

Request for Proposal

Empanelment of MeitY Empanelled Agencies or their
Authorized Partner for offering GPU Based AI Services on
Cloud & AI Platform services

(OPEN TENDER)

Ref. No: EdCIL/DES/RFP/RC/GPU-AI/2026/01



EdCIL (India) Limited
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DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the EdCIL (India) Ltd. or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an Agreement and is neither an offer nor invitation by the EdCIL (India) Ltd. to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers (BIDs) pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the EdCIL (India) Ltd. in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the EdCIL (India) Ltd., its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in the Bidding Documents may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The EdCIL (India) Ltd. accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The EdCIL (India) Ltd., its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this BID Stage.

The EdCIL (India) Ltd. also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. The EdCIL (India) Ltd. may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the EdCIL (India) Ltd. is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and the EdCIL (India) Ltd. reserves the right to reject all or any of the Bidders or BIDs without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its BID including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the EdCIL (India) Ltd., site visits, investigations, studies or any other costs incurred in connection with or relating to its BID. All such costs and expenses will remain with the Bidder and the EdCIL (India) Ltd. shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the BID, regardless of the conduct or outcome of the Bidding Process.

Contents

Part One – Technical Bid	7
1. Notice Inviting Tender	8
2. Offline And Online Bid Submission Documents.....	11
2.1 Offline Submissions:	11
2.2 Online Submissions:	11
3. Term Of Reference & Definitions	13
4. Background Information	16
4.1 About EdCIL (India) Ltd.....	16
4.2 Invitation For Bid.....	18
4.3 Purpose of Empanelment.....	18
5. Instructions For E-Tendering.....	19
5.1 Instructions for Online Bid Submission:	19
5.2 Digital Signature Certificates	20
5.3 Registration	20
5.4 Searching For Tender Documents	21
5.5 Preparation of Bids.....	21
5.6 Submission of bids.....	21
5.7 Assistance to bidders	22
5.8 Public Online Tender Opening Event (TOE).....	23
5.9 Critical do's and don'ts for bidders	23
5.10 Minimum Requirements at Bidder's End	24
6. Instructions To Bidders.....	26
6.1 General.....	26
6.2 Code of Integrity.....	26
6.3 Bidder's Authorized Signatory.....	27
6.4 Preparations to bid.....	27
6.5 Pre-Bid Conference	28
6.6 Validity of Bids.....	29
6.7 Earnest money Deposit (EMD)	29
6.8 Amendment to the Tender Document.....	30
6.9 Clarifications on submitted bids.....	31
6.10 Deviations.....	31
6.11 Acceptance/ Rejection of bids:.....	31
6.12 Bid Opening.....	31
6.13 Fraud and Corrupt /Malpractices.....	32
7. Evaluation Of Bid And Award Of Work	33
7.1 Evaluation Process:	33
7.2 Pre-Qualification/Eligibility Evaluation.....	33
7.3 Evaluation of Technical bid	34
7.4 Phase II - Evaluation of Commercial bids:	34
7.5 Notification of Award of Contract	36
7.6 Performance Security.....	36

7.7	Contract Finalization and Award	37
7.8	Signing of Contract	37
7.9	Award of Work Order	37
7.10	Other Terms & Conditions of Work Order	38
8.	Scope Of Work	39
8.1	For Solution 1 (GPU Services).....	39
8.2	For Solution 2 (AI Platform services).....	44
8.3	Solution 3 - GPU services through INDIA AI Mission	57
8.3.1	About AI Mission	57
8.3.2	About EdCIL and India AI	57
8.3.3	Why EdCIL	58
8.4	Managed Services (for GPU Services and AI Platform Services)	59
8.5	SLA and Penalties	61
8.6	Admin Portal	64
8.7	Service Provisioning	65
9.	General Contract Terms	67
9.1	Standards of Performance	67
9.2	Contract Period	67
9.3	Revision of Prices:	67
9.4	Prices	67
9.5	Additional Services	68
9.6	Payment Terms	68
9.7	Applicable Law	68
9.8	Governing Language.....	69
9.9	Taxes:	69
9.10	Data Ownership and Confidentiality	69
9.11	Termination of Contract or Work Orders	69
9.12	Exit Management	70
9.13	Purchaser's Right of Monitoring, Inspection and Periodic Audit	71
9.14	Risk Purchase Clause:	72
9.15	Force Majeure:	72
9.16	Limitation of Liability.....	72
9.17	Indemnity	73
9.18	Liquidated Damages.....	73
9.19	Resolution of Disputes:	73
9.20	Arbitration.....	74
9.21	Jurisdiction:	74
9.22	Notices	74
9.23	Escalation Matrix:.....	75
9.24	Acknowledgement:	75
9.25	Fall Clause.....	75
10.	Annexures:.....	76
10.1	Annexure A – Declaration Sheet format	76
10.2	Annexure B – Letter of Undertaking	77
10.3	Annexure C – Power Of Attorney	78

10.4	Annexure D - Bank Guarantee towards Bid Security (EMD).....	80
10.5	Annexure E - Performa For Declaration from bank on Proceedings Under Insolvency And Bankruptcy Code, 2016.....	81
10.6	Annexure F - Undertaking For Non-Blacklisting	82
10.7	Annexure G - Technical Bid Submission Letter.....	83
10.8	Annexure H - Eligibility Criteria	84
10.9	Annexure I - MeitY empanelled GSP Authorization Form	94
10.10	Annexure J - Annual Turn Over From	95
10.11	Annexure K - Technical Evaluation Criteria:	97
10.12	Annexure L – Work Order Form	102
10.13	Annexure M – Data Centre Location Certificate	103
10.14	Annexure N – Details of the GPU Service Offered by GPU service Providers.....	104
10.15	Annexure O – Details of the AI Platform Services	105
10.16	Annexure P – Contract Form	108
10.17	Annexure Q - Performance Bank Guarantee Format	110
10.18	Annexure R - Declaration of Proprietary AI Ownership	113
10.19	Annexure S - Security Certification Status Declaration	115
10.20	Annexure T - Deployment Scale Declaration.....	117
10.21	Annexure U - Technical Team Declaration	119
	Part Two – Commercial Bid	121
1.	Instructions To Bidders	122
2.	Financial Bid Submission Letter	123
3.	Form-1 Summary Of Financial Bid	124
	Part A: GSP Services	124
	Part B: Other Services	124
1.	GPU Managed Services.....	124
	Part C: AI Platform Services	124
	Part D: GPU Service Through INDIA AI Mission	125

Part One – Technical Bid

1. Notice Inviting Tender**(E-Tendering mode)**

Reference no.:	EdCIL/DES/RFP/RC/GPU-AI/2026/01
Name of work	Empanelment of MeitY Empanelled Agencies or their Authorized Partner for offering GPU Based AI Services on Cloud & AI Platform services
The Currency in which payment shall be made	Indian Rupees (INR)
Date of Issue/Publishing	08.07.2026
Document Download/Sale Start Date	08.07.2026
Document Download/Sale End Date and Time	29.07.2026
Date for Pre-Bid Conference and Time	17.07.2026 at 1530 HRS Link for the pre-bid meeting will be provided.
Bid queries should reach by	16.07.2026 till 1800 HRS Bid queries received later than the date and time as mentioned above shall not be entertained. Pre-bid queries should be emailed to destenders@edcil.co.in and gchaudhary@edcil.co.in as per format
Venue of Pre-Bid Conference	EdCIL House,18 A, Sector-16 A, Noida, U.P.201301
Last Date and Time for receipts of Bids	29.07.2026 at 1500 HRS
Date and Time of Opening of Technical Bids	29.07.2026 at 1600 HRS
Date and Time of Opening of Commercial Bids	To be intimated Later

Earnest Money Deposit	Rs. 1,00,000 /- in form of following: i. Demand Draft from a Nationalized Bank in India OR ii. Bank Guarantee (BG) from a Nationalized Bank in India, the BG should be valid till 180 days from last date of submission of bid, as per Annexure D OR iii. NEFT/RTGS to the bank details for the transfer of funds is as below: <u>Bank Name</u> - BANK-SBI-DELHI 36830596465 <u>A/c No.</u> - 36830596465 <u>Branch & IFS Code</u> - New Delhi & SBIN0019087 Scanned copy of BG/DD/NEFT or RTGS submission receipt (UTR number) to be uploaded with tender documents and original BG/DD shall be submitted as per the instruction to bidders. Bidders registered with NSIC/MSME and having valid registration certificate issued by NSIC/MSME are exempted for submission of EMD. However, NSIC/MSMEs Bidders are advised to submit their financial solvency certificate of issued not earlier than 3 months from the last date of bid submission and also the document as per Annexure E.
No. of Covers	02 (Two Packet)
Bid Validity days	180 days (From last date of opening of tender)
Contact Details	Mr. Gaurav Chaudhary Contact: +91-9953496915 e-mail: gchaudhary@edcil.co.in

1. Tender document shall be downloaded from electronic tender portal link available at <http://www.tenderwizard.com/EDCIL>. Aspiring bidders who have not get registered in onlineportal should get register/enroll before participating. Interested bidders are advised to go through instructions provided at “Instructions to Bidders for e-tendering.”
2. No manual bids shall be accepted. All bids (both Technical and Financial) should be submitted in the online portal. However, all the credentials mentioned in clause 2.1 should be submitted offline, after submission of online bid.
3. Bidders are advised to visit the EdCIL Website/<http://www.tenderwizard.com/EDCIL> for getting them updated for information on this tender. Corrigendum and addendum may be issued on the changes required. Reply on pre-bid queries received by EdCIL shall be displayed on EdCIL website/e-tendering website. Bidders are advised to visit the webpage regularly and update themselves. The Pre-Bid queries, Corrigendum/addendum are the part of

tender document and Bidders are supposed to upload the same accordingly, duly signed as per the guidelines given in the tender document.

4. In case a holiday is declared on any day, the event will be shifted to the next working day, same time.

(Dr.Pawan Kumar Sharma)

Chief General Manager (DES)

EdCIL (India) Limited,

18 A, Sector-16A, Noida-201 301

Tel: 91-120-2512001 to 251200

2. Offline And Online Bid Submission Documents

2.1 Offline Submissions:

The bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope at the address.

The envelope shall bear the project name, the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

- a) Original copy of the EMD Security in the form of Demand Draft/BG
- b) Original copy of the power-of-attorney.

Note: The Bidder should also upload the scanned copies of all the above-mentioned original documents as Bid-Annexure during Online Bid-Submission.

2.2 Online Submissions:

The Online bids (complete in all respect) must be uploaded online in two Envelops as explained below: -

Envelope – 1			
(Following documents to be provided as single PDF file)			
S.no.	Documents	Content	File Types
1.	Technical Bid	Annexure A – Declaration Sheet format	PDF
		Annexure B – Letter of Undertaking	
		Annexure C – Power of Attorney	
		Annexure D - Bank Guarantee towards Bid Security (EMD)	
		Annexure E - Performa for Declaration from bank on Proceedings Under Insolvency and Bankruptcy Code, 2016	
		Annexure F - Undertaking for Non-Blacklisting	
		Annexure G - Technical Bid Submission Letter	
		Annexure H - Eligibility Criteria	
		Annexure I - MeitY Empanelled GSP Authorization Form	
		Annexure J - Annual Turn Over Form	
		Annexure K - Technical Evaluation Criteria	
		Annexure L – Work Order Form	
		Annexure M – Data Centre Location Certificate	

		Annexure N – Technical Compliance for GPU Services	
		Annexure O – Technical Compliance for AI Platform Services	
		Annexure P – Contract Form	
		Annexure Q – Performance Bank Guarantee Format	
		Annexure R - Declaration of Proprietary AI Ownership	
		Annexure S - Security Certification Status Declaration	
		Annexure T - Deployment Scale Declaration	
		Annexure U - Technical Team Declaration	
Envelope-2			
Sl. No.	Documents	Content	File Type
1.	Financial Bid	Financial evaluation bid	PDF
		Financial Bid Submission Letter	

3. Term Of Reference & Definitions

Term	Definition
AI Compute Instance	AI compute instance refers to a virtual machine (VM) hosted in a cloud computing environment that is equipped with one or more AI Compute units
AI Compute Memory	AI compute memory refers to the on-chip memory available with AI Compute units for storing transient data buffers. This data helps in complex mathematical, graphical, and visual data operations.
AI Compute Services	AI compute instances hosted over cloud and offered to end users over the public internet or a private network
AI Compute Unit	AI compute unit is a hardware device that implements an electronic circuit that can perform mathematical calculations on large datasets at a high speed in parallel. AI compute units are suitable for computing tasks like graphics rendering, machine learning (ML), and video editing. For this document, AI compute unit includes GPUs, Accelerators, TPUs and similar hardware.
AI Platform	AI platform is a collection of software, tools, libraries, frameworks, services (including MLOps, LLMOps), workspaces and processes that allow teams to design, develop, deploy and maintain AI applications.
AI services on cloud / AI services / AI cloud services	Cloud services accessible over internet or private network for developing, deploying and operating AI/ML applications, including compute and non-compute services like storage and AI platforms.
Authorized Signatory	Authorized signatory is a person who has the right to sign documents on behalf of an organization.
Block Storage	Block storage is a type of data storage where data is organized into fixed-size units called blocks allowing high performance and control.
Cloud	Cloud computing is a model for providing on-demand access to shared computing resources like servers, storage, applications over internet or VPN from secure datacenters.
Cloud services	Cloud services are resources provisioned to users such as IaaS, PaaS, and SaaS.
Discovered L1 rate	The lowest rate discovered for AI services through the empanelment process; billing happens at this or lower rate.
Dynamically Scalable	Cloud infrastructure that automatically scales based on predefined policies.
Egress	Egress refers to outbound data traffic from service provider network to external destinations.
End User	End user is a person or organization authorized to use services.
File Storage	File storage organizes data in hierarchical structure of files and

	folders.
Ingress	Ingress refers to incoming data traffic into service provider network.
Object Storage	Object storage is designed for unstructured data, storing it as objects with metadata and unique identifiers.
Published rate	Published rate is the rate listed publicly by service providers for their services.
NVMe storage	NVMe is a protocol for fast data transfer used in SSDs with reduced latency and high parallelism.
Storage Services	Cloud-based services for storing and managing data securely and at scale.
Successful Bidder	Successful bidder is the organization selected through the bidding process for providing services.
Virtual Machine and Virtual Machine Instance	A VM is a virtual computing system with its own CPU, memory, storage created using a hypervisor.
Multiprotocol label switching network	MPLS is a WAN technology that routes data using labels for faster and more reliable transmission than traditional IP routing.
Empanelled Service Provider	Refers to the bidders who are technically and financially qualified as per the criteria laid down under this document and who have quoted a price for all of the items mentioned in the bid. Contract would be signed with each such Empanelled Service Provider.
Supplier	“Supplier” means the “Empanelled Service Provider”, who is empanelled through the process laid out in this RFP, for Supply of services to the Client under the contract. Multiple “Suppliers” may get selected for each requirement of the Client.
Authorized Signatory	The bidder’s representative (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney from the Competent authority of the respective Bidding firm.
Bid	"Bid" means the response to this document presented in double Packet, Technical Cum Commercial Bid and Financial Bid, which are supplied with necessary documents and forms as given in Annexure, complete in all respect adhering to the instructions and spirit of this document.
Bidder	“Bidder” means any partnership firm/company/ responding to Request for Proposal and who submits Bid.
Contract	Means the contract of empanelment entered between the EdCIL and the “Empanelled Service Provider” for supply of cloud services with the entire documentation specified in the RFP.
Day	“Day” means a working day as per rules of EdCIL.

EMD	Earnest Money Deposit
DD	Demand Draft
EdCIL/Purchaser	EdCIL (India) Limited, Noida (A Govt. of India Undertaking)
TC	Tender Committee
PBG	Performance Bank Guarantee
Security Deposit(SD)	Amount of the Order Value deposited by the Bidder and retained till the successful completion of the project (as long as the bidder fulfils the contractual agreement).
Services	“Services” means the services to be delivered by the “Empanelled Service Provider” / Supplier and as required to run the project successfully as per the Contract.
RFP	“RFP” means the Request for Proposals
Work Order	“Work Order” shall mean the Purchase Order/Work order and its attachments and exhibits issued by EdCIL
Consignee	“Consignee” shall mean EdCIL (India) Limited.
Client	EdCIL/EdCIL’s Client
CSP	Cloud Service Providers (CSP) having a valid MeitY, GoI empanelment to provide cloud services. A GSP can bid directly or authorize their partners for the bidding.
Availability	“Availability” means the time for which the cloud services and facilities are available for conducting operations on the Client system. Availability is defined as: $\{(Total\ Operation\ Time - System\ Downtime) / (Total\ Operation\ Time)\} * 100\%$
Incident	“Incident” refers to any event/issue that affects the normal functioning of the services / infrastructure, reported by the Client to the Supplier.
Similar Project	Providing services related to GPU on Cloud
Validity of Documents	Validity of all the documents shall be counted from the last date of submission of bids
H1	Highest discount offered

4. Background Information

4.1 About EdCIL (India) Ltd

EdCIL (India) Limited, a Mini Ratna Category – I CPSE (Central Public-Sector Enterprise) Company, registered at 7th Floor, Amba Deep Building, 14KG Marg, Cannaught Place, New Delhi – 110001 (India), was incorporated in 1981, under the Ministry of Education. It is an ISO 9001:2015 & 14001:2015 Certified Company. It is a continuously dividend paying and profit-making company and the only PSU (Public Sector Undertaking) under Ministry of Education to serve the education sector.

- i. The company over the four decades of existence and has executed many projects and consultancies across the entire value chain of education. It has a large number of satisfied clients spanning across Govt. of India, State Governments, Foreign Missions, Autonomous Bodies and Centres of Excellence (IITs, IIMs, IIITs, IISERs etc.).
- ii. The company offers the following technology led solutions in the Education & Training space:
 - a. **Digital Education Systems** offer services which are technology led in nature. Currently, EdCIL is offering IT based solutions like enterprise resource planning (ERP) solutions, digital library, smart classrooms, e-learning packages, e-content development, setting up of virtual universities, networking and Wi-Fi facilities implementation.
 - b. **Online Testing and Assessment Services** are offered to various Government Departments / Public Sector Undertakings and Educational Institutions in order to select and appoint executives / teachers for various organizations. This is a large and high growth vertical of the company with opportunities for further increase in market share in view of the large size of market both in India and overseas.
 - c. Skill Development & Human Resource Training including Teachers Training
 - d. Marketing of Indian Education product overseas
 - e. Placement of Indian Teachers overseas
 - f. Educational Procurement and Infrastructure Division offers Turnkey (i.e. from concept to commissioning) as well as individual project implementation services in the education domain like preparation of Detailed Project Report (DPR), Detailed Feasibility Report (DFR), Project Management Consultancy (PMC), Impact Studies and Project Evaluation. It has handled several successful assignments like setting up Institutions like Indian Institute of Technology (IIT), Indian Institute of Management (IIM), National Institute of Technology (NIT), Indian Institute of Information Technology (IIIT), Indian Institute of Science Education & Research (IISER), Indian National Defense University, Indian National

Railway University, Central Universities and many other institutes of national importance.

