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**Stepwise Guide on**

**Process for Empanelment of Cloud Service offerings of**  
**Cloud Service Providers (CSPs)**

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**e-Governance Division**  
**Ministry of Electronics & Information Technology**  
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**New Delhi**

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## Stepwise Guide on Empanelment Process

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## **Stepwise Guide on Empanelment Process**

### **Glossary of Terms**

<b>Acronym</b>	<b>Expansion</b>
MeitY	Ministry of Electronics and Information Technology
GOI	Government of India
CSP	Cloud Service Providers
GI Cloud	Government of India Cloud
IaaS	Infrastructure as a Service
PaaS	Platform as a Service
SaaS	Software as a Service
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SLA	Service Level Agreement
PC	Public Cloud
VPC	Virtual Private Cloud
GCC	Government Community Cloud
ISO	International Organization for Standardization
DR	Disaster Recovery
DC	Data Centre
STQC	Standardization Testing and Quality Certification
GeM	Government e-Marketplace
PSU	Public Sector Undertaking
UT	Union Territory
VLAN	Virtual Local Area Network
VMs	Virtual Machines
DDOS	Distributed Denial of Service
CERT-IN	Indian Computer Emergency Response Team
OS	Operating System
SSL	Secure Socket Layer
TLS	Transport Layer Security
SSH	Secure Shell
API	Application Programming Interface
CPU	Central Processing Unit
RAM	Random Access Memory
ITIL	Information Technology Infrastructure Library
N/W	Network
LAN	Local Area Network

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<b>Acronym</b>	<b>Expansion</b>
WAN	Wide Area network
DHCP	Dynamic Host Configuration Protocol
VPN	Virtual Private Network
MPLS	Multiprotocol Label Switching
ISP	Internet Service Provider
AD	Active Directory
NOC	Network Operations Centre
SOC	Securities Operation Centre
DRDC	Disaster Recovery Data Centre

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### **Process for Empanelment of Cloud Service offerings of Cloud Service Providers (CSPs)**

Cloud service offerings of Cloud Service Providers (CSPs) are empaneled with the Ministry of Electronics and IT (MeitY) for three Cloud deployment models, namely: Public Cloud, Virtual Private Cloud (VPC), and Government Community Cloud (GCC); and three service models: Infrastructure as a Service (IaaS), Platform as a Service (PaaS) and Software as a Service (SaaS). This empanelment is done for a period of three years.

MeitY perpetually invites applications from interested private CSPs to empanel the Cloud service offerings of the:

- (i) Cloud Service Providers (whose services are not yet empaneled by MeitY), and
- (ii) to empanel additional service offerings and / or new Data Centres of CSPs whose services are currently empaneled with MeitY.

#### **Empanelment process for Cloud service offerings of CSPs:**

<b>Steps</b>	<b>Description</b>
<b><u>Step 1</u></b> Application invited for Empanelment of Cloud Service Offerings of CSP	<ul style="list-style-type: none"><li>• Empanelment is perpetually opened</li><li>• The application can be downloaded from MeitY's website using <a href="https://www.meity.gov.in/content/gi-cloud-meghraj">https://www.meity.gov.in/content/gi-cloud-meghraj</a></li></ul>
<b><u>Step 2</u></b> Cloud service details by CSP	<ul style="list-style-type: none"><li>• CSP submit details of the proposed individual services from Bouquet of Cloud Services (Basic and Advanced) prepared by MeitY</li></ul>
<b><u>Step 3</u></b> Application assessment by MeitY	<ul style="list-style-type: none"><li>• MeitY assess application basis Pre-Qualification criteria, Certification Compliances, Technical requirements, etc.</li><li>• STQC audit recommendation</li></ul>
<b><u>Step 4</u></b> Audit by STQC	<ul style="list-style-type: none"><li>• STQC audit of CSPs' Data Centers &amp; Cloud Services</li><li>• STQC informs MeitY on the status of audit</li></ul>
<b><u>Step 5</u></b> Declaration of Empaneled Cloud services by MeitY	<ul style="list-style-type: none"><li>• Award of empanelment letter</li><li>• Listing of Cloud services &amp; Data Center facilities of successful CSPs on MeitY's website</li></ul>
<b><u>Step 6</u></b> Providing Empaneled Cloud services through GeM	<ul style="list-style-type: none"><li>• Cloud services of successfully empaneled CSPs are onboarded on GeM platform</li></ul>

