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## **NOTICE INVITING TENDER**

### **PROPOSAL FOR SELECTION OF TSP**

### **CRUCIAL DATE SHEET**

<b>STAGES OF TENDER</b>	<b>PROPOSAL FOR SELECTION OF TSP</b>
<b>Bid Submission Start Date</b>	<b>17-11-2022</b>
<b>Pre-Bid Meeting</b>	<b>25-11-2022</b>
<b>Last date for submission of suggestions/modifications etc.</b>	<b>30-11-2022</b>
<b>Last Date for submission of tender</b>	<b>09-12-2022 (2.00 P.M. at NIXI)</b>
<b>Opening of Technical Bid and evaluation</b>	<b>09-12-2022 (3.00 P.M.)</b>

#### **Notes:**

- 1. Any tender received by the Employer after the deadline prescribed in submission date will be returned unopened to the Tenderer.**
- 2. The suggestions received will be referred to the committee and will be incorporated if found justified after the approval of the Competent Authority.**

## SECTION 1 – DNIT (Part I )

### **Name of Tender: Technical Service Provider (TSP)**

**Bids are invited for Supply Installation, Testing and Commissioning (SITC) of network setup to run and maintain .IN Registry system. The successful bidder will be required to design and setup a reliable system for operation and maintenance of .IN Domain Registry system for NIXI on turn -key basis. The bidder will work as Technical Service Provider (TSP) for NIXI.**

1. Under an agreement with NIXI, the present setup of Network and support centre, described in **SECTION 3 of this tender document** have been established and are being managed and manned by a vendor on per event basis. The hardware setup has been designed by the vendor and all hardware has been procured, installed and commissioned by the vendor. All relevant software licenses have been purchased / developed by the vendor. The customer support set up and manning of support system is also being done by the vendor.

(A) Now the NIXI intends to invite fresh bids from vendors to design and develop a Registry operating system, **where in all the required assets will be created in the name of NIXI.**

(B) The successful bidder selected through present bidding process will be responsible to design, supply, install, commission and maintain the Domain Registry system for NIXI. The successful bidder will also create customer support system and shall deploy requisite manpower. The total project cost will be borne by NIXI.

(C) Post commissioning of the new system, the bidder will import all existing customers of **.IN Registry** domain from existing set up, described in Para (1) above, to this new system. time lines of events are described in section 8 of the document.

(D) After commissioning of the system and after complete migration of the customers to new setup, the bidder will continue to maintain all operations and maintenance for a period of one year.

(E) After a period of one year, all the operational activities will be required to be transferred to NIXI, but all maintenance activities will continue with the bidder for a period of seven (7) years from the date of completion of migration of customers. This will continue in form of warranty for a period of initial period of one year and thereafter in form of AMC support for next 6(six) years on payment of AMC charges by NIXI to bidder

(F) The maintenance of the network and the system will remain with the bidder for a total period of 7 (seven) years including one year of initial operation and

maintenance. The time period for this handover activity after completion of one year period will be decided mutually between NIXI and the bidder.

2. The present functions of NIXI as custodian of .IN registry, brief of functionality, brief of reports required to be generated, brief of support set up required is available in **section 2** of this document.

### **3. Eligibility conditions for bidders**

#### **a) Financial**

**3.1**The Bidder should be registered as Indian company registered under Companies Act, 1956 (2013) or as amended or a LLP firm/ Partnership firm under Partnership Act 1932. The bidder must be in existence for at least 7 years.

**3.2**The Bidder should have a minimum annual average turnover of INR 50 crores each and positive net-worth for the last three financial years (FY 2019-20, 2020-21 and 2021-22) with at least 7 years of operations in India as on bid submission date.

Note: i) The Consolidated Financial Statement of Parent/ Holding Entity & all its subsidiaries shall be considered

ii) Preference will be given to companies whose parent / holding company is registered in India having subsidiaries in other developing countries. This is as part of future expansion plan / business plan of NIXI.

#### **b) Technical**

**3.3** The Bidder should have experience in India of executing at least two projects in any two (2) of following “Specific Business Areas” during the last 7 years as on bid submission date:

a. Software design & development/ operations, maintenance & enhancements of any IT Registry System such as domain name registry, people registration, land record registration, Central Know Your Customer registry, Aadhaar with minimum value of INR 10 Crores (excluding IT Infrastructure and licenses) with minimum 30 Lacs transactions per year in any year of project duration

b. Software design & development / operations, maintenance & enhancements of DNS Registry System with a registration portal with minimum value of INR 10 Crores (excluding IT Infrastructure and licenses) with minimum 30 Lacs transactions per year in any year of project duration

c. Supply, Installation, Operations and Maintenance of networking equipment, storage backup equipment, servers and cybersecurity for the Data Centre (excluding auxiliary infrastructure such as desktops, printers, UPS, scanner) with minimum value of INR 10 Crores Note:

Bidders who have built their own Data Centre (DC) for commercial use shall be considered

### **c) Quality Control**

**3.4** The bidder should possess any two (2) of the below certifications which are valid as on bid submission date:

ISO 9001:2015 for Quality Management System

ISO 22301:2019 for Security & Vigilance

ISO 20000:2011 for IT Service Management

ISO 27001:2013 for Information Security Management System

Note: CMMi Level 5 or above for Capability Maturity Model Integration is a mandatory requirement

**d) Consortium** - participation of bidder as consortium is allowed subject to following conditions

1. The Lead bidder should be Indian company registered as hardware OEM software developer /System Integrator with a financial turnover not less than 40% of the turnover defined in Para 3.2 above. (i.e. average turnover of Rs 20 Cr per fin year)
2. For the consortium partner for development of registry software, the turnover may be Rs 10 cr/annum.
3. Other than software developer, other partner of consortium to have minimum 20 Cr/ annual turnover.

## **SECTION 1 – DNIT (Part II)**

**1.Purchase of Tender Document:** Tender document can be obtained by downloading it from the website **www.nixi.in**.

The bidders downloading the tender document are required to submit the tender fee amount, Rs. 10,000/- (Rs. Ten thousand only) through DD/ Banker's cheque along with their tender bid failing which the tender bid shall be left archived, unopened/ rejected. The DD/ banker's cheque shall be drawn from any Nationalized/ Scheduled Bank in favor of NIXI, New Delhi

**2.Availability of Tender Document:** The tender document shall be available for downloading from .... / ..... / 2022.... ( dd/mm/yyyy) onwards up to .... / ..... / 2022.... ( dd/mm/yyyy).

**Note :** The Tender document shall not be available for download on its submission / closing date.

**3. Eligibility Criteria: -**

3.1 as mentioned in clause 3, part I of DNIT.

3.2 The bidder should have

- a. Valid PAN No.
- b. Valid GST Registration Certificate No or exemption certificate No.

The bidders shall submit necessary documentary proof showing that they meet the eligibility criteria along with their tender bid. All documents submitted will also be self-attested by the bidder.

**4. Bid Validity :** The bids should be valid for a **period of 120 days** from the date of submission of bid.

**5. Estimated cost of the project -Rs 25 crores.**

**6. Scheduled completion time**

**(start of migration of current customers to new set up ) – 180 days - pl refer details in section 8**

**7. Bid Security/EMD:**

7.1 The bidder shall furnish the bid EMD in one of the following ways:-

- (a) Demand Draft/ Banker's cheque drawn in favour of NIXI, New Delhi for an **amount Rs. 50,00,000/- (Rs. Fifty Lakh only )**
- b) Bank Guarantee from a scheduled bank drawn in favour of NIXI, New Delhi.

7.2 EMD should be valid for **150 days days** (i.e. one month above the offer validity period) from the bid submission date.

**8. Date & Time of Submission of Tender bids:** on or before .....  
& ..... (state time & date of receipt of tender) e.g. "hh: mm of dd/mm/20 yy".

**Note :—**In case the date of submission (opening) of bid is declared to be a holiday, the date of submission (opening) of bid will get shifted automatically to next working day at the same scheduled time. Any change in bid opening date due to any other unavoidable reason will be intimated to all the bidders separately.

**9. Opening of Tender Bids:** After 00:30 Hours of this tender closing time & on same date.

**10. Place of opening of Tender bids: NIXI Office. Pl also refer Section 6.**

## INDEX

### The tender document contains following sections

<b>1</b>	Section 1 Detail Notice Inviting Tender (DNIT)
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## **SECTION 2 BRIEF DETAILS ABOUT NIXI**

***This section contains the details about the role and responsibilities of NIXI as a domain in charge of .IN Registry. This information will be use full for bidders to understand the requirement of system to be developed.***

### **A. About NIXI**

The National Internet Exchange of India (hereinafter referred to as 'NIXI' or 'Purchaser') is a Not-for-Profit Company registered under Section 25 of the Indian Companies Act, 1956 (now Section 8 under Companies Act, 2013) with the primary objective of facilitating improved Internet services in the country. The members of the Board comprise of distinguished academicians drawn from Ministry of Electronics and Information Technology (MeitY), Indian Institute of Technology, Internet Service Providers Association of India (ISPAI) and other peering Internet Service Providers (ISPs). Under NIXI, the .IN registry functions as an autonomous body with primary responsibility for maintenance of country code Top Level Domains ('ccTLDs')

The key objectives of NIXI include:

- Facilitate handing over of domestic Internet traffic between the peering ISP & CDN members to enables more efficient use of international bandwidth and saves foreign exchange
- Improves the Quality of Services for the customers of member ISPs & CDNs, by being able to avoid multiple international hops and thus lowering delays
- To increase the popularity and viability of the .IN domain & .Bharat and increase the involvement of the registry in technical operations
- Create a large network of registrars and thereby create a greater revenue stream, and allow consumer choice, by establishing low membership fees and by providing guidelines and operating procedures that require only limited technical knowledge on the part of registrars
- Create a competitive registrar infrastructure which shall foster the survival of registrars who provide the highest level of customer service at the lowest cost
- To create an effective structure for the special and important projects such as launch of , new gTLDs or launch of new domain options such as trade .IN or event .IN etc.

## **Key Functions of NIXI**

### **Internet Exchange**

- NIXI is the neutral meeting point of the ISPs & CDNs in India. Its main purpose is to facilitate exchange of domestic Internet traffic between the peering ISP & CDN members. This enables more efficient use of international bandwidth, saving foreign exchange. It also improves the Quality of Services for the customers of member ISPs & CDNs, by avoiding multiple international hops and thus reducing latency.
- Internet Nodes are functional at Tier-1 & Tier-2 cities i.e. Delhi (Noida), Mumbai, GPX Mumbai, Chennai, Kolkata, Hyderabad, Bengaluru etc.
- Internet nodes have ensured peering of ISPs and CDNs among themselves for routing domestic Internet traffic within India, resulting in better quality of service (reduced latency, reduced bandwidth charges for ISPs & CDNs) saving on international bandwidth

### **.IN Registry**

- Under NIXI, the .IN Registry functions as an autonomous body with primary responsibility for maintaining the .IN & .Bharat (IDN) Country code top level domain (ccTLD) and ensuring its operational stability, reliability, and security
- .IN Registry functions with primary responsibility for managing Country Code Top Level Domains (ccTLDs)
- It has helped in proliferation of web hosting and promotion of Internet usage in the country

### **National Internet Registry (NIR)**

- Coordinates Internet Protocol address space (IPv4, IPv6 & ASN allocations and other Internet resource management functions at a national level within the country. Earlier NIR was recognized by APNIC (Asia Pacific Network Information Centre) which is a Regional Internet Registry

### **.Bharat IDN in Indian Languages**

.भारत domain name in Devanagari script was successfully launched on 27<sup>th</sup> August 2014. The Devanagari script covers Hindi, Dogri, Bodo, Konkani, Maithili, Marathi, Nepali and Sindhi Language.

This will increase the penetration of the Internet through use of local languages and local content.



The availability of .Bharat IDN in Gujarati, Bengali, Manipuri in Bengali script, Punjabi, Tamil, Telugu & Urdu languages started from 3rd August, 2015.

Now all the remaining Indian languages i.e. Assamese, Kannada, Oriya, Malayalam, Santali, Sanskrit, Sindhi, Kashmiri is available for registration.

- Increase the penetration of Internet through use of local languages and local content

### **IN Registry**

Under NIXI, the .IN Registry functions as an autonomous body with primary responsibility for maintaining the .IN ccTLD and ensuring its operational stability, reliability, and security. It shall implement the various elements of the new policy set out by the Government of India and its Ministry of Electronics and Information Technology (MeitY).

The Government decided to revamp the administration of the .IN registry in late 2004. .IN Registry has assumed responsibility for the registry from the previous registry authority, The National Centre for Software Technology (NCST) and its Centre for Development of Advanced Computing (C-DAC). This change was announced via an executive order through a gazette notification issued by the Department of Electronics and Information Technology (DeitY), Government of India, according a legal status to the .IN Registry. This executive order also mentioned the role of the National Informatics Centre (NIC) as the registrar for gov.in domains, ERNET as the registrar for edu.in, res.in and ac.in domains, and the Ministry of Defence as the registrar for mil.in domains.

.IN Registry does not carry out registrations itself. Instead, it accredits registrars through an open process of selection on the basis of transparent eligibility criteria.

#### **a) .IN Domain**

.IN being a top-level domain (TLD) of India is at the highest level in the hierarchical Domain Name System of the Internet. Being a ccTLD, .IN domains is a unique symbol of India and its role in the world.

