising out of or in connection with the usage of the equipment, assets/ components during the term of the Contract shall be borne by the bidder.
- xiii. MSITS shall reserve the sole right to grant any extension to the term above mentioned and shall notify in writing to Bidder, at least 3 (three) months before the expiration Term hereof, whether it shall grant Bidder an extension of the Term.
- xiv. In the event of any dispute, difference, or claim arising out of or relating to this Agreement or its performance, the Parties shall first endeavour to resolve the matter amicably through mutual discussions and consultations.
If the dispute cannot be resolved within thirty (30) days of the commencement of such discussions, it shall be referred to arbitration in accordance with the provisions of the **Indian Arbitration and Conciliation Act, 1996**, and any amendments thereto. The arbitration proceedings shall be conducted by a sole arbitrator jointly appointed by the Parties. If the Parties fail to agree on the appointment of an arbitrator within thirty (30) days, the arbitrator shall be appointed in accordance with the said Act.
The arbitration shall be conducted in English, and the venue of arbitration shall be Imphal, Manipur. The decision of the arbitrator shall be final and binding on all Parties.
Subject to the above, the courts at Imphal, Manipur, shall have exclusive jurisdiction over all matters arising out of or in connection with this Agreement.
- xv. The Bidder shall disclose to MSITS in writing, all actual and potential conflicts of interest that exist in the course of performing the Service(s).
- xvi. No Advance payment shall be made. The payment to the Bidder shall be made as per the payment schedule mentioned above after the duly approval from Authority. Amount towards all the kinds of penalties shall be deducted from the amount payable for the respective quarter.
- xvii. MSITS has the right to terminate the contract or a portion or part of the work thereof. MSITS shall give 30 days' notice to the bidder of its intention to terminate the Contract and shall so terminate the Contract unless the bidder initiates a remedial action acceptable to the Purchaser and the progress in execution is clearly observed within the next 60 days.
- xviii. MSITS shall own the Documents, prepared by or for Bidder arising out of or in connection with the Contract. Upon expiry or earlier termination of this Contract and at any other time on demand by the MSITS, Bidder shall deliver

all documents originating in the course of performing the Services.

Bidder shall not, without the prior written consent of the Competent Authority store, copy, distribute or retain any such documents.

- xix. In the event that the Development Works are not completed, and the Go-Live of project does not occur within the stipulated time period. MSITS shall be entitled to impose the penalty and terminate the Project, unless the delay is on account of reasons attributable to the Authority, or due to Force Majeure.

xx. Exit Management Plan

An Exit Management plan shall be furnished by bidder in writing before 3 months of completion of the contract period or termination of the contract.

- A detailed program of the transfer process that could be used in conjunction with a Replacement including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
 - Plans for provision of contingent support to Project and Replacement bidder for a reasonable period after transfer.
 - Exit Management plan shall adhere minimum of Three (3) months of the support to Replacement bidder post termination of the Contract.
 - Complete handover of the Planning documents, bill of materials, technical specifications of all equipment, user manuals, guides, network architecture, change requests if any reports, documents and other relevant items to the Replacement Bidder.
 - Certificate of Acceptance from authorized representative of Replacement bidder issued to the bidder on successful completion of handover and knowledge transfer.
 - During the exit management period, the bidder shall use its best efforts to deliver the services
- xxi. A copy of these terms and conditions duly signed by the bidder in token of having understood and agreed to the same should be attached along with the bid.
- xxii. Penalties shall be capped to a maximum of 10% of O&M value of the project.
- xxiii. Data Protection**
- In the course of providing the services, the service provider may be compiling, processing and storing proprietary data relating to the users. The service provider is responsible for complying with its respective obligations under the applicable data protection laws and regulations governing the proprietary Data.
 - The service provider is required to follow the best practices for the data security regarding all the data made available to them.
 - The service provider shall not transfer any Data unless otherwise authorized by the Competent Authority in this regard.
- xxiv. Confidentiality**
- Service Provider will come into possession of confidential public records.