- g. Advisory Services Following key services are offered by the Advisory vertical in the Education (School Chains and Higher education) and HR advisory space:
 - i. Preparation of Concept notes & Detailed Project Reports (DPRs) (Greenfield and Brown field), for all domestic institutions across states and central ministries and for expansion of global institutions in select countries in South East Asia and the Middle East
 - ii. Organization Restructuring(sectoral/institutional)
 - iii. Improving Operational Efficiency
 - iv. Digitization Planning
 - v. Training Designing
 - vi. Impact assessment of two to three key schemes across different states
 - vii. Designing of new education schemes
 - viii. Policy recommendations to states
 - ix. Education content Design

- h. The company has expertise and large network of alliance partners and has tied up with quality monitoring bodies to undertake skill building including Information and Communication Technology (ICT) training and Teachers training projects. The successful clients include:
 - i. National: Various Ministries; State Governments; Statutory / Autonomous Bodies / Public Sector Undertakings; Private Sector;
 - ii. Overseas: Alemaya Agricultural University, Ethiopia; Association of Professional Engineers, Scientists and Managers (APESMA), Australia, DEAKIN University, Australia; Arba Minch Water Technology Institute, Ethiopia; Atilim University, Turkey; British Universities India Consortium, United Kingdom; New Zealand Education International Ltd. New Zealand; University of Kocaeli, Turkey; University of Witwatersrand, South Africa; Wellington Polytechnic, New Zealand, etc.
 - iii. EdCIL has executed several projects in above mentioned areas funded by World Bank, African Development Bank and other International Organizations.
 - iv. EdCIL currently runs Project Management Support Units (PMSUs) known as Technical Support Groups (TSGs) for Pan India projects of Ministry of Education like “Sarv Siksha Abhiyan (SSA)”, “Mid-Day Meal Scheme (MDM)”, “ National Mission on Education through Information & Communication Technology (NMEICT)”, “Rashtriya Madhyamik Shiksha Abhiyan (RMSA)”, “ National Literacy Mission Authority (NLMA)”, “ Higher Education Statistics and Public

Information System (HESPIS)", "Pandit Madan Mohan Malviya National Mission on Teachers & Teaching (PMMMNMTT)" etc

4.2 Invitation For Bid.

- i. Through this document, EdCIL invites tenders for reputed, experienced and financially sound GPU Service Providers (GSP) having a valid MeitY, GoI empanelment or authorized partners of such GSPs for empanelment as a GPU Service Providers to the Clients of EdCIL for a range of hosting, storage as well as AI Platform Service Providers. There will be no minimum commitment of business in respect of the GPU services and AI Platform Services to be taken by the EdCIL from the Empanelled Service Provider / Suppliers either at present or in future. Bidder may make their own assessment before submission of bids. No communication w.r.t business/profit shall be entertained by EdCIL during the currency of contract.
- ii. EdCIL and EdCIL's end Client like User Department and Departments / Autonomous Agencies / Local Bodies under Central Government, State Governments, Educational Institutions and any other organization/institutes are free to take any of the services as listed in Annexure N, commercial bid and portal/calculator of GPU /AI Platform Service provider.
- iii. The prices discovered through this RFP may be used by EdCIL for placing work order for EdCIL itself or EdCIL's end Client.
- iv. EdCIL may, at its own discretion, extend the date for submission of bids. In such case, all rights and obligations of the EdCIL and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

4.3 Purpose of Empanelment

Infrastructure services like High Performance Compute, Network and Storage are key requirements for implementing the various activities, like promoting research & development of AI tools, development of indigenous LLMs and AI applications.

The primary purpose of this empanelment is to provide access of GPU and AI Services over cloud to the authorised end users from research community, governments, public sector agencies and others. The empaneled agencies will provide their services to these authorized end users at prices discovered through this process.

The AI services on the cloud from the select agencies would be empaneled for 24 months and may be extended further based on mutually agreed terms

5. Instructions For E-Tendering

5.1 Instructions for Online Bid Submission:

- I. E-tendering is new technology for conducting public procurement in a transparent and secured manner. As per Government of India's directives, EdCIL (India) Limited has made e-tendering mandatory.
- II. For conducting electronic tendering, EdCIL (India) Limited has decided to use Electronic tender portal link available with detailed information on e-tendering process at EdCIL web site. This portal built using electronic tender's software is referred to as <http://www.tenderwizard.com/EDCIL>.
- III. The bidders are required to submit soft copies of their bids electronically on <http://www.tenderwizard.com/EDCIL> e-tendering website, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Tender Wizard E-Tendering Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Tender Wizard E- Tendering Portal.
- IV. The scope of work to be tendered is available in the complete bid documents which can be viewed /downloaded from Tender Wizard E-Tendering Portal of <http://www.tenderwizard.com/EDCIL>. Both Technical Bid and Financial Bid will be submitted concurrently duly digitally signed in the website <http://www.tenderwizard.com/EDCIL>. No claim shall be entertained on account of disruptions of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minute technical snags.
- V. All Corrigendum/Amendment/Corrections, if any, will be published on the website <http://www.tenderwizard.com/EDCIL>.
- VI. It is mandatory for all the applicants to have Digital Signature Certificate (in the name of person who will sign the bid document) from any of the licensed certifying. To participate in the e-tendering submission, it is mandatory for the applicants to get registered their firm/joint venture with the Tender Wizard E-Tendering Portal of <http://www.tenderwizard.com/EDCIL>.to have user ID & Password from Tender Wizard E-Tendering Portal.
- VII. Register your organization on Tender Wizard E-Tendering Portal by following link <http://www.tenderwizard.com/EDCIL> well in advance of your first tender submission deadline on Tender Wizard E-Tendering Portal for obtaining credentials by paying Annual registration charges. Vendor Registration is Valid for 1year.
- VIII. Get your organization's concerned executives trained on Tender Wizard E-Tendering Portal well in advance of your first tender submission deadline on E-tender Site. Submit your tender well in advance by relevant documents along with copy of EMD of tender submission deadline on Tender Wizard E-Tendering Portal as there could

be last minute problems due to internet timeout, breakdown, etc.

- IX. Tenders should be submitted only through Tender Wizard E-Tendering Portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
- X. Vendors Training Program: Vendors are requested to contact at Tender wizard Helpdesk for any information regarding E-tendering / training. For online registration, intended bidders may write us at harishkumar.kb@etenderwizard.com or contact no. 080- 49352000/9686115318/9650520101/8800445981. For any further query related to Training Session, Tender Uploading/downloading or any other query related to tender please contact Tender wizard Helpdesk. Telephone: 080-49352000/9686115318 or write us mail on Email Id:- harishkumar.kb@etenderwizard.com, ambasa@etenderwizard.com, twhelpdesk963@gmail.com.

5.2 Digital Signature Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Signature Certificate (DSC). Also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

5.3 Registration

To use the Tender Wizard E-Tendering Portal, vendors need to register on the portal by going on the link provided at EdCIL tender webpage as <http://www.tenderwizard.com/EDCIL>. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In Tender Wizard Portal terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page) and follow further instructions as given on the site. Pay Annual Registration Fee as applicable. After successful submission of Registration details and Annual Registration Fee, please contact Tender Wizard Helpdesk (as given below), to get your registration accepted/activated.

Important Note:

To minimize the problems during the use of Tender Wizard E-Tendering Portal (including the Registration process), it is recommended that the user should use as per the instructions given under 'Tender Wizard E-Tendering Portal User-Guidance Centre' located on Home Page, including instructions for timely registration on Portal. The instructions relating to 'Essential Computer Security Settings for Use of Tender Wizard E-Tendering Portal and 'Important Functionality Checks' should be especially taken into cognizance. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such

as creation of users, assigning roles to them, etc.

5.4 Searching For Tender Documents

- i. There are various search options built in the Tender Wizard E-Tendering Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID/ Tender Search Code (TSC), organization name, location, date, value, etc. There is also an option of advanced search for tenders, where in the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other key words etc. to search for a tender published on the Tender Wizard E-Tendering Portal.
- ii. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. This would enable the Tender Wizard E-Tendering Portal to intimate the bidders through e-mail alert in case there is any corrigendum issued to the tender document.
- iii. The bidder should make a note of the unique Tender ID/Tender Search Code (TSC) assigned to each tender, in case they want to obtain any clarification/ help from the Helpdesk.

5.5 Preparation of Bids

- i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents-including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- iii. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can only be in PDF format. Bid documents may be scanned with 100 dpi with black and white option.

5.6 Submission of bids

- i. Bidder should log in to the site well in advance for bid submission and complete all formalities of registration (at least two days in advance) so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- ii. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

- iii. Bidder has to pay the EMD as applicable through demand draft in favour of EdCIL (India) Ltd. Payable at Noida OR BG as per Annexure D OR Scanned copy of BG/DD/NEFT or RTGS submission receipt (UTR number) and enter details of the instruments. Original copies of demand draft/BG for EMD are required to be submitted along with signed downloaded copy of tender document.
- iv. A standard Financial Bid form has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the financial bid file is found to be modified by the bidder, the bid will be rejected.
- v. The server time (which is displayed on the bidder's dash board) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- vi. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- vii. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

5.7 Assistance to bidders

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority. For any other tender related queries bidders are requested to contact on below given numbers/email.

EdCIL / Tender Wizard E-Tendering Portal Helpdesk	
Telephone/ Mobile	Customer Support:080-49352000 (Multiple Telephone lines) Emergency Mobile Numbers:9686115318/9650520101/8800445981. (Please contact in case of emergency during non-working hours.)

E-mail ID	To Tender Wizard harishkumar.kb@etenderwizard.com ambasa@etenderwizard.com twhelpdesk759@gmail.com twhelpdesk963@gmail.com & cc to:gchaudhary@edcil.co.in
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5.8 Public Online Tender Opening Event (TOE)

- i. Tender Wizard E-Tendering Portal offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers, as well as, authorized representatives of bidders can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. Alternatively, one/two duly authorized representative(s) of bidders (i.e. Supplier organization) are requested to carry a Laptop with Wireless Internet Connectivity, if they wish to come to Buyer Organization for the Public Online TOE.
- ii. Every legal requirement for a transparent and secure 'Public Online Tender Opening Event(TOE)', including digital counter-signing of each opened bid by the authorized TOE- officer(s). Simultaneous online presence of the participating bidders' representatives for TOE has been implemented on Tender Wizard E-Tendering Portal.
- iii. Tender Wizard E-Tendering Portal has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Bid-Part of a tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/or Financial Comparison Chart enhance Transparency.
- iv. Tender Wizard E-Tendering Portal has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/Downloading'.

5.9 Critical do's and don'ts for bidders

Specifically, for Supplier organizations, the following 'SEVEN KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

- i. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your

first tender submission deadline on Tender Wizard E-Tendering Portal.

- ii. Register your organization on Tender Wizard E-Tendering Portal well in advance of the important deadlines for your first tender on Tender Wizard E-Tendering Portal viz. 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of Bids'. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of- Marketing Authority (MA) [i.e. a department within the Supplier/ Bidder Organization responsible for responding to tenders], users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.
- iii. Get your organization's concerned executives trained on Tender Wizard E-Tendering Portal well in advance of your first tender submission deadline on the Portal.
- iv. For responding to any particular tender, the tender (i.e. its Tender Search Code or Tender No) has to be assigned to an MA. Further, an 'Official Copy of Tender Documents' should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents.
- v. Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.
- vi. Submit your bids well in advance of tender submission deadline on Tender Wizard E-Tendering Portal (There could be last minute problems due to internet timeout, breakdown, etc.)
- vii. Tender Wizard E-Tendering Portal will make your bid available for opening during the Online Public Tender Opening Event (TOE) 'ONLY IF' your 'Status pertaining Overall Bid-Submission' is 'Complete'. For your record, you can generate and save a copy of 'Final Submission Receipt'. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining overall Bid-Submission' is 'Complete'.

5.10 Minimum Requirements at Bidder's End

- i. Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity
- ii. Digital Signature Certificate(s) Note:

- a. The Bid shall be typed in English and signed by the Bidder or a person duly authorized to bind the Bidder to the Contract. The person(s) signing the Bids shall initial all pages of the Bids.
- b. All envelopes should be securely sealed and stamped.
- c. It is mandatory for the Bidder to quote for all the items mentioned in the RFP.

6. Instructions To Bidders

6.1 General

- i. The tender has to be submitted before the due date and time. The offers received after the due date and time will not be considered.
- ii. The offer/ bid shall be submitted in two bid systems (i.e.) Technical Bid and Commercial Bid.
- iii. No Consortium will be allowed.
- iv. All information supplied by bidders shall be treated as contractually binding on the bidders on successful award of the assignment by EdCIL on the basis of this tender.
- v. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the EdCIL. EdCIL may cancel this RFP at any time prior to a formal written contract being executed by or on behalf of EdCIL.
- vi. This RFP does not constitute an offer by EdCIL. The bidder's participation in this process may result in EdCIL selecting the bidder to engage towards execution of the contract.
- vii. Ownership of client will be on EdCIL and bidder will help EdCIL to provide GPU and AI Platform services to end client.

6.2 Code of Integrity

No official of a procuring entity or a Bidder shall act in contravention of the codes which includes:

- i. Prohibition of
 - a. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - b. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained, or an obligation avoided.
 - c. Any collusion bid rigging or anti-competitive behavior that may impair the transparency, fairness and the progress of the procurement process.
 - d. Improper use of information provided by the procuring entity to the Bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - e. Any financial or business transactions between the Bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
 - f. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.

- g. Obstruction of any investigation or auditing of a procurement process.
 - h. Making false declaration or providing false information for participation in a tender process or to secure a contract;
- ii. Disclosure of conflict of interest.
 - iii. Disclosure by the Bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.
 - iv. In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, concludes that a Bidder or prospective Bidder, as the case maybe, has contravened the code of integrity, may take appropriate measures.

6.3 Bidder's Authorized Signatory

A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorised signatory of the Bidder stating that he is authorised to execute documents and to undertake any activity associated with the Bidder's Proposal. Furthermore, the bid must also be submitted online after being digitally signed by an authorized representative of the bidding entity.

6.4 Preparations to bid

- i. The Bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and condition and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at Bidder's own risk and may be liable for rejection.
- ii. The Bid and all associated correspondence shall be written in English and shall conform to prescribed formats. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. Any interlineations, erasures or over writings shall be valid only if they are authenticated by the authorized person signing the Bid.
- iii. The bid shall be uploaded on the website as per the instruction given in the RFP by the Bidder or duly authorized person(s) to bind the Bidder to the contract.
- iv. No bidder shall be allowed to modify, substitute, or withdraw the Bid after its submission.
- v. The bidder shall be responsible for all costs incurred in connection with participation in the Bid process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by EdCIL to facilitate the evaluation process and all such activities related to the bid process. EdCIL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- vi. Every page of the documents submitted by the bidder must be duly signed by the authorized signatory of the bidder along with the Organization seal.

- vii. The bids submitted by fax/e-mail etc. shall not be accepted. No correspondence will be entertained on this matter.
- viii. Failure to comply with the below requirements shall lead to the Bid rejection: -
 - a. Comply with all requirements as set out within this RFP.
 - b. Submission of the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.
 - c. Non-submission of all supporting documentations specified in this RFP, corrigendum or any addendum issued.

6.5 Pre-Bid Conference

- i. Pre-Bid Conference: Date – 17.07.2026 at 1530 HRS
- ii. The bidder is requested to submit any queries in writing by e-mail so as to reach EdCIL by 16.07.2026 till 1800 HRS. Link for the pre-bid meeting will be shared.
- iii. Queries relevant to the bid documents shall be addressed to the CGM (DES), EdCIL at destenders@edcil.co.in and gchaudhary@edcil.co.in. (The bidder must mention the NIT no. in the subject of the email.)
- iv. The queries should be submitted in the following format:

RFP Description				
RFP No.				
Organization				
Address				
Contact Person				
Contact No.				
Mail Id				
S.No.	Chapter No	Page No	Clause as per RFP	Clarification Sought

- v. Any requests for clarifications post the indicated date and time may not be entertained by the Purchaser.
- vi. The officer notified by the Purchaser will endeavour to provide timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Purchaser undertake to answer all the queries that have been posed by the Bidders.
- vii. At any time prior to the last date for receipt of bids, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- viii. The corrigendum (if any) & clarifications to the queries from all Bidders will be

posted on the website www.edcilindia.co.in and on the e-tendering portal <http://www.tenderwizard.com/EDCIL> and may be emailed to all participants who have raised the queries.

- ix. Any such corrigendum shall be deemed to be incorporated into this RFP.
- x. In order to provide prospective bidders reasonable time for taking the corrigendum(s) or addendum(s) into account, EdCIL, at its discretion, may extend the last date for the receipt of Bids.

6.6 Validity of Bids

- i. Bids shall remain valid till 180 (one hundred and eighty) days from the last date of submission of bids. EdCIL reserves the right to reject a proposal valid for a shorter period as nonresponsive.
- ii. In exceptional circumstances, EdCIL may solicit the bidder's consent to extend the period of validity. The request and the response there to shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder granting the request will not be permitted to modify its Bid.
- iii. EdCIL reserves the right to annul the tender process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

6.7 Earnest money Deposit (EMD)

The bidder should enclose EMD of Rs. 1,00,000/- (One Lakh only) in the form of following:

- i. Demand Draft from a Nationalized Bank in India Demand Draft drawn in favor of EdCIL (India) Limited and payable at NOIDA OR
- ii. Bank Guarantee (BG) from a Nationalized Bank in India, the BG should be valid till 180 days from the last date of submission of bid, as per Annexure D OR
- iii. NEFT/RTGS to the bank details for the transfer of funds is as below:

Bank Name - BANK-SBI-DELHI 36830596465

A/c No. - 36830596465

Branch & IFS Code - New Delhi & SBIN0019087

Scanned copy of BG/DD/NEFT or RTGS submission receipt (UTR number) to be uploaded with tender documents and original BG/DD shall be submitted as per the instruction to bidders.

Bidders registered with MSE and having valid registration certificate issued by NSIC/MSE are exempted for submission of EMD. However, NSIC/MSEs Bidders are advised to submit their financial solvency certificate of issued not earlier than 3 months from the last date of bid submission and also the document as per Annexure E. The Bid sent without EMD or NSIC/MSE certificate and Insolvency certificate will be considered as UNRESPONSIVE or will not be considered.

The EMD will be returned without any interest to the unsuccessful bidders immediately after the signing of the agreement with the “Empanelled Service Provider”.

- i. EMD of the successful bidder will be released after the successful bidder signs the final agreement and furnishes the Performance Bank Guarantee (PBG) as performance security.
- ii. The EMD submitted shall be interest free and will be refundable to the bidders without any accrued interest on it.
- iii. The Earnest Money will be forfeited on account of one or more of the following reasons:
 - a. Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.
 - b. Bidder does not respond to requests for clarification of its bid.
 - c. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - d. In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee in time.

6.8 Amendment to the Tender Document

- i. At any time up to the last date for receipt of RFP, EdCIL may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective firm, modify the Bid Document by an amendment. EdCIL shall not be responsible for any oversight or negligence on part of the bidders on the amendments to the terms and conditions of the tender document and notified through the website.
- ii. The corrigendum (if any) & any other related communication regarding this tender shall be posted only on the website and no separate communication either in writing or through email will be made to any interested/ participating bidders.
- iii. Any such corrigendum(s) or addendum(s) or clarification(s) shall be deemed to be incorporated into the tender document.

6.9 Clarifications on submitted bids

During process of evaluation of the Bids, EdCIL may, at its discretion, ask Bidders for clarifications on their bids. The Bidders are required to respond within the prescribed time frame given for submission of such clarification.

6.10 Deviations

Bids submitted with any deviations to the contents of the Tender Document will be considered as non-responsive. No deviation(s) / assumption(s) / recommendation(s) shall be allowed with the bid. Bidders must ensure that pre-bid meeting is attended by their concerned senior people so that all clarifications and assumptions are resolved before bid submission.

6.11 Acceptance/ Rejection of bids:

- i. EdCIL reserves the right to reject any or all offers without assigning any reason.
- ii. EdCIL based on the requirement without assigning any reason to the Bidder may split work/Scope/Bid offer in stages or in parts according to the need of work for ease of execution of work.
- iii. EdCIL reserves right to take decision according to requirement and no claim on whatsoever ground shall be entertained from the bidder.

6.12 Bid Opening

- i. EdCIL will constitute a committee to evaluate the Bids submitted by Bidders. A three-stage process, as explained hereinafter, will be adopted for evaluation of Bids. No correspondence will be entertained outside the process of evaluation with the Committee.
- ii. The Bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of bidders or their representatives who may wish to be present at the time of bid opening.
- iii. Only two persons for each participating bidder's shall be allowed to attend the Bid opening meetings.
- iv. The representatives of the bidders are advised to carry the identity card or a letter of authority from the bidders to establish their identity for attending the bid opening.
- v. Committee will examine the Proposals to determine whether they are complete, whether the documents have been properly signed and the proposals are generally in order. Any proposals found to be non-responsive for any reason or not meeting any criteria specified in this RFP, will be rejected by the EDCIL and shall not be included for further consideration. Initial proposal scrutiny will be held and the proposals may be treated as non-responsive, if they are:
 - a. Not submitted in the format as specified in this RFP document;
 - b. Received without the Power of Attorney;

- c. Found with suppression of details;
 - d. Submitted with incomplete information;
 - e. Submitted without the documents required under this RFP;
 - f. Non-compliant to any of the clauses mentioned in this RFP;
 - g. Lesser validity period than that prescribed in this RFP
- vi. Committee may, at its discretion, call for additional information from the bidder(s) through email/fax/telephone/meeting or any other mode of communication. Such information has to be supplied within the set-out time frame as provided by Committee, otherwise Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection. Seeking clarifications cannot be treated as acceptance of the bid. For verification of information submitted by the bidders, the committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples and reference information as desired by the committee.