#### **b) Marketing and Promotion of .IN Domain**

For the branding of .IN Domain & growth in adoption, NIXI undertakes following marketing & promotional activities of .IN Domain:

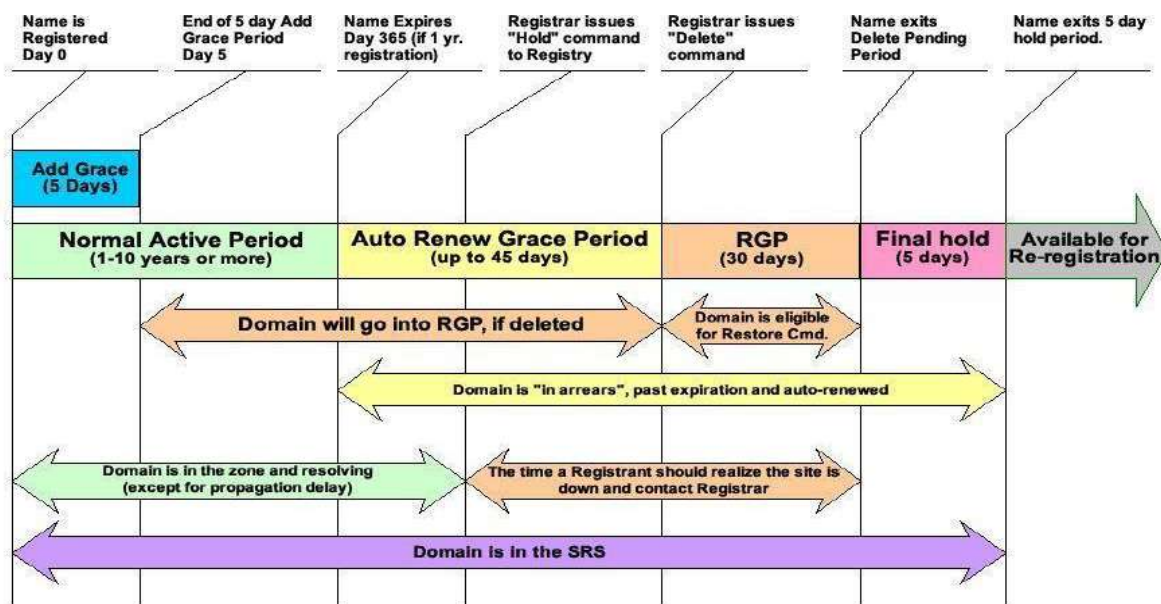
- Designing of broad strategies for aggressive marketing and promotion of .IN domains
- Distribution and channel management for Registrars
- Training and educating registrars, circulating technical bulletins and advisories, marketing bulletins and announcements, consulting registrars on

- potential opportunities and concepts such as product bundling
- Work towards increase in number of registrars both national and international with at least 5% growth per year
- Conduct registrar workshops (twice a year, minimum) for interaction, training, recognition and motivation
- Registrars buy in for Marketing & Promotional activities
- Conduct events/ seminars targeting various sections of potential buyers, towards building awareness on use of Internet, owning domains such as academia/ SMEs /Govt /Corporates/individuals /Internet community interactions
- Developing and applying positioning concepts that establish .IN domain's unique position in the marketplace
- Organise events for building .IN brand
- Undertake channel promotion programs and sales incentive plans
- Developing and running public relations programs
- Developing promotional advertising content/ materials such as banner ads, newsletters, fact sheets, point of sale materials, etc.
- Engaging advertising and public relations agencies for advertisement/ marketing campaign

## B. Existing .IN Registry Landscape

### a. .IN Registry Overview

#### i) Domain Life cycle

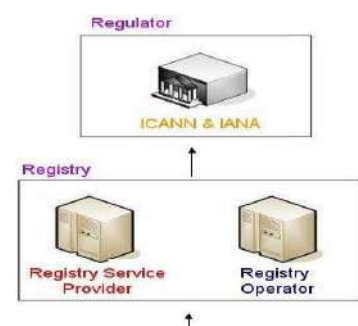


(\*It is a sample Domain Life Cycle diagram as per existing global standards. It may further change as per global practice.)

(Source: <https://www.registry.in/policies>)

#### ii) General Registration Policies of .IN Registry

- **Term:**  
Effective 15:00 UTC on 16 October 2008 domain names may be registered for a minimum of one (1) year, and a maximum of ten (10) years
- **Auto renewal:**  
Domains automatically renew at the end of their term (the expiration date). Please contact your registrar for details
- **Domain length:**  
.IN domain names may be between 3 and 63 characters in length
- **Allowable characters:**  
Only letters, digits, and hyphens shall be accepted in a domain name. Names cannot begin or end with hyphens.
- **Contact information:**  
Registrants must provide true, accurate contact information. The following contact types are required: Registrant, Administrative, Technical, Billing. As per standing policy, the contact data shall displayed in the .IN WHOIS, except for the Billing contact data, which is not displayed.
- **RGP Restore:**  
RGP is a service that allows the registrar to restore an .IN domain name that has been deleted. RGP is a 30-day period that begins after a registrar requests that the registry delete a domain name.
- **Transfers:**  
For names in the unrestricted zones mentioned above, registrants are allowed to transfer their domains to the registrar of their choice. Registrants should contact their registrar of choice to learn about transfer procedures. Registrar-to-registrar transfers are not allowed in the 60 days following the creation of a domain name. A registrar-to-registrar transfer adds one year to the term of the domain name, charged to the gaining registrar. Registrars may therefore charge the registrant for the domain year.
- **Grace periods:**  
Certain grace periods exist to allow for the cancellation of transactions by registrars within certain time periods. Please contact your registrar for details.
- **Nameservers:**  
To register an .IN domain, the registrant does not need to provide nameservers. In order to appear in the zone file and resolve on the Internet, at least one (1) valid IPv4 or IPv6 nameserver must be associated with the domain name. The use of at least two valid nameservers is highly recommended.
- **Internationalized domain names (IDNs):**



The registry plans to accept IDN registrations in the future, including IDN registrations in Hindi, Tamil, and other Indian languages. Until further announcements, no applications for domain names in internationalized script (including diacritical marks) shall be accepted. Domains with hyphens in the third and fourth positions shall be rejected.

- The registry has the authority to deny or suspend a registration if it conflicts with the sovereign national interest or public order
- The Registry Operator reserves the right to adjust the allocated bandwidth and connections allotted to the registrars

Basic levels for Domain Name Registration:

- Registrant buys domains from Registrar (or reseller)
- Registrar purchases name from the Registry (NIXI)
- Registry enters name in Whois and publishes location of name to DNS
- Registries and Registrars are authorized to do business by the regulator ICANN

### **iii) Available Domain Names in .IN Registry**

Unlimited registrations are available in the following zones. Registration is available freely to all parties worldwide, and there are no nexus or other qualifications:

As on 01<sup>st</sup> Aug 2022 more than 100 Domain Zones available. This list may increase in future, some of present zones are as below:

- .in
- co.in
- net.in
- org.in
- firm.in
- gen.in (general)
- ind.in (individuals)

The following zones are reserved for use by qualified organizations in India:

- ac.in (Academic)
- res.in (Indian research institutes)
- edu.in (Indian colleges and universities)
- gov.in (Indian government)
- mil.in (Indian military)

- IDN domain name zones are
  - .□□□□(.Bharat)
  - □□□□□.□□□□(.company.bharat)
  - त्र \□□.□□□□(Vidya.bharat) (Exclusive registrar: ERNET)
  - □□□□□.□□□□(.sarkar.bharat) (Exclusive Registrar NIC)

**iv) Accredited .IN registrars**

Currently about 171 numbers of Registrars are accredited with NIXI and are authorized to register .IN domain names. The detailed list of all accredited registrars may be obtained at: [https://registry.in/Accredited\\_Registrars](https://registry.in/Accredited_Registrars)

**v) Registrar Accreditation**

- a. In order to sell .IN domain names, registrars are required to complete an authorization process that cements legal agreements between NIXI and the registrar, and tests the registrar's technical ability to interact with the EPP registry and the technical support department.
- b. In order to obtain the technical certification, each registrar is required to create an EPP client to interact with the .IN SRS server. All registrars are provided with a Registrar Toolkit ('RTK'), which includes multiple versions of code (e.g.: Perl, Java, etc.) that can be used in the creation of the client. Each registrar is provided with access to an Operational Testing & Evaluation ('OT&E') environment that is used to test the registrars' implementation of their clients. Each registrar is required to pass an OT&E test to evaluate its proficiency in interacting with the registry, its ability to send and receive commands from the registry, complete transfers, etc.

**vi) Domain Name System (DNS) Services  
DNS Overview**

The .IN registry provides continuous, near-real-time zone modification, resulting in up-to-date responses from nameservers distributed worldwide. As registrars submit changes to domain records, the system reflects these in the zone almost immediately, enabling .IN registry to deliver current DNS reliably. DNS resolution is provided by nameservers operated by the registry as well as those supplied by other DNS providers. The DNS data is maintained within the registry and this data is pushed out to the various nameservers using both a proprietary API and the industry standard IXFR mechanism.

**a. Procedure for Changes, Editing by Registrars, and Updating**

When registrars wish to change, add, or remove DNS information on behalf of their registrants, they are required to do so using standard EPP commands or the Web Administration Interface. When making any change, registrars are required to be authenticated before being granted

access to the system.

#### **b. Frequency**

Changes by registrars are immediately reflected in the registry database, and the updated resource records are generated continuously and sent to all name servers for immediate resolution. This allows near-real time updating of the zone.

#### **c. Process**

Zone generation involves the creation of DNS zone information using the registry database as the authoritative source of domain names and their associated hosts (name servers). Updates to the zone information are generated automatically on a continuous basis and published to the name servers. These updates reflect any modifications, additions, or deletions to the registry that have been made by the registrars during that time period. Only changes that have been committed to the database are reflected in the zone information update; incomplete units of work are ignored.

Each zone includes the following resource records:

- A single SOA record
- A number of Nameserver (NS) and Address (A for IPv4 and AAAA for IPv6) records, up to a maximum of 13 of each, for the DNS servers for 'IN.' registry
- One NS record for each unique domain/ nameserver combination. Only domain objects with a status value of ACTIVE, LOCK, CLIENT-LOCK or PENDING-TRANSFER are included in the zone
- One A or AAAA record for each required glue record. The registry implements on a rational schedule, glue generation and pruning criteria as specified by ICANN from time to time.
- Glue records are required for any nameserver whose name is subordinate to the zone. In these cases, registrars are required to submit one of either an IPv4 or IPv6 address for the nameserver in question.

#### **d. DNS Interface: Zone File Access**

All name servers using IXFR as the method for updates are fully compliant with standards issued. Additionally, all nameservers are required by the registry to employ Transaction signatures ('TSIG') as specified in RFC 2845. This ensures that only valid nameservers are allowed to transfer the zone and that the data transfer is complete.

#### **e. Logging**

Zone file transfers are logged on the server for auditing purposes. This log contains a mapping of user names to IP addresses, as well as download statistics. The statistics are comprised of zone file download and user access times. Retention of these logs is at the discretion of the registry and is maintained on a reasonable basis.

#### **f. DNS Data Backup**

The primary repository of backup information for the zone data resides within the registry system. As such, this data is automatically backed up, and can be restored using the registry backup procedures. Zone information gathered for the purpose of TLD zone file access is retained for 24 hours until the following TLD zone file is generated.

#### **vii) Zone Distribution and Publication**

##### **a. Overview**

The current DNS service propagates DNS changes to a global network in near real-time and provides a Service Level Agreement ('SLA') with a 100% network uptime commitment. To guarantee this availability, the registry uses multiple DNS providers, including nameservers operated directly by the registry and by multiple DNS providers. By having multiple DNS providers, the .IN zone shall continue to resolve, even in the event of a catastrophic event that eliminates an entire DNS vendor and all of its systems.

##### **b. Zone Publication**

Zone publication occurs immediately following zone generation. The publication of zone information involves sending SOA, NS, A, AAAA, and other applicable record updates to each DNS vendors' name servers for distribution.

##### **c. Zone Distribution**

Zone distribution occurs immediately after zone publication. The distribution of zone information involves the replication of zone updates on the DNS name servers around the world. Zone information updates are distributed to DNS name servers using industry- accepted methods.

##### **d. DNS Stability**

- Redundancy and diversity are designed at every level making the nameserver constellation resilient to different types of attack. At the individual nameserver level, the system currently uses multiple hardware platforms, operating systems and software code bases to eliminate the possibility of a zero-day exploit on any one platform. All systems are load balanced within each nameserver cluster and growth is easily achieved by adding additional systems.
- At the network level the registry employs both unicast and anycast nameservers. Each nameserver has connectivity from multiple, fully-divergent network transit providers.
- The .IN zone is even protected at the corporate level, by having multiple DNS providers. In the event that a particular vendor's nameserver implementation has a catastrophic failure, or that vendor no longer becomes viable, the registry can withdraw the entire vendor's nameservers from the .IN zone and still resolve DNS queries.

**viii) WHOIS Service**

**a. WHOIS Overview**

The .IN registry provides accessible WHOIS database services that provide accurate information about registrants. The WHOIS reporting system is flexible to provide compliance with regulatory and privacy policies.

**b. System Monitoring Tools**

Each registry system component is monitored for security, performance and stability both from within the data centre and from a remote site. Different monitoring systems provide checks for potential problems.

The system is monitored for security breaches, using both system-based and network-based testing tools. Network vulnerability assessments are performed on a regular basis. Operations staff also monitors systems for security-related performance anomalies.

24x7 NOC monitoring systems provide:

- Continuous monitoring of all network and server infrastructure components
- Network availability monitoring
- Network performance management
- Application performance monitoring
- Alert management

**ix) Web Admin Tool and NIXI Admin Accounts**

a. The registry provides .IN registrars with a full-featured web administration tool. It allows users to perform the full array of needful transactions, including:

- i. Look up domains, contacts, and nameserver records
- ii. Create, renew, delete, and modify domain, contact, and nameserver records owned by the user; redeem domains
- iii. Perform transfer-related tasks
- iv. Displays user's up-to-the-minute account balance in rupees
- v. Displays number of domains in the user's account, by zone
- vi. Retrieve a range of automated reports

b. The tool is protected and encrypted by SSL and other security measures. Since it is accessible online, it allows the registrar staff to conduct business and monitor their accounts easily, from anywhere in the world.

c. NIXI has been given Web Admin Tool accounts that gives it:

- i. The ability to look up and alter any record in the registry, giving control over all .IN domains
- ii. An account to manage reserved names used by the registry
- iii. Ability to auto reconcile as well as manually reconcile the registrars' registry financial accounts as funds are received at the bank through payment gateway.

**x) .IN Registry & Marketing websites (<https://registry.in> &**



<http://www.getyourown.in> )

- a. The .IN registry and associated marketing website are located at <https://registry.in> & <http://www.getyourown.in> respectively. The current TSP is responsible for hosting, content, maintenance and upkeep of the .IN registry website and associated Marketing website. It is hosted in India and the TSP incorporates any design and content changes as per the requirements of NIXI.
- b. The Indian TSP ensures the content of the website is generated and presented in line with international standards of comparable registries across the globe
- c. The Indian TSP also accepts and provides changes in the website as per periodic requests that may be initiated by NIXI
- d. The Indian TSP has made a content management system available to that NIXI can perform site updates
- e. The copyright and all other intellectual property rights in this website, other than the intellectual property rights of the Indian , vest with NIXI and the necessary copyright notices and disclaimers shall be placed on the website in accordance with the policies of NIXI

## **SECTION 3 BROAD SYSTEM OVERVIEW**

### **(CURRENT SET UP)**

#### **a. Hardware Overview**

The current system uses a distributed architecture that endeavors to achieve scalability, reliability and extensibility.

