

GOVERNMENT OF INDIA
OFFICE OF THE COMPTROLLER & AUDITOR GENERAL OF INDIA

Pocket-9, Deen Dayal Upadhyaya Marg, New Delhi – 110124
Website: <https://cag.gov.in> | e-Tender Portal: <https://eprocure.gov.in>

NOTICE INVITING TENDER (NIT)

Tender No.: 19ISW2026_CAG19052026

Name of Work: Rate Contract and Engagement of Managed Service Providers (MSP)
for Providing Cloud IaaS / PaaS / AI-ML / Gen-AI Services for CAG of India

The Office of the Comptroller & Auditor General of India (CAG India), New Delhi, invites online bids through the Central Public Procurement (CPP) Portal from eligible, reputed, and technically qualified Managed Service Providers (MSPs) for empanelment under a Rate Contract for providing Cloud Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), Artificial Intelligence / Machine Learning (AI/ML), and Generative AI (Gen-AI) services for CAG of India, as detailed in the RFP document.

Bids shall be submitted ONLINE ONLY at the CPP Portal: <https://eprocure.gov.in/eprocure/app>. No manual, physical, or email bids shall be accepted under any circumstances.

1. Tender Details

S.No.	Particulars	Details
1	Name of Procuring Authority	Office of the Comptroller & Auditor General of India, New Delhi
2	Tender Reference No.	19ISW2026_CAG19052026
3	Name of Work / Contract	Rate Contract and Engagement of Managed Service Providers (MSP) for Providing Cloud IaaS/PaaS/AI-ML/Gen-AI Services for CAG of India
4	Estimated Contract Duration	2 (two) years from date of award, extendable by 1 (one) year at discretion of CAG India
5	Tender Fee	NIL
6	Earnest Money Deposit (EMD)	Rs. 2,00,000/- (Rupees Two Lakh only)
7	Performance Bank Guarantee	3% of total contract value, as per RFP terms
8	Bid Validity Period	180 (one hundred and eighty) days from date of bid submission
9	Mode of Bid Submission	Online only — CPP Portal: https://eprocure.gov.in/eprocure/app
10	e-Tendering Portal	https://eprocure.gov.in/eprocure/app and/or https://cag.gov.in/en/tenders
11	RFP Document Availability	Downloadable from CPP Portal and CAG website. No physical sale of documents.
12	Language of Bid	English only
13	Currency of Bid	Indian Rupees (INR) only
14	Method of Selection	Lowest Cost Based Selection on total evaluated BoQ basket cost, followed by item-wise L1 rate discovery, L1 rate matching, and empanelment of up to 4 bidders
15	Consortium / Joint Venture	Not Allowed

S.No.	Particulars	Details
16	Contact for Physical EMD submission	Director (IS), O/o CAG of India, 9 DDU Marg, New Delhi – 110124
17	Email for Pre-Bid Queries	aao4is@cag.gov.in

2. Schedule of Events / Critical Dates

S.No.	Event / Activity	Date
1	Date of Publication / Issue of NIT on CPP Portal	20.05.2026
2	Start of RFP Document Download	20.05.2026
3	Start of Bid Submission on CPP Portal	20.05.2026
4	Last Date for Submission of Pre-Bid Queries (Email)	27.05.2026
5	Publication of Pre-Bid Query Responses / Corrigendum	30.05.2026
6	Last Date and Time for Submission of Bids	04.06.2026
7	Opening of Technical / Pre-Qualification Bids	04.06.2026
8	Technical Evaluation and Presentation / PoC	To be communicated
9	Opening of Commercial / Financial Bids	To be communicated
10	L1 Rate Matching and Empanelment	To be communicated

Note: All dates are as per Indian Standard Time (IST). CAG India reserves the right to amend, extend, or cancel any of the above dates by issuing a corrigendum on the CPP Portal. Bidders must visit the CPP Portal regularly for updates, corrigenda, and clarifications.

3. Brief Scope of Work

The empanelled MSP(s) shall provide end-to-end cloud services and managed cloud operations, including but not limited to:

- Cloud IaaS services — Compute (virtual machines, GPU/accelerator instances), block storage, object storage, file storage, backup storage, network services (load balancers, VPN, WAF, CDN, NAT, private interconnect), and security services (key management, secrets management, CSPM, vulnerability scanning, bastion services).
- Cloud PaaS services — Managed databases (commercial SQL, open-source relational, analytical warehouse, NoSQL, JSON-native, in-memory cache), container and Kubernetes services (managed Kubernetes, container registry, serverless functions), data integration and streaming services, analytics and BI platform services, and low-code application development platform services.
- AI/ML and Gen-AI services — GPU/accelerator-based model training and inference, managed ML platform services, pre-built AI APIs (language, vision, speech), managed generative AI / LLM inference services, vector database / semantic search services, and MLOps support.
- Managed cloud operations — Landing zone setup, account/subscription/tenancy configuration, IAM and key management, 24x7 monitoring, logging, incident/problem/change management, backup and DR management, security/compliance reporting, FinOps and billing governance, and exit management.

The rate card discovered through this RFP shall serve as the ceiling rate card for all future Work Orders / Purchase Orders issued by CAG India during the contract period. Empanelment does not constitute a commitment of any minimum consumption or assured allocation of work.