6.13 Fraud and Corrupt /Malpractices

All the Bidders must observe the highest standards of ethics during the process of selection of "Empanelled Service Providers"/Supplier(s) and during the performance and execution of contract.

- i. For this purpose, definitions of the terms are set forth as follows:
 - a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the EdCIL or its personnel in contract executions.
 - b) "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive EdCIL of the benefits of - responsive. free and open competition.
 - c) "Unfair trade practice" means supply of services different from what is ordered on, or change in the Scope of Work.
 - d) "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- ii. EdCIL will reject a proposal for award, if it determines that the Bidder recommended for award, has been determined to have been engaged in corrupt, fraudulent or unfair trade practices.
- iii. EdCIL will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

7. Evaluation Of Bid And Award Of Work

7.1 Evaluation Process:

EDCIL shall evaluate the responses of the bidders to this RFP and scrutinize the supporting documents /documentary evidence. Inability to submit the requisite supporting documents / documentary evidence by the bidders, may lead to rejection. The decision of EDCIL in the evaluation of proposals shall be final. No correspondence will be entertained outside the process of evaluation with EDCIL. EDCIL may ask for meetings with the Bidders or may issue in writing/email to seek clarifications or confirmations on their proposals. During the Proposal Evaluation, EDCIL reserves the right to reject any or all the proposals. Each of the Proposals shall be evaluated as per the criteria and requirements specified in this RFP. The Evaluation Committee (EC) constituted by the EDCIL shall evaluate the responses to the RFP and all supporting documents & documentary evidence as mentioned in this section of the RFP. EDCIL reserves the right to check/ validate the authenticity of the information provided in the Pre- qualification criteria and Commercial Evaluation and the requisite support must be provided by the Bidder.

The bid evaluation will be carried out in a three-stage process as under:

- i. Pre-Qualification/Eligibility Evaluation
- ii. Evaluation of Technical bid
- iii. Evaluation of Financial bid

7.2 Pre-Qualification/Eligibility Evaluation

- i. The evaluation of the bidders will be carried out by the Committee as per the pre-qualification / eligibility criteria defined in the tender document. Only the bidders who fulfil the given pre-qualification / eligibility Criteria shall be eligible for next round of evaluation i.e. Technical evaluation. Nonconforming bids will be rejected and will not be eligible for any -responsive. further processing.
- ii. The bidder can be a GSP or an authorized partner of the GSP or an AI Platform Service Provider. In case of an authorized partner, the GSP can authorize any number of bidders for the purpose of this RFP.
- iii. Each bidder (in case of authorized partner of any GSP shall be allowed to submit the bid with one GSP only.
- iv. The eligibility criteria in case the bidder is a GSP empanelled with MeitY or an authorized partner of a GSP empanelled with MeitY or an AI Platform Service Provider is as per Annexure H.
- v. Notwithstanding anything stated above, the Consignee reserves the right to assess bidder's capability and capacity to perform the contract, should circumstances warrant such an assessment in the overall interest of the EdCIL or project.
- vi. Technical bids will also be reviewed for compliance with the necessary instructions, terms and conditions, scope of work, formats etc. as outlined in this

tender.

- vii. EdCIL reserves the right to physically verify the office or any document provided by the bidder in the way EdCIL desires.

7.3 Evaluation of Technical bid

- i. The evaluation of the bidders will be carried out by the Committee as per the Technical Evaluation criteria defined in the RFP document. Only the bidders who qualify in the technical evaluation round shall be eligible for next round of evaluation i.e. Commercial/Financial Bid Opening. Bids of the bidders, who do not qualify in the technical evaluations stage, will be rejected and will not be eligible for any further processing.

- ii. The technical evaluation of the bidders shall be done as per Annexure K.

Only those bidders who secure a Technical Score of 80% (i.e. minimum 80 out of 100) or more shall be considered for evaluation of their Commercial bid.

7.4 Phase II - Evaluation of Commercial bids:

- i. Commercial bids would be opened only for those Bidders, who secure the qualifying marks in the Technical Evaluation as explained above, on the prescribed date in the presence of bidder's representatives.
- ii. It is mandatory for GPU Service Provider or it Authorized bidder to quote discount percentage on the GSP List pricing (Part A) for the GSP services and prices for the services mentioned in commercial bid Part B.
- iii. It is mandatory for AI Platform Service Provider or it Authorized bidder to quote for the services mentioned in commercial bid Part C.
- iv. It is mandatory the list price of GSP Services mentioned by Bidder in the Technical compliance (Annexure N) should be available on the GSP website. The process to get the price from the GSP website (price calculator) should be explained during the presentation by the bidder.
- v. In case the list Rates are in USD, then such rates would be converted into INR based on the published RBI reference rate of the day prior to the date on which proposal is submitted by the bidder.
- vi. EdCIL will empanel the GSPs (in case the bidder is GSP) or only one authorized partner of each GSP (as per form 1). The bidders with total highest discount percentage (H1)(sum of Discount offered in on Demand, 1 Month reserve Instance, 6 Month Reserve Instance and 12 Month Reserve Instance) as per commercial bid Part A on the GSP List price or on the GSP services mentioned by the Bidder in Annexure N, shall be

eligible for empanelment. In case the discount percentage comes out to be same for two or more bidder, then the bidder having higher technical score will get empanelled.

- vii. All other authorized partner of GSP whose were technically qualified but not offered the highest discount (H1) will also be empanelled and for project in which client only share the requirement details (list of GPU compute, storage, networking, and related services), a limited tender will be floated among the H1 bidder and other Empanelled Bidders to decide the L1.
- viii. EdCIL will empanel the AI Service Platform Provider (in case the bidder is Service Provider) or all authorized partner of each AI Service Platform Provider. If client don not specifically asked for particular Service Provider , a proposal will be requested from all Empanelled Bidders
- ix. The prices mentioned by all the H1 Authorized Partner of all GSPs or the GSPs (in case the service provider is GSP will be discussed with all the H1 bidders to optimize the quoted rates of each of the line items on lower side to inline the prices as per the market for all the services mentioned in Part A & B of Commercial Sheet.
- x. After completion of one year, the empanelled service provider through this RFP along with the bidders who are technically qualified (technical score more than 80%) in this RFP shall be asked to resubmit the discount percentage on list price and the prices of other services for all the items in sealed bids as per the financial bid format to be provided by EdCIL at that point.
- xi. In case of an abnormally High percentage and low other service prices, i.e. one in which the bid price, in combination with other elements of the bid, appears so low that it raises material concerns as to the capability of the bidder to perform the contract at the offered price. EDCIL may in such cases seek written clarifications from the bidder or GSP including detailed price analyses of its bid price in relation to scope, schedule, allocation of risks and responsibilities and any other requirements of the bid document. If, after evaluating the price analyses, EDCIL determines that the bidder has substantially failed todemonstrate its capability to deliver the contract at the offered price, EDCIL may reject the Bid/Proposal. This applies for commercial bid submitted at the time of bid response as well as the period price revisions to be submitted as per the RFP.
- xii. The empanelment of all the services or any future services released by the GSP in India Region would be part of the empanelment.

- xiii. Failure to abide the RFP conditions may result into forfeiture of EMD & PBG.
- xiv. Any conditional commercial bid will lead to disqualification of the entire bid and forfeiture of the EMD.
- xv. Bidder quoting negative discount percentage or rates will be treated as non-responsive and will result in forfeiture of the EMD.
- xvi. Financial bid will be inspected to ensure conformance to the format provided in the tender document.
- xvii. If there is any discrepancy between words and figures in any part of the financial bid, the amount indicated in words will prevail.
- xviii. The bidder shall quote the discount percentage and prices as per the price format given in the Part A and Part B - Commercial Bid of this RFP.

7.5 Notification of Award of Contract

- i. EdCIL will notify the each “Empanelled Service Provider” in writing about acceptance of their bid. The notification of award will constitute the formation of the empanelment contract.

7.6 Performance Security

- i. Performance Security should be in form of Performance bank guarantee (PBG) from a Nationalized Bank in India as per Annexure Q.
- ii. Performance Security:
 - a) Whenever a work order is placed by the EdCIL, the concerned supplier would be required to submit a PBG as per Annexure G an amount of 3% of the actual value of each work order (subject to guidelines of Ministry of Finance, GOI) issued within 15 working days of placing of order failing which appropriate action may be taken by EdCIL.
 - b) This PBG shall remain valid for a period of 90 days beyond the completion of contract period as per work order.
 - c) In case the concerned “Supplier” fails to submit this PBG within the time stipulated, EdCIL at its discretion may cancel the work order for the “Supplier” without giving any notice and terminate the contract.
- iii. The “Empanelled Service Provider” will not be entitled for any interest on the PBGs submitted.
- iv. The EdCIL shall forfeit their respective PBG (Performance Security) in full or part in the following cases:

- a) When the terms and conditions of contract are breached/ infringed.
- b) When contract is being terminated due to non-performance of the Supplier.
- c) EdCIL incurs any loss due to “Supplier’s” negligence in carrying out the project implementation as per the agreed terms & conditions.
- d) If the Supplier fails to submit Performance Security.

7.7 Contract Finalization and Award

The Purchaser shall reserve the right to discuss with the Bidder(s) whose Proposal has been ranked best value bid based on Technical and Commercial Evaluation to the proposed Project, as per the guidance provided by Central Vigilance Commission (CVC).

7.8 Signing of Contract

- i. The “Empanelled Service Provider” will sign the contract with EdCIL within 15 working days of the release of notification.
- ii. The contract will be signed as per Annexure P format.
- iii. After signing of the contract, no variation in or modification of the terms of the contract shall be made except by mutual written amendment signed by both the parties.

7.9 Award of Work Order

a. For Solution I (GPU Services)

Whenever the client needs a GPU service the work order will be issued in following ways:

- a) If any client wants any specific services from a Particular GSP, the work order (in INR) will be issued to that empanelled service provider after applying the quoted discount percentage by that Bidder on the GPU service provider (GSP) list prices/Prices submitted in Annexure N, applicable on the date of proposal submission, along with additional charges for other GPU-related services as mentioned in the commercial bid.
- b) If the Client provides only requirement details (list of GPU compute, storage, networking, and related services), then a limited tender will be floated among the H1 bidder and other Empanelled Bidders and L1 will be decided accordingly.
- c) If the proposal submitted to India AI mission has been approved for subsidy, then the Work order will be issued to GPU services provider selected by India AI mission.

b. For Solution II (AI platform Services):

- i. If any client wants any specific services from a Particular AI Platform Service Provider, the work order (in INR) will be issued to that empanelled service provider as per the rate quoted by Service provider in Part C of Financial bid
- ii. If the Client provides only requirement details , then a Limited tender will be floated among Empaneled vendors and L1 will be decided accordingly.

7.10 Other Terms & Conditions of Work Order

- i. Workorder for a specific requirement will be issued to the bidder, who, upon submission of performance security, will be designated as the Supplier. If the L1 bidder fails to deliver, EdCIL reserves the right to assign the work to the next lowest bidder.
- ii. Failure to provide GPU services as per requirements may result in forfeiture of EMD/PBG and termination of the contract.
- iii. EdCIL reserves the right to issue work orders for any duration based on project requirements.
- iv. For large-scale GPU and AI Platform services projects or additional educational discounts, GSPs and AI Platform Service Provider may offer extra discounts (over and above rate quoted in Financial bid) through authorized partners.
- v. EdCIL will notify the Supplier in writing regarding any extension of work orders. Contract extension does not automatically extend existing work orders.
- vi. The contract will follow GPU cloud-aligned principles:
 - a. Maintain flexibility to scale GPU resources and services within contract limits
 - b. No minimum usage commitment; payment is based on actual consumption or reserved usage
 - c. Prior intimation is required for scaling or modification of GPU resources/services
- vii. Termination of the contract will result in automatic termination or expiry of all associated work orders.
- viii. The Supplier must fulfill all obligations of the GPU/AI Platform Services work order for the duration specified in the agreement.

8. Scope Of Work

8.1 For Solution 1 (GPU Services)

EdCIL (India) Limited intends to empanel qualified and experienced service providers for provisioning of **GPU-based cloud infrastructure and related managed services** to its clients across government, education, research, and enterprise sectors. The empanelled providers shall support **AI/ML, Deep Learning, High Performance Computing (HPC), Data Analytics, and emerging workloads**.

The scope of work below defines the list of computing resources on cloud to be made available. The scope includes the technical requirements and features of the GPU services that are to be complied with.

The list of computing resources on clouds required to be provided are grouped under the following categories:

- AI Compute Instance/ GPU
- Network services
- Storage services
- Ai Support services

Computing resources on cloud mentioned below are required to mandatorily meet all the criteria, including technical, security and legal requirements specified in this document and any corrigendum issued subsequently.

8.1.1 AI Compute Instances

- i. A Single AI compute instance would be equipped with a single AI compute unit. An AI compute cluster instance would be equipped with a cluster of AI compute units (more than one) with peer-to-peer connectivity. These instances would be available on cloud and allow users to access AI compute resources remotely. AI compute instance services proposed by the bidders for the purpose of this bid should meet the following minimum specifications (for each installed AI compute unit)

- Number of AI compute units: 1 or more
- Performance for FP32: 15 TFLOPS or above
- Performance for FP16: 300 TFLOPS or above
- Performance for FP8: 600 TFLOPS or above
- Individual AI Compute memory 80 GB or above

Additionally, bidders should indicate the following key parameters in the proposal submitted by them for each AI compute instance or AI compute cluster

- a. CPU: CPU (Virtual Central Processing Unit) represents virtualized CPU cores assigned to a specific machine

- b. Instance Memory: Instance memory is the RAM associated with a GPU for running processes. The memory size impacts the data that can be stored in-memory in the CPU for training or fine-tuning an AI Model.
- c. Performance: Performance will be measured using floating-point operations per second (FLOPS) of AI compute performance. End User will be considering FP32 (single precision) and FP16 (half precision) performance.
- d. AI Compute Memory: AI compute memory refers to the on-chip memory available with AI compute instances for storing transient data buffers.
- e. Peer to Peer Bandwidth: Peer-to-peer bandwidth here refers to the data transfer rate between pairs of AI Compute units within a system and should support NVLink
- f. Node to Node Bandwidth: Node to Node bandwidth should be of 3.2TB/s and should have Infiniband NDR switches.
- g. Instance Storage: Instance storage is a temporary block-level storage for an instance and should be of NVMe storage
- h. HSS (Parallel File System) Storage : The HSS storage must utilize a parallel file system, providing high-throughput, low-latency access for performance-critical workloads.
- i. Object Storage : The solution must include S3-compatible object storage designed for scalable, durable, and cost-efficient retention of unstructured data.
- j. Peak / Benchmark Memory Bandwidth: It is a measure of the data transfer speed between an AI Compute unit and the system across a bus, such as PCI Express (PCIe) or Thunderbolt or any other.
- k. SLURM Cluster: The platform should support integration with SLURM (Simple Linux Utility for Resource Management) for efficient scheduling, job management, and workload orchestration across AI compute nodes.
- l. Kubernetes Cluster: The infrastructure should support Kubernetes for container orchestration, enabling deployment, scaling, and management of containerized AI workloads with GPU scheduling capabilities.

8.1.2 Network Services: Data Transfer (Ingress & Egress)

Data transfer service allows AI cloud service users to access the public internet for both ingress and egress operations. Ingress refers to the process of data flowing into the bidding agency's network from external sources and Egress refers to the outbound data traffic originating from within the service provider's network, transferring data to external locations. Mention the bandwidths that will be available as part of the service.

8.1.3 Storage Services

Storage service refers to the cloud-based services that allow users to store and manage data, files, and other digital assets. These services provide scalable, dependable, and secure storage options. The following storage services are applicable under the scope of this RFP.

- A. **High Speed File Storage:** A high-performance parallel file system that delivers fast, concurrent access to data for GPU workloads, providing up to 1 GBps read and 0.5 GBps write per GPU. It is ideal for AI training, HPC, and workloads requiring low latency and high throughput.
- B. **Object Storage:** A scalable storage architecture designed for large volumes of unstructured data, where data is stored as objects with metadata and unique IDs. It is optimized for durability, cost efficiency, and access via APIs rather than traditional file systems.

8.1.4 AI Support services:

AI Support Services refer to managed infrastructure and platform services that enable efficient development, deployment, and operation of AI/ML workloads. These services provide scalable, secure, and high-performance environments with integrated tools for orchestration, workload management, and end-to-end AI lifecycle support. The following AI support services are applicable under the scope of this RFP:

A. Managed Kubernetes Platform:

A fully managed container orchestration platform for deploying, scaling, and managing containerized AI/ML applications. It enables automated cluster operations and supports production-grade AI workloads.

Key Features:

- Support for High Availability (HA) and Non-HA configurations
- Automated deployment, scaling, and lifecycle management
- GPU-aware scheduling for AI workloads
- Integration with CI/CD pipelines and monitoring tools
- Role-based access control (RBAC) and security policies

B. Managed SLURM Workload Management:

A managed job scheduling and resource management system designed for High Performance Computing (HPC) and distributed AI training workloads.

Key Features:

- Support for HA and Non-HA cluster configurations
- Advanced job scheduling and queue management
- Efficient allocation of CPU/GPU resources across nodes

- Optimized for batch processing and distributed training
- Integration with AI and HPC environments

C. AI Enterprise Software Stack:

A comprehensive AI/ML software ecosystem providing tools and frameworks for data science, model development, training, fine-tuning, and inference.

Key Features:

- Pre-integrated AI/ML frameworks and libraries
- Support for generative AI, model tuning, and inference optimization
- GPU-accelerated data processing and analytics
- Access to model repositories and container registries
- Enterprise-grade support and updates

D. High-Speed Interconnect:

A high-bandwidth, low-latency networking infrastructure for efficient communication across AI and HPC clusters.

Key Features:

- High throughput for data-intensive workloads
- Ultra-low latency for distributed training
- Optimized GPU-to-GPU communication
- Scalable architecture for large clusters

E. Serverless AI Platform:

A serverless environment that enables users to build, test, fine-tune, and deploy AI models without managing underlying infrastructure.

Key Features:

- On-demand compute with automatic scaling
- One-click deployment of AI models as APIs
- Support for open-source and custom models
- Built-in observability for usage, latency, and cost
- Secure and isolated execution environments

F. AI Lab / Development Environment:

A managed development platform providing ready-to-use environments for AI/ML experimentation, training, and collaboration.

Key Features:

- Pre-configured ML/DL environments (e.g., Jupyter-based IDEs)
- Flexible GPU allocation (shared or dedicated)
- Multi-user access with role-based controls

- Scalable workspaces for concurrent users
- Support for data ingestion and transfer

G. Monitoring, Security & Support Services:

Comprehensive monitoring, security, and support capabilities to ensure reliable and secure AI operations.

