



## **INTER-UNIVERSITY ACCELERATOR CENTRE**

[An Autonomous Inter-University Centre of UGC]

Aruna Asaf Ali Marg, Post Box No. 10502, New Delhi-110 067

Ph # 011-24126022/24-26/44/45, Web: [www.iuac.res.in](http://www.iuac.res.in)

**Tender /E-publishing Ref: IUAC/**

Date: 29/01/2026

Indent Number: **0969**

To,

### **ENQUIRY LETTER THROUGH E-PUBLISHING**

Sealed bids are invited from eligible bidders in accordance with the terms and conditions stipulated herein for **Setting Up Disaster Recovery Solution Services for the IUAC Web Portal**. The Scope of Work, General Terms & Conditions, Special Terms, and Bill of Quantities are detailed below and in annexures.

Bidders are required to submit hard copy sealed offers addressed to Administrative Officer (S&P) with all required documents, including the profile of their firm/company, on company letterhead, by post or courier, no later than [18/02/26], 3:00 PM.

Indent No. **0969** and Name of Work must be clearly written on the envelope; offers not complying shall not be opened.

Bidders shall be shortlisted based on document verification and technical evaluation. Proof of Concept (POC) demonstration (Annexure P) shall be mandatory for technical qualification and financial bids shall be opened only for POC-compliant bidders.

Thanking You,

Yours Faithfully,

**A.O.(S&P)**

## **Annexure -A: SCOPE OF WORK**

1. Provisioning, configuration, and deployment of cloud resources according to the attached BOQ (Annexure C).
2. DR site shall be within India but must be in a different seismic zone from Delhi/NCR (Seismic Zone IV). Regions such as Central India or South India are acceptable. The selected region should minimize the risk of simultaneous outage due to regional disasters. Bidders must specify the proposed DR cloud region and provide documentary/vender confirmation of its seismic zone classification.
3. Installation/configuration of firewall, VPN, backup, monitoring, security controls, and reporting tools.
4. VPN gateway shall operate continuously (24×7) as required by CSP architecture. This ensures secure transfer of backups and management traffic independent of VM uptime.
5. Backups and storage synchronization shall function independently of VM power state. The VM may remain powered off, and Azure Backup (or CSP equivalent) shall continue to perform scheduled backups using storage-side snapshots.
6. All infrastructure shall comply with applicable regulatory, security, and data retention policies.
7. Implementation of an end-to-end disaster recovery plan for specified applications and databases.
8. The bidder must implement solution for generating automated monthly usage reports and alert IUAC when resource consumption (VM hours, CPU, storage, bandwidth, etc.) reaches 80% of the allocated monthly quota.
9. DR VM and associated resources are planned to operate for an average of 6 hours per day (up to 180 hours per month). The provider must implement usage monitoring and threshold alerts, and deliver regular monthly usage and performance reports to IUAC.
10. Disaster Recovery Operation Schedule:
  - a. The DR VM will be powered ON for a single daily session, at a time mutually agreed with IUAC (totalling up to 180 hours/month).  
Daily DR VM uptime (180 hours/month) is for compute-based replication tasks. CSP-native backups shall be scheduled to run at least twice daily (every ~12 hours) to meet the defined RPO of 12 hours, independent of DR VM power state.
  - b. Application-level DR sync (e.g., file/app/db sync performed by the VM) will occur during the DR ON window. However, platform-level backups using CSP-native backup services (such as Azure Backup) shall continue to run as scheduled, even when the DR VM is powered off.
11. Recovery Objectives:
  - i. Recovery Point Objective (RPO): System shall be restorable to a point not older than 12 hours. This shall be achieved through a minimum of two scheduled CSP-native backups per day (approximately every 12 hours), irrespective of DR VM power state.
  - ii. Recovery Time Objective (RTO): In case of disaster, the DR VM shall be restored and available within 6 hours from the declared DR activation, using the most recent successful backup.

12. If disaster or service interruption occurs outside the scheduled DR window, restoration will use the most recent successful CSP-native backup. No real-time backup/replication is required outside the daily scheduled window.