- The primary registry facility is a 'live' facility meaning that it is the normal full-time registry
- The secondary registry facility is both a functional and standby facility meaning that it would be activated for primary registry services if operational problems ever arose at the primary facility (due to natural disaster, etc.)
- The secondary facility is continuously synchronized with the primary. The database replication systems that are deployed make these continuous updates possible
- The secondary site is also used to provide ongoing secondary registry services such as reporting, daily zone file distribution, OT&E testing environments, and enhanced registry services
- Use of load balancers to assist in scalability and to prevent service outages: The current load balancing design allows the performance of hardware upgrades without any customer impact.
- There are at least two (2) WHOIS servers (load balanced) on at least two physical enterprise UNIX servers for N+1 redundancy. These are on a shared application server with an instance of web server and registry server running on each enterprise server.

## b. Hardware Setup for the .IN Registry (DC and DR)

The existing hardware setup at DC and DR is as highlighted below:

S. No.	Component	Brief Description / Details
1.	Servers	<ul style="list-style-type: none"><li>3 x rack mount servers with E5-2680 v4 processor(s), 160GB ram, 2x300GB HDD, redundant fans, redundant power supplies, 4xGbE NIC, dual port FC HBA</li></ul>
2.	Load Balancer	<ul style="list-style-type: none"><li>2 x Catalyst WS-C3650X-48T-S</li></ul>
3.	Rate Limited	<ul style="list-style-type: none"><li>2 x Symantec PacketshaperS200 appliances</li></ul>
4.	Firewalls	<ul style="list-style-type: none"><li>2 x Next Generation Firewall appliances</li></ul>
5.	Switches	<ul style="list-style-type: none"><li>2 x switches with 16GB Fibre channel</li></ul>
6.	Console Appliance	<ul style="list-style-type: none"><li>1 xAvocent ACS6016</li></ul>
7.	Storage	<ul style="list-style-type: none"><li>2 x V5000 storage systems with flash and SAS drives on 16GB Fibre channel connectivity</li></ul>
8.	Connectivity	<ul style="list-style-type: none"><li>Connections between servers on the internal registry network are via redundant multi-homed 100 mbps Ethernet. Connectivity between the primary and secondary registry facility (for replication) is via redundant VPN connections.</li><li>High capacity routers and switches are used to route traffic to registry services.</li><li>Load balancing is used for balancing all aspects of the registry including the registry gateway, WHOIS services and DNS API gateways.</li><li>Internet connectivity is supplied via a BGP-based solution with fully diverse connections to multiple ISPs. Registry internet connections at both the primary and secondary sites are provisioned for a burst of up to 10 Gbps capacity.</li></ul>
9.	Internet Services	<ul style="list-style-type: none"><li>The internet services of the registry currently includes multiple DNS servers, mail servers, EPP gateways, WHOIS servers, report servers, OT&amp;E servers, web servers for registrar and registry administrative interfaces, and registry operations servers. All gateways and servers are hosted in a UNIX environment on multi-processor servers. All servers are protected behind firewall systems.</li></ul>

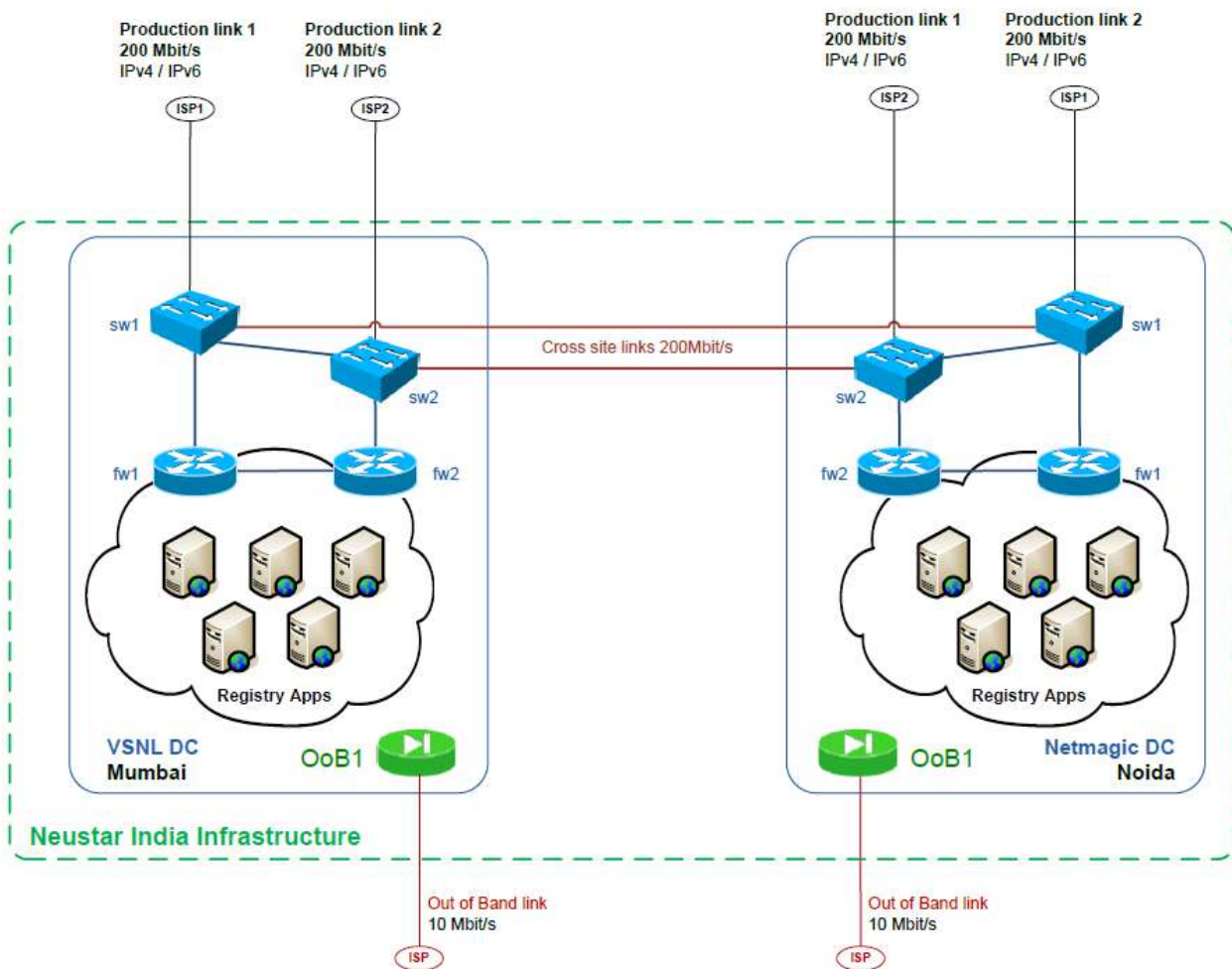
## c. Software Overview

- EPP registry protocol in RFC-compliant fashion
- Registrar Toolkit ('RTK') that allows registrars to build their own interfaces into the registry system
- Open-source Relational Database Management System ('RDBMS') with Multi-Version Concurrency Control ('MVCC')
- Registry system that can scale up to 10 million domain names with no intervention

with no change of architecture

- Continuous near-real-time DNS updates to a globally distributed network of DNS servers
- Multiple DNS providers
- Configurable registry software that is able to accommodate all .IN domain policy and technical needs as well as provide flexible pricing options for marketing programs
- WHOIS services with configurable output options
- Capability to provide IPv6 services
- Administrative registry accounts
- Web-based registry interface for the use of NIXI and registrars
- Hosting and maintenance of the .IN registry web site
- A Network Operations Centre ('NOC') that uses an array of monitoring tools to generate alerts for any problems with the registry system and its network
- PostgreSQL v9.1 used as Database

### PRESENT SET UP (SCHEMATIC DIAGRAM )



Particulars	
DATA CENTER	1+1 DC at Noida & Mumbai
DR SITE	Alternate switching every 6 months
NOC	In the vendor premises
SOC	In the vendor premises
CUSTOMER SUPPORT – POSITION / average volume of calls landing in 24 hrs / one months' time.	In the vendor premises,
Gross customer addition , net customer addition (per year)	Gross: 11 lakhs Net: 5 Lakhs Total Base as on September 2022: More than 30 Lakhs

## SECTION 4 SCOPE OF WORK

**Content in this section describes scope of work for which this tender has been invited.**

**These are current requirement of the system. After commissioning and data migration, depending on future expansion plan of NIXI, the functional requirement may expand / increase. The design and dimensioning of the network architecture should be capable to handle future expansion plans of NIXI in terms of increase of customer base as well as introduction of new / add-on features.**

**Details below describe the functional requirement of NIXI. The functionality indicated below are minimum required & may increase depending upon reports to be generated from the systems, increase in customer base.**

**NIXI will become TSP and all the function & functionality of TSP for Domain Registry System will be performed by NIXI.**

**NIXI also intends to become TSP (Technical Service Provider) for other developing countries to manage their Country Domain Management System i.e. TLDs (ccTLDs & gTLDs). The network design and software developed should be scalable to meet this future requirement of NIXI.**

The broad division of areas of responsibilities between NIXI & the Bidder is classified as below:

<b><i>Brief of duty &amp; responsibility of NIXI for next One Year after commissioning</i></b>	<b><i>Brief of Duty &amp; responsibility of Vendor/Bidder for next One Year after commissioning</i></b>
<ul style="list-style-type: none"><li>• Interface with Government of India, ICANN &amp; Public</li><li>• Domain Name disputes &amp; abuse resolutions</li><li>• Legal &amp; Law enforcement issues</li><li>• Marketing &amp; Business development</li></ul>	<ul style="list-style-type: none"><li>• Hardware, software &amp; resolution services</li><li>• Resolution of DNS through Anycast</li><li>• Customer support</li><li>• DDoS Mitigation</li><li>• System security, physical security &amp; Reliability</li><li>• Data back-up &amp; recovery systems</li><li>• Hands-on Training to NIXI</li></ul>

<b><i>Brief of duty &amp; responsibility of NIXI After Completion of One Year of commissioning</i></b>	<b><i>Brief of Duty &amp; responsibility of Vendor/Bidder after completion of One Year of commissioning</i></b>
<ul style="list-style-type: none"> <li>• Interface with Government of India, ICANN &amp; Public</li> <li>• Domain Name disputes &amp; abuse resolutions</li> <li>• Legal &amp; Law enforcement issues</li> <li>• Marketing &amp; Business development</li> <li>• Hardware, software &amp; resolution services</li> <li>• Resolution of DNS through Anycast</li> <li>• Customer support</li> <li>• DDoS Mitigation</li> <li>• System security, physical security &amp; Reliability</li> <li>• Data back-up &amp; recovery systems</li> </ul>	<ul style="list-style-type: none"> <li>• Hands-on Training to NIXI</li> <li>• AMC support of entire Network</li> <li>• Alteration/Modification/Updation of Software</li> <li>• Deployment of Manpower to manage All Functional positions in hand-holding mode till NIXI Manpower is suitably trained</li> </ul>

**FUNCTIONAL REQUIREMENT OF THE NETWORK / SYSTEM**

Functional requirement of NIXI to maintain and run registry management services is detailed as below

The successful bidder selected through present bidding process will be responsible to design, supply, install, commission and maintain the Domain Registry system for NIXI. The successful bidder will also create customer support system and shall deploy requisite manpower, for initial period of one year.

After completion of one year period the NIXI may ask the bidder to transfer the deployed Manpower to NIXI payroll or may ask bidder to work in coordination with NIXI Manpower for proper hand-holding.

**4.1 Shared Registry System**

4.1.1 The Extensible Provisioning Protocol (EPP) - based .IN Registry platform provides a stable, DNSSEC and IPv6-enabled Shared Registry System (SRS) that is scalable, state-of-the-art, and secure. The SRS is capable of registering domain names managed by multiple registrars.

4.1.2 The Bidder shall ensure that technical and operational specifications for the SRS consists of the following parts:

- a. Provide infrastructure including the hardware equipment and software

solutions for a stable registration system along with support equivalent access to the shared registration system for all registrars; operate and manage a secure, stable, scalable and reliable SRS which updates in real-time

- b. Thick registry model where-in all contact details are stored in a central location by the registry
- c. Use EPP as a protocol for registering and managing domain names in a very standardized way. The EPP shall give registrars the ability to fully automate the management of their domain names
- d. Compliant with Registration Data Access Protocol (RDAP) as per the IETF standards and adopt protocol as per changes by the ICANN
- e. Able to manage registry operations as per current & future business requirements including scale & size of the domains
- f. Comply with the multi-lingual requirement of NIXI
- g. Design and Development of Application Programming Interface (APIs) for registry access.
- h. Complete documentation of Application Programming Interface (APIs) are provided to the Registrars allowing them to create their own systems to access their Registry
- i. Provision of registrar toolkit for NIXI and registrars that consists sufficient technical specifications and documentation to allow them to create their own systems to access their Registry
- j. Shared Registry system should also be redundancy mode with minimum switching time between two servers. Cyber security shall be responsibility of Bidder.**
- k. Software solution should be developed exclusively for NIXI with all copy rights. NIXI may further use that for other verticals if required.**
- l. Bidder cannot be Registrar of Registry, neither in the past nor in future. Nor it can sell any part of its organization to a Registrar of NIXI.**

## **4.2 DNS Services**

4.2.1 The Bidder shall provide scalable, hierarchical, and dynamic Domain Name System ('DNS') services that enable generation and propagation of the zone file.