Key Features:

- Real-time monitoring and observability dashboards
- Usage tracking and performance metrics
- Role-based access control and audit logging
- Data protection, backup, and compliance support
- SLA-based technical support and incident management

8.1.5 Scale-up and scale-down of resources

- i. Due care would be taken by the Client in deciding the resources and services needed for every requirement. However, the need for increasing or decreasing the resources and services cannot be ruled out. Accordingly, the Client(s) may scale-down the resources or scale-up the resources as per their requirement, subject to below mentioned clauses.
- ii. All resources can be scaled up or down without any restrictions except the committed resources. The charges for replaced resource would be paid till they have been used. Similarly, the charges for additional resources would also be payable from the time they are put into service as per the rates provided by the Supplier or as revised from time to time.
- iii. A prior intimation through mail or letter by EdCIL shall be provided to the supplier whenever scale-down or scale-up (including auto scaling) of resources takes place.
- iv. If there is any deviation in the services that are in the work order then the client and the supplier should inform EdCIL before using any extra services that are not present in workorder.
- v. The prices with the scaled-up or scaled-down resources would be reflected in all future invoices.
- vi. The Supplier in consultation with the Client and EdCIL will strive to optimize the provisioned resources by understanding the usage patterns and recommending termination of the under-utilized instances through

continuous optimization. The Supplier / GSP is required to give timely suggestions for achieving such optimizations.

- vii. The Client shall exercise due diligence in determining GPU resources and associated services (compute, storage, networking, etc.) for each requirement. However, the need to increase or decrease GPU resources cannot be ruled out. Accordingly, the Client may ask to scale up or scale down GPU resources as per requirements, subject to the clauses mentioned below.
- viii. All GPU resources may be scaled up or down without restriction, except for committed or reserved GPU resources. Charges for replaced GPU resources shall be payable until the time they are actively used. Similarly, charges for newly added GPU resources shall be applicable from the time they are provisioned and made operational, as per the rates provided by the Supplier or as revised from time to time.

8.2 For Solution 2 (AI Platform services)

AI Platform Services (delivered as Platform-as-a-Service) refer to a comprehensive suite of cloud-enabled or on-premises solutions that provide organizations with ready-to-use capabilities for building, deploying, and managing artificial intelligence-driven applications without requiring deep infrastructure management. These platforms typically offer integrated components such as natural language processing, speech recognition, machine learning model hosting, data processing, automation workflows, and developer tools through unified interfaces and APIs. They are designed to support a wide range of use cases, including conversational AI, intelligent virtual assistants, multilingual content processing, analytics, document understanding, software development assistance, and educational AI enablement.

Such platforms are generally modular, scalable, and configurable, enabling deployment across multiple environments including public cloud, private cloud/VPC, on-premises, and air-gapped systems. They support multilingual and multimodal interactions (text, voice, video, and structured data), ensuring accessibility and usability across diverse user groups. Core capabilities often include integration with enterprise systems (such as CRM, ERP, databases, and content repositories), role-based access control, data security and compliance features (including PII masking and data residency), and advanced analytics for monitoring performance and usage.

AI Platform Services also emphasize lifecycle management, covering stages from data ingestion and model development to deployment, monitoring, and continuous improvement. They may include specialized offerings such as conversational AI platforms, configurable AI assistants, multilingual media processing (dubbing, subtitling, translation), code generation and developer productivity tools, AI training environments, and unified API gateways for accessing multiple AI models. These services are particularly relevant for public sector undertakings (PSUs), educational institutions, and enterprises seeking to accelerate digital transformation, improve service delivery, and enhance operational efficiency through AI.

Some examples of AI Platform Services are given below, including but not limited to:

8.2.1 Omnichannel Conversational AI Platform

The bidder shall provide an enterprise-grade omnichannel conversational AI platform to deploy intelligent virtual agents capable of real-time interactions across voice (IVR/PSTN), messaging channels (e.g., WhatsApp), and web chat.

The platform must support multiple Indian languages (minimum 10+), including dialects and code-mixed conversations, with low latency (target: sub-500 ms) and high conversational accuracy.

The solution shall be a full-stack system integrating Natural Language Understanding (NLU), Automatic Speech Recognition (ASR), and Text-to-Speech (TTS), optimized for Indian linguistic diversity and varied acoustic conditions.

i. Platform Deployment & Integration

- a) Deploy the solution in the client's preferred environment (cloud, private VPC, or on-premises)
- b) Configure communication channels:
 - Voice (IVR/PSTN): SIP setup, routing, and call recording
 - Messaging: Integration with business messaging platforms and templates
 - Web chat: Customizable embeddable widget
- c) Set up telephony infrastructure including DID provisioning, routing logic, and failover mechanisms
- d) Integrate with enterprise systems (CRM, ERP, databases, APIs, ticketing systems)

ii. Functional & Technical Scope

The bidder shall design, develop, deploy, and manage an end-to-end conversational AI solution with the following capabilities:

- a) Design and deployment of conversational agents aligned to business use cases, including intent recognition, entity extraction, multilingual responses, and human handoff
- a) Development and maintenance of a structured knowledge base from documents, FAQs, and policies for context-aware responses
- b) Enable action-oriented workflows such as data retrieval, form submissions, notifications, scheduling, and API integrations
- c) Support for diverse use cases including inbound services (customer support, helpdesk, complaint handling), outbound engagement (campaigns, reminders, surveys), and sector-specific applications

- d) Campaign and workflow management with audience segmentation, scheduling, retry logic, multi-step journeys, and real-time monitoring with lifecycle controls
- e) Advanced multilingual and speech capabilities including automatic language detection, dialect handling, code-switching, natural voice synthesis, and robust speech recognition in noisy/low-bandwidth environments
- f) Comprehensive analytics and reporting including transcripts, call recordings, sentiment and intent analysis, performance metrics, dashboards, and BI tool integration
- g) Centralized administration via a web-based console with role-based access control (RBAC), audit logs, data security controls (including PII masking), and regulatory compliance
- h) End-to-end testing including functional validation, multilingual accuracy, and performance benchmarking

8.2.2 Configurable AI Assistant Platform

The bidder shall provide a configurable AI assistant platform that supports multiple user-specific personas (e.g., student, teacher, government official, analyst, internal users) within a unified deployment.

The platform shall enable conversational interaction with organizational data, documents, and enterprise systems for content generation, data analysis, and task automation.

The solution must support multiple Indian languages (minimum 10+), including code-switching and voice interaction, and be deployable in cloud, private VPC, or on-premises environments.

The bidder shall design, deploy, and operationalize the platform with the following capabilities:

i. Functional & Technical Scope

- a) **Platform Deployment & Integration:**
Secure deployment in the client's preferred environment; integration with enterprise systems (databases, APIs, content repositories, LMS, ERP/CRM); user provisioning via SSO/LDAP/Active Directory
- b) **Persona-Based AI Assistants:**
Configuration of multiple AI personas with defined roles, behavior, knowledge bases, tools, guardrails, and language preferences; support for role-based access and organizational hierarchy
- c) **Document Interaction:**
Conversational interaction with documents (PDF, Word, Excel, PowerPoint, images, handwritten content) for summarization, extraction, comparison, and multilingual querying

- d) **Natural Language Data Analysis:**
Query structured data using natural language to generate tables, charts, insights, and reports without technical expertise
- e) **Content Generation & Productivity:**
Generate reports, summaries, communications, and domain-specific content grounded in organizational data and policies
- f) **Voice Interaction:**
Support speech-to-text and text-to-speech for voice-based input/output, ensuring accessibility and usability
- g) **Automated Evaluation:**
Enable AI-assisted evaluation, including objective grading, subjective assessment support, and response analysis
- h) **Use Case Enablement:**
Support diverse use cases across education, governance, analytics, and enterprise productivity workflows
- i) **Administration & Governance:**
Web-based admin console for persona management, knowledge base lifecycle, RBAC, audit logs, and configurable guardrails (content moderation, grounding, access control)
- j) **Security & Compliance:**
Ensure data protection via PII masking, access controls, auditability, and compliance with applicable regulations, including support for India-based data hosting
- k) **Testing & Validation:**
Conduct functional, multilingual, and performance testing prior to go-live

ii. Key Requirements & Deliverables

- a) Configurable multi-persona AI platform deployed and operational
- b) Integration with enterprise systems, data sources, and document repositories
- c) Enabled capabilities for document interaction, analytics, content generation, and voice
- d) Role-based access control and governance framework implemented
- e) Operational dashboards and usage monitoring
- f) Documentation, user training, and ongoing support

8.2.3 Managed Multilingual Video Dubbing Service

The bidder shall provide an end-to-end managed multilingual video dubbing service to convert source video content into multiple Indian languages while preserving the original speaker's voice characteristics, tone, and expressiveness.

The solution shall leverage AI-based transcription, translation, and speech synthesis to produce broadcast-ready outputs with accurate audio-visual synchronization. The service must support multiple Indian languages (minimum 10+, extendable to 20+)

and handle diverse content types, including multi-speaker scenarios and real-world audio conditions.

The bidder shall offer both fully managed service delivery and optional self-service platform access for content processing, editing, and export.

i. Functional & Technical Scope

The bidder shall design, execute, and manage the dubbing workflow with the following capabilities:

- a. **Transcription & Speaker Handling:**
Accurate transcription with timestamping and speaker identification; support for multi-speaker, code-mixed, and noisy audio environments, including speaker diarization.
- b. **Translation:**
Context-aware translation preserving meaning, tone, and domain-specific terminology across target languages
- c. **Voice Synthesis & Dubbing:**
Generation of high-quality dubbed audio maintaining speaker identity, tone, and emotional expression
- d. **Audio-Visual Synchronization:**
Alignment of dubbed audio with original timing, pauses, and visual cues, including preservation of background audio and music
- e. **Quality Assurance:**
Multi-stage QA combining automated checks and human review for linguistic accuracy, synchronization, and completeness
- f. **Editing & Refinement:**
Segment-level editing and regeneration for translation, voice, and timing adjustments without full reprocessing
- g. **Output Generation:**
Delivery in publish-ready formats including dubbed video files, separate audio tracks, subtitles (SRT/VTT), transcripts, and quality reports
- h. **Scalability & Workflow Management:**
Support for high-volume and recurring workflows with batch processing, terminology consistency, tracking, and SLA-driven delivery timelines
- i. **Use Case Support:**
Applicable across education, government, enterprise, media, and training content, including multi-speaker formats

ii. Key Requirements & Deliverables

- a) Broadcast-ready multilingual dubbed video outputs
- b) Separate audio tracks and subtitle files for each target language
- c) Accurate transcripts and translated text outputs
- d) Quality assurance and validation reports

- e) Optional access to self-service platform for content processing and editing
- f) Scalable capability to handle large-volume and recurring content workflows

8.2.4 Managed Multilingual Subtitling & Captioning Services

The bidder shall provide an end-to-end managed subtitling and captioning service to convert source video content into accurately time-coded, linguistically accurate, and accessibility-compliant subtitles and captions across multiple Indian languages (up to 22 scheduled languages plus English).

The service shall generate synchronized text overlays without altering the original audio and shall be suitable for broadcast, digital platforms, education, and public communication. The solution shall leverage AI-assisted transcription and translation with human quality assurance to ensure high-quality outputs.

The service shall support both post-production subtitling and optional live/near-real-time captioning, with compliance to applicable data security and residency requirements.

i. Platform Deployment & Integration

- a) Provide a managed service framework for end-to-end subtitling and captioning workflows
- b) Enable secure content ingestion, processing, storage, and delivery
- c) Provide optional web-based interface for upload, tracking, review, and download
- d) Support integration with content repositories, media systems, and distribution platforms

ii. Functional & Technical Scope

The bidder shall design, execute, and manage the workflow with the following capabilities:

- a) **Content Ingestion & Pre-Processing:**
Support standard video formats; perform audio validation, normalization, and preprocessing
- b) **Transcription & Time-Coding:**
Generate accurate, time-coded transcripts with speaker identification, including support for multi-speaker and noisy audio
- c) **Translation & Localization:**
Provide context-aware translation with preservation of meaning, tone, and domain-specific terminology, including linguistic adaptation
- d) **Subtitle Formatting & Synchronization:**
Ensure compliance with industry standards (reading speed, line

limits, duration) and accurate synchronization within defined tolerances

- e) **Accessibility & Captioning:**
Generate closed captions including speaker labels and non-speech elements (e.g., music, sound cues), compliant with accessibility standards
- f) **Quality Assurance:**
Implement multi-stage QA combining automated validation and human review for accuracy, readability, synchronization, and format compliance
- g) **Editing & Revision:**
Provide revision cycles and editing capabilities based on feedback, including transcript, translation, and timing corrections
- h) **Output & Delivery:**
Deliver subtitles/captions in standard formats (e.g., SRT, VTT, TTML/DFXP, SCC) with optional burned-in video outputs and documentation
- i) **Live / Near-Real-Time Captioning (Optional):**
Support low-latency captioning with real-time monitoring and post-event refinement
- j) **Scalability & Workflow Management:**
Support high-volume and recurring workflows with standardized processes, glossary management, batch tracking, and SLA-driven delivery

iii. **Key Requirements & Deliverables**

- a) Multilingual subtitle and caption files for all requested languages
- b) Time-coded transcripts and translated outputs
- c) Accessibility-compliant closed captions
- d) Optional burned-in video outputs
- e) Quality assurance reports and revision logs
- f) Optional web-based portal for content management
- g) Scalable support for large-volume and recurring workflows

8.2.5 Managed Book & Document Translation Services (Layout-Preserved, Multilingual)

The bidder shall provide end-to-end managed translation services for books and documents across 22 Indian languages and English, delivering publication-ready outputs with full layout preservation.

The solution shall support translation of books, textbooks, research papers, policy documents, training materials, and government publications, while retaining original structure including pagination, tables, figures, equations, footnotes, indexes, and multi-column layouts.

The service shall combine AI-assisted translation with human linguistic review and professional typesetting to ensure high accuracy, domain relevance, and print-ready quality. All processing and storage shall comply with applicable data security requirements, including India-based data residency where required.

i. Functional & Technical Scope

The bidder shall implement and manage an end-to-end translation workflow with the following capabilities:

- a) **Content Ingestion & Reconstruction:**
Support for PDF, DOCX, IDML, LaTeX, EPUB, HTML, and scanned inputs with OCR-based structure extraction
- b) **Segmentation & Preparation:**
Content segmentation, glossary integration, translation memory utilization, and identification of non-translatable elements
- c) **Multilingual Translation:**
Context-aware translation across academic, legal, technical, literary, and government domains with localization support
- d) **Human Review & Quality Assurance:**
Multi-stage linguistic validation, subject-matter review (where required), proofreading, and consistency checks
- e) **Layout Preservation & Typesetting:**
Reflow of translated content into original layouts, including tables, figures, equations, multi-column formats, pagination, and script-specific typography (Indic and RTL)
- f) **Accessibility & Compliance:**
Support for accessible formats (e.g., tagged PDFs) and adherence to applicable standards
- g) **Revision & Version Management:**
Structured feedback cycles, revision tracking, and version control
- h) **Scalability & Workflow Management:**
Support for high-volume and recurring workloads with terminology consistency and standardized processes

ii. Key Requirements & Deliverables

- a) Layout-preserved translated outputs (PDF and editable formats)
- b) Source-aligned structured files
- c) Translation memory (TMX) and terminology database (TBX)
- d) Quality assurance reports and revision logs
- e) Optional web-based portal for upload, tracking, and downloads
- f) Progress dashboards and terminology reports (for large engagements)
- g) Scalable delivery for high-volume and recurring translation requirements

8.2.6 Managed Audiobook Creation Services (Multilingual)

The bidder shall provide end-to-end managed audiobook creation services across 22 Indian languages and English, converting print and digital content into high-quality, publication-ready audiobooks.

The solution shall support textbooks, literature, policy documents, training materials, and public communications, delivering natural, expressive narration with structured navigation, accessibility compliance, and industry-standard audio mastering.

The service shall combine AI-driven narration with human editorial review to ensure accurate pronunciation, consistent prosody, and listener-friendly output. All processing and storage shall comply with applicable data security requirements, including India-based data residency where required.

i. Functional & Technical Scope

The bidder shall implement and manage an end-to-end audiobook production workflow with the following capabilities:

a) **Content Ingestion & Preparation:**

Support for PDF, DOCX, EPUB, and scanned inputs with OCR; segmentation into chapters/sections and text normalization for spoken output

b) **Voice Configuration & Narration:**

Selection of voice profiles across languages and styles; high-quality speech synthesis with natural pacing, pronunciation control, and long-form narration stability

c) **Human Review & Quality Assurance:**

Native-language editorial validation for pronunciation, fluency, and comprehension; reprocessing of flagged segments; consistency checks

d) **Audio Mastering & Standards Compliance:**

Loudness normalization, clarity enhancement, and adherence to recognized audiobook quality standards

e) **Structuring & Accessibility:**

Chapter tagging, navigation markers, metadata embedding, and support for accessible formats (e.g., DAISY/EPUB-compatible outputs)

f) **Terminology & Pronunciation Control:**

Handling of domain-specific vocabulary, numerals, and multilingual content with glossary support

g) **Scalability & Workflow Management:**

Support for high-volume and recurring production with standardized workflows, version control, and SLA-driven delivery

h) **Data Security & Compliance:**

Secure processing with India-based data hosting where required

8.2.7 Sovereign AI Code Assistant for IDEs

The bidder shall provide a sovereign, enterprise-grade AI code assistant integrated with developer IDEs, enabling productivity across three modes: code completion, automated software development, and agentic software development.

The platform shall deliver low-latency, context-aware code suggestions, natural-language-driven development workflows, and multi-step autonomous task execution with human-in-the-loop control.

The solution shall be a full-stack system built on a Class-1 OEM foundation model, owned, trained, hosted, and governed by the bidder, ensuring complete data sovereignty with all processing within Indian jurisdiction and no dependency on external APIs.

The system shall support deployment across managed cloud (India), private VPC, on-premises, and air-gapped environments for use in government, PSU, BFSI, defence, and regulated enterprise settings.

i. Functional & Technical Scope

The bidder shall design, deploy, and manage an end-to-end AI-assisted software development platform with the following capabilities:

a) Platform Deployment & Integration:

Deployment in cloud/VPC/on-prem/air-gapped environments; IDE integration (e.g., VS Code, JetBrains, CLI tools); secure repository access and indexing (including monorepos); integration with source control (Git-based systems), CI/CD pipelines, and test frameworks; enterprise authentication (SSO via SAML/OIDC), RBAC, and audit logging with SIEM integration

b) Code Completion & Developer Assistance:

Real-time, low-latency inline code suggestions; context-aware completions based on repository state; function generation, type-aware suggestions, and import handling

c) Automated Software Development:

Natural-language-to-code generation and editing; codebase-aware chat for debugging, refactoring, and understanding; automated test generation; documentation generation; bug fixing using logs and test failures; large-scale code transformations

d) Agentic Software Development:

Multi-step task execution with plan–preview–execute workflows; automated build-test-debug cycles; controlled tool usage (e.g., shell, git, linters) under policy; checkpointing, rollback, and full audit traceability

e) Codebase Context & Retrieval:

Secure repository indexing with access controls; context grounding using code and documentation; fine-grained repo and path-level permissions

f) **Language & Framework Support:**

Support for major programming languages (e.g., Python, Java, JavaScript/TypeScript, Go, C/C++, PHP, Rust, C#, SQL, Shell) and frameworks (e.g., Spring, Django, Node.js, React, Kubernetes, Terraform)

g) **Governance, Security & Compliance:**

No training on buyer data by default (opt-in only); PII/secret masking; secure coding recommendations and vulnerability detection; encryption (in transit and at rest); tamper-evident audit logs

h) **Administration & Observability:**

Centralized admin console; RBAC and policy enforcement; model and feature controls; telemetry management; dashboards for developer productivity, system performance (latency, uptime), and model quality

i) **Indic Language Support:**

Support for Hindi and other Indian languages in code comments, documentation, commit messages, and conversational interactions

8.2.8 AI Training & Fine-Tuning Platform for Higher Education (Campus AI Platform)

The bidder shall provide an enterprise-grade AI training and fine-tuning platform for higher-education institutions, enabling hands-on learning, experimentation, and deployment of AI models at scale.

The platform shall provision per-student programming environments with GPU-backed compute, integrated development tools, and access to modern AI/ML frameworks. It shall include a structured curriculum covering applied AI, machine learning, generative AI, large language models (LLMs), and responsible AI.