**13. SLA Definitions and Calculations:**

Definitions:

Service availability (S) will be computed as:

$$S = [(A-B)/A] * 100$$

Where:

A = Total scheduled DR operational hours ("ON" hours as per IUAC's schedule) in the quarter

B = Total hours of DR service unavailability/downtime (during scheduled DR hours) in the same quarter

Notes:

- (i) Service availability and penalty will be calculated exclusively based on the scheduled DR VM operational hours, not on calendar or 24x7 uptime.
  - (ii) Total SLA penalty in any quarter is capped at 20% of total quarterly charges.
  - (iii) The Service Provider must furnish quarterly service uptime and downtime logs, validated by IUAC, with each invoice for penalty assessment.
  - (iv) Penalties shall be deducted from payments due or recovered as per contract terms.
  - (v) Backup failures impacting RPO shall be evaluated independently of VM uptime availability calculations.
14. Bidder shall conduct semi-annual Disaster Recovery drills (minimum two drills during the project period), Vulnerability Assessment & Penetration Testing in compliance with CERT-IN guidelines, and submit corresponding reports.
15. Service provider must Maintain audit logs for one year for all administrator activity and grant IUAC rights to review as needed.

**Note:** The bidder is required to conduct a site/requirement assessment before quoting. No claims regarding difficulties or rate enhancement will be entertained post submission.

## **Annexure B: ELIGIBILITY CRITERIA**

The bidder must:

- Be a Class-I/Class-II local supplier as per DPIIT Make in India policy; submit the mandatory undertaking and local content calculation.
- Be an Indian Registered Company/LLP/Proprietorship/Partnership (submit incorporation/registration proof).
- Have average annual turnover  $\geq$  ₹12.0 lakhs for the last 3 years, positive net worth as of last FY, and profit before tax in at least two of the last three financial years (submit audited financials and P&L for three years).
- Copies of the work orders and completion certificates of similar type of work completed for Govt. Dept. (Central/State) / PSU / Autonomous bodies / Universities during last 5 years as below:  
one work order of value at least 2.8 lakhs  
or  
two work orders of value at least 1.75 lakhs

**Note:** “Similar work” means “hosting data centre services on cloud.”

- Employ (or be) a Cloud Service Provider empanelled by MeitY (submit valid empanelment certificate).
- Ensure CSP operates Tier-3 and ISO 27001:2013 certified, and STQC audited Data Centre (submit certificates).
- Hold a valid authorization from CSP to offer cloud services (submit certificate).
- Submit valid PAN and GST registration certificate.
- Provide No-Blacklisting certificate as per Annexure-F.
- Submit Tender Profile as per Annexure-E.
- Submit No-Deviation certificate as per Annexure-H.
- Bidder must submit Border Country Compliance Undertaking as per Annexure-J.
- Authorization Letter for Bid Signing, if applicable, as per Annexure-K.
- Experience Format as per Annexure-L (in addition to actual work orders/certificates).
- DR Drill / VAPT Reporting Undertaking (Annexure-M).
- Not be insolvent/bankrupt/banned/debarred; submit mandatory legal undertakings.
- Bidders registered with MSME are exempted from payments of EMD subject to having exemption certificate in the relevant category. However, they have to submit Bid Security Declaration Form as per Annexure-G.

- Earnest Money Deposit: EMD value Rs.15000(Rupees fifteen thousand only) is payable by the bidder. Bidder has to select the payment option as “online” to pay the EMD as applicable by going to the link <https://services.sabpaisa.in/pages/iuac.html>. The Earnest Money Deposit shall be in the form of online payment and it should be deposited before the bid opening.
- Bidder shall submit signed NDA as per Annexure N.
- Bidder’s offer shall include commitment to SLA requirements as per Annexure O.
- POC demonstration as per Annexure P shall be mandatory as part of technical evaluation prior to opening of financial bid.

- **Technical Qualification & POC Eligibility:**

Only bidders found technically qualified based on compliance to eligibility criteria, technical specifications, and document verification shall be invited for Proof of Concept (POC) demonstration, if required.

Financial bids shall be opened only for bidders who are both technically qualified and POC-compliant, as certified by IUAC.

- Bidder must confirm that application-level replication and restoration processes are scheduled during the daily DR ON window, while CSP-native backups operate as per defined backup policy.
- Defect liability period shall apply as per Annexure Q; undertaking to be submitted.