4.2.2 The Bidder shall ensure that technical and operational specifications for the Domain Name System consist of the following parts:

- a. Resolution of the .IN domain by ensuring availability of the .IN authoritative nameservers and the accuracy of .IN zone data resolution
- b. Globally distributed DNS servers in order to comply with RFP's SLA standards with a minimum of 2 Recursive Resolver DNS servers in India



- (preferably in two different seismic zones) allowing for redundancy and fault tolerance
- c. DNS infrastructure shall use multiple DNS vendors and shall physically locate the .IN TLD nameservers within the geographic boundaries of India
  - d. Scalable resolution system to handle the existing number of names and projected growth, existing DNS query loads including normal peaks and projected growth, attacks and traffic generated by viruses, worms and spam, simultaneous attacks across the network (geographically dispersed) etc.,
  - e. Secure resolution system with ability for Distributed Denial of Service (‘DDoS’) mitigation and shall support Domain Name System Security Extensions (‘DNSSEC’), Internet Protocol version 6 (‘IPv6’) and Internationalised Domain Names (‘IDNs’)
  - f. Bidder shall ensure to adhere to .IN Domain Anti-Abuse Policy, bidder can refer the policy in the following url:  
[https://registry.in/Policies/IN\\_Anti\\_Abuse\\_Policy](https://registry.in/Policies/IN_Anti_Abuse_Policy)

### **4.3 WHOIS Services**

- 4.3.1 WHOIS services running on port 43
- 4.3.2 Web-based WHOIS services
- 4.3.3 Associated hardware & software
- 4.3.4 WHOIS search capabilities
- 4.3.5 Configurable WHOIS output
- 4.3.6 Support for multilingual contact information in Indian languages as per the approved languages by ICANN and to be approved languages in future
- 4.3.7 Historical WHOIS data shall be preserved for incident analysis purposes.
- 4.3.8 Adequate security mechanism should be in place to prevent abuse from data miners  
*(The Bidder shall ensure digital accessibility as per the Rights of Persons with Disabilities Act 2016 The Act clearly mandates that accessibility includes information technology accessibility (ICT accessibility) for the particular group of persons with disabilities)*

### **4.4 Software Solutions**

- 4.4.1 RFC 3730 compliant EPP registry protocol support and the Bidder shall keep pace with any further updates to latest EPP standards
- 4.4.2 Registrar Toolkit (‘RTK’) that allows registrars to build their own interfaces into the registry system
- 4.4.3 Continuous near-real-time DNS updates to a network of DNS servers

- 4.4.4 Configurable registry software that is able to accommodate all .IN domain policy and technical needs as well as provide flexible pricing options for marketing programs
- 4.4.5 Compliance with applicable standards published by Internet Corporation for Assigned Names and Numbers ('ICANN') and other related bodies such as the Internet Engineering Task Force ('IETF'), Internet Infrastructure Board ('IIB') & the Security and Stability Advisory Committee ('SSAC')
- 4.4.6 Web based administration tool and an associated registry account to facilitate the supervision of all domains and objects in the .IN registry. The tool and account shall allow features including but not limited to the ability to look up and alter any record in the registry, giving control over all .IN domains, and an account to manage reserved names used by the registry
- 4.4.7 The deployed Software/ Application/ System should be able to support e-KYC
- 4.4.8 The deployed Software/ Application/ System should be able to integrate Data Analytics
- 4.4.9 The Web based administration tool must be secured properly. If remote access is proposed, implement proper Authentication and Access controls.

#### **4.5 Hardware, Data Centers, Facilities and System**

- 4.5.1 ***Set-up 2 distinct data centre facilities to operate & manage .IN registry operations, located in different cities of India and under different seismic zones. Further out of two data centres, one of them should be in low seismic zone (1, 2 or 3) location.***
- 4.5.2 ***The Bidder shall be required to set up the required physical facility, equipment and systems, networking bandwidth and the manpower at these two data centre facilities. The current data centre facilities and equipment shall not be available for the new setup***
- 4.5.3 **The Bidder shall deploy the required hardware and undertake management of the facilities and systems including but not limited to:**
  - a. Physical Facilities
  - b. Hardware equipment and software solutions
  - c. Network Operations Centre ('NOC') with monitoring tools to generate alerts for any problems with the registry system and its network
  - d. Primary Data Centre & Disaster Recovery Facilities
  - e. Redundancy and fault tolerance in the systems
  - f. Connectivity and Internet services

## **4.6 System Security, Physical Security and Reliability**

- 4.6.1 24x7x365 monitoring of the registry system and network by a Network Operations Centre ('NOC')
- 4.6.2 Compliance with applicable standards published by bodies such as IETF or ICANN, IIB and SSAC which are designed to ensure interoperability and improve the user experience
- 4.6.3 Protection against malicious software, DDoS attacks, system hacks, break-ins, data tampering, and other disruptions of services
- 4.6.4 Implement Security incident and event management system (SIEM)
- 4.6.5 Implement Network Security
- 4.6.6 Implement Information Security Policy
- 4.6.7 Implement Physical Security
- 4.6.8 Staff-in place with technical skills, expertise and experience to operate the registry in order to maintain and enhance the current levels of performance
- 4.6.9 Detailed review processes for the integration of new requirements as well as subsequent compliance monitoring and periodic review
- 4.6.10 DNS information maintained by registrars shall comply with IT Act 2008 (Amendment). All the data belonging to registrants apart from DNS information like email ID, Aadhaar details etc shall not be stored outside India.
- 4.6.11 Bidder should implement a mechanism to mitigate "drop and catch" of domain names. Repeated requests to register a specific domain name should be throttled. Bidder should implement a rate limiting mechanism such as limiting <X> (20) requests for a specific domain name registration from a specific registrar. After the occurrence of this event there should be a sleep time of at least 1 hour after which registration of the same domain name should be allowed.
- 4.6.12 Bidder shall provision for restricting Registrar for illegitimate blocking of domain name
- 4.6.13 There shall be mechanism to identify and report fraudulent domain registrations and associated incidents

## **4.7 Data Recovery, Data Backup and System Recovery Procedures**

- 4.7.1 Complete disaster recovery procedures
- 4.7.2 Implement backups and registry replication
- 4.7.3 High availability of backup Software/ Hardware
- 4.7.4 Support RPO upto 5 minutes & RTO upto 2 hours
- 4.7.5 Procedures for Restoring System to operation in Event of Outage

- 4.7.6 Procedures for planned and preventative maintenances
- 4.7.7 Data Escrow or mirror site policy for the complied Registry Data pursuant to Annexure-I, Clause 11.11

#### **4.8 Migration/ Transition Plan / Import from existing system**

- 4.8.1 Data Migration: This includes assessment of existing systems to identify data elements and formulate data migration strategy for successful operations of NIXI systems mentioned in scope of Work
- 4.8.2 Finalize the schedule and quality requirements for data migration from current Bidder
- 4.8.3 Prepare the transition approach for the project that shall include transition strategy, current and future state, stakeholders involved in transition, transition readiness assessment, and schedule for project release
- 4.8.4 Prepare and implement suitable back-up recovery plans to ensure zero data loss.
- 4.8.5 DNS migration and continuity plan (detailed plan for system readiness, software deployment, and parallel run of the systems until Go-Live date)
- 4.8.6 Migration of the registrars to the new system
- 4.8.7 Continuity of daily registry operations
- 4.8.8 Fall-back and contingency plans
- 4.8.9 Migrate 100% data from the current application to the application/module deployed by Bidder
- 4.8.10 Migrate the corresponding connectivity when the device or its associated software is migrated from a version/ model to another while adhering to the uptime SLA
- 4.8.11 Migrate the configuration from one device to its newer/ upgraded model during migration
- 4.8.12 Migrate the device from existing Data Centre to another if required during a data centre migration by preparing a detailed migration plan which would be approved by NIXI
- 4.8.13 Migrate the corresponding Host connectivity/ LUN when the device or its associated software is migrated from the existing version/ model to another while adhering to the uptime SLA
- 4.8.14 Migrate and verify a backup and replication subsystem when any of its components or its associated software is migrated from the existing version/ model to another while adhering to the uptime SLA to ensure the service levels are maintained
- 4.8.15 Migrate the configuration of any component to its newer/

upgraded model during upgradation

- 4.8.16 Migrate the backup and replication systems & services from one Data Centre to another if required during a data centre migration by preparing a detailed migration plan that is approved by NIXI
- 4.8.17 Migrate virtual devices when the device or its associated software is migrated from a version/ model to another while adhering to the uptime SLA
- 4.8.18 Migrate the configuration from one device to its newer/ upgraded model during up gradation
- 4.8.19 Prepare migration evaluation report and submit to NIXI. Migration evaluation starts when Bidder is able to provide a stable steady-state support for the operations. Migration evaluation can be done on schedule variances, number of incidents reported and the criteria set initially. A detailed report of root cause analysis and remedial measures shall be created by the Bidder
- 4.8.20 Prepare transition documents and knowledge resources. This involves the completion of overall documentation about the IT assets that have been included under Bidder's responsibility. Also, the problems faced during the transition, their causes, steps taken to resolve and precautionary measures suggested should be documented

#### **4.9 Implementation of IDNs**

- 4.9.1 Implementation and Support of IDNs in multiple Indian languages which are approved and to be approved
- 4.9.2 Support of IDNs with variant characters and normalisation routines specific to Indian languages
- 4.9.3 Compliance with the Internationalising Domain Names in Applications ('IDNA') standards, including involvement in the IDN community, development, and standards groups
- 4.9.4 Formulate and publish IDN tables and policies in coordination with language authorities
- 4.9.5 Provide a variant generator and a puny code converter for use of registrants and registrars
- 4.9.6 Support of IDN TLDs in all twenty-two scheduled Indian languages and Indian scripts
- 4.9.7 Support for EAIs at IDN.IDN in all twenty-two Indian scheduled languages and enable complete localization of all email address into local Indian languages and shall support the <India.IN> email plan

#### **4.10 Implementation of DNSSEC and IPv6 connectivity**

- 4.10.1 Support core DNSSEC specification RFC 4033, RFC 4034, RFC 4035 and any other related specification.
- 4.10.2 IPv6 connectivity (i.e., addressability and routes) between registrars and the registry
- 4.10.3 Providing DNSv6 (RFC3596) and WHOIS, RDAP services on IPv6 networks
- 4.10.4 Bidder shall implement DNS-based Authentication of Named Entities (DANE, RFC 6698) if required

#### **4.11 Deployment of Technical Staff**

- 4.11.1 Dedicated support staff in India on duty to serve registrars and NIXI
- 4.11.2 Criminal background check of staff shall be performed before their placements and reports provided to NIXI
- 4.11.3 24x7x365 technical support and customer service from India
- 4.11.4 Trained functional groups in operations, software development, quality assurance, business intelligence, Network Operations Centre ('NOC') and Database Administration
- 4.11.5 Account manager dedicated to NIXI's business needs and the ongoing provision of .IN technical services
- 4.11.6 Detailed resource plan and governance structure including the number and profile of staff deployed in each area
- 4.11.7 Organisation and project management structure

#### **4.12 Technical and Customer Support**

- 4.12.1 24x7x365 technical support for issues faced by registrars and NIXI
- 4.12.2 24x7x365 customer service for general registrar queries
- 4.12.3 For this purpose, the Bidder shall set up an office in New Delhi dedicated to supporting NIXI, registrars, registrants and include operations related to project management, technical support, customer service, and system administration
- 4.12.4 NIXI authorized personnel shall be able to view the daily basis status of open and closed incidents, in detailed and summary formats, along with incident details such as - Ticket logged by/ Open Date/ Type/ Issue/ Action Taken/ Current Status/ Ageing etc
- 4.12.5 Account management and billing support services for NIXI and the registrars
- 4.12.6 Complete real-time monitoring facilities with adequate escalation procedures

#### **4.13 Dashboard, Reporting & Billing**

- 4.13.1 The Bidder needs to ensure that the .IN Registry should have in-built automated solution for monitoring & reporting. This dashboard needs

to be integrated with the analytics of .IN Registry operation. The system should have a provision of converting reports/ statistics/ information into figures/ tables/ charts for easy interpretation. MIS also needs to be integrated with the dashboards. The access control for viewing the dashboard should be role-based and as per the requirement of NIXI

4.13.2 The following types of reports are to be extracted from dashboard but are not limited to:

a. Transactions Progress:

- i) Daily/Weekly/Monthly Type of all transactions (Create, Renew, Transfer, Delete, RGP Restore, etc.)
- ii) Type of Zone (.Co.IN, .IN, etc.)
- iii) Type of TLD (.Bharat, .IN, etc.)

b. Financial Progress:

Daily/ Monthly/ Weekly Billable Transaction Reports to assist in verification of billing/ invoicing activities for NIXI account team, in the formats (.xls/ .csv/ .pdf/ .dat), as specified by the NIXI accounts team

c. Performance Reports:

i) SLA Monitoring Reports

Monthly report detailing the performance of the registry system and important registry metrics. The report shall measure the Bidder's commitments against the SLAs, and shall be modeled on the standard ICANN registry reports

ii) Monthly Registrar Scorecard

d. Other Reports

iv) Weekly domain abuse report to NIXI

v) Generate reports on ad-hoc requests by NIXI for specific data points

4.13.3 Invoicing to the Registrars:

Based on the type and number of Financial Transactions made by a Registrar in any given month and the prevailing rates, the chosen Bidder shall be responsible for generating corresponding invoice to the registrars on behalf of NIXI. These invoices shall be raised by 6<sup>th</sup> day of a month

## **4.14 Training**

4.14.1 Domain administrative tasks related to domain disputes (locking domains, researching domain ownership histories, etc.), use of the software tools, etc.

4.14.2 Certain policy issues such as registrar accreditation procedures

4.14.3 Provide input for preparing technical presentation/ document for law enforcement agency and National/ International event

4.14.4 Regular coordination with and education of NIXI technical staff where projects require various parties to work together

4.14.5 Conduct workshops with NIXI staff, in order to educate them about new developments in the registry; for example, when new features such as Internationalised Domain Names (IDNs) are introduced to the registrars and to the public

4.14.6 **Training/Handover: Bidder should provide all necessary training to NIXI staff and also handover the project to NIXI after one year with AMC support till 7 years.**

4.14.7 Provide adequate documentation on the processes and methodologies followed including an operating manual which shall describe the functioning of the registry, the accreditation procedures, grace period rules etc. Updates shall be issued to such documentation based on new projects undertaken such as IDNs

S. No.	Training Services	Audiences	Minimum Requirement	Mode of training
1	Data centre and NOC operations with reference to the Registry	NIXI	As and when required	Face to Face/ Hands on training
2	Incident Management System	NIXI/Registrar	Once	Face to Face/ Hands on training
3	OT & E process and procedures	NIXI/Registrar	Once	Face to Face/ Hands on training
4	Registration Portal	NIXI	Twice	Face to Face/ Hands on training
5	Shared Registry System	NIXI/Registrar	Twice	Face to Face/ Hands on training
6	MIS Reporting	NIXI/Registrar	Once	Face to Face/ Hands on training
7	Special projects e.g. IDNs, DNSSEC, IPV6	NIXI/Registrar	As and when required	Face to Face/ WBL/ Hands on training

#### 4.15 Website Management

4.15.1 Designing, hosting, maintaining and updating the .IN registry website (at [www.registry.in](http://www.registry.in) and <http://getyourown.in/> or at any other URL where the .IN registry website is maintained at in the future) on behalf of NIXI, m.registry.in mobile version of the .IN registry website shall also be managed , maintain and upgrade by the Bidder

4.15.2 Website should be hosted in India and the Bidder shall take all steps to incorporate any design and content changes as per the requirements of NIXI



- 4.15.3 Content of the website is generated and presented in line with international standards of comparable registries across the globe
- 4.15.4 Accept and provide changes in the website as per periodic requests that may be initiated by NIXI
- 4.15.5 The website to be developed should meet the requirements of NIXI and should be fully compliant with the “Guidelines for Indian Government Websites” (GIGW) & SSL certified from STQC and security audited from CERT-IN/ CERT-IN empanelled vendors and shall be deployed at .IN Registry data centre. Bidder shall obtain GIGW Compliance Certificate for the NIXI website from STQC. The cost for the audit shall be borne by the Bidder
- 4.15.6 Include a Dashboard section in the website, which gives performance reports of “.IN” domain in variety of graphical formats, as required and approved by NIXI

#### **4.16 Consulting and Advisory Services**

- 4.16.1 Consulting & advisory services to be provided to NIXI related following area of Domain Name Registry:
  - a. Operation of Domain Name Registry
  - b. International technical standards to operate Domain Name Registry
  - c. Industry policy and related best practices
  - d. Nameserver positioning strategy
  - e. ICANN regulations and policy framework
  - f. IDN technology
  - g. Hardware requirements and its backup technologies
  - h. Requirement of bandwidth and bandwidth service provider
  - i. Troubleshooting problems with NIXI’s vendors, such as its data centre and bandwidth providers
  - j. Model agreements between registrars and registrants
  - k. Facilitate the accreditation of registrars by undertaking the technical and operational evaluation of the registrar to ascertain the technical capability of the registrar, which is provided as an input to NIXI in making the decisions related to the registrar's accreditation
  - l. Undertake an Access Agreement with the Registrars
- 4.16.2 NIXI shall be the designated point of contact for .IN ccTLD in the ICANN (Internet Corporation for Assigned Names and Numbers) CCNSO (Country Code Names Server Organization). Bidder shall provide Technical and Administrative Consultation where required by NIXI with regard to building capacity for such representation at different forums.