The solution shall support multilingual capabilities (including Indian languages), enable end-to-end model development and fine-tuning workflows, and be accessible via standard web browsers without requiring local installations. Deployment shall be supported across cloud, private VPC, and on-premises environments, with strong data security and sovereignty controls.

i. **Functional & Technical Scope**

The bidder shall design, deploy, and manage a comprehensive AI training and experimentation platform with the following capabilities:

a) **Platform Deployment & Infrastructure:**

Deployment in cloud/VPC/on-prem environments; provisioning of per-student isolated workspaces with persistent storage; browser-based access; GPU-backed compute with quota and usage controls; scalable architecture for multi-campus deployments

b) **AI Development Environment:**

Pre-configured notebooks/IDEs with AI/ML toolchains; support for model training, evaluation, and fine-tuning (including parameter-efficient methods); access to foundation models via APIs or

controlled environments; support for full AI lifecycle (data ingestion to deployment and monitoring)

c) **Multidomain & Multilingual Support:**

Capabilities across NLP, speech, computer vision, and generative AI; support for Indian languages including translation and speech integration

d) **Learning Content & Enablement:**

Ready-to-use curriculum covering AI/ML fundamentals, generative AI, LLMs, applied use cases, MLOps, and responsible AI; provision of course materials (labs, datasets, assignments, assessments, video content); faculty enablement through training, guides, and teaching resources; support for projects, hackathons, and applied learning

e) **Collaboration & Assessment:**

Support for collaborative development, version control, and project submissions; notebook-based assignments, auto-grading, project evaluations, and certification with verifiable credentials

f) **Administration & Governance:**

Centralized console for user and cohort management, course allocation, usage monitoring, and quota control; RBAC, audit trails, and policy enforcement

g) **Security, Compliance & Data Sovereignty:**

Encryption in transit and at rest; compliance with industry standards (e.g., ISO 27001, SOC 2 Type II or equivalent); data residency within India (or as required); user isolation, data protection, and configurable retention policies; accessibility compliance (e.g., WCAG)

h) **Analytics & Monitoring:**

Dashboards for student engagement, performance, course completion, and resource utilization; real-time system monitoring and exportable reports

i) **Support & Programme Management:**

Onboarding and training for institutions and faculty; helpdesk support; defined SLAs for uptime and incident response; periodic platform and curriculum updates; documentation and knowledge base.

8.2.9 Sovereign Multi-Model API Gateway for AI Applications

The bidder shall provide an enterprise-grade, sovereign API Gateway platform enabling unified, API-key-based access to a catalogue of AI models, including foundation models, speech (ASR/TTS), vision/OCR, translation, embeddings, and safety classifiers.

The platform shall enable developers to build, test, and deploy AI and agentic applications through a single API interface, SDK, and billing system, with support for model switching, routing, fallback, and composition without requiring client-side changes.

All models shall be hosted within Indian territorial jurisdiction (or as per Buyer requirements), ensuring data sovereignty, security, and regulatory compliance. The solution shall support deployment across cloud, private VPC, on-premises, and air-gapped environments.

i. Scope of Work & Functional Capabilities

The bidder shall design, deploy, and manage a unified AI API platform with the following capabilities:

a) Platform Deployment & Developer Enablement:

Deployment in cloud/VPC/on-prem/air-gapped environments; developer onboarding with organization/project-level management; API key generation, rotation, and access control; SDKs, documentation, and tools for integration; high availability, scalability, and low-latency access

b) Unified API & Model Orchestration:

Single interface for text, speech, vision, translation, and embedding models; support for model routing, fallback, versioning, and A/B testing; multi-model composition within workflows; compatibility layers for migration from external APIs

c) Agentic AI Capabilities:

Support for tool/function calling, structured outputs (e.g., JSON), long-context handling, streaming responses, and multi-step task orchestration

d) Model Access & Lifecycle Management:

Access to a curated catalogue of models (text, speech, translation, OCR, embeddings, classification); onboarding of open-weight and custom models; fine-tuning support; model versioning, updates, and rollback mechanisms

e) Security, Governance & Compliance:

Encryption in transit and at rest; PII detection/masking and secret protection; RBAC with organization/project-level controls; policy enforcement for model usage and safety filters; audit logging and configurable data retention

f) Observability & Billing:

Real-time dashboards for API usage, latency, errors, and model performance; structured logging with export capabilities; integration with observability tools (e.g., SIEM/OpenTelemetry); billing support (prepaid/postpaid, INR-based), budget controls, alerts, and usage caps

g) Scalability & Deployment Modes:

Support for multi-tenant cloud, dedicated private cloud, VPC, on-premises, and air-gapped deployments; high-throughput, low-latency infrastructure with configurable quotas and reserved capacity

h) Support & Documentation:

Enterprise-grade SLAs with 24×7 support (for critical environments); comprehensive documentation, SDKs, API references, and sample

applications; onboarding and training support; periodic platform and model updates

ii. Key Requirements & Deliverables

- a) Fully deployed sovereign API gateway with unified multi-model access
- b) Developer console with API key management and governance controls
- c) SDKs, documentation, and integration support
- d) Model catalogue with routing, fallback, and orchestration capabilities
- e) Secure, compliant, and scalable platform architecture
- f) Observability, logging, and billing systems
- g) SLA-backed support and continuous platform updates

If any bidder has any other AI platform services which support PSUs, educational institutions, or similar organizations, they may also list their services along with the associated financial costing as per Annexure: O.

8.3 Solution 3 - GPU services through INDIA AI Mission

8.3.1 About AI Mission

The IndiaAI Mission, implemented by the Ministry of Electronics and Information Technology (MeitY), is a national initiative aimed at accelerating the adoption and development of Artificial Intelligence across government, academia, research, and industry. In the context of GPU services, the mission focuses on establishing a robust and scalable AI compute ecosystem by enabling access to high-performance GPU infrastructure through empanelled cloud and data center service providers. It addresses the high cost and limited availability of advanced compute resources by facilitating subsidized access to GPU-based infrastructure for AI/ML model development, training, fine-tuning, and inference workloads, including emerging use cases such as generative AI and large-scale data analytics. The mission supports centralized and distributed GPU clusters with high-speed interconnects, scalable storage systems, and integrated AI software stacks, ensuring efficient execution of compute-intensive workloads. It provides flexible financial support, including full or partial subsidies, to eligible institutions such as government bodies, educational institutions, startups, and enterprises, while ensuring delivery through standardized, secure, and compliant environments via empanelled service providers.

8.3.2 About EdCIL and India AI

EdCIL (India) Limited is currently in an advanced stage of collaboration with the IndiaAI Mission to enable seamless access to GPU-based cloud infrastructure and AI services. In this engagement, EdCIL shall act as a Nodal Agency, facilitating the integration of subsidized GPU resources with the requirements of clients across sectors. It will be responsible for end-to-end coordination between Clients, the IndiaAI Mission, and empanelled service providers, including requirement

assessment, onboarding, compliance alignment, and ensuring provisioning in accordance with defined technical and security standards. Depending on the subsidy structure, EdCIL may act as a facilitation partner (in cases of full subsidy) or as a commercial and operational intermediary (in cases of partial subsidy), managing financial flows, contract structuring, vendor coordination, and service oversight. This collaboration aims to reduce cost barriers, ensure standardized and governed service delivery, and accelerate AI adoption by enabling access to high-performance GPU infrastructure in a scalable and sustainable manner.

8.3.3 Why EdCIL

EdCIL (India) Limited is uniquely positioned to act as a Nodal Agency for GPU services under the IndiaAI Mission due to its extensive experience in executing large-scale, technology-driven projects across the education and digital infrastructure ecosystem. As a Central Public Sector Enterprise under the Ministry of Education, EdCIL has successfully delivered AI, cloud, ICT, and smart infrastructure solutions for premier institutions such as IITs, IIMs, NITs, and national bodies, demonstrating its capability to manage complex, multi-stakeholder engagements at scale.

Leveraging its strong domain expertise, EdCIL can effectively assess institutional requirements, prepare Detailed Project Reports (DPRs), and align client needs with appropriate GPU infrastructure and subsidy frameworks under the IndiaAI Mission. EdCIL shall also provide end-to-end support, including requirement analysis, solution design, DPR preparation and submission, coordination with relevant government bodies, and onboarding of empanelled service providers. Its proven ability in comprehensive project management—covering conceptualization, procurement, implementation, vendor empanelment, and monitoring—ensures seamless coordination between clients, government authorities, and service providers.

Additionally, EdCIL's established role in enabling digital transformation across schools, higher education institutions, and research organizations makes it a trusted intermediary for facilitating access to advanced AI compute resources. By acting as a nodal agency, EdCIL ensures transparency in pricing, efficient utilization of subsidized GPU resources, compliance with government policies, and delivery of integrated, end-to-end solutions tailored to client requirements. This approach enables institutions and startups to adopt AI technologies more effectively while minimizing operational, technical, and financial complexities.

8.3.4 Selection of Service Provider:

The GPU service provider will be selected based on the mechanism adopted by INDIA AI mission.

8.3.5 Billing Model:

8.3.5.1 Full Subsidy Model (Up to 100%)

- Where GPU infrastructure and related services are fully subsidized under the

IndiaAI Mission, the engagement may be executed directly between the IndiaAI Mission (or its designated agency) and the empanelled System Integrator/Service Provider.

- **In such cases:**
 - a. The financial transaction shall be handled directly as per the IndiaAI Mission guidelines.
 - b. EdCIL may facilitate initial coordination, onboarding, and alignment of requirements, if required.
 - c. No additional commercial routing through EdCIL shall be mandatory unless otherwise specified.

8.3.5.2 Partial Subsidy Model (e.g., Up to 40%)

- Where partial subsidy is provided under the IndiaAI Mission:
 - a. The subsidized portion (e.g., 40%) shall be covered by the IndiaAI Mission.
 - b. The remaining cost shall be borne by the Client.
- In this scenario:
 - c. EdCIL shall act as a Nodal agency.
 - d. The non-subsidized portion shall be routed through.
 - e. EdCIL shall be responsible for:
 - Commercial structuring and billing coordination
 - Fund management and payment disbursement
 - Vendor coordination and service oversight
- EdCIL may levy a nominal consultancy / administrative charge from the System Integrator/Service Provider for facilitation, coordination, and program management services.

8.3.6 General Conditions

- The applicability, percentage, and structure of subsidy shall be governed by prevailing Government policies and approvals under the IndiaAI Mission.
- The final engagement model (direct or routed through EdCIL) shall be determined based on the subsidy structure and mutual agreement between the Client, EdCIL, and the Service Provider.
- All GPU services delivered under this mechanism shall comply with the technical and commercial terms defined in this RFP.

8.4 Managed Services (for GPU Services and AI Platform Services)

The bidder shall provide end-to-end Managed Services for both GPU-based infrastructure (Solution I) and AI Platform Services (Solution II), ensuring seamless provisioning, operation, monitoring, optimization, and support of all deployed resources and platforms. These managed services are intended to enable the Client to leverage AI/ML, HPC, and data-driven applications without the need for extensive in-house technical management capabilities.

The scope of Managed Services are the following:

- i. **Provisioning and Configuration:**
The Supplier shall be responsible for provisioning, configuration, and deployment of GPU infrastructure and AI platforms as per Client requirements. This includes setup of compute, storage, networking, orchestration platforms (e.g., Kubernetes/SLURM), and software stacks, ensuring readiness for AI/ML workloads.
- ii. **Resource Management and Optimization:**
The Supplier shall manage GPU, CPU, storage, and network resources to ensure optimal utilization and performance. This includes capacity planning, workload-based scaling (auto/manual), performance tuning, and cost optimization through continuous monitoring and right-sizing of resources.
- iii. **Platform and Environment Management:**
Management of AI platforms, development environments, and software stacks, including operating systems, GPU drivers, libraries, and AI/ML frameworks. The Supplier shall ensure compatibility, updates, and smooth functioning of all platform components across environments.
- iv. **Monitoring and Performance Management:**
Implementation of monitoring tools and processes to track system health, utilization, availability, and performance metrics across GPU infrastructure and AI platforms. The Supplier shall proactively identify and resolve issues, ensuring adherence to defined service levels and minimal downtime.
- v. **Security and Access Management:**
The Supplier shall implement robust security controls, including identity and access management (IAM), role-based access control (RBAC), multi-factor authentication (MFA), and data protection mechanisms. Continuous monitoring for vulnerabilities, unauthorized access, and security incidents shall be ensured, along with periodic audits and compliance adherence.
- vi. **Backup and Recovery (if applicable):**
The Supplier shall configure and manage backup mechanisms for datasets, model artifacts, configurations, and platform data, as per Client policies. Restoration and disaster recovery support shall be provided to ensure data integrity and business continuity.
- vii. **Support and Incident Management:**
Provision of technical support services, including incident management, troubleshooting, and resolution of infrastructure and platform-related issues. The Supplier shall ensure SLA-driven response and resolution timelines, with escalation mechanisms in place.
- viii. **Training and Knowledge Transfer:**
The Supplier shall provide training and knowledge transfer sessions to Client personnel on usage of GPU infrastructure, AI platforms, and best practices for AI/ML workload management.
- ix. **Reporting and Audit Support:**

The Supplier shall provide periodic reports (e.g., monthly/quarterly) covering resource utilization, performance metrics, security status, and optimization recommendations. The Supplier shall also support third-party audits by maintaining logs, reports, and necessary documentation.

x. **Continuous Improvement and Advisory:**

The Supplier shall provide ongoing advisory services for architecture optimization, performance improvement, cost efficiency, and adoption of best practices. This includes recommendations for scaling strategies, workload optimization, and adoption of new features or technologies.

8.5 SLA and Penalties

The key service level objectives related to GPU services and the interface between the Client and the GPU Service Provider (GSP) are defined below:

- i. The SLA parameters shall be monitored on a monthly/quarterly basis as per individual SLA requirements. In case of significant degradation in the performance of GPU workloads (including AI/ML training, inference, or HPC workloads), and failure to implement immediate corrective measures to the satisfaction of the Client, EdCIL reserves the right to take appropriate actions, including termination of the contract.
- ii. The Supplier shall provide comprehensive SLA reports (monthly/quarterly or as required), including GPU utilization metrics (compute usage, VRAM utilization, idle time), workload performance, availability, and incident reports to the Client and EdCIL
- iii. If the defined service levels are not achieved, EdCIL shall impose performance-linked penalties. Payments to the Supplier shall be strictly linked to compliance with the SLA metrics defined in the agreement.
- iv. In case multiple SLA violations arise from the same root cause or incident, the SLA parameter attracting the highest penalty shall be considered for penalty calculation instead of cumulative penalties
- v. GST as applicable shall be charged on the Penalties on SLA's.
- vi. Penalties shall not exceed 100% of the monthly/ quarterly bill. If the penalties exceed more than 50% of the total monthly/quarterly bill, it will result in a material breach. In case of a material breach, the Supplier will be given a cure period of one month to rectify the breach failing which a notice to terminate may be issued by the Client.

S.No.	Service Level objective	Measurement Methodology	Target/Service level	Penalty
Availability/Uptime				

1.	Availability/Uptime of cloud services	Availability (as per the definition in the SLA)	Availability for each of the provisioned resources: ≥99.5%	Default on any one or more of the provisioned resources will attract penalty as indicated below. • < 99.5% & ≥ 99.25% (10% of the Monthly/quarterly Payment) • < 99.25% and ≥ 99.00% (20% of the Monthly/quarterly Payment) • < 99.00% (30% of the Monthly/quarterly Payment) In case the services are not available for a continuous period of 8 Business Hours on any day, penalty shall be 100% of the Monthly/Quarterly Payment of the Project.
2.	Response time	Average Time taken to acknowledge and respond, once a ticket/incident is logged through one of the agreed channels. This is calculated for all tickets/incidents reported within the reporting month.	95% within 15 minutes	< 95% (1% of the Monthly/quarterly Payment for each percentage drop below 95%)
3.	Time to Resolve - Severity 1	Time taken to resolve the reported ticket/incident from the time of	For Severity 1, 99% of the incidents should be resolved within	• < 99% & ≥ 97% (5% of the Monthly/quarterly Payment) • < 97% & ≥ 95%

		logging.	30 minutes of problem reporting	(10% of the Monthly/quarterly Payment) • < 95% (15% plus 1% of the Monthly/ quarterly Payment for each percentage drop below 95%)
4.	Time to Resolve - Severity 2,3	Time taken to resolve the reported ticket/incident from the time of logging.	95% of Severity 2 within 4 hours of problem reporting AND 95% of severity 3 within 16 hours of problem reporting	• < 95% & >= 90% (2% of the Monthly/ quarterly Payment) • < 90% & >= 85% (4% of the Monthly/ quarterly Payment) • < 85% (6% plus 1% of the Monthly/ quarterly Payment) • for each percentage drop below 85%)

vii. Maximum cumulative penalty cannot exceed 10% of the work order value after which the EdCIL may cancel the work order and forfeit the Performance Security submitted by the Supplier. This cumulative penalty cap is hit twice against various work orders, then EdCIL will forfeit all the Performance Security submitted by the Supplier and may also lead to termination of the contract.

viii. The above-mentioned SLAs are subject to the client requirement. If client request for more stringent SLA's, then it is responsibility of the bidder to provide the SLAs at no extra cost to EdCIL.

ix. Severity Levels

Below severity definition provide indicative scenarios for defining incidents severity. However, EdCIL will define / change severity at the time of the incident or any time before the closure of the ticket based on the business and compliance impacts.

Severity Level	Description	Examples
Severity 1	Environment is down or major malfunction resulting in an inoperative condition or disrupts critical business functions and requires immediate attention. A	• Non-availability of GPU services. • No access to Storage, software or application

	significant number of end users (includes public users) are unable to reasonably perform their normal activities as essential functions and critical programs are either not working or are not available	
Severity 2	Loss of performance resulting in users (includes public users) being unable to perform their normal activities as essential functions and critical programs are partially available or severely restricted. Inconvenient workaround or no workaround exists. The environment is usable but severely limited.	Intermittent network connectivity
Severity 3	Moderate loss of performance resulting in multiple users (includes public users) impacted in their normal functions.	

8.6 Admin Portal

Successful bidders shall make available a user/admin portal that allows end users to register and monitor the service utilization. The user/admin portal shall have the following features:

- a. **Service catalog and prices** – This portal would clearly display the services available for Client users and the prices.
- b. **User registration and account creation:** Designated Client administrators should be able to create user accounts for Client and employees. Usage by these account holders should be tracked. At least 250 user accounts may be created. All of these will be enabled to use the committed resources. Some of them will be authorized to book on demand resources.
- c. **Utilization monitoring:** Usage of committed resources by each account holder should be tracked and made available to the administrator periodically. The dashboards for users and administrators should provide all the relevant information and should be tailored for the needs of Client users.
- d. **On demand resource requests:** An on-demand resource request will have the following information - *Type of Computing Resource, Quantity of Memory, Quantity of Storage, Time at which it should be activated, Duration*. The availability status of the resources demanded should be informed to the user immediately.
- e. **Billing for on-demand usage dashboard** – The billing dashboard will have both summary and detailed views of actual consumption of services differentiating between the utilized services between those that are opted by Client otherwise. Client would make payments to the extent of the subsidy approved and only for the actual services approved and utilized. Payment terms applicable would be as per the terms in section 11 of this document

- f. **Incident Management** – The end users and any of the authorized users from Client would be able to report any incident that occurs during the operations. For all incidents, the incident management team of the successful bidder would provide the resolution as per the agreed timelines and SLAs. There shall be incident dashboards for end users and members of Client to monitor the progress of resolution and to review the historical incidents.
- g. **Knowledge management** – The portal would provide access to the knowledge resources like technical documentation, articles/tutorials, etc.

8.7 Service Provisioning

The below mandatory requirements are applicable for the proposed computing resources on cloud –

- a. The successful bidder shall make the services available online, on-demand, reserve instance and allow end user to dynamically scale AI resources, up or Down, as per their requirement.
- b. A suitable and flexible scheduler should be available to manage the committed resources. This scheduler should provide the end user administrator with periodic reports of usage by its users.
- c. Authorized users should be provided with a management portal to place requests for the services and manage them. They should be able to procure, provision, configure, and manage all the feasible services including cloud services or virtual machine instances online through this portal. This portal should mandatorily support two-factor authentication.
- d. The computing resources hosted on the Cloud shall be accessible through the public Internet, private network connectivity, or a combination thereof, depending on the security and compliance requirements of “End Client”.
- e. The successful bidders should ensure that remote troubleshooting features exist so that issues can be addressed by the cloud providers in a timely and effective manner.
- f. The end users will retain ownership of software installed and data hosted on virtual machines and any application or product that is deployed on the cloud by them. The dependencies offered by the platform for development such applications / products should be cloud agnostic.
- g. The Service Provider will train and transfer the knowledge to the replacement agency to ensure continuity and performance of services post expiry of Contract.
- h. The Supplier must initiate the services within 24 hours of placing of work order.
- i. The Supplier would be required to create and maintain a Helpdesk / telephonic number and email-based ticketing system that will resolve problems and answer queries related to the work order. The supplier shall provide the single point of contact for each client for any support request of the client on 24 x 7 x 365 basis.

