



ಕರ್ನಾಟಕ ರಾಜ್ಯ ಸೌಹಾರ್ದ ಸಂಯುಕ್ತ ಸಹಕಾರಿ ನಿ.,
KARNATAKA STATE SOUHARDA FEDERAL CO-OPERATIVE LTD

“Cloud Service Provider for Hosting the Application”

Tender Document



Table of Contents

- 1. Introduction**
- 2. Scope of Tender and Vendor Qualification**
- 3. Rights of the KSSFCL**
- 4. Important Instructions**
- 5. Important RFP Information**
- 6. Annexures**

1. Introduction

1.1 About Souharda Federal:

The Karnataka State Souharda Federal Co-operative Limited (KSSFCL), hereinafter referred to as the **KSSFCL**, is an organization working for the Cooperative Societies in the state of Karnataka. It's the first Apex Body of New generation cooperatives in India. It is a democratically elected, self-regulatory organization of the cooperatives registered under the Karnataka Souharda Sahakari Act, 1997.

1.2 About the Tender:

KSSFCL is implementing a web-based, multi-module application named **Cooperatives Data Management System (CDMS)**.

The CDMS application:

- Is a web-based system
- Supports Kannada & English
- Is accessible via desktop, laptop, and mobile devices
- Includes approximately:
 - 120 Souharda Federal employee users
 - 21 Board of directors
 - 6000+ Souharda member cooperatives

KSSFCL intends to select a **Cloud Service Provider (CSP)** for hosting, managing, secure, high performance, high availability and maintaining the cloud infrastructure for the CDMS application. This document defines the minimum technical and operational specifications for on boarding infrastructure vendors to host and manage the KSSFCL production environment for ERP System. Vendors responding to this tender must confirm compliance with all mandatory requirements.

2. Scope of Tender and Vendor Qualification

2.1 Infrastructure

The scope includes provisioning, hosting, and operational management of:

- Application Servers
- Database / Storage Layer Servers
- Application Gateway
- Object Storage (Blob Storage)
- Base Operating System and Middleware
- Networking and Security at infrastructure layer

The following are explicitly excluded and assumed to be part of the target client environment:

- DNS and Domain Hosting.
- LDAP / ADFS or Identity Providers.
- Power Backup (24x7) at client DC.
 - On-premise firewall and private DC specific hardware.

2.2 Architecture & Platform Requirements

- The infrastructure must support a micro-services based architecture
- Must be optimized for in-memory computing workloads
- Must support horizontal and vertical scalability
- Must support high availability for application and database tiers
- Must support secure networking between tiers

The configuration is required to run applications consisting of distributed micro-services.

2.3 Security & Compliance Requirements

Vendors must provide:

- Network isolation between application and database tiers
- Firewall rules and security groups
- Secure access control for administrative access (RBAC, MFA)
- Encryption at rest for disks and storage (AES-256 or equivalent)
- Encryption in transit (TLS 1.2+)
- Audit logs for infrastructure and administrative access
- Centralized log retention and tamper protection

Mandatory Security Certifications:

- ISO/IEC 27001:2013 or ISO/IEC 27001:2022 (Information Security Management System)

Certification Requirements:

- Valid and current certificates at the time of bid submission
- Scope must include data centers, cloud operations, and managed services
- Annual surveillance and re-certification evidence on request

Additional Security Controls (Preferred):

- Vulnerability assessment and penetration testing (VAPT) reports
- Secure configuration baselines (CIS benchmarks)
- Incident response and breach notification procedures
- Data retention and secure deletion policies

2.4 Availability, Reliability & Backup Policy

Vendors must specify:

- Uptime SLA (minimum 99.9% recommended)
- Backup strategy for databases and blob storage
- Disaster recovery and restore procedures
- RPO (1 Hour) and RTO (4 Hour) commitments
- Weekly full backup + Daily incremental + Hourly incremental data backup

2.5 Monitoring & Operations

Vendors must provide:

- Infrastructure monitoring (CPU, RAM, Disk, Network)
- Alerting and incident management
- 24x7 support and escalation matrix

2.6 Vendor Response Requirements

Vendors must include:

- Compliance matrix against each requirement
- SLA and support model
- Pricing breakdown (compute, storage, network, support)
- Security certifications

2.7 Legal Undertaking

The vendor shall submit due declarations/indemnity letters regarding legal cases, blacklisting, if any, as per attached formats.

2.8 Earnest Money Deposit (EMD)

The vendor shall submit an EMD of Rs.20,000(Rupees Twenty thousand Only), by way of a Demand Draft payable at Bangalore, drawn in favour of Karnataka State Souharda Federal Co-operative Limited or by electronic transfer, along with the bid documents. The same shall be refunded to all the unsuccessful bidders no later than 30-days from the evaluation of both the bids (technical and financial). The EMD of the successful bidder shall be adjusted towards the Security Deposit/Performance Bank guarantee. The EMD shall not accrue any interest, whatsoever.

2.9 References of similar cloud hosting projects

The bidders shall submit references of similar cloud hosting projects that are currently live and successfully managed by them. If they are unable to provide such references to the complete satisfaction of the Federal, they may be required to demonstrate their cloud infrastructure capabilities through a live environment, proof of concept (PoC), or technical presentation to establish their competence, to the satisfaction of the Federal.

2.10 Other requirements:

- The bidder must have a registered office and/or operational branch should be located in **Bengaluru, Karnataka** and they can have their Data Center and Data Recovery Center anywhere in India as per data centers norms.
- The bidder must have minimum employee strength of **50 or more employees** on its payroll.
- The bidder must provide services to a minimum of **50 or more customers/clients** across its operations.
- The bidder must have a minimum of **five (5) years of proven experience** in cloud infrastructure management and operations.
- The bidder must have achieved a minimum annual turnover of **Rs.3 Crores or more** in each of the last two financial years, including the current financial year, supported by audited / CA certified financial statements.

Note: Relevant supporting documents must be attached.

3. Rights of the KSSFCL

- I. The KSSFCL may at its discretion apply whatever criteria, it deems appropriate, for the final selection & empanelment of the vendor/s.

- II. The KSSFCL reserves the right to accept or reject, in part or full, any of the offers, without assigning any reason, whatsoever.
- III. The KSSFCL will issue a certificate of empanelment to the selected vendor/s.
- IV. The KSSFCL reserves the right to change the scope of the tender document, at any future date, prior to awarding the development contract, for the purpose of any further evaluations.
- V. The KSSFCL reserves the exclusive right to make any amends / changes to, or cancel any of the above conditions, or any other condition related to this tender document, without assigning any reason, whatsoever.

4. Important Instructions

1. Interested vendors must submit the detailed proposal as requested in this document as per following details:

a. Proposal:

- I. Technical and financial proposals to be submitted in a single outer sealed cover.
- II. All proposals must be submitted at the same time.
- III. All the documents must signed along with Company seal in each page.
- IV. Proposals must remain valid for 6 months.
- V. All prices must be quoted in Rupees.
- VI. Vendors must provide detailed architecture diagram.
- VII. Relevant proofs must be submitted, along with the bid, to substantiate the above qualification of eligibility.
- VIII. M/s. KSSFCL reserves the right to curtail or waive off, any or all of the above criteria, at its sole discretion.
- IX. All data, configurations, backups and logs remain the sole property of KSSFCL. Upon termination, the vendor must provide full data export in standard format without additional cost.

b. Last Date for receipt of proposals is 21/02/2026

Late submissions will not be accepted. The KSSFCL, at its discretion, may extend the deadline of the submission of the proposal. Proposal should remain valid for, at least, six months from the date of submission deadline.

c. Place of submission of proposals:

The Office of the Managing Director

Karnataka State Souharda Federal Co-operative Limited.

No.68, "Souharda Sahakari Soudha", 18th Cross Roads, Margosa Road, Malleswaram,

Bengaluru – 560055.

2. All communication related to the RFP, for any questions or clarifications should be addressed to Smt. Sindu C T (Technical Officer), at No. 68, “Souharda Sahakari Soudha”, 18th Cross Roads, Margosa Road, Malleswaram, Bengaluru – 560055 or to the mail ID sindu@souharda.coop.
3. The KSSFCL will evaluate the proposals at its sole discretion, and will include, but not be limited to, detailed company presentations, site-visits, detailed demonstration of the other relevant products/capabilities, referral verification/visits and technical RFP responses validation for short listed Vendors.
4. The vendors submitting proposals should be profit making and financially sound entities. The Vendors are requested to submit audited balance sheets and P&L statements for last two years. The Vendors should have appropriate setup or arrangements to satisfy the servicing needs of the KSSFCL, on an ongoing basis.
5. The Vendor should make its own arrangements for the Demonstration of their product/s, site visits requested by The KSSFCL, Negotiation Meetings, etc. whichever The KSSFCL feels necessary & no amount will be paid for the same by The KSSFCL.
6. Vendor should submit both (Technical Bid and Financial Bid) the said envelops enclosed in a single envelop marked “**Cloud Service Provider(CSP)**”. Bids are required to be dropped in the tender box before the stipulated time and date.

The KSSFCL reserves the right to accept or reject, in part or full, any or all the offers, without assigning any reason, whatsoever.

7. Vendors are instructed **NOT** to:
 - a. Change the formats, in any way.
 - b. Add, modify or delete any sections / subsections.
 - c. Renumber any sections.

5. Important RFP Information

| | |
|---|---|
| RFP Reference No. | KSSFCL/CDMS/SERVER/2026/01 |
| RFP Issue Date | 11/02/2026 |
| Tender Fee | Rs. 1,180/ - Only (Non-Refundable) |
| Earnest Money Deposit | Rs.20,000/-Only |
| Pre-Bid Query Submission Contact | email ID :- sindu@souharda.coop Name: Sindu C T Phone No.: 8884466708 |
| Pre-Bid Meeting Date & Time | Date :-17/02/2026 (Tuesday) Time :04.00 pm |
| Address of Pre-Bid Meeting | Karnataka State Souharda Federal Co-operatives ltd, No. 68, "Souharda Sahakari Soudha", 18 th Cross, Margosa Road, Malleswaram, Bengaluru – 560055 |
| Last Date & Time of Bid Submission | Date : 21/02/2026 (Saturday) Time: 03.00 pm |
| Bid Opening Date | Date : 21/02/2026 (Saturday) Time:4.00 pm |
| Bid Submission & Opening Address | Karnataka State Souharda Federal Co-operatives ltd, No. 68, "Souharda Sahakari Soudha", 18 th Cross, Margosa Road, Malleswaram, Bengaluru – 560055 |

6. Annexure

6.1 Annexure - I

Self-Declaration Format:

This is to declare that in respect of _____, a Company / Firm registered under the Companies Act, 1956 / Partnership Act 1932 / Unregistered, having registration No. _____ and having _____ its _____ registered _____ Office _____ at _____ no legal case and / or process is pending against **us** in any of the Courts / Statutory Authority in India or abroad in respect of violation of IPR or any other provisions of Government of India's IT Act.

Company Name

Authorized Seal & Signatory

6.2 Annexure - II

Letter of Indemnity Format:

WHEREAS The **Karnataka State Souharda Federal Co-operative Limited** has expressed its desire to select a vendor for the hosting, managing, and maintaining the cloud infrastructure for the CDMS application, as per the Schedule hereunder written and which are hereinafter for the sake of brevity, referred to as the "**Cloud Service Provider (CSP)** ", subject to our furnishing declarations and indemnity as contained, hereafter.

NOW THEREFORE THIS LETTER OF INDEMNITY WITNESSETH THAT:

We, the Company having partners as <Name of Principal & Subsidiary Company > hereby declare and certify that we are the rightful creator / owner / licensees of all the components used to provide the said **Cloud Service Provider (CSP)** ", for the hosting, managing, and maintaining the cloud for The Karnataka State Souharda Federal Co-operative Limited(KSSFCL), and does not infringe the property or other intellectual property or copy rights of any other person/entity, and that the same does not infringe the Copyright Act(1957), or any other Act for the time being in force.

We, the said Company, having Director / Partner / Proprietor as <Name of Principal & Subsidiary Company > hereby agree to indemnify and keep indemnified and harmless the Karnataka State Souharda Federal Co-operative Limited, its member Societies, its officers, employees, agents and other authorised persons, against any actions that may be brought against them for infringement of the right of property or other intellectual property or copyrights in respect of the said "**Cloud Service Provider (CSP)** " to hosting, managing, and maintaining the cloud infrastructure by us, and will defend the same at our cost and consequences, and will pay or reimburse the KSSFCL, its officers, employees, agents and other authorised persons, from all costs and other expenses that they may be put to or incur, in that connection.

Company Name

Authorized Seal & Signatory

6.3 Annexure – III

Vendor Profile Format

| | Description | Response |
|-----|---|-----------------|
| 1. | Name of the Organization (full corporate name and any relevant business name (s)) | |
| 2. | Date of incorporation (dd /mm/ yy) | |
| 3. | Certificate of incorporation number (please provide a copy of your incorporation certificate) | |
| 4. | Company PAN | |
| 5. | GST Registration Number | |
| 6. | Postal Address | |
| 7. | Tel. Number | |
| 8. | Email Address | |
| 9. | Key offices and their locations | |
| 10. | Total Number of Staffs | |

Note: Attach Separate sheet for the information of Subsidiaries, active representative office in Karnataka.

