



GOVERNMENT OF MIZORAM
DIRECTORATE OF INFORMATION & COMMUNICATION TECHNOLOGY
AIZAWL:: MIZORAM

No. P-16012/1/2025-ICT(DTE)-Part(1)

Dated Aizawl, the 25th February, 2026

REQUEST FOR PROPOSAL

The Department of ICT, Government of Mizoram, invites proposals from Cloud Service Providers (CSPs) empanelled by MeitY, Government of India, for providing cloud infrastructure and related managed services for hosting of Government Mizoram Services. The tender should be submitted on or before at 10th March 2026 12:00 Noon and will be opened on the same day at 1:00 PM. Details can be seen in the website *tender.mizoram.gov.in*, *dict.mizoram.gov.in* and in the Office of Directorate of ICT, Old Secretariat Building-I, Treasury Square, Aizawl during working hour.

Digitally signed by
James Lalnunmawia
Date: 26-02-2026

(JAMES LALNUNMAWIA)

Chief Informatics Officer
Information & Communication Technology

No. P-16012/1/2025-ICT(DTE)-Part(1) : Dated Aizawl, the, 23rd February, 2026

Copy to:-

1. P.S to Hon'ble Minister, ICT Department.
2. PS to Secretary, Department of ICT, Govt. of Mizoram.
3. The Director, I & PR Department, Mizoram, Aizawl for publication of the above caption in two local newspaper for at least two (2) consecutive days .
4. The Web Information Manager, Dept. of ICT for uploading in the website.
5. Office Notice Board.

(JAMES LALNUNMAWIA)

Chief Informatics Officer
Information & Communication Technology

Continuation....

Request for Proposal (RFP)

for Procurement of Virtual Private Server (VPS) from Cloud Service Provider (CSP) Empaneled by MeitY for hosting of Government of Mizoram Services

1. Invitation for Bids

The Department of ICT, Government of Mizoram, invites online proposals from Cloud Service Providers (CSPs) empanelled by the Ministry of Electronics and Information Technology (MeitY), Government of India for procurement of a Virtual Private Server (VPS) for hosting of Government of Mizoram Services.

2. Tender Reference & Schedule

Particular	Details
Tender No.	No. B.12019/15/2024-ICT (DTE)
Bid Submission Start Date	26.02.2026
Bid Submission End Date	10.03.2026 @12:00 Noon
Technical Bid Opening	10.03.2026 @1:00 PM
Financial Bid Opening	To be notified

Bid shall be submitted to:

The Chief Informatics Officer

Directorate of ICT, Govt of Mizoram,
Secretariat Building Annex-1
Treasury Square, Aizawl Mizoram

Contact Person:

Mr. C. Lalrinfela

Informatics Officer,
Directorate of ICT, Govt of Mizoram,
Ph: 84140 11617 email: lalrinfela.c@mizoram.gov.in

3. Scope of Work

The services shall be delivered strictly through the **MeitY-approved empanelled CSP**.

The selected CSP shall provide end-to-end cloud services including but not limited to:

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1. Provisioning of Cloud Infrastructure

- Compute (VMs)
- Storage (Block, Object, Backup)
- Networking (VPC, Firewall, Load Balancer)
- Database services (RDBMS/NoSQL)
- Cloud Management Console

2. Security & Compliance

- Compliance with MeitY Cloud Empanelment Guidelines
- Data localization within India
- Security controls as per ISO 27001, CERT-In, and NIC guidelines

3. Managed Services

- 24x7 monitoring and incident management
- Patch management and OS hardening
- Backup, DR, and business continuity support

4. Support & SLA Management

- Defined uptime and response time SLAs
- Helpdesk and escalation mechanism

4. Eligibility Criteria

Bidders must meet the following mandatory criteria:

1. CSP must be empanelled by MeitY with a valid authorization at the time of bid submission. (Copy of MeitY empanelment certificate must be submitted.)
2. Cloud services offered must be hosted within India.
3. CSP must have operational cloud data centres located within India as per MeitY guidelines.
4. CSP must not be blacklisted by any Central/State Government department, PSU, or Autonomous Body.

Non-compliance with any of the above conditions will result in outright rejection.

*Continuation....***5. Technical Requirements**

Sl.No	Type	CPU	Memory	Storage	Quantity
1	Virtual Machine Instance	16vCPU	128GB	100GB SSD	2
2	Virtual Machine Instance	16vCPU	64GB	100GB SSD	1
3	Virtual Machine Instance	2vCPU	8GB	80GB SSD	3
4	MySQL Dedicated Server (Multi Version)	16vCPU	104GB	200GB SSD	1
Other Services					
5	Persistent Disk	10TB SSD (Multiple Zone Availability)			1
6	Load Balancer	Regional Scope with 20 Forwarding Rules. Ingress data 200GB, Egress 200GB			4
7	Static IP	For Load Balancer			4
8	Cloud Native Firewall	30 million request per month, 20 distinct security policies containing 20 custom enforcement rules			1
9	VM Backup	Daily Backup with 2 Months Retention, Data Size 1TB			
10	DB Backup	Daily Backup with 2 Months Retention, Data Size 1TB			
11	Managed Service Cost Per Year	To be quoted by vendor			

6. Service Level Agreement (SLA)

Service	SLA Requirement
Infrastructure Uptime	≥ 99.5%
Critical Incident Response	≤ 30 minutes
Data Backup Success Rate	≥ 99%

Penalty for SLA breach shall be imposed as per Annexure–SLA.