### **Annexure C: BILL OF QUANTITIES (BOQ)**

S. No	Item	Specifications/Category	Qty	Unit Rate (Monthly PAYG)	Amount (Annual)
1	App & DB Server	(8 vCPUs, & 32 GB RAM) x 180 Hours (Monthly); CentOS	1		
2	Storage	Managed Disks, Standard SSD, LRS Redundancy, 32 GB OS Disk	1		
3	Storage	Managed Disks, Standard SSD, LRS Redundancy, 500GB Storage Disk	1		
4	VM Backup	VMs, Standard Backup policy, 1 Instance(s) x 500 GB, LRS Redundancy, Moderate Average Daily Churn, 575 GB Average monthly backup data in Standard Tier (Daily retention: 15d, weekly: 1w)	1		
5a	Bandwidth	Data Egress 200 GB (averaged over quarter)	1		
5b	Bandwidth (Optional)	Data Egress if exceeded 200GB (averaged over quarter) (Additional bandwidth @ ₹xx/GB)	1		
6	VPN Gateway	VPN Gateways, VpnGw1 tier, 730 gateway hour(s) (always on)	1		
7a	IP Address	Public IP	2		
7b	IP Address (Optional)	Cost of Additional IP (in case needed)	1		
8	Firewall	Cloud-native firewall (Azure Firewall Basic/Standard or CSP-equivalent).	1		
9	Application Gateway	WAF V2 1 Compute Unit	1		
10	Contract Extension (Optional)	Rate applicability for up to 2 years	As required		
Total					

**Note: GST shall be paid separately as applicable.**

**Notes:**

1. All infrastructure must be provisioned in a cloud region in a different seismic zone from Delhi/NCR.

2. Disaster Recovery operation and application-level sync are executed during the scheduled DR VM ON window.

CSP-native backup jobs (backup scripts/policies) shall run twice per day (approximately every 12 hours), independent of VM uptime, to meet the defined RPO.

**3. Billing & Usage Averaging Clause:**

All BOQ items, including compute hours, storage, bandwidth, VPN gateway, firewall, and other metered services, shall be billed on an average quarterly usage basis, not monthly, to smooth consumption variations.

Quarterly billing shall be calculated as the average of actual usage across the quarter, subject to SLA and usage thresholds.

## **Annexure D: GENERAL TERMS & CONDITIONS**

The bidder is required to *agree* on the following terms and conditions for successful submission of bid:

1. **Bid Submission:**
  - a. Bids must be submitted in sealed technical and financial envelopes, within one main sealed cover.
  - b. The Earnest Money Deposit shall be in the form of online payment and it should be deposited before the bid opening.
  - c. Bid validity: 90 days from opening date.
2. **Technical specifications:** Bidders must submit technical compliance documentation and certifications as per BOQ
3. Valid PAN and GST is required from the Bidder.
4. **OEM/ authorized distributor:** The bidder should either be OEM or authorized distributor of OEM only. In case of distributor, authorization certificate from OEM should be provided along with the quotation.
5. **Quotation currency:** Price of the item should be quoted as unit price in Indian National Rupee (INR) only. Freight and Packing Charges, if any, should be provided along with the quotation.
6. **Validity of quotation:** The period of validity of quotation should be clearly mentioned (should not be less than 90 days).
7. **Completion time:**
  - The completion time for service setup, configuration, and commissioning shall be within 60 days from the date of issue of Purchase Order, any delay in doing so will attract LD as per the clause 11 of annexure D.
  - DR drills twice per year with reporting.
8. **Service Support & Defect Liability:**
  - Specify qualified personnel for service/support and repair capacity within India.
  - Minimum one-year comprehensive service support and defect liability period from commissioning date.
  - All defects within defect liability/service support period to be rectified within two weeks.
  - Extended warranty/AMC for up to 5 years may be quoted separately, with service provisions and charges specified.
9. **Payment terms:**
  - No advance payment.
  - Quarterly invoices shall be raised based on average quarterly consumption of all BOQ items, as validated by IUAC usage reports.
  - Statutory taxes as applicable; TDS, etc. to be deducted at source.
  - Bank details (along with valid PAN and GST) should be provided with the quotation for electronic payment to the successful bidder.
10. **Performance Security (valid for purchases above Rs.1 Lakh):** - The supplier shall require to submit the Performance Security within 15 days on issue of Purchase Order in the form of irrevocable bank guarantee or FDR issued by any Indian Nationalized Bank for an amount which is 05% of the order value and should be kept for 1year 3months. The Performance Security shall be refunded to the supplier after the due certification by IUAC personnel.
11. **GST:** Extra as applicable.
12. **Penalty/Liquidated Damages (Late Delivery):**
  - a. In case service commencement or commissioning is delayed beyond the specified service commencement date, deductions on account of liquidate damage @0.5% per week or thereof will be deducted subjected to maximum of 10% of order value.
  - b. SLA penalty applies only within the scheduled VM operational hours.

