



Maharashtra State Electricity Distribution Company

Limited Tender No: CGM-IT/CLOUD/2024-25/020

Version: 1.0

Date:19/07/24

BID NOTICE

The Chief General Manager (IT), on behalf of Maharashtra State Electricity Distribution Company Limited (the Employer), hereby invites online bids from the eligible bidders for Tender for Selection of Managed Service Provider (MSP) for providing Cloud Services to MSEDCL for 3 years. The entire bidding document is available on MSEDCL's e-Tender portal <https://etender.mahadiscom.in> as per the dates indicated below.

Calendar of Events Event	Date and Time
Begin Sale of RFP Document	19-07-2024
Date of submission of pre-bid queries	25-07-2024
Date and time of Pre-BID Meeting	25-07-2024 at 15.00 Hrs.
Date and time of submission of Bids	06-08-2024 at 17.00 Hrs.
Date of Bid Opening	06-08-2024 at 17.15 Hrs.

Any changes in the Bid Schedule, corrigendum etc. shall also be notified via MSEDCL's e-Tender portal. Prospective bidders are therefore requested to regularly check the MSEDCL's e-Tender port for any updates.

Tender Fee: 29,500/- (including GST) via ONLINE PAYMENT ONLY (Non-Refundable)

Bid Security: The bid must be accompanied with Bid Security for an amount equal to INR 89,73,584 /- (Rupees Eighty-Nine Lakh Seventy-Three Thousand Five Hundred and Eighty-Four only) for covering the entire scope of work. The bid security shall be denominated in Indian Rupees only.

The bid security can be paid online on eTendering portal or an Unconditional Bank Guarantee from any Nationalized / Scheduled Bank in favor of the Maharashtra State Electricity Distribution Co. Ltd., payable at Mumbai as mentioned in details in Tender Document (RFP). The BG (original copy) should be submitted to this office on or before submission date and time.

Pre-Bid meeting for the above tender is scheduled on 25th Jul 2024 at 15.00 Hrs. All pre-bid queries are required to be submitted on or **before** 25/07/2024 by Bidders on cloudselection@mahadiscom.in

Pre- Bid Meeting Venue: Online (Through Video Conferencing)

VC Link: [https:// meet.google.com/jeu-ygeg-ark](https://meet.google.com/jeu-ygeg-ark)

Submit the pre-bid queries in format given in Annexure 17 of Tender document.

Bidders Pre-Qualification criteria

- I. Bidder must be a single firm/Consortium of two members. The Single firm/All Consortium member must be a legal entity registered under the Companies Act 1956 or 2013 or limited liability partnership (LLP) under the LLP act 2008 or Indian Partnership Act 1932 and should be in existence in India for at least last audited 5 years as on date of submission of the bid.
In case of Consortium, any of the consortium member may be MSP. The Consortium members should not be changed till the completion of assignment.
- II. The Bidder (Either Single Firm or the Consortium Members Jointly) should have minimum average annual turnover from IT Infrastructure/Cloud business of at least Rs.100 Crores in the last three audited financial years (FY 2020-2021, FY 2021-2022 & FY 2022-2023) or (FY 2021-2022, FY 2022-2023 & FY 2023-2024) as on bid submission date.
- III. The Bidder should have positive net worth in the last three audited financial years (FY 2020-2021, 2021-2022 & 2022-2023) or or (FY 2021-2022, FY 2022-2023 & FY 2023-2024) as on bid submission date.
- IV. The Bidder (Either Single firm or any of the Consortium Member) shall have fully functioning office in Maharashtra or shall open office in Maharashtra in case of award of contract.
- V. The bidder (Either Single firm or any of the Consortium Member) should have minimum 3 years of experience of managed services for cloud infrastructure including Networking and Security Solutions out of which minimum 2 years' experience should be with proposed CSP.
- VI. The Bidder (Either Single firm or the Consortium Members) should have similar experience of Cloud services in India during last 3 years of date of submission of bid.

The Bidder (Either Single firm or the Consortium Members) should have executed similar project experience/Work order as follows:

Cumulative work order/Contract for similar works costing not less than Rs. 95 Crores. Each project of similar works should not be less than Rs 15 Crores.