#### **4.17 Third Party Audit of Services**

- 4.17.1 Bidder shall undertake audit of .IN Registry by independent third party auditor twice a year at their own cost
- 4.17.2 The third party audit shall include following but not limited to:
  - a. Vulnerability Assessment & Penetration testing of the Domain Name Registry System
  - b. Assessment of authentication mechanism provided in the application/ components/ modules
  - c. Assessment of data encryption mechanisms implemented for the solution
  - d. Assessment of data access privileges, retention periods and archival mechanisms
  - e. Server and Application security features incorporated etc.
  - f. Systems, processes, data and pricing method adopted towards offering .IN domains to registrars
  - g. Monitoring of performance by the Bidder of its obligations or functions in accordance with the standards committed to or required by the NIXI
- 4.17.3 Bidder shall also share reports for all the audits done throughout the tenure of the project
- 4.17.4 NIXI may conduct third party audit of .IN Registry once a year as and when required at NIXI's own cost
- 4.17.5 NIXI shall appoint ICERT empanelled Third Party Auditor for the audit of .IN Registry for 5 years with annual renewal plan
- 4.17.6 Bidder shall facilitate and provide access of requisite infrastructure to third party auditor appointed by NIXI. Bidder shall provide details of deployed infrastructure including hardware and software to NIXI.
- 4.17.7 The results of such audit shall be kept confidential by the auditor and only the discrepancies shall be reported to the Bidder and NIXI, and be limited to discrepancies identified by the audit
- 4.17.8 NIXI shall provide 30 (Thirty) days advance written notice to the Bidder of its desire to initiate an audit and the audit shall be scheduled so that it does not adversely impact or interrupt business operations
- 4.17.9 Bidder shall provide access to NIXI' representatives for DC and DR on receipt of one-day prior written notice.

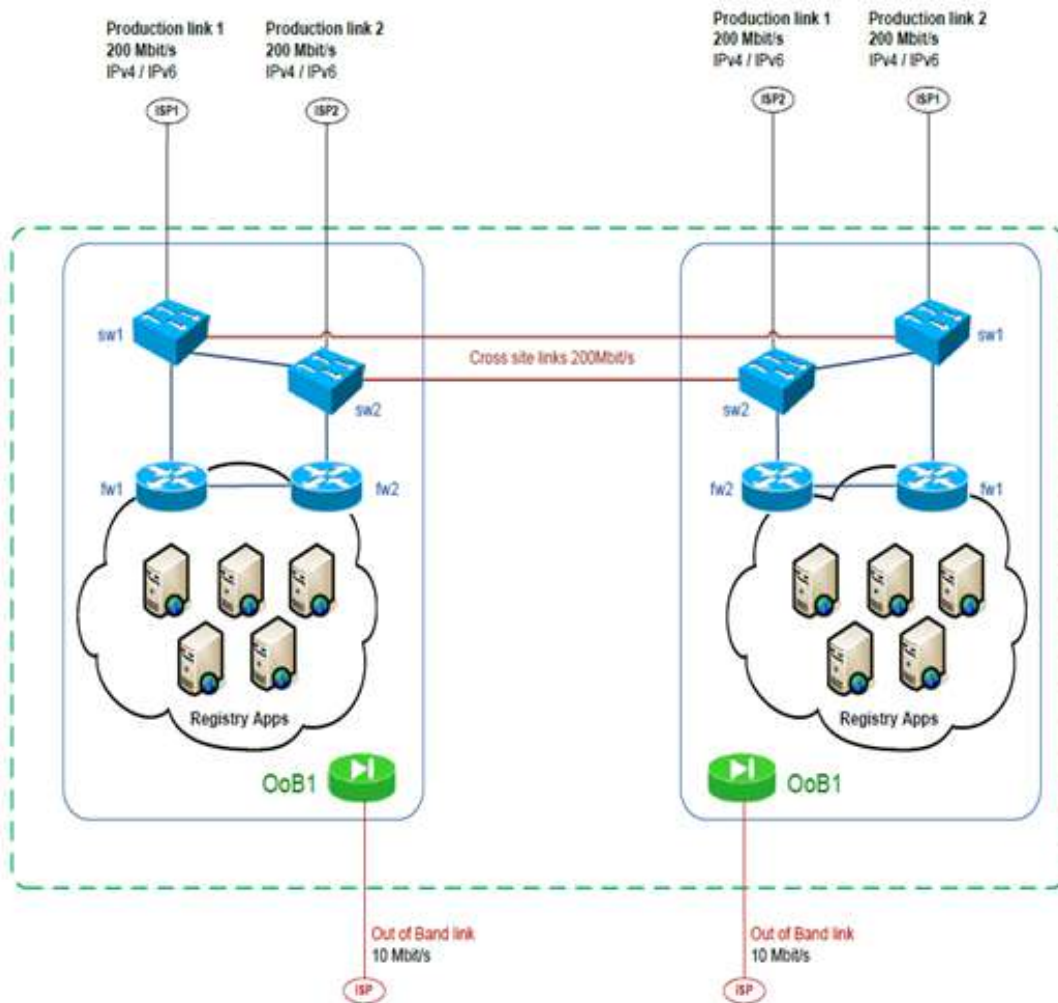
**In addition to above, it is desirable that the deployed system should have**

1. Ability to provide a Shared Registry System (SRS) platform that is scalable, state-of-the-art, and secure. The SRS should be capable of registering domain names managed by multiple registrars.

2. Ability to expand TSP operations from Indian ccTLD (.IN) to developing countries ccTLDs also.
3. Ability to undertake Internet Resilience related provisions for .IN Registry. For example, reshuffling of Indian Internet (DNS) infrastructure when India is cut-off from the global Internet due to natural or man-made causes, to ensure continued Internet availability for Indians.
4. Ability to scale the registry operations as per the future expected growth count of .in domains (from current 3 million to 10 million+).
5. Native support for IETF protocols and standards like DNSSEC, EPP, IPv6, WHOIS, RDAP etc
6. Support for domain names in regional languages i.e. support for Internationalized Domain Names (IDNs), Internationalized Domain Names in Applications (IDNA), and Email Address Internationalization (EAI).
7. Ability to mitigate and prevent DNS abuse like Spam, Phishing, Pharming, Botnets, Domain Generation Algorithms (DGAs), Domain Drop/Catch etc
8. Appointment of technical staff in company's organizational structure - CTO, CISO, DPO etc
9. Ability to apply technical and organizational security measures, in response to ever-changing global data privacy / data protection landscape (e.g. new laws like GDPR, upcoming Indian Data Protection Law etc)
10. Ability to support cloud models of operation (IaaS, PaaS, SaaS etc) for dynamically running .IN Registry operations
11. Ability to support DevOps, DevSecOps, CI/CD, Security Orchestration and end-to-end automation.
12. Ability to continuously incorporate Best Current Practices (BCPs) and technical advisories from ICANN (SSAC), IETF, IAB etc, into .IN Registry operations.
13. Preparation of BCP (Business Continuity Plans) and DRP (Disaster Recovery Plans) for .IN Registry.

## SECTION 5 (PROPOSED SYSTEM ARCHITECTURE)

### SCHEMATIC DIAGRAM



## Proposed .IN Structure

Particulars	
DATA CENTER	1+1 DC [Site location as mentioned in Clause 4.5.1]
DR SITE	Alternate switching every 6 months [Site location as mentioned in Clause 4.5.1]
NOC	Site location as per choice of vendor within the boundaries of the country.
SOC	Site location as per choice of vendor within the boundaries of the country.
CUSTOMER SUPPORT – POSITION / average volume of calls landing in 24 hrs / one months' time.	Site location as per choice of vendor within the boundaries of the country.
Gross customer addition , net customer addition (per year)	Gross: 11 lakhs Net: 5 Lakhs Total Base as on Jun,2022: More than 30 Lakhs
Future Expansion	As per the business plan- Projected

## Connectivity between DC & DR

- Connections between servers on the internal registry network are via redundant multi-homed 100 mbps Ethernet. Connectivity between the primary and secondary registry facility (for replication) is via redundant VPN connections.
- High capacity routers and switches are used to route traffic to registry services.
- Load balancing is used for balancing all aspects of the registry including the registry gateway, WHOIS services and DNS API gateways.
- Internet connectivity is supplied via a BGP-based solution with fully diverse connections to multiple ISPs. Registry internet connections at both the primary and secondary sites are provisioned for a burst of up to 10 Gbps capacity.

## Internet services

- The internet services of the registry currently includes multiple DNS servers, mail servers, EPP gateways, WHOIS servers, report servers, OT&E servers, web servers for registrar and registry administrative interfaces, and registry operations servers. All gateways and servers are hosted in a UNIX environment on multi-processor servers. All servers are protected behind firewall systems.

## **SECTION 6 Instructions to Bidders**

### **6.1 General**

1. The goods required to be supplied, bidding procedure and terms and conditions of the contract are prescribed in the bid document.
2. The bidder is expected to read carefully all the instructions for terms and conditions of the document and clarifications / amendments if any issued by NIXI. The bidder is also advised to furnish all the information required as per bid document. Failure to furnish all the required information or incomplete document may lead to rejection of bids.
3. Bids complete in all respect is to be submitted in the manner described below

Single Stage Bidding & Two Envelope System

on or before .....( specify date and time, hh.mm/ dd/mm/yy ) in NIXI office

To, MM NIXI , 9 TH FLOOR B-WING, STATESMAN HOUSE,  
148 BARAKHAMBA ROAD, NEW DELHI -110001

4. Bids will be opened same day at ..... hrs in presence of bidders.

### **6.2. Documents to be submitted along with the bid :**

The bidder is advised to carefully ensure that the following documents are submitted as a part of the bid.

1. Documents establishing eligibility of the bidder as prescribed in the eligibility clause of the bid document.
2. Bid security in the form of Earnest Money as prescribed in the bid document.
3. Clause by clause compliance of terms and conditions of the bid document by signing on all pages of the bid document under heading "READ, UNDERSTOOD AND COMPLIED". The compliance certificate will be signed by authorized signatory submitting the bid on every page of the bid document.
4. The price bid format quoting price as defined in the bid document without any overwriting and erasures
5. Certificates and undertakings as prescribed in this section and elsewhere in the tender document

**6.2 Eligibility criteria is Defined in Section 1 of DNIT, following is illustrative list of documents to be submitted.**

#### **a. Financial eligibility documents**

Audited financial statements for the last three financial years (FY 2019-20, 2020-21, and 2021-22) Certificate from the Statutory Auditor on turnover details for the last three (3) financial years (FY 2019-20, 2020-21 and 2021-22).

Certificate from the Statutory Auditor on positive net-worth for the last three (3) financial years (FY 2019-20, 2020-21 and 2021-22). Consolidated financial statements of the Parent/ Holding Entity & all its subsidiaries for the last three (3) financial years (FY 2019-20, 2020-21 and 2021-22).

#### **b. Technical / experience**

Work order OR Contract clearly highlighting the scope of work, Bill of Material and value of the contract/ order AND Completion Certificate issued & signed by the competent authority of the client entity on the entity's letterhead

Note:

- i.SLA report certified by the Client mentioning number of transactions for IT Registry System projects
- ii.SLA report certified by the Client mentioning number of transactions for DNS Registry System projects Quality control.

#### **c. Copies of valid certificates relating to quality control**

### **6.3 Submission of Eligibility documents**

The bidder shall furnish along with the bid documents the following necessary documents /certificates establishing bidder eligibility as per eligibility clause prescribed in the bid document.

1. Turnover certificate to establish financial eligibility of the bidder either in form of audited report of the company or a certificate from CA on his letter heads.
2. Experience certificate issued by organizations / companies for earlier work done, on the letterhead of the issuing officer / issuing company indicating volume / quantum of work and financial value of the purchase orders successfully completed. Self-certified copies of work orders/ purchase orders shall also be enclosed.

### **6.5 Technical eligibility and experience**

In order to enable the purchaser to assess production capacity and capability of the bidders, the bidder shall provide documentary evidence regarding his experience of similar items to any organization, indicating quantity supplied and value as prescribed in the eligibility clause of tender documents.

1. A signed undertaking from Authorized Signatory of the bidder to certify that all components/ parts/ assembly/ software used in the Desktops and Servers like Hard disk, Monitors, Memory etc. shall be original, new components/ parts/ assembly/ software and that no refurbished/ duplicate/ second hand components/ parts/ assembly/ software are being used or shall be used.
2. For supply of any software i.e. operating system or any applications software the

bidder should submit a Certificate Of Authenticity (COA), signed by Authorized Signatory stating that all Software supplied are authentic and legal copy is/ are being supplied.