13. No deviation from the stipulated terms and conditions will be allowed. Tender will be unconditional.
14. **Exit Management & Data Transition:**
- Upon contract end/termination, the vendor shall provide all project data, documentation, and assist with transition to new provider.
  - No customer data shall be deleted for 45 days post-contract. IUAC written confirmation is required for final deletion.
  - Vendor must provide a certificate confirming all IUAC data is securely deleted from all platforms after handover.
15. **Contract Extension Clause:**
- IUAC reserves the right to extend the contract for up to two (2) additional years beyond the initial contract period, subject to satisfactory performance and mutual consent.
- The bidder agrees to provide continued services during the extension period under the same scope, SLA, and operational terms.
- Pricing for the extension period may be revised based on prevailing GeM rates, CSP price revisions, or mutually agreed cost escalation, and shall be finalized through a separate written consent or amendment.
16. **Resolution of Dispute:** All disputes arising out of this contract shall be referred to the sole arbitration of a person selected by the Director, IUAC out of the panel of three persons nominated by the Director IUAC, and his decision /award shall be final and binding on both parties. The Arbitration shall be governed under the Indian Arbitration Act 1996 or any statutory modifications or re-enactment thereof and rules made there under and for the time being in force shall apply to the arbitration proceeding under this contract. Any dispute arising out of this contract will be subjected to jurisdiction of New Delhi/Delhi.
17. **Force Majeure:** The right of the contractor/supplier to proceed with the work shall not be terminated because of any delay in the completion of the work due to unforeseeable causes beyond the control and without the fault or negligence of the contractor/supplier, including not limited to acts of God, Pandemic, or of the public enemy, restraints of a sovereign state, firms, wars, fires, epidemics, quarantine restrictions, floods, unusually severe weather. If a Force Majeure situation arises, the supplier/contractor shall promptly notify along with the justification/reasons well in advance to the Director IUAC for approval without any prejudice to price escalation. No time extension request shall be considered after the expiry of completion period/contract. The decision of the IUAC, Director will be final and binding on the supplier/contractor.
18. Director, IUAC reserves the right to accept / reject any / all tenders in part / full without assigning any reason whatsoever and the decision of the IUAC in this regard will be binding on all the bidders. IUAC Director also reserves the right to disqualify any bidder and / or cancel the order at any point of time without assigning any reason whatsoever. The decision of the IUAC Director will be final and binding on the bidder / supplier / contractor.
19. IUAC reserves the right to review and adjust the DR operation schedule each month according to institutional needs, provided total VM hours do not exceed 180 hours/month unless mutually agreed.
20. No part of this contract shall be subcontracted, assigned or transferred by the vendor without explicit prior written consent of IUAC.
21. **Correspondence:** All the correspondence in respect of bid / contractual obligation shall be made to “The Administrative Officer (S&P), Inter University Accelerator Centre, Aruna Asaf Ali Marg, New Delhi – 110067”. E-mail: iuacstores@gmail.com, Telephone: +91-11-24126022, 24126024.
22. **Last date for submission:** The last date for submission of quotation on company letter head **18/02/2026 at 3.00 pm** by mentioning **Indent No. 0969** on the sealed envelope.