- j. All terms and conditions of the GSP's empanelment with MeitY are automatically applicable to this RFP and contract thereof.
- k. The bidder and the GSP (if the bidder is authorized partner of GSP must provide the technical compliance list of AI compute instances and associated specifications that will be accessible to End Client and Bidder wants to Empanel (as per Annexure N). The Self certified document needs to be submitted during the bidding.

9. General Contract Terms

9.1 Standards of Performance

The Supplier(s) shall deliver the services and carry out their obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The Supplier shall always act in respect of any matter relating to this contract as faithful supplier to the Client. The Supplier shall always support and safeguard the legitimate interests of the Client and EdCIL, in any dealings with the third party. The Supplier shall conform to the standards laid down in the RFP in totality.

9.2 Contract Period

The contract signed with “Empanelled Service Provider” shall be for a period of one year from the date of its execution, and can be renewed as per clause 9.3 for a further period of two (1+1) years on same terms and conditions.

9.3 Revision of Prices:

Since the GPU Cloud Services are new to the government offices in India and the EdCIL has observed a downward trend in the prices of cloud services in the past, hence the EdCIL would like to take the benefits of expected downward revision in prices. After one year, the empanelled service provider through this RFP along with the bidders who are technically qualified (technical score more than 80%) in this RFP shall be asked to resubmit the discount percentage on list price and the prices of other services in sealed bids as per the financial bid format to be provided by EdCIL at that point. The commercial evaluation process at that time will be same as per on the terms and condition of this RFP subject to following condition:

- i. The Discount percentage should be higher or same and prices for other services should either be the same or can be lower. No other revision in prices shall be accepted.
- ii. The “Empanelled Service Providers ” cannot withdraw from any of the services for which they have previously quoted. If the bidder fails to quote for any of the previously quoted items, the rate quoted in the last bidding process shall be applicable.
- iii. No conditional bid shall be accepted and the price format (to be provided by EdCIL) should be strictly adhered to.
- iv. The revised price format shall be made available by EdCIL 15 days before the completion of one year of the contract.
- v. The sealed bids would be opened in the presence of the representatives of the bidders who may wish to be present.

9.4 Prices

The discount percentage and price quoted in the commercial bid shall be inclusive of all statutory duties & taxes except GST. Only GST charged in the invoice will be paid other than that no other taxes/duties/levies will be paid.

9.5 Additional Services

In case EdCIL determines that there are additional services that are being sought by the Clients, EdCIL may request all the “Empanelled Service Providers” to submit the prices for such additional services at any time during the validity of the contract on same terms and conditions. The rates shall be submitted as per price format provided by EdCIL. No conditional bid would be accepted and the price format should be strictly adhered to. The sealed bids would be opened in the presence of the representatives of the Empanelled bidders who may wish to be present.

9.6 Payment Terms

- i. Payment to the Supplier shall be made in Indian Rupees through account payee cheque / NEFT / RTGS, Payments will be done only on the back-to-back basis on receipt of the related payment/funds from the end client, subject to acceptance of the deliverables from the end client as per the submission of the required document.
- ii. Bidder will raise the invoices to EdCIL on a quarterly basis, EdCIL will clear the payments after deducting the applicable taxes and any penalty due to breach in SLA
- iii. The invoices shall be raised only using GST No. of EdCIL.
- iv. The invoices must be based on work orders (or any amendments thereof) issued by the EdCIL.
- v. The invoices must be based on resources actually consumed and committed.
- vi. The invoices should be separately generated for each work order for the payment period.
- vii. EdCIL and EdCIL end client may request for below documents (if required):
 - a. Detailed usage report (Utilization Report) providing details of the consumption of the individual services during the payment period
 - b. SLA measurement report
- viii. The client should provide the SLA breaches (if any) to deduct the payment against the work order.
- ix. Payments shall be subject to deductions / damages / penalties of any amount for which the Supplier is liable under the contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/ taxes.

9.7 Applicable Law

The Contract should be interpreted in accordance with the laws of the Union of India and all disputes should be subject to place of jurisdiction.

9.8 Governing Language

The contract should be written in English language. English language version of the Contract should govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, should be written in the same language.

9.9 Taxes:

Only GST charged in the invoice will be paid other than that no other taxes/duties/levies will be paid.

9.10 Data Ownership and Confidentiality

- i. The concerned Client shall retain ownership of any user created / loaded data and applications hosted on GSP's infrastructure and maintains the right to request (or should be able to retrieve) full copies of these at any time.
- ii. The concerned Client shall retain ownership of all virtual machines, templates, clones, and scripts/applications created for the department's application.
- iii. The Supplier shall keep the data of the Clients strictly confidential, otherwise there may be financial and legal implications as per Information Technology Act, 2000 and the prevalent law of Centre / State.

9.11 Termination of Contract or Work Orders

- i. The contract or work orders can be terminated by the parties as detailed below. In such case, the provisions under Exit Management (Clause 9.12) shall apply.
- ii. Termination of contract shall automatically lead to termination of all work orders issued on the basis of contract.
- iii. Termination of Work Order for default: EdCIL can terminate the work order in the event of default of terms and conditions of this RFP or the contract / work order by the Supplier by giving 1 month written notice. In case supplier fails to submit PBG within stipulated time, EdCIL reserves the right to terminate the contract without any further notice.
- iv. Termination of Work Order for convenience: EdCIL reserves the right to terminate, by prior written 1-month notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for the Client's convenience, the extent to which performance of work under the work order is terminated, and the date upon which such termination becomes effective.

- v. Termination of Contract for default: EdCIL or the “Empanelled Service Providers” / Supplier(s) can terminate the contract in the event of default of terms and conditions of this RFP or the contract by the other party by giving 1 month written notice.
- vi. Termination of contract for Insolvency, Dissolution, etc: EdCIL may at any time terminate the Contract by giving written notice to the “Empanelled Service Providers” / Supplier(s), if the concerned “Empanelled Service Providers” / Supplier(s) becomes bankrupt or otherwise insolvent or in case of dissolution of firm/company or winding up of firm/company. In this event termination will be without compensation to the “Empanelled Service Providers” / Supplier(s), provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to EdCIL.
- vii. Termination of contract for Convenience: EdCIL or “Empanelled Service Providers” / Supplier(s) reserves the right to terminate, by prior written 1-month notice, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for the concerned party’s convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.

9.12 Exit Management

- i. The duration of Exit Management will normally be of 45 days from date of termination or expiry of contract / work order.
- ii. The GSP shall not delete any data at the end of the agreement (for a maximum of 45 days beyond the expiry of the Agreement) without the express approval of the Department as per the MeITY Guidelines.
- iii. During the exit management period and for 45 days post expiry of the work order / contract, the Supplier will not take action to remove any end Client content as a result of the termination or expiry of contract / work order. In addition, during such period, the Supplier will permit the Client or its nominated agency to access the cloud services for the Client to retrieve any remaining Customer Content, delete and purge all Customer Content from the cloud services. The Supplier shall also allow the Client access to information to enable Client to assess the existing services being delivered.
- iv. During the exit management period, the Supplier shall ensure supply of all services

as per the work order so that the business of the end Client is not affected.

- v. The Supplier shall provide all such information as may reasonably be necessary to affect as seamless a handover as practicable in the circumstances to end Client / replacement Agency and which the Supplier has in its possession or control at any time during the exit management period.
- vi. All information (including but not limited to documents, records and agreements) in digital and/ or paper form relating to the services reasonably necessary to enable Client and its nominated agencies to carry out due diligence in order to transition the provision of the Services to Client or its nominated agencies, must be maintained by the Supplier from commencement of the services.
- vii. The Client will issue a written sign-off after the successful transition from the Supplier. Supplier shall not delete any content till such a written sign-off is provided by the Client along with an explicit request to delete the content.
- viii. The Supplier will be paid only for the services rendered until the services are being rendered by the Supplier. If the sign-off is provided before the exit management period is over, the applicable charges will only be paid until the sign-off.
- ix. The payment for the final month invoice along with any applicable exit management service costs will be paid only on the written sign-off from the end Client.

9.13 Purchaser's Right of Monitoring, Inspection and Periodic Audit

- i. Purchaser reserves the right to inspect and monitor / assess the progress / performance, either itself or through another third party as it may deem fit, at any time during the Contract. Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material or any other information which it may require, to enable it to assess the progress of the project.
- ii. Purchaser shall also have the right to conduct, either itself or through another third party as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by Purchaser and the Bidder undertakes to cooperate with and provide to Purchaser/ any other third party appointed by Purchaser, all documents and other details or information as may be required by them for this purpose. Any deviations or contravention identified on completion of such audit/assessment would need to be rectified by the Bidder failing which Purchaser may, without prejudice to any other rights that it may have issue a notice of default.

9.14 Risk Purchase Clause:

In event of failure of completion of work within the stipulated delivery schedule, the consignee has all the right to purchase the item/equipment/service from the other source on the total risk and cost of the supplier under risk purchase clause.

9.15 Force Majeure:

The Supplier should not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- i. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events shall include, but are not limited to, acts of the Consignee either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- ii. If a Force Majeure situation arises, the Supplier should promptly notify the Consignee in writing of such conditions and the cause thereof. Unless otherwise directed by the Consignee in writing, the Supplier 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.

9.16 Limitation of Liability

- i. Neither Party shall be liable to the other Party for any indirect or consequential loss or damage (including loss of revenue and profits) arising out of or relating to the Contract.
- ii. Except in the case of Gross Negligence or Wilful Misconduct on the part of the Bidder/Bidder's Team or on the part of any person or firm acting on behalf of the Bidder executing the work or in carrying out the Services, the Bidder, with respect to damage caused by the Bidder including to property and/or assets of the Purchaser or of any of Purchaser's vendors shall regardless of anything contained herein, not be liable for any direct loss or damage that exceeds (A) the Contract Value or (B) the proceeds the Bidder may be entitled to receive from any insurance maintained by the Bidder to cover such a liability, whichever of (A) or (B) is higher.
 - a. For the purposes of the Clause (b) of this section, "Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal

safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property.

- b. "Wilful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith.

9.17 Indemnity

The Bidder shall indemnify the Purchaser from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:

- i. Any negligence or wrongful act or omission by the Bidder or the Bidder's Team or any third party associated with Bidder in connection with or incidental to this Contract; or
- ii. Any breach of any of the terms of the Bidder's Bid as agreed, the Tender and this Contract by the Bidder, the Bidder's Team or any third party.
- iii. Any infringement of patent, trademark/copyright arising from the use of related services or any part thereof.

9.18 Liquidated Damages

- i. Notwithstanding Purchaser's right to cancel the order, liquidated damages for non-conformance to the SLAs mentioned in clause 7.9 of this RFP document will be charged as per the penalties, subject to a maximum of 10% of the total value of the Contract/Work Order.
- ii. Purchaser reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by Purchaser to the Bidder.
- iii. GST as applicable shall be charged on the liquidation damages.

9.19 Resolution of Disputes:

The dispute resolution mechanism to be applied pursuant should be as follows:

- i. In case of Dispute or difference arising between the Consignee and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference should be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory

modifications or re-enactments thereof should apply to the arbitration proceedings.

- ii. The dispute should be referred to the Competent Authority, EdCIL and if he/she is unable or unwilling to act, to the sole arbitration of some other person appointed by him willing to act as such Arbitrator. The award of the arbitrator so appointed should be final, conclusive and binding on all parties to this order.
- iii. The venue of the arbitration should be the place from where the order is issued.
- iv. Any legal disputes arising out of any breach of contract pertaining to this tender should be settled in the court of competent jurisdiction located within New Delhi.

9.20 Arbitration

- a) Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre ("IIAC") in accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations ("IIAC Regulations") for the time being in force, which regulations are deemed to be incorporated by reference in this clause.
- b) The place/seat of the arbitration shall be New Delhi, India.
- c) The Tribunal shall consist of one arbitrator.
- d) The law governing the arbitration agreement shall be Indian Law.
- e) The language of the arbitration shall be English.
- f) The governing law of the Contract shall be Indian Law.
- g) Arbitration cost to be borne by the Supplier.

9.21 Jurisdiction:

Any legal disputes arising out of any breach of contract pertaining to this tender should be settled in the court of competent jurisdiction located within New Delhi.

9.22 Notices

- i. Any notice given by one party to the other pursuant to this contract/order should be sent to the other party in writing or FAX or e mail and confirmed in writing to the other party's address.
- ii. A notice should be effective when delivered or on the notice's effective date, whichever is later.

For the purpose of all notices, the following should be the address/Consignee:

The Chief General Manager (DES),

EdCIL (India) Limited,

18 A, Sector-16A,

Noida-201301,Uttar Pradesh Tel: 91-120-2512001 to 2512006

“Empanelled Service Providers” / Supplier(s): (To be filled in by the supplier)

9.23 Escalation Matrix:

The “Empanelled Service Providers” / Supplier(s) should provide at-least 3 level escalation matrix for providing resolution of the complaints at local level

9.24 Acknowledgement:

It is hereby acknowledged that we have gone through all the conditions mentioned above and below and we agree to abide by them.

9.25 Fall Clause

The Bidder undertakes that the rates quoted by him in the financial bid for each item is not higher than the rate offered by him for similar work to any other PSU/ AB/ Govt. Department. In case, if the price charged by bidder is more, EdCIL will have the right to recover the excess charged amount from the subsequent/unpaid bill of the supplier, provided all condition of the work including time, scope, logistics, specifications and country is same.

10. Annexures:**10.1 Annexure A – Declaration Sheet format****<< Organization Letter Head >>DECLARATION SHEET**

We, _____ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, we will support on regular basis with technology / product updates and extend support for the warranty.

Name Bidding Company/Vendor/ Manufacturer/ Agent	
Address	
Incorporation status of the firm (public limited / private limited, etc.)	
Date of registration	
Phone	
Contact Person Name with (Email-Id and Contact number)	
GST Number	
PAN Number	
BG/DD Bank Name and No./UTR Number for NEFT or RTGS (For	
Please mentioned that the bidder is GSP or Authorized Partner of GSP	
Name of GSP (If Bidder is Authorized Partner of GSP)	
Kindly provide bank details of the bidder in the following format:	
a) Name of the Bank	
b) Account Number	
c) IFSC Code	
d) Kindly attach scanned copy of cancelled Cheque book page to enable us to return the EMD to unsuccessful bidder	

Name: _____

Signature and Seal of the Bidder

10.2 Annexure B – Letter of Undertaking

**LETTER OF UNDERTAKING
(ON THE LETTER HEAD OF THE BIDDER)**

To
Chief General Manager (DES) EdCIL (India) Limited
EdCIL House, 18 A, Sector-16 A, NOIDA – 201301 (U.P.)

Sir,

SUBJECT- Letter of undertaking

This bears reference to EdCIL Bid No. _____ Dated _____ We, _____ hereby, accept all the terms and conditions for submitting bid as mentioned in this Bid Document.

We hereby certify that no terms and conditions have been stipulated by us in the Financial Bid.

We warrant that the services do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall not prevent EdCIL from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of bid document and contract.

The above document is executed on at (place) _____ and we accept that if anything out of the information provided by us is found wrong, our bid/ work order shall be liable for rejection.

Thanking you, Yours faithfully,

Name: _____

Signature and Seal of the Bidder

10.3 Annexure C – Power Of Attorney

Know all men by these presents, we (name of firm and address of the registered office) do hereby constitute, nominate appoint and authorize Mr./Ms.....son/daughter/wife of and presently residing at....., who is presently employed with /retained by us and holding position of as our true and lawful attorney (hereinafter referred to as the “Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things are as necessary or required in connection with or incidental to submission of our proposal for and selection as the <project title> for the <name of the client>..... project, proposed to be developed by the (the “client”) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre bid and other conferences and providing information /responses to the client, representing us in all matters before the Client, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the client in all matter in connection with or relating to or arising out of our Proposal for the said project /or upon award thereof to us till the entering into of the Agreement with the client.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawful done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this power and Attorney and that all acts, and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

[IN WITNESS WHEREOF WE.....THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON

THIS DAY OF 2026.

For (Name and registered address of client)

(Signature, name, designation, and address)

Witness

1. (Signature, name and address)

2. (Signature, name and address)

Notarized

Accepted

.....

(Signature, name, designation, and address of the attorney)

Notes:

1. The mode of the execution of the power of Attorney shall be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the applicant should submitted for verification the extract of the charter documents and other documents such as a resolution/Power of Attorney in favor of the person executing this Power of Attorney for delegation of power hereunder on behalf of the applicant.
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power and Attorney is being issued. However, the Power of Attorney provided by the applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy it is carries a conforming Apostle certificate.

10.4 Annexure D - Bank Guarantee towards Bid Security (EMD)

Bank Guarantee No. _____

To,
EdCIL (India) Limited
EdCIL House, 18 A,
Sector-16 A NOIDA – 201301 (U.P.), India

Whereas.....(here in after called "the Bidder") has submitted its Bid dated.....(Date) in response to the RFP No: _____ for "Empanelment of MeitY Empanelled GSPs or their Authorized Partner for offering Cloud Services" (here in after called "the Bid") KNOW ALL MEN by these presents that We _____ having our registered office a. _____(hereinafter called the "Bank") are bound onto EdCIL India Limited, Noida (hereinafter called "EdCIL") in the sum of _____ for which payment well and truly to be made to the said EdCIL itself, its successors and assignees by these presents. The conditions of these obligations are:

1. If the Bidder withdraws its Bid during the period of Bid validity or
2. If the Bidder, having been notified of the acceptance of its Bid by EdCIL

during the period of Bid validity:

1. fails or refuses to execute the Agreement form if required; or
2. fails or refuses to furnish the performance security, in accordance with the Bid requirement

We undertake to pay EdCIL up to the above amount upon receipt of its first written demand, without EdCIL having to substantiate its demand, provided that in its demand EdCIL will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to (Date) and any demand in respect thereof should reach the Bank not later than the above date.

Dated: The.....Day of.....2026

(indicate the name of bank
official)

Signature of Banks Authorized

Witness

(Name)_____

Designation with Code No. -----

Full Address-----

10.5 Annexure E - Performa For Declaration from bank on Proceedings Under Insolvency And Bankruptcy Code, 2016

Tender No.:.....

Name of Work:.....

Bidder's Name :

I/ We, M/s._____declare that:-

- a) I /We am / are not undergoing insolvency resolution Process or liquidation or bankruptcyproceeding as on date.
- b) I /We am / are undergoing insolvency resolution process or liquidation or bankruptcy proceeding as on date as per Details mentioned below. (Attached detail with technical bid)

Note: Strike out one of above which is not applicable.

It is understood that if this declaration is found to be false, EdCIL (India) Ltd. shall have the right to reject my / our bid, and forfeit the EMD, if the bid has resulted in a contract, the contract will be liable for termination without prejudice to any other right or remedy (including holiday listing) available to EdCIL (India) Ltd.

Place:

Date:

Signature of Bidder Name of Signatory

Signature of the authorized bank Official

Name of the Bank

Seal of the bank

10.6 Annexure F - Undertaking For Non-Blacklisting

This is to confirm that we M/s _____ (give full address) have not been declared neither **failed to perform on any Agreement, nor have been expelled from any project or Agreement nor any Agreement terminated** for breach by the us (Agency) in any of the government department and public sector undertaking /enterprise or by any other Client in India, in last five year before release of advertisement.