3. Documentary evidence/ Declaration to the effect that the type of software to be utilized in the system/ equipment i.e. Packaged/ Canned OR Customized shall be furnished by the bidder. In case of Packaged/ Canned, the portion of value which represents consideration paid or payable for transfer of right to use such goods subject to provisions laid down in Central Govt. Taxation notification/ GST Notifications

### **6.6 Technical Documents and literature of the products**

The bidder shall also submit as a part of its bid document literature, booklet, manufacturer's manual establishing conformity of its bid of all goods and services which he proposes to supply under the contract.

1. The bidder shall also supply a detailed description of goods, which he proposes to supply along with essential parameters relating to technical and performance characteristics.

2. Bidder will submit a clause by clause compliance on the purchaser's technical specifications as described in TECHNICAL SPECIFICATION section of this bid/ tender document.

3. Deviations if any, with respect to clause 2 above, will be submitted by bidder, under a separate letter under heading "TECHNICAL DEVIATIONS" along with bid, to enable the purchaser to take an informed decision.

### **6.7 Power of Attorney**

Power of Attorney in the name of the person signing the bid document and authorization for executing the POA in the name of authorized person by a Resolution of the company as prescribed under the law

1. The power of Attorney should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the concerned states(s) and the same be attested by a Notary public or registered before Sub-registrar of the state(s) concerned.
2. The power of Attorney be executed by a person who has been authorized by the Board of Directors of the bidder in this regard, on behalf of the Company/ institution/ Body corporate.
3. In case of the bidder being a firm, the said Power of Attorney should be executed by all the partner(s) in favor of the said Attorney.
4. Attestation of the specimen signatures of authorized signatory by the Company's/ firm's bankers shall be furnished. Name, designation, Phone number, mobile number, email address and postal address of the authorized signatory shall be provided.



## 6.8 Certificates and Undertakings

1. Undertaking duly signed by front bidder and its technology/ consortium Partner(s) stating that all of them shall be liable for due performance of the contract jointly and severally.
2. Certificate of Incorporation.
3. Article or Memorandum of Association or partnership deed or proprietorship deed as the case may be.
4. List of all Directors including their name(s), Director Identification Number(s) (DIN) and address (es) along with contact telephone numbers of office and residence.
5. Registration certificate from State Director of Industries or from Secretariat for Industrial Assistance (SIA), Ministry of Industries, Government of India.
6. Approval from Reserve Bank of India/ SIA in case of foreign collaboration.

## 6.9 Near relative certificate

1. The bidder should give a certificate that none of his/ her near relative, as defined below, is working in the NIXI. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company excluding Government of India/ Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state and full time Directors of PSUs both state and central. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and NIXI will not pay any damage to the company or firm or the concerned person.
2. ***In case if any near relative is working in NIXI .full details e.g. Name , designation mobile no , email id and nature of relation will be furnished.***
3. The Company or firm or the person will also be debarred for further participation in the NIXI Tenders.
3. The near relatives for this purpose are defined as:-
  - (i) Members of a Hindu undivided family.
  - (ii) They are husband and wife.
  - (iii) The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

## 6.10 Filling of Price Bid by the bidders

1. The bidder shall give total composite price inclusive of levies and taxes including packing, forwarding freight and insurance etc. **but excluding the GST.** The basic unit price of components of the schedule of supply item will be filled up individually and will be totaled in the bottom. Wherever, more than 1 number of item is to be supplied (if prescribed in the bid document / price bid format) the bidder will populate the total cost of the item by multiplying the unit price and the quantity. Discount if any offered by bidder should be specifically indicated in the price schedule. The bidder may offer discount on unit price or may offer discount on total bid value.

2. ***As the rate of GST is dynamic and being reviewed and revised periodically*** and may change between the bid submission date and the actual supply date, the bidders are advised to indicate HSN code of all the items being supplied and current GST applicable at the time of bid submission. However, if the GST rates applicable is changed at the time of supply, the payment by NIXI will be affected at the rates applicable on the date of receipt of equipment by NIXI.

3. ***Items qualifying for input tax credit, which can be availed by NIXI, shall be mentioned separately indicating breakup of the unit cost, other processing charges and amount qualifying for input tax credit.***

#### **6.11 Amendment to Tender Document, (a) Pre bid clarification**

1 Subsequent to publication of bid document in newspapers and NIXI portal, if any prospective bidder requires any clarification to any clause of the bid document, he shall notify the purchaser **within 7 days of publication of NIT**, by e-mail to the address given in bid document as contact e-mail of the purchaser.

1. NIXI will compile all the queries received from the bidders and will reply at the earliest. The reply of the queries will be sent to all the bidders who have raised the queries by e-mail without disclosing the source of query and will also be uploaded on the website of NIXI. The clarifications issued by NIXI in response to queries raised by respective bidders shall form integral part of bid document and

2. Even the NIXI for any reason can amend the bid document at its own initiative and will inform the details to the prospective bidders as well and will upload the changes on the NIXI portal.

3. After the action on pre bid queries and amendment to bid document as described in paras above is completed, all the amendments will be notified in the manner described above and bid submission date will be notified by NIXI. The bid submission date may remain as originally published in NIT or may be extended depending upon nature and volume of amendments.

#### **6.11 (b) Post Bid Clarifications (After opening of bids )**

1. Even after the submission of the bid documents, NIXI may require some additional information to ensure technical compliance of the goods to be supplied from the bidder and he shall not refuse to share details until and unless they are confidential in nature. The purpose of asking additional information by NIXI will be intended to but not limited to ensure technical compliance of the equipment proposed to be procured under the current tender and / or documents relating to eligibility criteria and /or technical solution being offered.

2. Since NIXI does not have its own testing facility to test all functional features of the equipment proposed to be procured (no test bed set up facility exists ), it may also ask the bidder to supply factory test report (**FTR**) of the similar products supplied by the bidder against some earlier orders to any other agencies or purchaser in India.

#### **6.12 Submission of bid security / Earnest money.**

Until and unless a bidder is exempted from submission of bid security, every bidder shall submit as a part of its bid a bid security in form of Earnest Money Deposit of the amount of **Rs 50,00,000 (Rs Fifty Lakh only)**.

**6.13 Issue of EMD Certificate** The earnest Money instrument will be issued by a nationalized / scheduled bank indicating its full postal address, contact telephone number, e-mail id of issuing branch.

#### **6.14 Period of validity of bids and validity of Earnest Money :**

- (a) Bid shall be valid for a period of **150 days** from the date of submission of bids.
- (b) EMD shall be valid for period of **180 days** from the date of submission of bids.

#### **6.15 Extension of period of validity of bids and validity of EMD**

In exceptional circumstances, the purchaser may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under clause 12 shall also be suitably extended. The bidder may refuse the request without forfeiting its bid security. A bidder accepting the request and granting extension will not be permitted to modify its bid.

#### **6.16 Sealing and marking of the bids :**

1. The bid should be submitted as per tender information given in para 6.1 above

2. In Single stage bidding & two envelopes system, the bidder shall submit his bid in two envelopes;

i) The First envelope will be named as Techno-commercial bid. This envelope will contain documents of bidder's satisfying the eligibility / Technical & commercial conditions.

The cover of first envelope shall contain the 'Original Copy' of the Techno-commercial bid, duly marked ' TECHNO-COMMERCIAL BID '.

ii) The cover of second envelope shall contain the 'Original Copy' of the financial bid, duly marked ' FINANCIAL BID

Both the envelopes should be sealed separately and further kept in a single main envelope under the seal of the bidder

3. If both the envelopes are not sealed and marked as required at para (i) and (ii) above, the bid shall be rejected.

4. The envelopes shall be addressed to the purchaser inviting the tender.

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

5. The inner and outer envelopes shall indicate the name and complete postal address of the bidder to enable the purchaser to return the bid unopened in case it is declared to be received '**late**'.

6. Tender should be deposited in the tender box provided by tendering authority or sent by registered post or delivered in person on above mentioned address (address is given in para 6.1 above . The responsibility for ensuring that the tenders are delivered in time would vest with the bidder.

7. Bids delivered in person on the day of tender opening shall be delivered upto specified time & date as stated in clause 6.1 above.

The purchaser shall not be responsible if the bids are delivered elsewhere.

10. Venue of Tender Opening:

Tenders will be opened in the committee hall in front of reception area of NIXI OFFICE

### **6.17 Submission of bids.**

1. Bids must be submitted by the bidders on or before the specified date & time indicated in para 6.1 above

2. The Purchaser may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents in accordance with **clause- 11 (a)** in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subjected to the extended deadline.

3.The bidder shall submit its bid offer against a set of bid documents purchased by him for all or some of the systems/ equipment as per requirement of the Bid Documents. He may include alternate offer, if permissible as per the bid. However, not more than one independent and complete offer shall be permitted from the bidder.

### **6.18 Late Bids**

No bid shall be accepted after the specified deadline for submission of bids prescribed by the purchaser.

### **6.19 Bid Opening**

1.The purchaser shall open bids in the presence of the authorized representatives of bidders physically present ,who chose to attend, at time & date specified on due date.

2. The bidder's representatives, who are present, shall sign in an attendance register. Authority letter to this effect shall be submitted by the authorized representatives of bidders before they are allowed to participate in bid opening.

**3.** A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.

### **6.20 Action by Tender Opening Committee (TOC) on bid opening date:**

The TOC will open the box in front of bidders or their authorized representatives and will claim all the envelopes from the tender box. Following activities will be performed in front of bidders or their authorized representatives

Name of envelopes to be opened & information to be read out by Bid Opening Committee

(i) In Single stage bidding & two envelopes system; the bids will be opened in 2 stages i.e. the techno-commercial bid shall be opened on the date of tender opening given in NIT. The financial bid will not be opened on the date of opening of techno commercial bids in this case & sealed financial bids will be handed over to **MM NIXI. for retention.**

Thereafter the CET will evaluate Techno-commercial bids & the report of CET will be approved by competent authority.

The financial bids of only those bidders who are approved to be techno-commercially compliant by the competent authority, will be opened by TOC in front of techno commercially eligible bidders/ authorized representatives by sending them a suitable notice in advance.

(ii) The following information should be read out at the time of Techno-commercial bid opening: -

- a) Name of the Bidder
- b) Name of the item**
- c) EMD amount & validity and acceptability
- d) Information in respect of eligibility of the bidder.
- e) Details of bid modification/ withdrawal, if applicable.

**6.21** The date fixed for opening of bids, if subsequently declared as holiday, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

**6.22 Acceptance or Rejection of bid (s) without assigning any reason :**

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser's action.

**6.23 Contacting the purchaser / canvassing**

No bidder shall try to influence the Purchaser on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded.

Any effort by a bidder to modify its bid or influence the purchaser in the purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

**6.24 Placement of order**

1. The Purchaser shall consider placement of orders for commercial supplies only on those eligible bidders whose offers have been found technically, commercially and financially acceptable. The Purchaser reserves the right to counter offer price(s) against price(s) quoted by any bidder.

2. The purchaser reserves the right for the placement of order of entire tendered quantity on the bidder with the lowest evaluated price.

**6.25 Clause deleted.**

**6.26 Submission of PBG**

The successful bidder to whom APO has been issued will be asked to submit un conditional acceptance of APO and submission of Performance Bank Guarantee(PBG ) of an amount which will be **Five percent of the order value.**

PBG amount of the tender will be decided after discovery of prices

Validity of the PBG instrument shall be till completion of warranty period.

For AMC Period separate PBG will be required to be submitted by bidder. The value of AMC PBG shall be equal to ten percent of total AMC cost for Six years of AMC.

#### **6.27 Issue of PO (Purchase Order)**

Once the successful bidder has submitted performance bank guarantee (PBG), the PO shall be issued to the bidder indicating the names of items and quantity to be supplied along with consignee details where the material are to be delivered. The consignee details will invariably include name, complete postal address along with Pin code and Mob Number of the contact person.

#### **6.28 Lead time for supplies -**

Successful bidders shall be allowed **lead time of 30 days** to commence the supply of goods specified in the Purchase Order. from the date of issue of Purchase Order. Bidders may be allowed to prepone supply of goods after seeking written permission from NIXI.

#### **6.29 Total time to complete supplies.**

Successful bidders will have to complete supply of goods, goods and services as specified in the Purchase order within **180** days from the date of issue of Purchase Order by NIXI. **Bidders are advised to refer to SECTION 8, Special conditions of contract for project timelines and progress mechanism.**

## **SECTION 7 COMMERCIAL CONDITIONS OF THE CONTRACT**

### **7.1 Performance Bank Guarantee (PBG )**

The Performance Bank Guarantee (PBG) when submitted by the bidder, will be subject to verification from the issuing bank/ branch. Generally, the verification of PBG will be done by NIXI before issuance of Purchase Order. However due to any reason if verification is not done before issuance of P.O. it will be done as early as possible. No payment to bidder will be released without verification of PBG.

1. The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.
2. The performance security Bond shall be in the form of Bank Guarantee issued by a Nationalized / Scheduled Bank.
3. The performance security Bond will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.
4. Value and validity of PBG - please refer Section 6

### **7.2 Extension of Delivery Period**

Extension of delivery period may be considered by purchaser on the merit of case on case to case basis. This extension of delivery period may be considered with delay penalty or without delay penalty at the sole discretion of purchaser

Supplier cannot claim delivery extension without delay penalty.

### **7.3 Price Variation / Tax Variation due to delay by vendor**

Purchase orders will be issued to vendors indicating unit prices of the items including all items e.g. packaging, forwarding, freight insurance etc but excluding duties and taxes, quoted in the bid.

Duties and taxes will be included in the P.O. at rates quoted in the bid or rates applicable on date of issue of P.O.

**For changes in taxes/ duties during the scheduled delivery period, the unit price shall be regulated as under:**

1. Prices will be fixed at the time of issue of purchase order as per taxes and statutory duties applicable at that time



2. In case of reduction of taxes and other statutory duties during the scheduled delivery period, purchaser shall take the benefit of decrease in these taxes/ duties for the supplies made from the date of enactment of revised duties/taxes.
3. In case of increase in duties/taxes during the scheduled delivery period, the purchaser shall revise the prices as per new duties/ taxes for the supplies, to be made during the remaining delivery period as per terms and conditions of the purchase order.
4. In case supplier requests for extension of delivery period and the supplies are made during extended delivery period, the duties and taxes will be treated as described below in para (5)
5. Any increase in duties and taxes will be borne by supplier on the part of supplies made during extended delivery period. For this purpose the unit prices will be reduced to the extent the duties and taxes are increased keeping the net cost to NIXI same as during scheduled delivery period. However, if the duties and taxes are reduced the supplier will be paid the duties and taxes at reduced actual rates.