(Signature of bidder along with official seal)

**Annexure-E**

**PROFILE OF THE TENDERER**

(To be submitted on Company's Letterhead)

1. Name of the Firm / Organization :
2. Address :
3. Telephone No. / Mobile No. & Name of the Contact Person :
4. Fax No. :
5. E-mail ID :
6. Month and Year of establishment :
7. Name of proprietor / partners/director :
8. No. of years of experience in this field, with Reference, Certificates :
9. Copy of PAN
10. Copy of GST Registration No. :

Signature of the Tenderer & Seal

**Annexure-F**

**(Undertaking to be given on Bidders/ Company Letter Head)**

I / We (bidder) hereby give an undertaking that:

1. I / We have not been blacklisted / on holiday list / debarred during last three years by any Govt. Department / Govt. Autonomous Body/Institution, etc.
2. I / We do not have any dispute with any of the Govt. Departments / Govt. Autonomous Bodies/Institutions, etc.
3. I / We have never been certified as 'Unsatisfactory Performer' for the said services provided to the Govt. Departments / Govt. Autonomous Bodies / Institutions;
4. I / We have not submitted any fake/forged certificates/ documents and later, if any such 'Certificates / Documents' found to be fake / forged or contains wilful wrong / incorrect information, suitable legal actions may be initiated against me / us / agency and the agencies / bidders shall be debarred from tendering with the Institute.
5. I / We shall not withdraw my / our bid after opening of Technical Bid and if done so, the IUAC and the agencies / bidders shall be debarred from tendering with the Institute.

Place:

Date:  
Bidder

Seal and Signatures of the Authorized Person of the

Name and designation of the Authorized Person of the Bidder

## **Annexure-G**

### **BID SECURING DECLARATION FORM**

(To be submitted by MSME / NSIC on Company's Letterhead)

Tender No.

Date:

To:

The Director  
IUAC  
New Delhi-110067

I / We, the undersigned, solemnly declare that:

I / We understand that, according to your conditions of this Tender document, bids must be supported by a Bid-Securing Declaration in lieu of Bid Security Deposit.

I / We unconditionally accept the condition of this Bid Security Declaration that I / We will automatically be disqualified / suspended from bidding for any contract with IUAC, New Delhi for a period of two years starting from the last date of receipt of this bid / tender, if I / We are in a breach of our obligation(s) under the bid conditions, if I / We:

- (a) withdraw / modify / amend / impair / derogate, in my respect from our Bid during the period of bid validity specified in the Tender Notice.
- (b) having been notified of the acceptance of our Bid by IUAC, New Delhi during the period of bid validity, (i) fail or refuse to execute the Contract, or (ii) fail or refuse to furnish the Performance Security, in accordance with terms and condition of the tender/bid.

I / We understand this Bid-Securing Declaration shall expire if I / We are not the successful Bidder, upon the earlier of

- (i) our receipt of your notification of the name of the successful Bidder; or
- (ii) Forty-five days after the expiration of the validity of my / our Bid.

Name and Signatures of the Bidder:  
Registered Address of the Company:  
Company seal

Note: In case of a Joint Venture, the Bid-Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid.

**Annexure-H**

**NO DEVIATION CERTIFICATE**

(To be submitted on Company's Letterhead)

To,

Administrative Officer (S&P)

Inter University Accelerator Centre

Aruna Asaf Ali Marg, New Delhi – 110067

Sub: No Deviation Certificate – Tender No. \_\_\_\_\_ / Indent No. \_\_\_\_\_

Sir,

We hereby certify that our bid/proposal complies entirely with the terms, conditions, technical specifications, and requirements of the tender document and that no deviations, exceptions, or additional conditions exist in our offer. We agree to abide by all provisions of the tender as published.

In case any deviation is found at any stage, our bid may be rejected and any contract awarded may be cancelled at IUAC's discretion.