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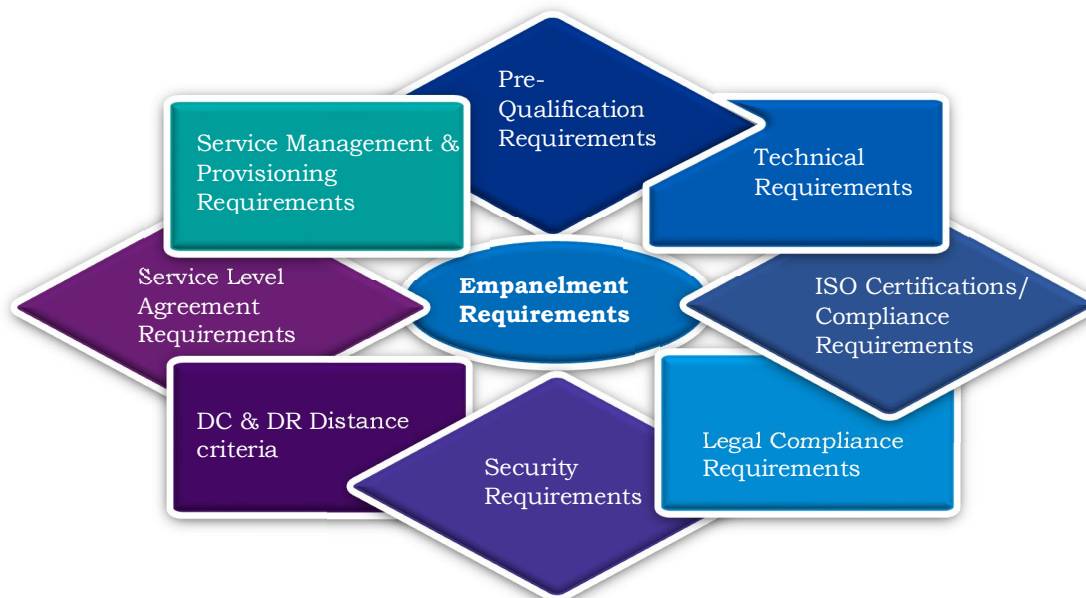
For empanelment of service offerings with MeitY, the interested CSP needs to follow the following steps:

### **Step 1 – Applications invited for Empanelment of Cloud Service Offerings of CSPs**

- a. The empanelment is opened perpetually by MeitY. The Invitation for Application can be downloaded from MeitY's website using [ó https://www.meity.gov.in/content/gi-cloud-meghraj](https://www.meity.gov.in/content/gi-cloud-meghraj)
- b. The applicant CSP is responsible for all costs incurred during the application process, including (but not limited to) costs pertaining to conduct of diligence and other informative activities, participation in meetings/ discussions/ presentations, preparation of a proposal in providing any additional information required by MeitY, or its nominated agencies, to facilitate the evaluation process, etc.