- Service Provider shall maintain the highest level of secrecy, confidentiality and privacy with regard thereto.
- Additionally, the Service Provider shall keep confidential all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of the systems, during implementation or after completion of the project.
- MSITS shall retain all rights to prevent, stop and if required take the necessary punitive action against the Service Provider regarding any forbidden disclosure.
- The Service Provider shall ensure that all its employees execute individual nondisclosure agreements, which have been duly approved by MSITS with respect to this Project.

12. Service Level Agreement (SLA)

SLA defines the terms of the Successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement.

The successful bidder has to comply with all SLAs defined below to ensure adherence to project timelines, quality and availability of services. Noncompliance with the SLA attracts penalty.

In the event of failure of maintaining the SLA, penalty should be imposed on basis of the cost of concerned services as mentioned in SLA. MSITS may recover such amount of penalty from any payment being released to the Bidder, irrespective of the fact whether such payment is relating to this contract or otherwise.

MSITS may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.

Note: Penalties shall not be levied on the successful bidder in the event of force Majeure affecting the SLA which is beyond the control of the successful bidder.

Following criteria for SLA will be applicable:

- Severity-1: Critical:** Complete unavailability of the system. The issue may be caused by a critical failure that causes data failure or precludes the use of function of the product.
- Severity-2: Major:** Operation of an existing network is severely degraded, or significant aspects of the system are negatively impacted by inadequate performance of the system.
- Severity-3: Minor:** Issues with minimal impact, such as minor software glitches.

13.Penalty for breach SLA

S.No	Fault Resolution-SLA	Time Allocated	Penalty (in % of total O&M)
1.	Call Resolution (in case of Severity-1)	>4hrs<12 hrs	0.25 %
		>12 hrs.	0.5 %
2.	Call Resolution (in case of Severity-2)	>6hrs<24 hrs	0.15 %
		>24 hrs.	0.25 %
3.	Call Resolution (in case of Severity-3)	>24 Hrs < 36 Hrs	0.05 %
		>36 hrs.	0.15 %

14. Force Majeure

The selected bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default if, and to the extent applicable, its delay(s) in performance or other failure(s) to perform its obligations under the Contract is/are the result of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the selected bidder and not involving the selected bidder's fault or negligence and not foreseeable. Such events shall include, but are not limited to, acts of the MSITS either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the selected bidder should promptly notify MSITS in writing of such conditions and the cause thereof. Unless otherwise directed by MSITS in writing, the selected bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and should seek all reasonable alternative means for performance not prevented by the Force Majeure event.

TENDER DOCUMENT CHECKLIST**Annexure-I(Pre-qualification Bid)**

S. No	Eligibility Criteria	Supporting Document	Page(s) No.
1.	The Bidder should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008.		
2.	The bidder should have a valid PAN and GST Registration.		
3.	The bidder should have an Average Annual Financial Turnover of at least 2 Crores during any three of the last four FY (2021-2022,2022-23,2023-24,2024-25). Note: Turnover refers to standalone of the company and not the group turnover of its subsidiaries / group companies etc.		
4.	The bidder should have at least 10 technical resources with relevant experience.		
5.	The Bidder(s) should have implemented at least One (1) Turnkey IT System Integration (TSI) project of minimum at least Rs.1 Cr. Preference will be given who have done at least one project in the north eastern states as a System Integrator.		
6.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.		
7.	The bidder must submit a tender-specific Original Equipment Manufacturer (OEM) Authorization Letter / Manufacturer Authorization Form (MAF) issued by the proposed Cloud Service Provider (CSP). The proposed Cloud Service Provider (OEM) should have been offering cloud service (IaaS / PaaS) in India with average annual turnover of minimum INR 2500 Cr for the last three FY (2021-22,2022-23,2023-24).		
8.	The bidder should not be blacklisted by any Central Government/State Government /Government Bodies or PSU.		

