



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

No. B.12019/15/2024-ICT (DTE)

Dated Aizawl, the 6th February, 2026

REQUEST FOR PROPOSAL

The Department of ICT, Government of Mizoram, invites proposals from Cloud Service Providers (CSPs) empanelled by MeltY, Government of India, with a valid and subsisting GCC authorization, for providing cloud infrastructure and related managed services for hosting, operation, and maintenance of government applications and data. The tender should be submitted on or before at 23th February 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.

(JAMES LALNUNMAWIA)

Chief Informatics Officer

Information & Communication Technology

Memo No. B.12019/15/2024-ICT (DTE) : Dated Aizawl, the 6th 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.

Chief Informatics Officer
 Department of ICT
 Receipt No. 173
 Date 9-2-26

Digitally signed by
 James Lalnunmawia
 Date: 06-02-2026

12:43:42
 (JAMES LALNUNMAWIA)
 Chief Informatics Officer
 Information & Communication Technology

Mizoram Secretariat Old Building-I, Aizawl - 796001, Mizoram.
 Ph: 0389-2319637, Fax: 2319632, Website: www.dict.mizoram.gov.in

Request for Proposal (RFP)**Engagement of Cloud Service Provider (CSP) Empaneled by MeitY with Valid Government Community Cloud (GCC)****1. Invitation for Bids**

The Department of ICT, Government of Mizoram, invites online proposals from Cloud Service Providers (CSPs) empaneled by the Ministry of Electronics and Information Technology (MeitY), Government of India, with a valid and subsisting Government Community Cloud (GCC) authorization, for providing cloud infrastructure and related managed services for hosting, operation, and maintenance of government applications and data.

The CSP must be currently empaneled with MeitY and authorized to offer Government Community Cloud (GCC) services under the MeghRaj initiative.

2. Tender Reference & Schedule

Particular	Details
Tender No.	No. B.12019/15/2024-ICT (DTE)
Bid Submission Start Date	6.02.2026
Bid Submission End Date	23.02.2026 @12:00 Noon
Technical Bid Opening	23.02.2026 @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. Lalengzuala
Informatics Officer,
Directorate of ICT, Govt of Mizoram,
Ph: 9612170219 email: lalengzuala.86@gov.in

3. **Scope of Work**

The services shall be delivered strictly through the **MeltY-approved Government Community Cloud (GCC)** environment.

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

1. **Provisioning of Cloud Infrastructure**

- Compute (VMs / Containers)
- Storage (Block, Object, Backup)
- Networking (VPC, Firewall, Load Balancer)

2. **Hosting of Government Applications**

- Web portals, dashboards, MIS, mobile backends
- Database services (RDBMS / NoSQL)

3. **Security & Compliance**

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

4. **Managed Services**

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

5. **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 empaneled by MeitY with a valid Government Community Cloud (GCC) authorization at the time of bid submission.
2. Copy of MeitY empanelment certificate along with GCC validity letter must be submitted.
3. Cloud services offered must be GCC-compliant and hosted within India.
4. CSP must have operational cloud data centres located within India as per MeitY guidelines.
5. 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.

5. Technical Requirements

Sl.	Particular	CPU	Memory	Storage
1	Virtual Machine Instance	16vCPU	64GB	1TB
2	MySQL Dedicated Server	16vCPU	64GB	1TB
Other Services				
3	Static IP	2		
4	DNS Service	100 zones	20 records per zone	100 million queries/month
5	Load Balancer	50 forwarding		
6	VM Backup	30 days backup	2 months retention	
7	DB Backup	30 days backup	2 months retention	
8	Managed Service Cost Per year			

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 :

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

- 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

Technical Compliance Sheet (GCC Compliance)

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.	GCC Authorization	Valid Government Community Cloud (GCC) authorization		
3.	Data Centre Location	Data hosted within India only		
4.	Cloud Model	IaaS / PaaS on GCC		
5.	Compute Services	Scalable VMs, multiple OS support		
6.	Storage Services	Block, Object, Backup Storage		
7.	Network	VPC, Firewall, Load Balancer		
8.	Security	Encryption at rest & transit		
9.	IAM	Role-based access control		
10.	Compliance	ISO 27001 / CERT-In guidelines		
11.	DR & Backup	Automated backup and DR support		
12.	Monitoring	24x7 monitoring & alerting		

Price Schedule (BOQ – GCC Services)

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

Sl. No.	Service Description	Rate (INR)	Amount (INR)
1.	Virtual Machine Instance • 16vCPU • 64GB • 1TB		
2.	MySQL Dedicated Server • 16vCPU • 64GB • 1TB		
3.	Static IP • 2		
4.	DNS Service • 100 zones • 20 records per zone • 100 million queries/month		
5.	Load Balancer • 50 forwarding		
6.	VM Backup • 30 days backup • 2 months retention		
7.	DB Backup • 30 days backup • 2 months retention		
8.	Managed Service Cost Per year (To be quoted by vendor)		

Note: Billing shall be on actual usage (pay-as-you-go).

SLA & Penalty Matrix

Sl. No.	Service Parameter	SLA Requirement	Penalty for Non-Compliance
1.	Infrastructure Uptime	≥ 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	≥ 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.

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:

B. GCC Compliance Undertaking

We undertake that all services offered under this tender shall be delivered strictly through MeitY-approved Government Community Cloud (GCC) infrastructure and shall comply with all applicable MeitY guidelines.

Authorized Signatory:

Name:

Designation:

Date & Seal:

MeitY Empanelment & GCC Validity Proof

Bidders shall submit the following documents:

1. Copy of valid MeitY CSP Empanelment Certificate
2. Copy of GCC Authorization / Validity Letter
3. 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

TENDER NOTICE

Sealed tenders from registered firms are invited by the undersigned for and on behalf of the Governor of Mizoram for **Supply, Install and Maintain Virtual Private Server (VPS)** for providing Aadhaar Authentication Services which will be received on or before **23th February 2026 at 12:00 Noon** and will be opened on the same day at **1:00PM**. Details can be seen in the website tender.mizoram.gov.in or dict.mizoram.gov.in



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