### **Step 2 – Details of Cloud Services from CSPs**

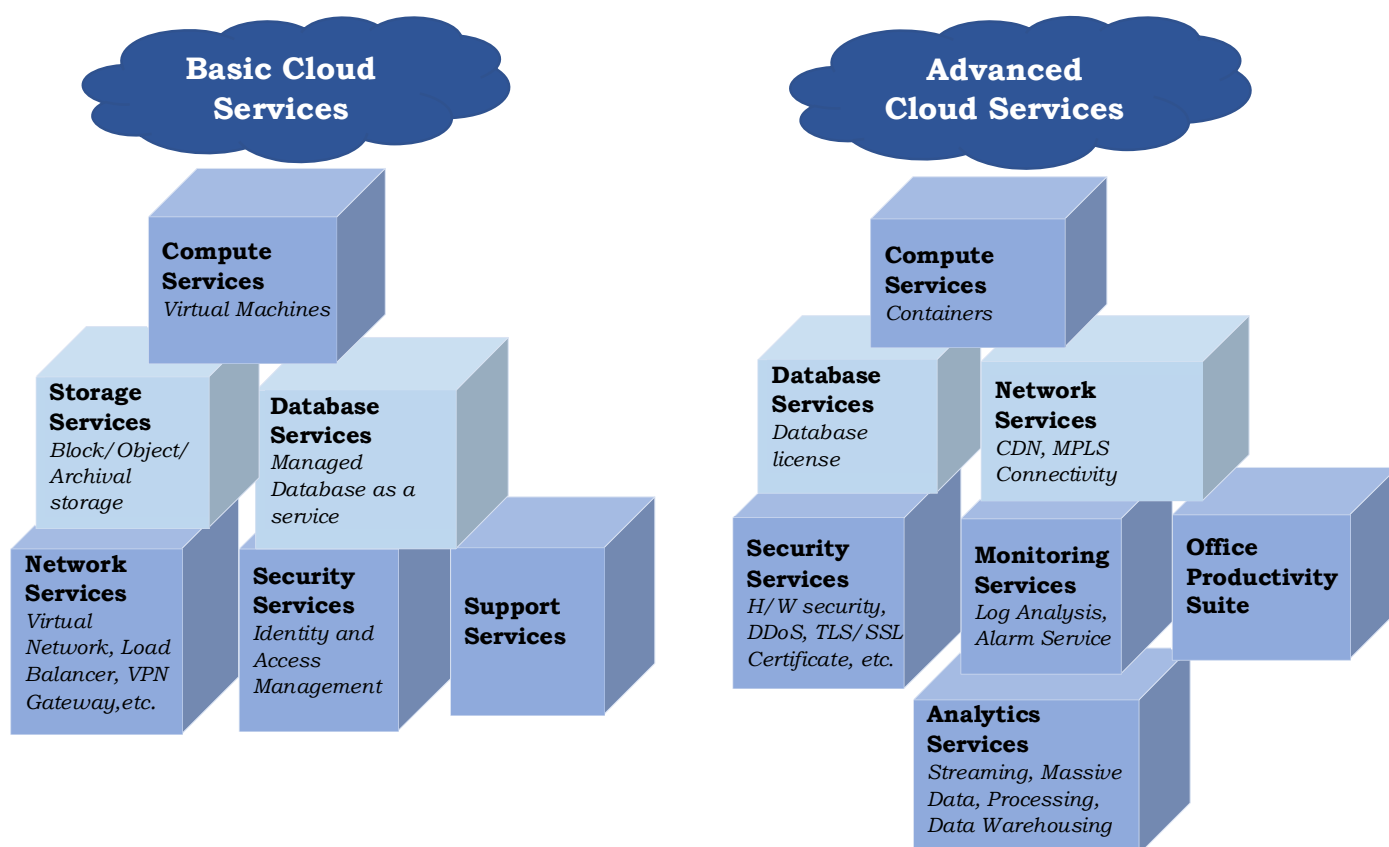
- a. CSPs shall collate and submit all necessary details and documentation supporting the requirements of Pre-qualification, Technical requirements (Service Management Provisioning, Security controls, Incident management, RPO & RTO requirements, Service availability, etc.), ISO Certifications, Security requirements, compliance with IT Act 2000 (including 43A), DC-DR distance, and legal undertakings for the proposed individual Cloud services, as prescribed in the RFP document. Additionally, details of relevant Cloud Deployment Models and Cloud Service Models also need to be submitted. Some of the Empanelment requirements are as below:



- b. The applicants are expected to examine all instructions, forms, terms, project requirements and other information in the application document.