Seal and Signature of Authorized Signatory

Name:

Designation:

Date:

**Annexure I: Bid Submission Checklist**

<b>S. No</b>	<b>Document/Annexure</b>	<b>Attached (Yes/No)</b>
1	Technical Bid Cover Letter, signed/stamped	
2	Bidder Profile (Annexure E)	
3	Eligibility Undertaking (blacklisting/debarment)	
4	No Deviation Certificate (Annexure H)	
5	Bid Securing Declaration / EMD (if applicable)/MSME Cert	
6	Unpriced BOQ	
7	Valid PAN and GST registration	
8	Authorization Letter (if required)	
9	Work Orders, Completion Certificates for Experience	
10	Audited financial statements, turnover, P&L (3 years)	
11	MeitY empanelment, Tier-3/ISO/STQC certificates	
12	Board Resolution/Signatory Authorization	
13	MSME/Startup (Udyam) Certificate (if applicable)	
14	DR Drill/VAPT Report Commitment	
15	Duly filled and signed Checklist	
16	NDA (Annexure N)	
17	SLA Compliance Undertaking (Annexure O)	
18	POC Demonstration Undertaking (Annexure P)	
19	Defect Liability Period Undertaking (Annexure Q)	
20	Acceptance of Tender Terms (Annexure R)	
21	POC Compliance Sheet (Yes/No) (Annexure P-1)	

## **Annexure J: Border Country Compliance Undertaking**

(To be submitted on Company's Letterhead)

### **BORDER COUNTRY COMPLIANCE UNDERTAKING**

As per Government of India, Ministry of Finance, Order F.No.6/18/2019-PPD, we hereby certify that:

- We are not from a country sharing a land border with India, or (if applicable) have been registered with the Competent Authority as per applicable orders.
- We shall not subcontract any work to entities from such countries unless permitted.

In case of false information, our bid may be rejected and our firm may be debarred.

Seal and Signature of Authorized Signatory

Name:

Designation:

Date:

**Annexure K: Authorization Letter**

(To be submitted on Company's Letterhead)

**AUTHORIZATION LETTER**

To,

Administrative Officer (S&P)

Inter University Accelerator Centre

Sub: Authorization for Signing the Bid – Tender No. \_\_\_\_\_

I/we hereby authorize Mr./Ms. \_\_\_\_\_ (Designation: \_\_\_\_\_, Employee ID: \_\_\_\_\_) to sign and submit our bid/respond to all tender-related correspondence for Tender No. \_\_\_\_\_ on behalf of our company.

Authorized Signatory (with Board Resolution if applicable)

Name:

Designation:

Date:

(Attach Board Resolution)

### **Annexure L: Experience Format**

(To be submitted on Company's Letterhead)

#### **EXPERIENCE FORMAT**

<b>S. No</b>	<b>Project Name/Description</b>	<b>Client Name</b>	<b>Order Value</b>	<b>Completion Date</b>	<b>Certificate Attached (Y/N)</b>
1					
2					
(Attach extra sheets if needed)					

**Annexure M: DR Drill / VAPT Reporting Undertaking**

(To be submitted on Company's Letterhead)

**DR DRILL / VAPT REPORTING UNDERTAKING**

We undertake that, as part of contract performance, we shall conduct and submit Disaster Recovery drill and Vulnerability Assessment & Penetration Testing (VAPT) reports at agreed intervals (minimum twice per year) as specified in tender terms.

Seal and Signature of Authorized Signatory

Name:

Designation:

Date:

## **Annexure N: Non-Disclosure Agreement (NDA)**

(To be submitted on Company's Letterhead)

### **NON-DISCLOSURE AGREEMENT**

This NDA is entered into between the Inter University Accelerator Centre (IUAC) and the undersigned Bidder for the purpose of protecting confidential information disclosed during the procurement, implementation, or operation of the Disaster Recovery Solution. The Bidder hereby undertakes:

- To maintain confidentiality of all data, documents, and technical information received from IUAC.
- Not to disclose or use any confidential information except for the performance of obligations under the tender/contract.
- To return or destroy all confidential material upon completion or termination of the agreement.

Any breach of this undertaking may result in penalties, termination of contract, and claims for damages.