#### **7.4 Inspection :**

Except for equipment which are covered under manufacture warranty, all other items supplied will be subject to inspection by purchaser either at the supplier premises or at consignee location.

1. The Purchaser or its representative shall have the right to inspect and test the goods as per prescribed test schedules for their conformity to the specifications. Where the Purchaser decides to conduct such tests on the premises of the supplier or its subcontractor(s), all reasonable facilities and assistance like Testing instruments and other test gadgets including access to drawings and production data shall be furnished to the inspectors at no charge to the purchaser.
2. Notwithstanding the pre-supply tests and inspections prescribed in clause above, the equipment and accessories on receipt in the Purchaser's premises will also be tested during and after installation before "take over" and if any equipment or part thereof is found defective, the same shall be replaced free of all cost to the purchaser .

#### **7.5 Training**

1. The bidder shall provide training for installation and maintenance staff of the purchaser free of cost where required.

2. The bidder shall provide all training material and documents.

## 7.6 Spares

Supplier shall make supplies of all free spares as quoted by him in the bid document.

## 7.7 Warranty

1. The supplier shall warrant that the stores to be supplied shall be new and free from all defects and faults in materials used, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards for materials of the type ordered and shall perform in full conformity with the specifications and drawings. The supplier shall be responsible for any defect that may develop under the conditions provided by the contract and under proper use, arising from faulty material, design or workmanship such as corrosion of the equipment, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in circuit design and/ or otherwise and shall remedy such defects at its own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty. This warranty shall survive inspection or payment for/ and acceptance of goods, but shall expire (except in respect of complaints notified prior to such date) **minimum twelve months** after the stores have been taken over or warranty period in excess of 12 months if warranted by manufacturer. .

2. In case the supplier makes supplies of any third-party item, he will be liable to ensure that warranty of all third-party items are made available to purchaser. In the event the supplier fails to cover warranty obligations for third party items, he will have to replace the defective third-party items free of cost to purchaser at site including freight, insurance and any other charges.

Same provisions will be applicable for manufacturer warranty extended for his own supplies during the warranty period.

## 7.8 Payment milestones

Payment milestones for the project will be as under; (all percentages are w.r.t value of P.O.)

1<sup>st</sup> mile stone - mobilization advance at the time P.O. – 25%

2<sup>nd</sup> mile stone - after completion of supply of entire hardware – 15%

3<sup>rd</sup> milestone – after completion of testing and successful validation- 40%

4<sup>th</sup> milestone - after successful migration of existing customers -10 %

5<sup>th</sup> milestone – after completion of warranty -10%

## 7.9 Delay Penalty

1. Delay penalty will be imposed as below
  - a. No penalty till payment of second milestone
  - b. For payment milestones 3, adherence to pert chart (pl refer SECTION 8 ) shall be the benchmark. Delay penalty @0.5 percent (point 5 percent) per week shall be levied for delays beyond accepted time lines as mutually agreed before issue of P.O. The progress timelines for this milestone shall be included as part of P.O.
2. Delivery of the Goods and performance of the services shall be made by the Supplier in accordance with the time schedule specified by the purchaser in its purchase order. In case the supply is not completed in the stipulated delivery period, as indicated in the Purchase Order, purchaser reserves the right to short-close/ cancel this purchase order and/ or recover liquidated damage charges. The cancellation/ short-closing of the order shall be at the risk and responsibility of the supplier and purchaser reserves the right to purchase balance unsupplied item at the risk and cost of the defaulting vendors.
3. Delay by the Supplier in the performance of its delivery obligations shall render the Supplier liable to any or all of the following sanctions:
  - a. forfeiture of its performance security,
  - b. imposition of liquidated damages, and/ or
  - c. Short closure of the contract in part or full and/ or termination of the contract for default.
4. If at any time during the performance of the contract, the supplier encounters condition impending timely delivery of the goods and performance of service, the supplier shall:
  - a. Promptly notify to the Purchaser in writing the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at its discretion extend the period for performance of the contract
  - b. If the vendor fails to deliver the full ordered quantity even during extended delivery period then the PO shall be short-closed and the Performance Bank Guarantee shall be forfeited.
  - c. Maximum amount of delay penalty to be decided on tender-to-tender basis, **but will be capped to maximum 12 p.c. of the P.O.value**
  - d. In exceptional cases, on request of vendor, where purchaser is satisfied that delay was beyond control of vendor / supplier, penalty waiver in part

or in full can be considered without any prejudice. Decision of purchaser will be binding and final.

## **DISPUTES AND RESOLUTION**

### **7.10 FORCE MAJURE**

If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

### **7.11 DISPUTES AND ARBITRATION**

In the event of any question, dispute or difference arising under this agreement or in connection there-with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to the sole arbitration of the CEO, NIXI or in case his designation is changed or his office is abolished, then in such cases to the sole arbitration of the officer for the time being entrusted (whether in addition to his own duties or otherwise) with the functions of the CEO, NIXI or by whatever designation such an officer may be called (hereinafter referred to as the said officer), and if the CEO, NIXI or the said officer is unable or unwilling to act as such, then to the sole arbitration of some other person appointed by the CEO, NIXI or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996 as amended from time to time. There will be no objection to any such appointment on the ground that the arbitrator is a Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a Government Servant he has expressed his views on all or any of the matters in dispute. The award of the arbitrator shall be final and binding on both the parties to the

agreement. In the event of such an arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reason whatsoever, the CEO, NIXI or the said officer shall appoint another person to act as an arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

## 7.12 COURT JURISDICTION

1. Any dispute arising out of the tender/ bid document/ evaluation of bids/ issue of APO/PO shall be subject to the jurisdiction of the competent court at the place from where the NIT/ tender has been issued.
2. Where a contractor has not agreed to arbitration, the dispute/ claims arising out of the Contract/ PO entered with him shall be subject to the jurisdiction of the competent Court at the place from where Contract/ PO has been issued.

“This Contract/ PO is subject to jurisdiction of Court at DELHI only”.

## **SECTION 8      Special conditions of contract**

Bidders are advised to read carefully all clauses of special conditions of contract carefully and take all precautions to fill the bid accordingly.

8.1 The tender is design based for supply, installation, testing and commissioning of network set up to run and manage the .IN Registry system.

8.2 The bidder will design the network to meet all the requirements as described in the section under heading Scope of Work.

8.3 The bidder will supply all the requisite hardware element required for the system.

8.4 The bidder will submit details of all network element required for set up indicating make, model, technical specifications and count of the network element in a tabular form and will submit it along with the technical bid. The details submitted in the technical bid will not have pricing. i.e bidder will submit un-priced bill of material (unpriced BoM) along with technical bid.

8.5 As per requirement of the design of the network, the bidder will also submit all the services to be hired from third party for installing network element and interconnecting them and also communicating to the internet media. Either NIXI shall provide space to install the equipment or the required space will be taken on rent on co-location basis. The names of the locations where primary data centre, DR Data centre is proposed to be installed, will be identified by the bidder. Speed and size of the bandwidth to connect these data centres will also be designed and decided by the bidder. Bidder will also identify and propose the name of the agency from whom the proposed bandwidth will be hired.

8.6 Charges for hiring of space, hiring of bandwidth will be mentioned in the financial bid.

8.7 Bidder will be responsible to set up NOC and SOC and Customer support system as described in Scope of Work. Location of NOC, SOC and Customer Service Centre will be proposed by the bidder. The manpower to manage NOC, SOC and Customer Support Centre will be arranged by bidder.

8.8 The above details and any other detail to establish the system will be submitted by bidder in the technical bid. The bidder will also submit design document for software to be developed for running the Registry operation system. The design of the software should be capable of handling the current customer base and with future growth plan of NIXi as defined in Scope of Work and proposed system architecture.

8.9 Bidder will also mention software required to be procured for the system indicating separately names of standard operating software and other operating systems along with names of sources and specifications.

8.10 **Sourcing of network elements;** Bidders are advised to strictly include only those network element for set up of the proposed network architecture/ system setup, which are allowed as per Govt of India policy subject as notified. For details pl refer to Trusted Telecom Portal, <https://trustedtelecom.gov.in/>

8.11 The evaluation of the bids will be done as prescribed under Section -9 of this document under heading Evaluation of Bids and to qualify the technical bidding price. The marking system as indicated in Section -9 will be followed.

8.12 The various time frames and the activities required to be performed by the successful bidder after issue of PO are given in NIT reproduced below for ready reference.

(Assuming that the date of issue of PO as T)

- a) Lead time to start the work from date of Purchase Order = 30 days, T + 30
- b) Total time to complete = 120 days ( T + 150)
- c) Testing and validation = 30 days ( T +180 )
- d) Migration from existing TSP = 30 days (T +210)
- e) Date of start of one year Warranty (Warranty will start after completion of validation)  
=(T+180 +365 days)

8.13 The lead time to start the work in this tender is 30 days from the date of award of work, total time allowed to complete the work is 120 days. Totalling both the time frames a total time period of 150 days (around 5 months from the date of issue of Purchased Order) are allowed to successful bidder to offer the network for testing and validation.

8.14 Roll out Plan during this period of 5 months will be proposed by bidder in form of a PERT Chart indicating activities and time lines for completion of activities. This Roll out Plan will be submitted by the bidder along with the technical bid. This Roll Pout Plan will be subject to technical discussion and mutual acceptance, including changes required if any, between bidder and NIXI.

8.15 The progress of the Roll Out Plan submitted by the bidder and accepted by NIXI, will be monitored on fortnightly basis by conducting a joint meeting between successful bidder and NIXI.

8.16. The technical bid will also include name of company / agency for Resolution of DNS through Anycast servers.

## SECTION 9

### Evaluation of Technical Bids

Only those bidders who qualify all Pre-qualification/ Eligibility Criteria requirements shall be qualified for technical bid evaluation

- 9.1 Technical presentation shall be a part of the process for evaluation of the bids.
- 9.2 The Technical Evaluation Committee (TEC) reserves the right to reject a Product/ Solution/ Service if it is of an opinion that the offered product/ service does not match the technical requirements/ objectives specified in Technical Bid – Purchaser’s Requirements.
- 9.3 The technical bid shall first be reviewed for determining the Compliance of the Technical bids with the RFP terms and conditions, Minimum/ mandatory Technical requirements and the scope of work as defined in this RFP.
- 9.4 Any bid found to be non-compliant to the mandatory Technical Requirements, RFP terms and conditions and the scope of work shall be rejected and shall not be considered for further evaluation. Bids that are technically compliant would only be taken up for commercial evaluation.
- 9.5 If the bidder is found to be non-compliant to any of the mandatory technical specifications, then the respective bid would be summarily rejected without assigning any score.
- 9.6 Bidder is required to submit all the supporting documents as per the criteria mentioned in the RFP. NIXI reserves right to summarily reject any bid which does not contain all the mandatory supporting document or may ask bidder to resubmit documents, the decision of NIXI shall be final and binding in this regard.
- 9.7 A score would be given to each bidder by NIXI based on the scoring criteria mentioned below.
- 9.8 Bids that are technically qualified would only be taken up for commercial evaluation.
- 9.9 Bidder shall submit the detailed technical specifications of both hardware & software quoted by them as part of their technical bid.
- 9.10 NIXI reserves the right to disqualify any bidder based on any criteria considered relevant and its decision is binding. Representations, if any from disqualified bidders shall not be entertained and shall be summarily rejected. NIXI shall not respond to any query raised by bidders seeking reasons for rejection of the bid.
- 9.11 Technical Bids shall then be evaluated for the following broad parameters:

S. No.	Criteria Category	Evaluation Criterion Details	Max. Marks Allotted	Supporting Documents Required
<b>A</b>	<b>Bidder’s profile (max. -150 marks)</b>			
<b>A1</b>	Average Annual Turnover	Average annual turnover over the last three financial years (FY 2019-20, 2020-21 and 2021-22). Marks shall be allotted as given below: <ol style="list-style-type: none"> <li>i) More than INR 500 Crores = 90 marks</li> <li>ii) More than INR 300 – up to INR 500 Crores = 60 marks</li> </ol>	90	<ul style="list-style-type: none"> <li>▪ Certificate from the Statutory Auditor on turnover details from the over the last three (3) financial years (FY 2019-20, 2020-21 and 2021-22)</li> <li>▪ Consolidated financial statements of the Parent &amp; all its subsidiaries for the last three (3) financial years (FY</li> </ul>



S. No.	Criteria Category	Evaluation Criterion Details	Max. Marks Allotted	Supporting Documents Required
		<p>iii) More than INR 200 – upto 300 Crores = 30 marks</p> <p><b>Note:</b></p> <p>i) <i>The Consolidated Financial Statement of Parent/ Holding Entity &amp; all its subsidiaries shall be considered</i></p> <p>ii) <i>In case of Parent/ Holding Entity registered outside India, annual turnover shall be provided as per Indian Financial Year only</i></p>		2019-20, 2020-21 and 2021-22)
A2	Manpower	<p>Full time employees on payroll of the Bidder, working in the business unit providing “IT/ ITeS” as on bid submission date.</p> <p>Marks shall be allotted as given below:</p> <p>- More than 400 full- time employees = 60 marks</p> <p>- Between 200 – 400 = 30 marks</p> <p>- Between 100 – 200 = 20 marks</p>	60	<ul style="list-style-type: none"> <li>▪ Certificate from the Head of HR Department or equivalent on bidding entity’s letter head countersigned by authorised signatory for this bid holding written special power of attorney on stamp paper</li> </ul>
<b>B Project Experience (max. -400 marks/ 5 Projects)</b>				
<b>Please Note: 80 marks shall be assigned against each project (maximum 2 projects to be shown against each category B1 to B3 as defined below) and same project shall not be considered in different categories.</b>				
B1	Software design & development/ operations, maintenance & enhancements of any IT Registry System such	<p>The Bidder should have experience in India/ Abroad of executing “Software design &amp; development/ operations, maintenance &amp; enhancements of any IT Registry System (excluding IT Infrastructure and</p>	-	<ul style="list-style-type: none"> <li>▪ Work order</li> <li><b>OR</b></li> <li>▪ Contract clearly highlighting the scope of work, Bill of Material and value of the contract/ order</li> <li><b>AND</b></li> </ul>