Note:

- 1) Similar work means managed services for cloud infrastructure on MeitY (Ministry of Electronics and Information technology) empaneled cloud for any Central Govt / State Govt / PSU / Public Limited Organizations / Financial Institutions in India. Such similar works should cumulatively cover minimum infrastructure as below, as on the date of submission of the bid :
 - 150 Servers
 - Enterprise Networking Solution
 - Enterprise Security Solution
 - Enterprise Backup Solution with minimum 200TB storage
 - Managed Database Services
 - 100 TB storage

- Enterprise grade firewall with minimum concurrent SSL VPN users of 7500.
 - 2) For the above experience, only completed projects shall be considered.
 - 3) Further ongoing projects, will be considered if Go-live declared on or before date of bid publishing. In case of ongoing projects, the value of similar works completed will be considered for evaluation.
 - 4) Multiple work orders for similar works from the same client will be treated as a single project. In such cases, the cost of the project will be the sum of the value of all such work orders in a project.
- VII. Bidder (Either Single firm or any of the Consortium Members) should be advanced partner or higher level partnership of proposed CSP
- VIII. Bidder (Either Single firm or the Consortium Members Cumulatively) should have a minimum of 50 number of IT Professionals (data center / networking / system administration / cloud services professionals / cloud security experts) on their payroll as on the date of submission of this bid.
Out of which at least 10 IT professionals should be holding Professional or Speciality certifications of proposed CSP.
- IX. The Bidder (Either Single firm or any of the Consortium Member having role of MSP) should comply with following certification as on the last date of submission of bid.:
ISO 9001:2015 AND
ISO 27001:2022 AND
CMMI Level 5
- X. The Bidder (Single firm / Both the Consortium Members) should not be debarred or blacklisted by Private/PSU/Central Govt /State Govt. or any other organization or agencies in India. The MSP should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Private/PSU/Central Govt /State Govt. or any other organization or agencies in India.
- XI. MSP should be an authorized partner of CSP. MSP needs to provide Manufacturer Authorization Form (MAF) from CSP stating that respective MSP is authorized partner of CSP and authorized to participate in this tender and in case the MSP is not able to perform obligations as per contract during the contract period, then contracted services should be provided by the CSP

Brief Scope of Work:

- a) Providing Cloud Infrastructure on Amazon Web Services (AWS) Cloud, including Network & Security, for MSEDCL applications along with 24x7x365 days support.
- b) Providing Management, Monitoring & Support Services for Cloud Infrastructure including Network & Security.
- c) Managed Disaster recovery services for business continuity and on premises backup center
- d) Ensure continuity of operations in the event of failure and provision for configuring, scheduling, performing, and managing back-ups and restore activities.

- e) Additional Infrastructure security components to meet CERT-IN and CEA requirements
- f) Provide integration, multi-factor Authentication, Identity and Access Management Services, Single Sign on for the cloud services as well as the applications hosted on cloud.
- g) Provisioning for additional new storage, compute services & instances and future services like containers, CI/CD, Vault, code repositories, dashboard, AL/ML, DevOps tools as and when required..
- h) Operation & Maintenance, Help Desk support, Training etc.

**** Refer RFP for more Details***

Chief General Manager (IT),
MAHAVITARAN, Prakashgad, 4th Floor
Plot No G-9, A.K. Marg, Bandra (East),
Mumbai 400 051
Email - cloudselection@mahadiscom.in

12.Template for Pre-Bid queries

Bidders shall all Pre-Bid queries in excel in the following format.

#	Page No.	Section (Name & No.)	Statement as per RFP	Query by Bidder	Justification for query (if any)

Note:

- a) MSEDCL will organize a pre-bid conference at the time and place indicated in bid data sheet . The bidder will have to email their pre bid queries on or before 24/07/2024 on cloudselection@mahadiscom.in as per format in MS Excel file format only (with query in one row). Any modifications to the Bidding document which may become necessary as a result of pre-bid conference shall be made by MSEDCL exclusively by issuing Addendum and not through the clarifications of the pre-bid conference.
- b) Any requests for clarifications received after the expiry of the date and time mentioned in the Data Sheet may not be entertained by MSEDCL.
- c) Pre-Bid queries should be sent on cloudselection@mahadiscom.in only. Other mode of communications shall not be accepted.
- d) MSEDCL is not bound to reply all the queries.
- e) Replies of Pre-Bid Queries shall be published on MSEDCL e-Tender website and on e-Tender Portal.