Date:

Authorised Signatory

Place:

(Name & designation)

Seal

Annexure-II(Technical Bid)

S. No	Parameters	Document Name	Page(s) No.
1.	The bidder should have experience in IT/ITES projects, including infrastructure, application development, and IT services.		
2.	Average annual turnover of bidder in any three of the last four FY (2021-2022,2022-23,2023-24,2024-25).		
3.	Bidders should have System Integration experience in supply, installation and commissioning of Hardware equipment/ providing technical manpower support services in any of turnkey projects for any Central Government /State Government/ PSU's.		
4.	ISO Certification. ISO 27001:2022		
5.	Bidders should have experience working with any AI tools (GenAI and LLM) and it should be integrated with the other modules through API connectivity.		
6.	Turnkey IT System Integration (TSI) project having installation, configuration, customization, implementation and Roll Out during the last Seven (7) years		
7.	CMM/CMMi Level 3 or above.		
8.	Staff with relevant experience in project related to design, supply, Installation including Software and Infrastructure required for the project. Minimum qualification should be B.Tech/BCA/MCA/A Level from DOEACC or higher.		
9.	Technical capabilities of the proposed Cloud Service Provider (CSP) and related infrastructure: <ul style="list-style-type: none"> • CSP positioned in the Leader segment in the most recent published report by Gartner, Forrester, or IDC • Network Firewall with minimum 100 Gbps throughput 		

	<ul style="list-style-type: none"> • Valid Meity Empanelment Letter of CSP • CSP Certified professional • TLS 1.3 support for CDN, Load Balancer, and API Gateway • FIPS 140-Level 3 compliant single-tenant cloud-managed HSM unit, which is a managed service of the same CSP – <ul style="list-style-type: none"> • HSM availability within 1 hour in case of any failure • Compliance of CSP with Technical features as per Annexure-III 		
--	--	--	--

Date: _____ Authorised Signatory

Place: _____ (Name & designation)

Seal

Annexure-III (CSP Technical & Functional Features)

S. No	Technical Feature/Requirement	Fully Compliant(Y/N)
1.	CSP should have a 3rd Party marketplace to offer software solutions in SaaS and other models from OEMs and other vendors directly.	
2.	Availability of relevant native PaaS services from the CSP for the current requirements from India Region: Machine Learning service, Server less computing platform, Managed ETL service and Analytics service, Managed Data warehousing / Data Lake, IoT service, Infrastructure provisioning and Automation, Security – DDoS protection and Threat Detection, DevOps Services ,Media Services, Cloud Native Bulk Email service (for transactional emails, etc)	
3.	CSP shall offer Different tier of managed Object storage service including class/tier that intelligently and automatically migrates data between classes/tiers based on usage pattern of the objects in the storage. The offered Storage should also replicate the data across multiple MeitY empanelled Datacentres	
4.	CSP must have their own cloud native service Availability of managed databases (PAAS) having feature of inbuilt scaling, HA & backup for following Databases MSSQL, PostgreSQL, My SQL, Kubernetes, Container Services, datawarehouse.	
5.	Proposed CSP Architecture is required to be a multi-site deployment, across geographically disparate MeitY empanelled sites, with Active-Active configuration to ensure fault-tolerance with high availability between two physical sites. In case of failure, automated processes to shift application traffic to a secondary MeitY empanelled physical site.	
6.	CSP laying out the details of the proposed architecture, CSP capability, Service capabilities in terms of Cloud Solution deployment to be provided. Service included setup and Implementation, Security implementation, Migration services, Hybrid deployment (on-prem and cloud integration),Managed Services (Monitoring and optimization), Infrastructure discovery and solutions	
7.	Groups (SGs) and Network Access Control Lists (NACLs) will be configured to allow traffic only to the essential services from the Internet.	
8.	CloudWatch shall be used for monitoring server resources and trigger alarms in case of any service outage and or issues with the server internally.	
9.	Identity and Access Management (IAM) will be leveraged so that only authorized users can have access to the system.	
10.	Guard Duty, Inspector and Cloud Trail services are also leveraged for enhanced security.	

Note: All the above features must be demonstrable, and supporting documents shall be submitted whenever required.