We confirm here with that our company is not blacklisted, debarred or prosecuted by any central Government or state Government department/Government Organization/PSU for corrupt, fraudulent or any other unethical business practices. We do not have any litigation pending with any of the Govt. Organizations

If the above information found false at any stage after the placement of Work Order / Agreement, EdCIL (India) Limited (EdCIL), 18-A, Sector 16-A, Noida will have full right to cancel the Contract and forfeit the Performance Guarantee. All the direct and indirect cost related to the cancellation of the order will be borne by us besides any legal action by EdCIL which shall be deemed fit at that point of time.

Authorized Signatory

Note: *The undertaking regarding the non-blacklisting of firm is to be submitted on a non-judicial stamp paper of Rs. 100/- (Rupees Hundred only).*

10.7 Annexure G - Technical Bid Submission Letter

Dated: __/__/2026

To:
Chief General Manager (DES)
EdCIL (India) Limited
EdCIL House, 18 A, Sector-16 ANOIDA – 201301 (U.P.)

Subject: Submission of the Technical bid for Empanelment of MeitY Empanelled GSPs or their Authorized Partner for offering GPU/AI platform services.

Dear Sir,

We, the undersigned, offer to provide cloud services to EdCIL (India) Limited and EdCIL's end Client.

We hereby declare that all the information and statements made in this technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than the date indicated in the contract agreement.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature {In full and initials}: Name and Title of Signatory:

In the capacity of:

Address:

E-mail:

10.8 Annexure H - Eligibility Criteria**10.8.1 For Solution 1 (GPU Services)**

The compliance against each of the particulars provided under Clause 7.2 (irrespective of whether the bidder is a GSP empanelled with MeitY or its authorized partner) is to be submitted as per below format: -

S. No	PQ criteria	Documents Required	Supporting Document	Page No./File Name	Compliance (Yes/No)
1	The bidder must submit Declaration Sheet	Authorization Certificate from as per Annexure A			
2	The bidder must submit Letter of undertaking	Authorization Certificate from as per Annexure B			
3	The bidder should have valid GST and PAN number.	Self-attested copy of the GST certificate and PAN card.			
4	The bidder should be either: I. A company registered under the Indian Companies Act, 2013 OR II. A partnership firm registered under the Limited Liability Partnerships (LLP) Act, 2008 OR III. A partnership firm registered under the Indian Partnership Act, 1932.	a. Certificate of Incorporation / Certificate of Registration. b. Memorandum and Articles of Association / Partnership deed.			
5	The bidder must submit Power of Attorney	Authorization Certificate from as per Annexure C			
6	The bidder must ensure to deposit EMD OR	Submission of DD/BG as per format described in Annexure D OR RTGS submission receipt (UTR number) OR			

	The bidder must ensure to submit NSIC/MSME certificate	Submission of MSME Certificate and Performa For Declaration from bank on Proceedings Under Insolvency And Bankruptcy Code, 2016 as per Annexure E and financial solvency certificate of issued not earlier than 3 months from the last date of bid submission			
7	Bidder should not be blacklisted by any state government, Central Government/State Government/PSU/Government Bodies/Autonomous Bodies/Private Sector or court of law in the last 5 years.	The bidder shall furnish an undertaking duly attested by notary in a non-judicial stamp paper of value INR 100/- (Rupees One Hundred Only) as per Annexure F.			
8	Technical Bid Submission Letter	Self-Certified copy of Annexure G			
9	Bidder must have at least 2 years of experience in providing GPU cloud services to customers in India.	Copy of Purchase Order/Work Order issued by the customer.			
10	The bidder or the GSP of which the bidder is an authorized partner shall be MeitY empanelled & STQC audited as per Ministry of Electronics and Information Technology (MeitY) empanelment process as on the last date of submission of the bid.	Self-certified copy of MeitY, GoI empanelment as GSP.			
11	GSP should have minimum 2 MeitY empanelled and STQC audited data centers in different physical	Self-certificate from the authorized signatory of the GSP confirming that they have atleast 2 data centers in India. The			

	locations	same should be confirmed from the MeitY website as well.			
12	Data Center / AI Cloud Platform proposed by bidders must possess the following valid, latest certifications at the time of submitting the bid. 1. ISO 27001 : 2022 2. ISO 20000-1:2018 3. ISO 27017:2015 4. ISO 27018:2019 5. UPTIME TIER-IV Certified Data Center 6. ISO ISMS: BCMS 22301 7. SOC-2 & SOC-3	Third Party Audited Reports to be submitted			
13	If the bidder is an authorized partner of a GSP empanelled with MeitY, he shall provide an Authorization Certificate from a MeitY empanelled GSP which states clearly that the bidder has been authorized to participate in this bid	Authorization Certificate from as per Annexure I			
14	Bidder must be a legally registered entity in India, and all data, metadata, and operational controls—including key management, access, and audit capabilities—must be managed and stored exclusively within India. All operations, support staff, and infrastructure must reside on Indian soil,	Self-declaration duly signed by the authorized signatory on company letterhead, confirming that all data, metadata, operational controls, and support staff are located and operate exclusively within India			

	and the provider must operate solely under Indian laws and jurisdiction without exception.				
13	The Bidder (in case bidder is the GSP) or the GSP of which the bidder is an authorized partner should have minimum Average Annual turnover of at least Rs. 100 Cr from Cloud Services for last three financial years i.e., 2022-23, 2023-24 & 2024-25.	A certificate from Statutory Auditor/Chartered Accountant clearly specifying the turnover during the last three financial years as per Annexure J Part A (i.e. 2022-23, 2023-24 & 2024-25			
14	The Bidder (in case bidder is the authorize partner of GSP) should have minimum Average Annual turnover of at least Rs. 25 Cr for last three financial years i.e., 2022-23, 2023-24 & 2024-25.	A certificate from Statutory Auditor/Chartered Accountant clearly specifying the turnover along with net worth and profit during the last three financial years as per Annexure J Part B (i.e. 2022-23, 2023-24 & 2024-25).			
15	The Bidder (in case bidder is the authorize partner of GSP) should have positive net worth for last three financial years i.e., 2022-23, 2023-24 & 2024-25.	A certificate from Statutory Auditor/Chartered Accountant clearly specifying the turnover along with net worth and profit during the last three financial years as per Annexure J Part B (i.e. 2022-23, 2023-24 & 2024-25).			
16	The bidder should be ISO 9001:2015 certified and/or ISO 27001:2013	Self-certified copy of certification which is valid on date of bid submission.			
18	The proposed Cloud should provide public portal price link	URL of the webpage under the domain of the proposed GSP			

19	Bidder/GSP should have successfully implemented / commissioned at least three (20) projects with proposed GSPs for any state or central government entities.	Self-declaration on letter head with Work Order/ Purchase Order / Contract having clearly mentioned the scope of work of cloud services			
20	Bidder should have existing relationship with proposed GSP for at least One (01) years	Certified letter from GSP			
21	AI Cloud Platform proposed by bidders should have an operational NOC and SOC in India.	Self-Certification by the authorized signatory on Company's letter head mentioning location of NOC and SOC in India			
22	AI Cloud Platform proposed by bidders should have operational computing resources on cloud with a minimum of 3000+ AI Compute units installed in India (Data Centre grade). All the proposed GPUs are deployed within India and are under the GSP's direct operational control. All GPUs are exclusively dedicated to AI workloads and are not used for shared or general-purpose computing workloads.	- Signed and stamped undertaking provided by Bidder along with the Copy of Purchase Order. - AI Compute units that would be considered for meeting this eligibility criteria should meet the below minimum specifications – performance specifications: the GPUs must support FP8, FP16, and FP32 precision modes, and deliver FP32 performance of not less than ninety-one point six (91.6) Teraflops. Compliance with these specifications shall be subject to verification by the Purchaser or its designated authority, and only those GPUs that meet or exceed the stated requirements			

		shall be considered for evaluation.			
23	Bidder to confirm that they shall abide by Digital Personal Data Protection Act 2023 of Govt. of India, IT Act, and its amendments (carried out by Govt. of India from time to time.) and all other National and State laws of India	Bidder to submit signed and stamped copy of bid cover letter (Format as per Annexure – 1)			
24	GSP should have a public calculator link for creating and validating GSP list prices.	URL of the webpage under the domain of the proposed GSP			

Note: All the above mentioned documents have to be scanned and uploaded.

Name: _____

Signature and Seal of the Bidder

10.8.2 For Solution 2 (AI Platform services)

S. No	PQ Criteria	Documents Required	Supporting Document	Page No. / File Name	Compliance (Yes / No)
1	The bidder must submit Declaration Sheet.	Declaration as per Annexure A.			
2	The bidder must submit Letter of Undertaking.	Letter of Undertaking as per Annexure B.			
3	The bidder should have a valid GST and PAN number.	Self-attested copy of the GST certificate and PAN card.			
4	The bidder should be either: I. A company registered under the Indian Companies Act, 2013 OR II. A partnership firm registered under the LLP Act, 2008 OR III. A partnership firm registered under the Indian Partnership Act, 1932.	a. Certificate of Incorporation / Certificate of Registration. b. Memorandum and Articles of Association / Partnership deed.			
5	DPIIT registered startups are exempt from Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG) as per the Government of India startup exemption policy. All bidders under this tender, being required to be DPIIT registered startups, shall be entitled to this exemption.	Valid DPIIT Startup Recognition Certificate (submitted under S. No. 8). No separate deposit or bank guarantee is required.			
6	The bidder should not be blacklisted by any state or central government, PSU,	Self-declaration as per Annexure F.			

	Government Body, Autonomous Body, Private Sector entity, or court of law in the last 5 years.				
7	Technical Bid Submission Letter.	Self-certified copy of Annexure G.			
8	The bidder's minimum Average Annual Turnover should be Rs. 25 Cr for the last three financial years (2022-23, 2023-24 & 2024-25).	Certificate from Statutory Auditor / Chartered Accountant specifying the turnover for each of the last three financial years.			
9	The bidder should not have a negative net worth as on the date of bid submission, assessed over financial years 2023-24, 2024-25 & 2025-26.	Audited financial statements for available years. Where audited statements for 2025-26 are not yet available, a declaration by the authorised signatory confirming that net worth is not negative shall be accepted.			
10	The bidder's platform should conform to information security standards. The bidder must have obtained, or demonstrate active steps towards obtaining, ISO 27001 and SOC 2 Type II certifications. Certifications must be obtained within 12 months of contract award if not already held.	Current certificates if already held, OR a letter from the authorised signatory confirming that certification is in progress, supported by an audit engagement letter or gap assessment report.			
11	The bidder shall maintain a publicly accessible product and pricing page for their AI services and products.	URL of the bidder's own product / pricing webpage.			

12	The bidder should have successfully implemented or commissioned at least three (03) projects for any state or central government entity or a Public Sector Undertaking.	Self-declaration on letterhead with Work Order / Purchase Order / Contract clearly mentioning the scope of work.			
13	The bidder's proposed solution must be built entirely on AI models, infrastructure, and intellectual property owned and operated by the bidder. The solution must not be a resale, white-labelling, or pass-through of services from any third-party hyperscaler, global cloud infrastructure provider, or foreign-origin AI platform.	Self-declaration by authorised signatory confirming proprietary ownership. To be supported by product architecture documentation, model ownership details, and IP declarations.			

All criteria below are mandatory pass/fail gates. Failure to satisfy any single criterion results in disqualification from further evaluation. No partial credit is awarded.

10.8.3 For Solution 3 (GPU Services Through INDIA AI Mission)

S. No	Pre-Qualification Criterion	Documents Required
1	The Bidder Should be Empanelled in INDIA AI Mission	Copy of Empanelment Letter

10.9 Annexure I - MeitY empanelled GSP Authorization Form

To

Dear Sir:

Bid No. _____

GSP <<NAME OF THE GSP>> (hereafter "GSP") is pleased to support <<PARTNER NAME>> for the pursuit of the Tender for <<TENDER REFERENCE NUMBER>>.

I/We confirm that as on the date of this letter <<PARTNER NAME AND ADDRESS is authorized by GSP to use our GPU platform services for the purposes of the above referenced tender. Should <<PARTNER>> be awarded the contract resultant from the above referenced tender, GSP will support <<PARTNER>> with our commercially available cloud services in accordance with the prevailing commercial terms and agreements.

Yours faithfully,

(Name and signature of Authorized Person): _____

(Name of MeitY empanelled GSP): _____

Note: This letter of authority should be on the letterhead of the manufacturer or OEM and should be signed by a person competent and having the power of attorney to legally bind the manufacturer

10.10 Annexure J - Annual Turn Over From**Part A****Name of the Organization:**

Sl. No.	Financial Year	Annual Turnover From Cloud Service
1.	2022-23	
2.	2023-24	
3.	2024-25	
Total		
Total in Words		
Average		
Average in Words		

Note:

- Values entered in words will be treated as final.

Signature with Seal of the Chartered Accountant
Name of Chartered Accountant

Signature of Authorize person with Seal of the Bidder

Part B**Name of the Organization:**

Sl. No.	Financial Year	Annual Turnover (In Rs.)	Net Worth (In Rs.)
1.	2022-23		
2.	2023-24		
3.	2024-25		
Total			
Total in Words			
Average			
Average in Words			

Note:

- Certificate from Statutory Auditor certifying Balance sheet and P&L statement only for all three years to be attached with signature and seal of chartered accountant.
- Values entered in words will be treated as final.

Signature with Seal of the Chartered Accountant

Name of Chartered Accountant

Signature of Authorize person with Seal of the Bidder

10.11 Annexure K - Technical Evaluation Criteria:**10.11.1 For Solution 1 (GPU Service)**

The compliance against the particulars mentioned from Sl. No. 1 to 6 of Clause 6.13.2.II Part A isto be submitted as per below format: -

S.No.	Evaluation Criteria	Maximum Marks Weightage	Documentary Evidence to be submitted	Supporting Document	Page no./ File Name
1	The Bidder (in case bidder is the GSP) or the GSP of which the bidder is an authorized partner have Average Annual turnover from cloud services for last three financial years i.e., 2022-23, 2023-24 & 2024-25 · >=100 Cr and <200 Cr.: 5 Marks · >=200 Cr and <300 Cr.: 10 Marks · >=300 Cr: 20 Marks	20	A certificate from Statutory Auditor/Chartered Accountant clearly specifying the turnover along with net worth and profit during the last three financial years as per Annexure J Part A (i.e. 2022-23, 2023-24 & 2024-25).		
2	The Bidder have Average Annual turnover for last three financial years i.e., 2022-23, 2023-24 & 2024-25 · >=25 Cr and <30 Cr.: 2 Marks · >=30Cr and <40 Cr.: 5 Marks · >=40 Cr: 10 Marks	10	A certificate from Statutory Auditor/Chartered Accountant clearly specifying the turn over along with net worth and profit during the last three financial years as per Annexure J Part B (i.e. 2022-23, 2023-24 & 2024-25).		
3	The Bidder should have Cloud Service/GPU Projects of Central Government/ State Government/ PSUs in the last three financial	10	Work Orders as per Annexure L		

	years. (i.e., from 01.04.2019 to the bid submission date) · >=0 projects and · <2 projects.: 3 Marks · >=2 projects and · <5 projects.: 7 Marks · >=5 projects: 10 Marks				
4	The Bidder should have Cloud Service/GPU Project of billing more than 25 Lakh/year in last 3 years (i.e., from 01.04.2023 to the bid submission date) from a single project: • 0 Projects: No Marks • >=1 project: 5 Marks • >=2 projects: 8 Marks • >=3 projects: 10 Marks	10	Work Orders/ Invoices as per Annexure L		
5	Number of Data Centers in India from where the MeitY empaneled GPU Services are offered (The data centers should be in distinct physical locations) • One location – 0 marks • Two locations – 5 marks • Three locations or more – 10 marks	10	Self-certified copy from GSP for different data centres as per Annexure M.		
6	The Bidder should be an authorised partner of the proposed GPU service provider since: More than 3 Year and Less than 4 Years- 1 Mark More than 4 Years and Less than 5 Years- 3 Marks More than 5 Years - 5 Marks	5	Work order as per Annexure L		
7	GSP shall have published on its public facing website- 1.GPU services' rates for India 2.Service Level Agreements	5	Self-certified copy from GSP		

	(SLAs) 3.Dashboard live-status of cloud services' health across global datacentre and outage details (if any) with RCA				
8	Technical presentation 5 Marks – Revenue Generation Model with EdCIL 5 Marks – Go-To Market Strategy along with EdCIL Team 7 marks for Presentation on billing details 8 – Capability of the bidder and GSP 5 Marks – Company Strength in Pan India and International client	30	Time, Date and place will be informed later.		

Note: All the above-mentioned documents have to be scanned and uploaded.

Signature with Seal of the Bidder

10.11.2 For Solution 2 (platform Ai service)

Total marks: 100. Minimum qualifying score: 80 / 100. Bidders scoring below 80 shall not proceed to commercial evaluation.

S. No	TQ Criteria	Scoring Bands	Max Marks	Documents Required	Score Awarded
A. AI Model Capability — 40 marks					
A1	Number of Indian languages supported (ASR, TTS, translation, LLM)	3 1–3 languages 7 4–7 languages 10 8 or more languages	10	Product documentation / technical spec sheet listing supported languages per modality.	
A2	AI capabilities offered as production-ready services (e.g. ASR, TTS, LLM, translation, OCR, speaker identification)	3 1–2 capabilities 7 3–4 capabilities 10 5 or more capabilities	10	API documentation or product sheet listing available modalities with production status.	
A3	Model performance — evaluated on publicly available Indian language benchmark datasets	3 Internal benchmarks only 7 Public benchmarks, competitive with global baselines 10 State-of-the-art results on Public Indian language benchmarks	10	Public benchmark reports, leaderboard standings, or peer-reviewed evaluation results.	
B. Security & Compliance — 20 marks					
B1	Data residency — all data processed and stored within India	0 No India data residency commitment 5 Partial residency (processing in India, storage offshore or mixed) 10 Full data residency — processing and storage entirely within India	10	Architecture documentation confirming data residency. Data Processing Agreement (DPA) or infrastructure diagram.	
B2	DPIIT certification, India AI letter of Empanelled	5 Marks for DPIIT Certificate 5 Marks for India AI letter of Empanelment	10	DPIIT-certificate India Ai- letter of Empanelment	
C. Project Experience — 25 marks					

C1	Number of AI projects successfully implemented for central/state government entities or PSUs	3 marks for 1 project 7 Marks for 2 projects 10 Marks for 3 more projects implementation	10	Work orders / purchase orders / contracts on letterhead with scope of work clearly stated.	
C2	Scale of largest single government deployment (end-users actively served)	3 Marks 10,000 – 1,00,000 users 5 Marks More than 1,00,000 users	5	Self-declaration with supporting evidence — usage reports, client letter, or go-live certificate.	
D. Team & R&D — 15 marks					
D1	Core technical team — AI/ML engineers, researchers, and data scientists engaged primarily in AI/ML development and on the bidder's payroll	3 Marks Fewer than 10 technical staff 5 Marks More than 10 technical staff	5	HR declaration listing technical roles and headcount. CVs of at least 3 key technical leads.	
D2	Presentation	15 Marks for Methodology for pretraining & Cluster management for model building and fine tuning 8 Marks for Product customization for use cases. 7 Marks for Demonstration of running model on cloud or on prem environment	30	Links to leaderboard standings or benchmark result pages listing the bidder's model. Screenshots or published evaluation reports where live links are unavailable.	
	Total	100 marks		Minimum qualifying score: 80 / 100	

10.12 Annexure L – Work Order Form

Name of Company (Work Order/Purchase order issued by):	
Work Order/Purchase Order number	
Status of the project (Ongoing/Completed)	
Work Order/Purchase Order issue date	
Total Cost of the Project (as per work/purchase order) OR if not mentioned in work order, then all the invoice copies of the project till date OR the written signed copy from the client mentioning value of the project	
Last or Latest invoice date and no. (copy of same invoice must be attached with this form)	
Name of contact person from the organization from which work order was issued	
Contact Information of the person (Phone no. and email Id)	
Any Other information:	
Any other document:	

* Any other document to support the work order should be properly describe in the above-mentioned column like Name of the Document, purpose of the document etc.