Authorized Signatory (Bidder): [Name, Designation, Stamp]

Date:

## **Annexure O: Service Level Agreement (SLA)**

(To be submitted on Company's Letterhead)

### **SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE UNDERTAKING**

The Bidder hereby agrees to the following minimum performance standards for Disaster Recovery Solution:

- **Uptime Requirement:**  
The Service Provider shall maintain a minimum service availability (uptime) of 99.9% for all critical Disaster Recovery (DR) components and services, calculated over the scheduled DR operational hours in each quarter as notified by IUAC.
- Failure to meet the defined RPO of 12 hours due to missed or failed scheduled backups shall be treated as an SLA breach, even if DR VM uptime SLA is met.
- **Penalty for Service Unavailability:**  
If service levels are not adhered to, the following quarterly penalty structure will apply:

<b>DR Service Availability (Quarterly)</b>	<b>Penalty on Total Quarterly Charges</b>
100% to 99%	NIL
<99% – ≥98.5%	5%
<98.5% – ≥97%	10%
<97% – ≥95%	15%
<95%	20%

Downtime or outage outside the scheduled DR operation window is not considered for penalty calculation, as DR VM and associated resources are contractually non-operational.

- In case of any service failure during the scheduled DR operational window, the response time shall be within 30 minutes and the resolution time shall be within 2 hours from detection or reporting.
- The 2-hour incident resolution time applies to operational issues during scheduled DR hours and does not replace the 6-hour RTO for full DR failover.
- The Service Provider shall ensure minimum uptime of 99.9% during the scheduled Disaster Recovery operational window, defined as up to 180 VM hours per month, as per BOQ. SLA penalties will apply only for downtime during scheduled operation.

- The Service Provider agrees that the monthly planned DR window (180 hours) may be spread variably across days and weeks, with prior written monthly scheduling by IUAC. Penalties and alerting will be applicable for actual VM hours used, provided such use does not exceed 180 hours/month unless mutually agreed.
- The Service Provider shall provide automated alerts to IUAC when usage of any core metric (VM uptime, CPU usage, bandwidth, storage, etc.) reaches or exceeds 80% of the monthly planned threshold. This is to allow proactive management and avoid overage charges.
- The Bidder further acknowledges IUAC's right to audit compliance and apply SLAs, penalties, or withhold payments as per contract.
- Persistent/repeated SLA breaches may lead to contract termination and/or encashment of security deposit.

Authorized Signatory (Bidder): [Name, Designation, Stamp]

Date:

## **Annexure P: Proof of Concept (POC)**

(To be submitted on Company's Letterhead)

### **PROOF OF CONCEPT (POC) UNDERTAKING**

The POC shall be evaluated strictly on a Yes/No compliance basis against predefined criteria including (but not limited to):

- Successful DR VM provisioning
- Backup and restore demonstration
- RPO and RTO compliance
- VPN connectivity and security controls
- Monitoring and reporting

Bidders failing to meet any mandatory POC parameter shall be treated as POC Non-Compliant and disqualified from further participation.

Financial bids shall be opened only for POC-Compliant bidders.

**POC compliance (Yes/No) shall be certified by the IUAC Evaluation Committee based on Annexure P-1.**

Authorized Signatory (Bidder): [Name, Designation, Stamp]

Date:

**Annexure P-1: POC Compliant Sheet**

<b>S. No</b>	<b>POC Parameter</b>	<b>Compliance (Yes/No)</b>	<b>Remarks</b>
1	DR VM provisioning		
2	Backup with VM OFF		
3	Restore within RTO		
4	RPO compliance (Minimum 2 successful backups per 24 hours)		
5	VPN connectivity		
6	Monitoring & alerts		

## **Annexure Q: Defect Liability Period Commitment**

(To be submitted on Company's Letterhead)

### **DEFECT LIABILITY PERIOD UNDERTAKING**

The Bidder agrees to provide a defect liability period of twelve (12) months from the date of commissioning/handover/acceptance of all project/system and services supplied under this tender.

- Any defects or failures found during this period shall be rectified or replaced by the Bidder at no extra cost, within the specified time window (e.g. 7 days from report).
- IUAC reserves the right to recover penalty/hold payments if defects are not resolved as per contract provisions.

Authorized Signatory (Bidder): [Name, Designation, Stamp]

Date:

**Annexure R: Acceptance of Tender Terms (Undertaking)**

(To be submitted on Company's Letterhead)

**Letter of Unconditional Acceptance**

We hereby accept all the terms and conditions of the tender, including amendments/corrigenda issued, without any deviation or reservation.

Authorized Signatory (Bidder): [Name, Designation, Stamp]

Date: