

ADVISORY SERVICES FOR DC/DR – FOR ERP DEPLOYMENT

1 Data Sheet

Sl. No	Item	Description
1.	Organization	National Institute for Smart Government
2.	Mode of submission of bid	Softcopy
3.	Officer to whom the bid shall be addressed	Bharath Mohan – 9702004505 Bharath.mohan@nisg.org
4.	Contact Details	Primary contact. Bharath Mohan – 9702004505 Bharath.mohan@nisg.org Secondary contact Murali Bomireddy – 99890 95111 Email ID: murali.b@nisg.org
5.	Last date and time for submission	28 th March 2026

2 Purpose of the Terms of Reference

National Institute for Smart Government (NISG), Hyderabad, hereinafter called the “**NISG**”, having agreed with one of its clients, hereinafter called “**Client**”, for providing Advisory services for defining the

3 Scope of Work & Deliverables

NISG’s client is based out of Kanpur and is planning to implement a greenfield ERP solution. The ERP product is proposed for implementation in Oracle EBS 12.2.12. The entire solution will be deployed on premises. As part of the NISG scope of work, NISG must define the high-level solution and the corresponding requirement specifications for hosting the ERP environment at a MEITY-approved CSP. The advisory scope will include

- Review the Hardware sizing document prepared by SI (ERP)
- Prepare a high-level solution for the proposed ERP deployment, which includes compute, storage, networking components, and security components.

- Based on the above, define the Requirement Specifications for the infrastructure and hardware components for DC/DR.
- Arrive at a Data Backup strategy
- Requirements for Data Centre Management
- Define the business continuity-related parameters like RTO and RPO.
- Review and assess the proposed solution of SI(DC/DR) for ensuring consistency, quality, and technical accuracy.
- List the scope for Managed services.
- Participate (remotely) in the meetings with the SI(DC/DR).

4 Deliverables

- Draft Report: T+4 weeks
- Final Report: T+10 weeks

T – Project start date

5 Timelines

The estimated period for this exercise will be 12 weeks.

6 Payment schedule

- Submission of draft report – 75%
- Final report submission – 25%

7 Payment Terms

- The payment shall be released subject to the Client's approval of the deliverables and receipt of payment.
- The taxes are liable to change as per the decision of the Central and State Governments, and the total amount would be revised accordingly at the time of billing
- The whole of the conditions and specifications are intended to be strictly enforced, and that no work will be considered as extra work and allowed and paid for unless they are clearly outside the scope, spirit, meaning of this work order and intent of NISG and have been so ordered in writing by NISG, whose decision shall be final and binding.

- d. Unless otherwise specified in this Agreement, no escalation in the commercial quotes in this Agreement will be permitted throughout the period of engagement or throughout the period of completion of the Services, whichever is later, on account of any reasons whatsoever.
- e. All payments shall be subject to the deduction of applicable tax deduction at source (TDS), at the time of invoicing.
- f. It is clarified that NISG shall have the right to withhold the payments of the Consultant in case of any breach of its obligations by the Consultant or in case of any dispute without incurring any liability for the same and shall deduct from the withheld payment any loss or damage suffered by NISG attributable to the Consultant. It is further agreed that each Party shall bear their own taxes and duties.
- g. NISG reserves the right to make amendments to the Scope of Work in the overall interest of the work after prior discussion and mutual agreement.

8 Terms and Conditions

- a. **Standard of Performance:** The service provider shall perform the Services and carry out their duties with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices. The service provider standards of performance and conduct shall be guided by the Client's requirements, defined Performance Standards and Code of Conduct.
- b. **Line of Authority:** The resources of the service provider will report to the Client's nodal officer/ official indicated by the client/ designated manager of the NISG, who will set the work priorities, the expected outcomes and the timelines. NISG will make payments to the Service Provider, subject to the receipt of approval from the client. NISG may seek feedback from the client about the performance of the service provider, if required.
- c. **Misconduct:** If "NISG" finds that any of the resources of the service provider has committed serious misconduct or has been charged with having committed a criminal action, or has reasonable cause to be dissatisfied with the performance of any of the resources, then the Service Provider shall, at the NISG's written request specifying the grounds thereof, within 10 working days, provide a suitable replacement candidate having qualifications and experience acceptable to the NISG.
- d. **Status Reporting:** The resources may be directed to give a periodic status report by the client. The service provider will not be required to give similar reports to NISG, except when they are requested to do so to assess the status of the engagement and to strengthen the relationship with NISG.

- e. **Insurance:** The service provider must make suitable arrangements for all the insurance needs of the service provider. NISG will not bear any liability whatsoever for the service provider, under any circumstances.

8.1 Replacement:

Except as "NISG" may otherwise agree, no resource selected for this engagement shall be changed or replaced. If, for any reason beyond the reasonable control of the Service Provider, such as resignation, retirement, death, medical incapacity, disability, among others, it becomes necessary to replace any of the resources, the Service Provider shall, within 5 working days, provide a suitable replacement candidate with equivalent or better qualifications. Any of the resources provided as a replacement above shall be subject to prior written approval by the "NISG". Also, the Service Provider shall bear all additional travel and other costs arising out of or incidental to any removal and/or replacement.

8.2 Confidentiality and Conflict of Interest:

The resources deployed at the NISG/Clients' premises shall hold the "NISG's/Client's" interests paramount, without any consideration for future work, and strictly avoid conflict of interest with other assignments or their own corporate interests. If during the period of this contract, a conflict of interest arises for any reason, the service provider shall promptly disclose the same to the NISG and seek their instructions.

8.3 Other terms:

- a) The service provider must agree and abide by the rules and regulations applicable to consultants of NISG.
- b) Any other out-of-pocket expenditure, such as travel incurred for the engagement, will be completely arranged for by NISG. All boarding passes shall be submitted to NISG immediately upon completion of the travel.
- c) The resources must be open to travel as required.
- d) The resources should be available via email/phone for any ad-hoc support and contact.
- e) The resources will also abide by all other guidelines/rules/regulations/instructions necessary/as applicable by/for NISG.
- f) The documents and artefacts generated from this work/ assignment will be the sole property of the client and should not be disclosed to any other entity without prior approval of the client. The service provider may be required to sign a Non-Disclosure Agreement in this regard, if required.

FORM I

(To be submitted on the Service Provider's letterhead)

Place:

Date:

To

CEO

National Institute For Smart Government

New Delhi

Sir

Sub: Submission of response to the ToR for providing consulting services – reg.

Having examined the Terms of Reference (ToR), we, the undersigned, express our willingness and hereby offer to provide the consultancy services mentioned in the terms of reference. We state that we shall abide by the provisions of the ToR.

Signature:

Name:

Designation:

Company Seal

Annexure 1

Details of the proposal – the bidder may submit in their own format.

Signature:

Name:

Designation:

Company Seal

ANNEXURE 2

Please attach the resume of all the proposed key resources.