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- c. It is mandatory for the applicant CSP to offer “*Basic Cloud Services*”, as defined in MeitY’s Cloud Services Bouquet document, to the Government organizations under at least one of the empaneled Cloud Deployment Models. However, the “*Advanced Cloud Services*” are optional for the CSPs to offer.
- d. Basic and Advanced Cloud services as per the Bouquet of Cloud Services prepared by MeitY are as below:



The Cloud Service Bouquet prepared by MeitY can be accessed on ([https://www.meity.gov.in/writereaddata/files/Cloud\\_Services\\_Bouquet.pdf](https://www.meity.gov.in/writereaddata/files/Cloud_Services_Bouquet.pdf))

### **Step 3 – Application Assessment by MeitY**

- a. MeitY will conduct the compliance check and initial assessment to ascertain that the CSP has submitted all required documents as mentioned in the application document. The compliance checklist includes verifying of Pre-qualification criteria, ISO Certification compliances,



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Undertaking on Data Center Arrangements, Technical requirements, Legal undertaking, and other requirements as mentioned in the invitation document

- b. The applicant will be assessed on the mandatory Pre-qualification criteria as mentioned below. Only those applicants who meet the pre-qualification criteria shall be forwarded for Technical evaluation.

S.No.	Pre-Qualification Criteria
1	Company registered in India and should be operational in India for minimum 3 years
2	Positive Net Worth
3	Min. cumulative revenue of INR 20 Cr. from Cloud / Data Centre hosting services
4	Delivering IaaS service offering either in India or Globally
5	Certified for ISO 27001: 2013 (Information Security Management System)
6	Certified for ISO 20000-1:2018 (Service Management System)
7	Certified for ISO 27017: 2015 (Information Security Aspects)
8	Certified for ISO 27018: 2019 (Personal Identifiable Information)
9	Certified for TIA - 942 / UPTIME (Tier III or higher)
10	Data Centre Facility must be within India
11	Adherence to IT Act 2000 including 43 (A), MHA, CERT-In & LEA Guidelines issued by Govt.
12	Self-declaration on Blacklisting

- c. MeitY shall evaluate the technical proposals of the shortlisted applicants to verify their compliance against the application requirements
- d. Post the evaluation and assessment by MeitY, the applications are forwarded to STQC for auditing the CSP's Data Center(s) and the listed Cloud service offerings

### **Step 4 – Audit by STQC**

- a. Individual CSPs are required to reach out to STQC to get their Data Centers and Cloud service offerings audited
- b. STQC shall seek the required documents from the CSP for conducting the audit. Each CSP is expected to furnish the sought documents and pay the applicable audit fee within the specified timelines

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- c. STQC shall conduct the audit of the Data Center(s) and Cloud service offerings of each CSP and inform MeitY of the status of the audit

### **Step 5 – Declaration by MeitY about the Empaneled Cloud Service Offerings of CSPs**

- a. On successful completion of an audit by STQC, MeitY shall issue a “*Letter of Award of Empanelment*” to the CSP, clearly mentioning the Cloud service offering and Cloud deployment models empaneled with MeitY. This letter also specifies the Data Center facility / facilities from which the empaneled Cloud services can be offered to the Government organizations
- b. The empaneled Cloud service offerings, along with the Data Center facility / facilities shall be listed on the MeghRaj webpage of MeitY’s website
- c. In case non-compliances are found during the STQC audit, the CSP shall be notified of the observations and shall be advised to address those. The CSP shall be required to reapply for the STQC audit after addressing the non-compliances within one week of the receipt of notification
- d. In case the CSP applies for a re-audit of similar non-compliances more than 2 times, the CSP application for the current empanelment will stand cancelled and they will have to apply afresh

### **Step 6 – Providing empaneled Cloud Services through GeM**

- a. MeitY shall inform GeM about the newly empaneled Cloud service offerings of CSPs
- b. CSPs whose Cloud services are successfully empaneled with MeitY shall onboard these services on the GeM platform as per directions provided by the GeM team
- c. Government organizations may procure these empaneled Cloud services from the GeM Marketplace or through Bid / Reverse Auction facility available on the GeM platform.

This is to clarify that while procuring any of the empaneled Cloud service offerings, it is the prerogative of the procuring Government department to explicitly include the following components in their RFP/SLA/Contractual Agreements:

- (i) Regular audit of hired services from the empaneled CSPs,
- (ii) Contract period (may be greater than the MeitYs empanelment period), and
- (iii) Nature of the contract

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For further information please mail your query at - [cmo@meity.gov.in](mailto:cmo@meity.gov.in)