Enclosed: Copy of work order

Date:

Name of the Bidder

Authorized Signatory_____

Seal of the Organization

10.13 Annexure M – Data Centre Location Certificate

Date: __/__/2026

To,
Chief General Manager (DES)

EdCIL (India) Limited

EdCIL House, 18 A, Sector-16 ANOIDA – 201301 (U.P.)

Subject: Submission of the Technical Compliance for location of GSP data center Dear Sir,

I/We am/are the GPU Service Provider, we have ___no. of different data centers in India which are located in different physical locations.

Signature of the GSP

Signature with Seal of the Bidder

10.14 Annexure N – Details of the GPU Service Offered by GPU service Providers

To

Dated: __/__/2026

Chief General Manager (DES)**EdCIL (India) Limited****EdCIL House, 18 A, Sector-16 A NOIDA – 201301 (U.P.)**

Subject: Submission of the Technical Compliance of GSP services.

Dear Sir,

I/We am/are the GPU Service Provider and all of our offered GPU Service Offerings areas below is available in India Data Centers:

S.no	Service Name	GPU Series	Details of Service	List Price of Service for:			
				On Demand	01 Month Reserved	06 Month reserved	12 Months Reserved
1.							
2.							
3.							

Signature of the GSP (in case bidder is authorized partner of GSP or the bidder is GSP)

10.15 Annexure O – Details of the AI Platform Services

To

Dated: __/__/2026

Chief General Manager (DES)**EdCIL (India) Limited****EdCIL House, 18 A, Sector-16 A NOIDA – 201301 (U.P.)**

Subject: Submission of the Technical Compliance of AI Platform Services

Dear Sir,

I/We am/are the AI Platform Service Provider and details of our AI Platform Service Offerings are as below available in India Data Centers:

SKU 1 — Omnichannel Conversational AI Platform

S.no	Pricing Tier	List Price	Unit	Remarks
1.	Pay-as-you-go (per minute)			
2.	Annual commitment			
3.	3-year commitment			

SKU 2 — Configurable AI Assistant Platform

S.no	Pricing Tier	List Price	Unit	Remarks
1.	Per-user monthly			
2.	Annual subscription			
3.	3-year agreement			

SKU 3 — Managed Multilingual Video Dubbing Service

S.no	Pricing Tier	List Price	Unit	Remarks
1.	Per-minute of source content			
2.	Annual volume commitment			
3.	3-year contract			

SKU 4 — Managed Multilingual Subtitling & Captioning Services

S.no	Pricing Tier	List Price	Unit	Remarks
1.	Per-minute of source content			
2.	Annual volume commitment			
3.	3-year contract			

SKU 5 — Managed Book & Document Translation Services (Layout-Preserved)

S.no	Pricing Tier	List Price	Unit	Remarks
1.	Per-word (source words)			
2.	Annual volume commitment			
3.	3-year contract			

SKU 6 — Managed Audiobook Creation Services (Multilingual)

S.no	Pricing Tier	List Price	Unit	Remarks
1.	Per-minute of finished audio			
2.	Annual volume commitment			
3.	3-year contract			

SKU 7 — Sovereign AI Code Assistant for IDEs

S.no	Pricing Tier	List Price	Unit	Remarks
1.	Per-seat monthly (SaaS)			
2.	Annual seat subscription			
3.	3-year enterprise agreement			
	On-prem / air-gapped deployment			

SKU 8 — AI Training & Fine-Tuning Platform for Higher Education

S.no	Pricing Tier	List Price	Unit	Remarks
1.	Per-student annual license			
2.	Managed GPU compute			
3.	3-year institution agreement			

SKU 9 — Sovereign Multi-Model API Gateway for AI Applications

S.no	Pricing Tier	List Price	Unit	Remarks
1.				
2.				
3.				

SKU 10 — Any other AI platform Services offered by Bidder

S.no	Pricing Tier	List Price	Unit	Remarks
1.				
2.				
3.				

10.16 Annexure P – Contract Form

THIS AGREEMENT made the day of 2021 between EdCIL (Hereinafter called "the Purchaser") of the one part and (Name & registered office address along with CIN no. of Successful bidder) (Hereinafter called "the Successful bidder") of the other part: "EdCIL" and "the Successful bidder" collectively referred to as "Parties" and individually as "Party".

PREAMBLE

1. WHEREAS EdCIL is a Central Public Sector Enterprise (CPSE) under the Ministry of Education (MoE), Government of India, offering consultancy and Project Management services in all areas of education and human resource development within India and Overseas as well, with expertise holding special relevance for the education sector in the developing world and its strength in tailoring solutions to match exacting ground realities, which speaks volumes of the organization's commitment to educational values. EdCIL seeks to meet social, economic, and cultural challenges through consulting services, technical assistance and strengthening the overall growth and development nationally and even beyond national boundaries with special focus on developing countries.
2. AND WHEREAS vide Tender Ref. No. EdCIL/DES/RFP/RC/GSP/2021/01 (hereinafter collectively "the Tender") EdCIL invited bids from eligible agencies for entering into rate contract for supply, installation, commissioning, and maintenance of Interactive Integrated Digital Board.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

- 1) In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
- 2) The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz.,
 - [a] The Financial Bid submitted by the Bidder;
 - [b] The Scope of work defined;
 - [c] The Terms & Conditions of the tender document
 - [d] The EdCIL's Notification of Letter of Award/ Work Order
- 3) In consideration of the payments to be made by the EdCIL to the Successful bidder as hereinafter mentioned, the Successful bidder hereby covenants with the EdCIL to provide the goods and services and to remedy defects herein in conformity in all respects with the provisions of the Contract.

- 4) The EdCIL hereby covenants to pay the Successful bidder in consideration of the provision of the goods and services and the remedying of defects therein, the Contract prices or such other
- 5) sum as shall become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said..... (For the EdCIL) in the presence of

Signed, Sealed and Delivered by the

said..... (For the Successful bidder)

in the presence of

10.17 Annexure Q - Performance Bank Guarantee Format

Name of the Bank: _____

To
EdCIL (India) Limited
EdCIL House, 18 A, Sector-16 A
NOIDA – 201301 (U.P.)

PERFORMANCE GUARANTEE FORMAT

In consideration of the EdCIL acting through (Designation & address of Contract Signing Authority), (hereinafter called "EdCIL (India) Ltd") having agreed under the terms and conditions of agreement/Contract Acceptance letter No ----- dt ----- made between... (Designation & address of contract signing Authority) and (here in after called "the said Service Provider" for the work..... (here in after called "the said agreement") having agreed for submission of a irrevocable Bank Guarantee Bond for Rs.....Rsonly)) as a performance security Guarantee from theService Provider for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We (indicate the name of the Bank) hereinafter referred to as the Bank, undertake pay to the EdCIL (India) Ltd an amount not exceeding Rs..... (Rs. only) on demand by the EdCIL (India) Ltd.
2. We..... (indicate the name of the bank, further agree that (and promise) to pay the amounts due and payable under this guarantee without any demur merely on ademand from the EdCIL (India) Ltd through the Chief General Manager (HR &Admn),EdCIL (India) Ltd, Noida or (Designation & Address of contract signing authority), stating that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by the EdCIL (India) Ltd by reason of any breach by the said Service Provider of any of the terms of conditions contained in the said agreement or by reason of the Service Provider failure to perform the saidagreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability underthis guarantee shall be restricted to an amount not exceeding Rs (Rs -----Only).
3.
 - a) We (indicate the name of Bank) further undertake to pay to the EdCIL (India) Ltd any money so demanded notwithstanding any dispute or dispute raised by the Service Provider in any suite or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.

- b) The payment so made by us under this Performance Guarantee shall be a valid discharge of our liability for payment there under and the Service Provider shall have no claim against us for making such payment.
4. We,... (indicate the name of bank) to further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the EdCIL (India) Ltd under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by (Designation & Address of contract signing authority) on behalf of the EdCIL (India) Ltd, certify that the terms and conditions of the said agreement have been fully and properly carried out by the said Service provider and accordingly discharges this guarantee.
- 5.
- a) Notwithstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the EdCIL (India) Ltd or until (date of validity/ extended validity) whichever is earlier and no claim shall be valid under this guarantee unless notice in writing thereof is given by the EdCIL (India) Ltd within validity/ extended period of validity of guarantee from the date aforesaid.
- b) Provided always that we.....(indicate the name of the Bank) unconditionally undertake to renew this guarantee or to extend the period of guarantee from year to year before the expiry of the period or the extended period of the guarantee, as the case may be on being called upon to do so by the EdCIL (India) Ltd. If the guarantee is not renewed or the period extended on demand, we (indicate the name of the Bank) shall pay the EdCIL (India) Ltd the full amount of guarantee on demand and without demur.
6. We, (indicate the name of Bank) further agree with the EdCIL (India) Ltd that the EdCIL (India) Ltd shall have the fullest liberty without our consent and without effecting in any manner out of obligations hereunder to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to the powers exercisable by the EdCIL (India) Ltd against the said service provider and to forbear or enforce any of the terms and conditions of the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said service provider for any bearing act or omission on the part of the EdCIL (India) Ltd or any indulgence by the EdCIL (India) Ltd to the said service provider for by any such matter or thing whatsoever under the law relating to sureties for the said reservation would relieve us from the liability.
7. This guarantee will not be discharged by any change in the constitution of the Bank or the Service Provider.

8. We, (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the EdCIL (India) Ltd in writing.
9. This guarantee shall be valid upto (Date of Completion plus Handholding Period). Unless extended on demand by EdCIL (India) Ltd. Notwithstanding anything to the contrary contained hereinbefore, our liability under this guarantee is restricted to Rs.....(Rs... only) unless a demand under this guarantee is made on us in writing on or before..... we shall be discharged from our liabilities under this guarantee thereafter.

Dated: The day of For(indicate the name of bank)

Signature of Banks Authorized official

(Name) ----- Designation with Code No.

Full Address-----

Witness: 1.

Witness: 2.

10.18 Annexure R - Declaration of Proprietary AI Ownership*(To be submitted on the letterhead of the Bidder)*

I / We, the undersigned authorised signatory of M/s

_____ (name and registered address of the bidding entity), do hereby solemnly declare and confirm as follows:

Part I — Proprietary Ownership of AI Models and Platform

1. The AI models, platform, and services proposed in this bid are wholly developed, owned, and operated by our organisation. All training data, model weights, inference infrastructure, and associated intellectual property are our exclusive property.
2. The proposed solution has been developed through our own research and development activities undertaken in India, and the core AI capabilities are not licensed, sourced, or derived from any third-party hyperscaler, global cloud provider, or foreign-origin AI platform.
3. We are not reselling, white-labelling, sub-licensing, or acting as a pass-through agent for any AI services, APIs, or models provided by companies including but not limited to global hyperscalers or foreign AI platforms.
4. The AI models we are offering include support for Indian languages and have been purpose-built to serve Indian users, use-cases, and linguistic needs.

Part II — Data Residency Commitment

5. All data processed through our AI platform under any work order issued pursuant to this empanelment shall be processed and stored exclusively within the territory of India.
6. No customer data, inference inputs, outputs, or any derivative data shall be transmitted to, stored in, or processed by infrastructure located outside India without explicit written consent from EdCIL / the end client.

Part III — Details of Proposed AI Platform

Name of the AI platform / product	
AI modalities offered (ASR / TTS / LLM / Translation / OCR / Other)	
Number of Indian languages supported	
Names of Indian languages supported	

Publicly available benchmark / leaderboard links for the models	
Location(s) of data centres / inference infrastructure (must be in India)	
Patents or IP filings related to the proposed models (if any)	

I / We acknowledge that if the above declaration is found to be false or misleading at any stage, EdCIL (India) Limited shall be entitled to disqualify our bid, terminate any contract, and take such further legal or administrative action as deemed appropriate.

Name of Authorised Signatory: _____

Designation: _____

Name of Organisation: _____

Date: _____ Place: _____

(Signature with Official Seal)

10.19 Annexure S - Security Certification Status Declaration*(To be submitted on the letterhead of the Bidder)*

I / We, the undersigned authorised signatory of M/s

_____, hereby declare the current status of our organisation's information security certifications:

ISO 27001 — Information Security Management System

Current status (Obtained / In Progress / Not yet initiated)	
Certificate number (if obtained)	
Issuing certification body	
Date of issue / expected date of issue	
Valid up to (if obtained)	

SOC 2 Type II — Service Organisation Control

Current status (Obtained / In Progress / Not yet initiated)	
Report reference number (if obtained)	
Issuing audit firm	
Date of report / expected date of completion	
Report period covered (if obtained)	

Commitment (where certifications are in progress)

We hereby commit that any certification(s) not yet obtained as on the date of bid submission will be obtained within **twelve (12) months** of the date of contract award. We agree that EdCIL may verify this

commitment during contract execution and that failure to obtain the certification within the stipulated period may constitute a breach of contract.

Supporting evidence for in-progress certifications is enclosed with this bid (audit engagement letter / gap assessment report).

Name of Authorised Signatory: _____

Designation: _____

Name of Organisation: _____

Date: _____ Place: _____

(Signature with Official Seal)

10.20 Annexure T - Deployment Scale Declaration*(Self-declaration on the letterhead of the Bidder)*

I / We, the undersigned authorised signatory of M/s

_____, hereby declare the details of the largest single AI deployment we have undertaken for a central or state government entity or Public Sector Undertaking:

Project Details

Project / deployment name	
Client organisation (Govt. / PSU)	
Ministry / Department (if applicable)	
Brief description of AI services deployed	
AI modalities used (ASR / TTS / LLM / Translation / Other)	
Indian languages supported in this deployment	
Work Order / Purchase Order number and date	
Go-live date	
Project status (Ongoing / Completed)	

Scale of Deployment

Total number of end-users actively served	
Peak concurrent users (if known)	
Total number of API calls / transactions per month (if applicable)	

Basis of user count (registered users / active users / transactions)	
--	--

Reference Contact at Client Organisation

Name	
Designation	
Email address	
Phone number	

Supporting evidence (usage report, client letter, or go-live certificate) is enclosed with this declaration.

Name of Authorised Signatory: _____

Designation: _____

Name of Organisation: _____

Date: _____ Place: _____

(Signature with Official Seal)

10.21 Annexure U - Technical Team Declaration*(To be submitted on the letterhead of the Bidder)*

I / We, the undersigned authorised signatory of M/s

_____, hereby declare the composition of our core technical team engaged primarily in AI / ML research, development, and deployment:

A. Team Summary

Total number of technical staff on payroll (AI / ML focused)	
Number of AI / ML researchers	
Number of AI / ML engineers	
Number of data scientists	
Number of language / linguistics specialists	
Number of software / platform engineers supporting AI systems	

B. Key Technical Leads (minimum 3 required)

S.No	Name	Designation / Role	Area of Expertise	Highest Qualification & Institution
1.				
2.				
3.				
4.				
5.				

CVs of the key technical leads listed above are enclosed with this declaration.

C. R&D and Benchmark Activity

Names of public benchmarks /	
------------------------------	--

leaderboards where bidder's models are listed	
Links to leaderboard standings (URLs)	
Highest ranking achieved on any Indian language benchmark	
Number of peer-reviewed publications by the team (if any)	
Open-source model / dataset releases (names and links, if any)	

I / We certify that the above information is accurate as on the date of bid submission.

Name of Authorised Signatory: _____

Designation: _____

Name of Organisation: _____

Date: _____ Place: _____

(Signature with Official Seal)

Part Two – Commercial Bid

1. Instructions To Bidders

1. Financial Bid shall be submitted with full price details. Financial Bid shall contain only the discount percentage and prices duly filled in as per the format given in Schedule of Rates provided in the tender document. Price bid should not have any Commercial and/or Technical stipulation in addition to, what is already given in Part I – Technical bid. Financial Bid Standard Form-1 shall be used for the preparation of the price quote according to the instructions provided.
2. The changes displayed in the corrigendum/addendum to the bid documents should be attached with the Financial Bid Submission Letter, in the same packet, duly signed and stamped by the authorized signatory of the Bidder firm.
3. The financial bid form-1 along with financial bid submission Letter should be filled in all respect and uploaded in .PDF format (only) duly signed and sealed by the authorized representative. In case, the financial bid documents are not complete in all respect the same should be treated as incomplete at financial bid stage and shall be considered non-responsive.
4. The discount percentage and prices must be quoted in the Performa given in Commercial Bid, failing which the Bid would be treated as unresponsive. Any discount or any other offers affecting the package price must be mentioned in Financial Bid only. Discount or any other offers affecting the Package price mentioned at any other place of the bid other than Financial Bid will not be considered.
5. Price quoted by the bidder is including all transportation and installation etc. cost (if any)

2. Financial Bid Submission Letter

To,

Dated: __/__/2026

**Chief General Manager (DES)
EdCIL (India) Limited
EdCIL House, 18 A, Sector-16 A NOIDA – 201301 (U.P.)**

Subject: Submission of the financial bid for Empanelment of MeitY Empanelled GSPs or their Authorized Partner for offering GPU Services.

Dear Sir,

We, the undersigned, offer to provide “Services” in accordance with your request for proposal dated____/____/2026.

All the discount percentage and the prices mentioned in our bid are in accordance with the terms specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the Bid.

We hereby confirm that our prices exclude all taxes. However, all the taxes are quoted separately under relevant sections. Any miscalculation of taxes would be on our own account.

Please note that all amounts shall be the same as in Form-1. Our Financial Bid shall be binding upon by us subject to the modifications resulting from Contract negotiations, if any, up to expiration of the validity period of the Proposal.

We remain, Yours sincerely,

Authorized Signature {In full and initials}:Name and Title of Signatory:

In the capacity of:

Address:

E-mail:

3. Form-1 Summary Of Financial Bid**Part A: GSP Services**

S.no	Particular	Percentage
1.	Discount Percentage on GSP Portal List Prices/ Mentioned Prices on Services offered in Annexure N for pay as you go model (A)	
2.	Discount Percentage on GSP Portal List Prices/ Mentioned Prices on Services offered in Annexure N for 01 Month (B)	
3.	Discount Percentage on GSP Portal List Prices/ Mentioned Prices on Services offered in Annexure N for 06 Months (C)	
4.	Discount Percentage on GSP Portal List Prices/ Mentioned Prices on Services offered in Annexure N for 01 Year (D)	
	Total Discount (A+B+C+D)	

Part B: Other Services**1. GPU Managed Services**

Particular	Percentage
% On Monthly Bill (excluding GST) of GPU Cloud Services (Post Discount quoted by bidder on the GSP pricing)	

Part C: AI Platform Services

S.no	Particular	Percentage
1.	Discount Percentage on List price of Omnichannel Conversational AI Platform (A)	
2.	Discount Percentage on List price of Configurable AI Assistant Platform (B)	
3.	Discount Percentage on List price of Managed Multilingual Video Dubbing Service (C)	
4.	Discount Percentage on List price of Managed Multilingual Subtitling & Captioning Services (D)	

5.	Discount Percentage on List price of Managed Book & Document Translation Services (E)	
6.	Discount Percentage on List price of Managed Audiobook Creation Services (F)	
7.	Discount Percentage on List price of Sovereign AI Code Assistant for IDEs (G)	
8.	Discount Percentage on List price of AI Training & Fine-Tuning Platform for Higher Education (H)	
9.	Discount Percentage on List price of Sovereign Multi-Model API Gateway for AI Applications (I)	
	Total Discount (A+B+C+D+E+F+G+H+I)	

Part D: GPU Service Through INDIA AI Mission

S.no	Particular	Percentage
1.	Administrative Percentage offered by Bidder to EdCIL	

- i. Discount quoted beyond 2 decimal places is ignored
- ii. The Prices should be excluding GST
- iii. The lower of the portal-listed price or the price indicated in Annexure N shall be considered for the purpose of proposal submission to the client and issuance of the Work Order.

NOTE:

- a) The bidder shall quote the price including all duties as applicable except GST. GST shall be paid extra as per applicable rates. EdCIL shall only make payment towards the GST charged in the invoice other than no other taxes/duties/charges will be paid.
- b) The costs quoted above shall be inclusive of costs pertaining to travel/stay and any other allowance/incidentals payable to the staff deployed by the bidder for the assignment.
- c) If there is any discrepancy in price quoted in figures and words, the price quoted in words shall be considered for evaluation.