4. Eligibility / Pre-Qualification Criteria (Summary)

Detailed eligibility criteria are provided in the RFP document. Key criteria are summarised below:

A. For the Bidder (MSP):

- Legal entity registered in India (Companies Act 2013/1956 or LLP Act 2008); in existence for at least 10 years.
- Average annual turnover of at least INR 10 Crore from managed cloud services / IT services in the last 3 financial years.
- Positive net worth in each of the last 3 financial years.
- Minimum 3 years of experience in providing managed cloud services.
- Government / PSU / constitutional body cloud hosting experience: minimum one project of INR 15 Crore, or two projects of INR 8 Crore each, or three projects of INR 6 Crore each.
- 24x7 support capability through email, phone, web portal, and escalation channels.
- Not blacklisted/debarred by any Central/State Government, PSU, or autonomous body.

B. For the Cloud Service Provider (CSP) proposed by the Bidder:

- Must be empanelled by MeitY (Ministry of Electronics & Information Technology) and STQC-audited as on the last date of bid submission.
- Average annual turnover of minimum INR 1,000 Crore from India operations in the last 3 financial years.
- Holds valid certifications: ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2011, ISO 27017, ISO 27701, SOC 1, SOC 2, SOC 3.
- Native AI/ML and Generative AI services available in India region.
- All services offered exclusively from India, in compliance with MeitY guidelines.
- Each bidder shall quote with only one CSP. Multiple bidders may quote for the same CSP.

5. Technical Qualification

Technical evaluation shall be carried out for 100 marks. Minimum qualifying score: 80 marks out of 100. Bidders who do not achieve 80 marks shall have their financial bids returned unopened. Technical evaluation shall include assessment of cloud hosting experience (20 marks), CSP technical compliance (30 marks), technical presentation / approach document (25 marks), and Proof of Concept (PoC) demonstration (25 marks). Bidders with CSP technical compliance below 85% shall be disqualified irrespective of total marks.

6. Commercial Evaluation and Empanelment

Commercial ranking shall be determined on the basis of the Total Evaluated BoQ Basket Cost. After ranking, the item-wise L1 rate shall be discovered from all valid commercial bids. The eligible bidders (ranked by total BoQ basket) shall be required to match the discovered item-wise L1 rates. Up to 4 bidders who successfully complete L1 rate matching shall be empanelled. Empanelment does not guarantee any minimum Work Order value, allocation, or assured revenue.

7. Non-Disclosure Agreement (NDA) and Integrity Pact

Given the sensitive nature of CAG's data and operational requirements, the selected / empanelled MSP(s) shall be required to execute a Non-Disclosure Agreement (NDA) and an Integrity Pact with CAG India prior to receiving any project-specific information, detailed requirements, or data access. Detailed project requirements, data classifications, technical workflows, and operational context shall be shared only after execution of the NDA. Participation in this tender process constitutes acceptance of this condition.

8. Bid Submission Instructions

1. Bids must be submitted online at <https://eprocure.gov.in/eprocure/app> before 1500 hrs on 04.06.2026. No bids shall be accepted by any other mode.
2. The bid must be submitted in two covers: Cover 1 (Pre-Qualification and Technical Bid) and Cover 2 (Commercial / Financial Bid). No financial information shall appear in Cover 1.
3. EMD of Rs. 2,00,000/- must be submitted online or by Bank Guarantee/DD. Physical copy of EMD instrument (Bank Guarantee/DD) must be submitted to Director (IS), O/o CAG of India, 9 DDU Marg, New Delhi – 110124, before the bid submission deadline.
4. MSME-registered bidders may claim applicable EMD exemptions with supporting documents.
5. Bidders must possess a valid Class-III Digital Signature Certificate (DSC) for bid submission on the CPP Portal.
6. The RFP document, BoQ, and any corrigenda must be downloaded from the CPP Portal. CAG India shall not be responsible for bids submitted without reference to the latest corrigendum.
7. Conditional bids, incomplete bids, bids with deviations from mandatory requirements, or bids not in the prescribed format are liable to summary rejection.

9. General Conditions

- CAG India reserves the right to accept or reject any or all bids, annul the tendering process, modify the scope, or cancel the tender at any stage without assigning any reason and without incurring any liability.
- CAG India reserves the right to verify all information submitted by bidders and may seek additional clarifications, demonstrations, or documents.
- All disputes arising out of this tender shall be subject to the exclusive jurisdiction of courts at Delhi, India.
- Canvassing in any form shall be a disqualification.
- Conditional financial bids, bids with deviations from commercial terms, or bids with hidden / bundled rates shall be summarily rejected.

10. Contact Details

Particulars	Details
Issuing Authority	Director (IS), O/o CAG of India
Address	Pocket-9, Deen Dayal Upadhyaya Marg, New Delhi – 110124
Email for Pre-Bid Queries	aao4is@cag.gov.in
CPP Portal	https://eprocure.gov.in/eprocure/app

Issued by:

Director (IS)

Office of the Comptroller & Auditor General of India
Pocket-9, Deen Dayal Upadhyaya Marg, New Delhi – 110124

Date: 20 May 2026