Company Name

Authorized Seal & Signatory

6.4 Annexure – IV

Infrastructure Specifications Data Sheet / Technical Specifications Bid Document

| <u>KSSFCL PROD Infrastructure Specifications</u> | | | |
|---|--|---|-------------------------------|
| Specifications | | | Supported (Yes / No) |
| Application Server | Processor | Intel Xeon E5-2673 v4 or equivalent supporting In Memory computing | |
| | CPU Architecture | Intel Broadwell | |
| | NIC / Network Speed | Up to ~12 Gbps | |
| | Base Clock | ~2.3 GHz (Turbo supported) | |
| | OS | Ubuntu Server | |
| | vCPU | 8 CPUs | |
| | RAM | 64GB | |
| | Storage | 256GB premium SSD | |
| | Quantity | 2 | |
| Storage VM (DB Layer) | Processor | Intel Xeon Platinum 8272CL or equivalent supporting In Memory computing | |
| | CPU Architecture | Intel Cascade Lake | |
| | NIC / Network Speed | Up to ~16 Gbps | |
| | Base Clock | ~3 GHz | |
| | OS | Ubuntu Server | |
| | vCPU | 8 CPUs | |
| | RAM | 64 GB | |
| | Storage | 512GB premium SSD | |
| | Quantity | 2 | |
| Application Gateway | SKU | Standard_v2 | |
| | Processor | Any | |
| | NIC / Network Speed | 10 Gbps | |
| | Autoscale VMs | Upto 10VMs at runtime | |
| | Quantity | 1 | |
| | SSL/TLS termination and re-encryption support | | |
| | Support for modern TLS versions (TLS 1.2 and above) | | |
| | SSL handshake offloading to reduce backend server load | | |
| | Support for Server Name Indication (SNI) | | |
| | Certificate management and rotation support | | |
| | Layer 7 (HTTP/HTTPS) load balancing | | |
| | Path-based routing (URL-based routing) | | |
| | Host-based routing (multi-domain support) | | |
| | Cookie-based session affinity (if required) | | |
| | Request/response header rewrites | | |
| HTTP to HTTPS redirection | | | |

| | | | |
|---|--|----------------------------|--|
| | Web Application Firewall (WAF) capability (Mandatory) | | |
| | Protection against OWASP Top 10 vulnerabilities | | |
| | Custom firewall rules | | |
| | IP whitelisting and blacklisting | | |
| | Rate limiting and DDoS protection | | |
| | | | |
| Blob Storage / Suitable or Equivalent Storage | Processor | Azure-managed | |
| | Usage | Hotfix Backup | |
| | Storage | In TB Depending upon Usage | |
| <p>Note: DNS, Domain hosting, LDAP / ADFS, Power backup 24x7, Server hosting on private DC that may require firewall etc are not covered as these are part of the target client environment based choices that already may exist or to be managed</p> <p>The given configuration specification is required to run the applications on LCNC Platform which consists of various micro-services based architecture.</p> | | | |
| | | | |
| Applications | Ubuntu | Linux (Ubuntu 20.04) | |
| | Nginx | nginx/1.18.0 | |
| | Java | 17 | |
| | Redis | 7.0.7 | |
| | MySQL Server | Ver 8.0.42 | |
| | MongoDB | v6.0.4 | |
| | RabbitMQ | 3.9.27 | |
| | PostgreSQL | 14.19 | |
| | | | |
| Certifications | ISO 270001 | | |

Company Name

Authorized Seal & Signatory

6.5 Annexure- VI

Customer Information Format:

Please provide the information in following format, potentially big Five (5) customers/organizations where your cloud hosting projects that are currently live and successfully implemented.

| | | |
|-----|---|--|
| 1. | Name of organization | |
| 2. | Head Office address | |
| 3. | Contact Person / Designation | |
| 4. | Telephone No. | |
| 5. | Email | |
| 7. | Number of branches | |
| 8. | Estimated number of staff | |
| 9. | Date of receipt of Order | |
| 10. | Date of Actual Completion of Implementation & going live. | |
| 11. | Description | |

Company Name

Authorized Seal & Signatory

6.6 Annexure VII

Financial Bid Document

| Sl. No | Unit | Cost Type | Frequency | Charge Type (Fixed / Usage / One Time) | Qty | Price Per Qty | Total | GST | Total (Incl. GST) |
|--------|--------------------------------|-----------|-----------|---|-----|---------------|-------|-----|--------------------|
| 1 | Application Server | Recurring | Monthly | Fixed | 2 | | | | |
| 2 | Storage VM | Recurring | Monthly | Fixed | 2 | | | | |
| 3 | Application Gateway | Recurring | Monthly | Fixed | 1 | | | | |
| 4 | Blob storage (per TB) | Recurring | Monthly | Usage | 1 | | | | |
| 5 | Bandwidth charges (per TB) | Recurring | Monthly | Usage | 1 | | | | |
| 6 | Managed Services (per month) | Recurring | Monthly | Fixed | 1 | | | | |
| 7 | Implementation Charges | Fixed | - | One Time | 1 | | | | |

- Payment Terms [Mention your terms]:

Company Name

Authorized Seal & Signatory