7. Bid Structure

The bid shall be submitted in two-cover :

Continuation....

Cover-1: Technical Bid

- Eligibility documents
- MeitY empanelment proof
- Technical compliance statement
- Undertaking and declarations

Cover-2: Financial Bid

- Price schedule as per Annexure-BOQ
- All prices in INR (exclusive of applicable taxes)

8. Evaluation Methodology

1. **Technical Evaluation** – Qualifying nature (Pass/Fail)
2. **Financial Evaluation** – L1 (Lowest evaluated bidder)

Only technically qualified bidders shall be considered for financial evaluation.

9. Payment Terms

- Quarterly billing based on actual usage
- Payment within 30 days of invoice submission

10. Contract Period

The initial contract period shall be **1 years**, extendable by **1+1 years** based on performance and mutual consent.

11. Data Ownership & Exit Management

- All data shall remain the property of the Government.
- CSP shall support data migration and secure deletion upon contract termination.

12. General Terms & Conditions

Continuation....

- The Department reserves the right to accept or reject any or all bids.
- Conditional bids shall be rejected.
- Jurisdiction: Any dispute shall be subject to the jurisdiction of the competent court at Aizawl and not elsewhere

*Continuation....***Annexure-A****Technical Compliance Sheet**

Bidders shall confirm compliance against each requirement. Non-compliance to mandatory items will result in rejection.

Sl no	Requirement	Specification / Standard	Compliance (Yes/No)	Remarks
1.	MeitY Empanelment	Valid MeitY CSP empanelment		
2.	Data Centre Location	Data hosted within India only		
3.	Cloud Model	IaaS / PaaS		
4.	Compute Services	Scalable VMs, multiple OS support		
5.	Storage Services	Block, Object, Backup Storage		
6.	Network	VPC, Firewall, Load Balancer		
7.	Security	Encryption at rest & transit		
8.	IAM	Role-based access control		
9.	Compliance	ISO 27001 / CERT-In guidelines		
10.	DR & Backup	Automated backup and DR support		
11.	Monitoring	24x7 monitoring & alerting		

*Continuation....***Annexure-B****Price Schedule (BOQ)**

Prices shall be quoted in INR, exclusive of applicable taxes. Rates shall be valid for the entire contract period.

Sl. No.	Service Description	Quantity	Rate (INR)	Amount (INR)
1.	Virtual Machine Instance • 16vCPU • 128GB • 100GB SSD	2		
2.	Virtual Machine Instance • 16vCPU • 64GB • 100GB SSD	1		
3.	Virtual Machine Instance • 2vCPU • 8GB • 80GB SSD	3		
4.	MySQL Dedicated Server (Multi Version) • 16vCPU • 104GB • 200GB SSD	1		
5.	Persistent Disk • 10TB SSD	1		
6.	Load Balancer • Regional Scope with 20 Forwarding Rules. Ingress data 200GB, Egress 200GB	4		
7.	Static IP • For Load balancer	4		
8.	Cloud Native Firewall • 30 million request per month, 20 distinct security policies containing 20 custom enforcement rules	1		
9.	VM Backup • Daily Backup with 2 Months retention • Max 1TB			

Continuation....

10.	DB Backup • Daily Backup with 2 Months retention • Max 1TB	•		
11.	Managed Service Cost Per year • To be quoted by vendor	•		

Note:

1. All cost to be quoted for 1 Year
2. GST to be included in quotation
3. All servers to be location within Indian Jurisdiction

*Continuation....***Annexure-C:****SLA & Penalty Matrix**

Sl. No.	Service Parameter	SLA Requirement	Penalty for Non-Compliance
1.	Infrastructure Uptime	$\geq 99.5\%$ monthly	1% of monthly bill per 0.1% shortfall
2.	Critical Incident Response	≤ 30 minutes	₹5,000 per incident
3.	Non-Critical Incident Response	≤ 4 hours	₹2,000 per incident
4.	Backup Success Rate	$\geq 99\%$	Proportionate deduction
5.	DR Readiness	As per RPO/RTO	₹10,000 per failure

Total penalty in a month shall be capped at 10% of the monthly invoice value.

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Annexure-D:

Formats for Declarations & Undertakings

A. Self-Declaration (Non-Blacklisting)

We hereby declare that our organization has not been blacklisted or debarred by any Central/State Government Department, PSU, or Autonomous Body as on the date of submission of this bid.

Authorized Signatory:

Name:

Designation:

Date & Seal:

Continuation....

Annexure-E

MeitY Empanelment

Bidders shall submit the following documents:

1. Copy of valid MeitY CSP Empanelment Certificate
2. Any amendment or extension letters issued by MeitY

Failure to submit the above documents shall result in rejection of the bid.

(JAMES LALNUNMAWIA)
Chief Informatics Officer
Information & Communication Technology