S. No.	Criteria Category	Evaluation Criterion Details	Max. Marks Allotted	Supporting Documents Required
	as domain name registry, people registration, land record registration, Central Know Your Customer registry, Aadhaar (excluding IT Infrastructure and licenses)	licenses) with minimum 20 Lacs transactions per year in any year of project duration” out of which one (1) project should have been completed during the last 7 years having minimum value of INR 10 Crores as on bid submission date		<ul style="list-style-type: none"> <li>▪ Completion Certificate issued &amp; signed by the competent authority of the client entity on the entity’s letterhead</li> </ul> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ <i>SLA report certified by the Client mentioning number of transactions for IT Registry System projects</i></li> </ul>
B2	Software design & development / operations, maintenance & enhancements of DNS Registry System with a registration portal (excluding IT Infrastructure and licenses)	The Bidder should have experience in India / Abroad of executing “Software design & development / operations, maintenance & enhancements of DNS Registry System with a registration portal (excluding IT Infrastructure and licenses)” with minimum 20 Lacs transactions per year in any year of project duration” out of which one (1) project should have been completed during the last 7 years having minimum value of INR 10 Crores as on bid submission date	-	<ul style="list-style-type: none"> <li>▪ Work order</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>▪ Contract clearly highlighting the scope of work, Bill of Material and value of the contract/ order</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>▪ Completion Certificate issued &amp; signed by the competent authority of the client entity on the entity’s letterhead</li> </ul> <p><b>Note:</b></p> <p><i>SLA report certified by the Client mentioning number of transactions for DNS Registry System projects</i></p>
B3	Supply, Installation, Operations and Maintenance of networking equipment, storage backup equipment, servers and cyber-security	The Bidder should have experience in India of executing “Supply, Installation, Operations and Maintenance of networking equipment, storage backup equipment, servers and cyber-security for the Data Centre (excluding auxiliary	-	<ul style="list-style-type: none"> <li>▪ Work order</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>▪ Contract clearly highlighting the scope of work, Bill of Material and value of the contract/ order</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>▪ Completion Certificate issued &amp; signed by the</li> </ul>

S. No.	Criteria Category	Evaluation Criterion Details	Max. Marks Allotted	Supporting Documents Required
	for the Data Centre (excluding auxiliary infrastructure such as desktops, printers, UPS, scanner)  <b>Note:</b> <i>Bidder who have built their own Data Centre (IDC) for commercial use shall be considered</i>	infrastructure such as desktops, printers, UPS, scanner” out of which one (1) project should have been completed during the last 7 years having minimum value of INR 10 Crores as on bid submission date		competent authority of the client entity on the entity’s letterhead
<b>C</b>	<b>Approach &amp; Methodology &amp; Solutions proposed (max. -300 marks)</b>			
<b>C1</b>	Robustness & quality	Adequacy, robustness, quality and scalability of proposed solution	100	
<b>C2</b>	Understanding	<p>Demonstrated level of understanding of the scope of work and all aspects of the project</p> <ul style="list-style-type: none"> <li>- Overall Solution framework and approach to implement, operate &amp; maintain</li> <li>- Project implementation plan/ Risk Mitigation Plan/ Strategy/ SLA</li> <li>- Completeness of the proposed project plan with proper timelines, roles &amp; responsibility matrix</li> <li>- Strategy to meet implementation</li> </ul>	125	

S. No.	Criteria Category	Evaluation Criterion Details	Max. Marks Allotted	Supporting Documents Required
		<p>timelines (Work plan and staffing schedule)</p> <p>- Operations &amp; maintenance plan including comprehensiveness of fall back strategy</p>		
<b>C3</b>	Presentation	<p>Qualified bidders shall be called for presentation and presentation shall be delivered by the proposed Project Manager assisted by Team Lead/s</p> <p>(Assessment to be based on a note covering all requirements as mentioned above &amp; Presentation made by the Bidder before the Tender Committee)</p>	75	
<b>D</b>	<b>Proposed resources (max. -150 marks)</b>			
<b>D1</b>	Resources (for evaluation purpose)	<p><b>Implementation, Operations &amp; Maintenance Phase:</b></p> <ol style="list-style-type: none"> <li>1. Project Manager – 20 marks</li> <li>2. Functional Expert Registry – 20 marks</li> <li>3. Team Leader (Application Software Expert) – 20 marks</li> <li>4. Quality Assurance Lead – 15 marks</li> <li>5. IT Security Expert – 15 marks</li> <li>6. Network Administrator – 15 marks</li> <li>7. System Administrator – 15 marks</li> <li>8. Database Administrator – 15 marks</li> <li>9. Application Development Expert</li> </ol>	150	

S. No.	Criteria Category	Evaluation Criterion Details	Max. Marks Allotted	Supporting Documents Required
		<p>– 15 marks</p> <p><b>Note:</b> <i>All the proposed resources shall be full time employee of the Bidder.</i></p>		

The Technical Evaluation would be done for only those bidders, who comply with the pre- qualification criteria mentioned in Clause 8.1 – Evaluation of Pre-qualification Criteria. The Evaluation Committee may invite only such qualified bidders to make a presentation as part of the technical evaluation.

Only those bids which have a minimum technical score of 70% of total marks shall be considered qualified. However, NIXI reserves the right to lower the minimum required marks if none of the bidders achieves 70% of the total technical marks. The bid complied as per criteria mentioned above shall be evaluated as per the framework detailed below:

S. No.	Evaluation Criteria	Marks
1.	Bidder's profile	150
2.	Project Experience	400
3.	Approach & Methodology & Solutions proposed	300
4.	Proposed resources	150
5.	<b>Total Marks</b>	<b>1000</b>
6.	<b>Minimum Qualifying Marks</b>	<b>700</b>

## **SECTION 10**

### **FORMS and PROFARMA**

10.1 Form A.1: Participation in Pre-Bid conference (Company Letter head)

To,

The CEO, National Internet Exchange of India (NIXI)

Statesman Building

148 Barakhamba Road, New Delhi – 110001

Sub: Request for permission to attend the Pre-bid conference for Selection of Indian Technical Service Provider for S.I.T.C of .IN domain Registry for NIXI

Dear Sir,

The following persons from our organization shall attend the pre-bid conference with reference to the Tender document circulated by your organization, for “Selection of Indian Technical Service Provider for S.I.T.C of .IN domain Registry for NIXI”.

We request you to permit these people to attend the pre-bid conference as representatives of our organization.

S. No	Name of the Representative	Designation	Name of the Organization

Note: maximum 2 representatives per organization.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

10.2 Form A.2: Request for Clarifications/ pre-bid queries

Bidders requiring specific points of clarification may communicate with NIXI during the specified period using the following format (MS excel or MS word document only):

<b>Bidder's Request for clarification/ pre-bid queries</b>			
Name of Organization submitting request		Name & position of person submitting request	Full address of the Organization including phone, fax and email points of contact
			Tel:
			Fax:
			Email:
S. No.	Bidding Document Reference(s) (Section number/ page)	Content of RFP requiring Clarification	Points of clarification Required

Note: The name of the organization and the date shall appear in each page of such as document/ email in the header or footer portion

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:



10.3

Form A.3: **Pre-qualification Bid Cover Letter (Company Letter head)**

To,

The CEO, National Internet Exchange of India (NIXI)

Statesman Building

148 Barakhamba Road, New Delhi – 110001

Sub: Submission of the response to the TENDER No. <> dated <> for Selection of Indian Technical Service Provider for SITC of .IN domain Registry for NIXI

Dear Sir,

We, the undersigned, offer to provide Supply , Installation, Operations & Maintenance of .IN domain Registry for NIXI in response to the Tender dated <insert date> and Tender No <> for “Selection of Indian Technical Service Provider for SITC of .IN domain Registry”. We are hereby submitting our Proposal, which includes this Pre-qualification, Technical Bid and the Commercial Bid in separate covers.

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

▬

We agree to abide by all the terms and conditions of the Tender and related corrigendum(s)/ addendum(s). We would hold the terms of our bid valid for 180 days as stipulated in the Tender document.

We hereby declare that as per Tender requirement, we have not been black-listed/ debarred by any Central/ State Government during last three (3) years and we are not the subject of legal proceedings for any of the foregoing.

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

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

#### 10.4 Form A.4: **Pre-qualification Compliance Checklist**

S. No.	Criteria	Documentary Evidence	Compliance (Yes/ No)	Proposal Reference (Page No.)
1.	The Bidder should be registered under Companies Act, 1956 or as amended or a LLP firm/ Partnership firm under Partnership Act 1932.			
2.	<p>The Bidder should have an average annual turnover of INR 50 crores and positive net-worth for the last three financial years (FY 2019-20, 2020-21 and 2021-22) with at least 7 years of operations in India/ Abroad as on bid submission date.</p> <p><i>Note:</i></p> <p>i) <i>The Consolidated Financial Statement of Parent/ Holding Entity &amp; all its subsidiaries shall be considered</i></p> <p>ii) <i>In case of Parent/ Holding Entity registered outside India, annual turnover shall be provided as per Indian Financial Year only</i></p>			
3.	<p>The Bidder should have experience in India of executing at least two projects (out of which 1 project should have been completed) per business area in any two (2) of following <b>“Specific Business Areas”</b> during the last 7 years as on bid submission date:</p> <p>1. Software design &amp; development/ operations, maintenance &amp; enhancements of any <b>IT Registry System</b> such as domain name registry, people registration, land record registration, Central Know Your</p>			

	<p>Customer registry, Aadhaar with minimum value of INR 10 Crores (excluding IT Infrastructure and licenses) with minimum 20 Lacs transactions per year</p>			
	<p>in any year of project duration</p> <p>2. Software design &amp; development/ operations, maintenance &amp; enhancements of DNS Registry System with a registration portal with minimum value of INR 10 Crores (excluding IT Infrastructure and licenses) with minimum 20 Lacs transactions per year in any year of project duration</p> <p>3. Supply, Installation, Operations and Maintenance of networking equipment, storage backup equipment, servers and cyber-security for the Data Centre (excluding auxiliary infrastructure such as desktops, printers, UPS, scanner) with minimum value of INR 10 Crores</p> <p>Note: Bidders who have built their own Data Centre (IDC) for commercial use shall be considered</p>			

4.	<p>The Bidder should possess any two (2) of the below certifications which are valid as on bid submission date:</p> <ul style="list-style-type: none"> <li>- ISO 9001:2015 for Quality Management System</li> <li>- ISO 22301-2019 for Security and Vigilance.</li> <li>- ISO 20000:2011 for IT Service Management</li> <li>- ISO 27001:2013 for Information Security Management System</li> <li>- CMMi Level 5 or above for Capability Maturity Model</li> </ul> <p>Integration is a mandatory requirement</p>			
5.	<p>The Bidder (including Parent/ Holding Entity &amp; all its subsidiaries) should not have been black-listed/ debarred by any Central/ State Government as on bid submission date</p> <p>(during last three (3) years)</p>			
6.	<p>Special Power of Attorney for the Bidder (on Non – judicial stamp paper of INR 100/- or such equivalent amount and document duly notarized), who shall sign the Contract Agreement.</p>			
7.	<p>EMD and Tender Cost (Copy of the EMD and Tender Cost to be enclosed)</p>			

10.5 Form A.5: Turnover and Net worth Certificate

<b>S. No.</b>	<b>Financial Year</b>	<b>Annual Turnover (INR Crores)</b>	<b>Average Annual Turnover (INR Crores)</b>
<b>1.</b>	Financial Year 2019-20		
<b>2.</b>	Financial Year 2020-21		
<b>3.</b>	Financial Year 2021-22		

Note: The audited Financial Statements for the corresponding year has to be enclosed.

<b>S. No.</b>	<b>Financial Year</b>	<b>Net worth (INR Crores)</b>
<b>1.</b>	Financial Year 2019-20	
<b>2.</b>	Financial Year 2020-21	
<b>3.</b>	Financial Year 2021-22	

Note: The audited Financial Statements for the corresponding year has to be enclosed.

Name of the auditor issuing the certificate:

Name of the auditor's Firm:

Seal of auditor's Firm:

Date:

(Signature, name and designation of the authorized signatory for the Auditor's Firm)

10.6 Form A.6: Conflict of Interest (Company Letter head)

To, To,

The CEO, National Internet Exchange of India (NIXI)

Statesman Building

148 Barakhamba Road, New Delhi – 110001

Sub: Undertaking on Conflict of Interest regarding Operations and Maintenance of NIXI -  
.IN domain Registry for NIXI

Dear Sir,

I/ We do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with NIXI.

I/ We also confirm that there are no potential elements (time-frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the Tender.

We undertake and agree to indemnify and hold NIXI harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals, reasonably) by NIXI and/ or its representatives, if any such conflict arises later.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:                      Date:

10.7 Form A.7: **Format for Power of Attorney** executed in favour of the Authorized Signatory

It is clarified that the Bidder may submit the Power of Attorney in their own format clearly stating that the person is authorized to sign on behalf of the bidder. It is also clarified that the "Letter of Authorization" is to be read as "Power of Attorney".

[To be executed on stamp paper of Rs.100/ ~~appropriate value~~]

Know all men by these presents, We, [Insert full legal name of the bidding entity] , having registered office at [Insert registered office address] (hereinafter referred to as the "Principal") do hereby constitute, nominate, appoint and authorize [Insert full name of authorized signatory] son of [Insert father's name] presently residing at [Insert address of authorized signatory] who is presently employed with us and holding the position of [Insert position / designation of the authorized signatory] as our true and lawful attorney (hereinafter referred to as the "Authorized Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to the submission of our proposal in response to the Tender bearing number [ ] for '< Tender Name>' dated [ ], 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 National Internet Exchange of India (hereinafter referred to as the "NIXI"), representing us in all matters before the NIXI, signing and execution of all contracts and undertakings/ declarations consequent to acceptance of our Proposal and generally dealing with the NIXI in all matters in connection with or relating to or arising out of our Proposal for the said assignment and/ or upon award thereof to us till the execution of appropriate Agreement/s with the NIXI.

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



IN WITNESS THEREOF WE, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS  
POWER OF ATTORNEY ON THIS DAY OF \_\_\_\_\_, 2022

For

(Signature, name, designation and address)

[Please put company seal if required]

[Notarize the signatures]

Witness 1:

Witness 2:

Name:

Name:

Designation:

Designation:

Address:

Address:

Signature:

Signature:

10.8 Form A.8: **Technical Bid Cover Letter** (Company Letter head)

To, To,

The CEO, National Internet Exchange of India (NIXI)

Statesman Building

148 Barakhamba Road, New Delhi – 110001

Sub: Submission of the response to the Tender No <> dated <> for Selection of Indian Technical Service Provider to Supply, Install , Operate & Maintain .IN domain Registry for NIXI

Dear Sir,

We, the undersigned, offer to provide Supply, Installation, Operations & Maintenance of .IN Registry for NIXI in response to the Tender dated <insert date> and RFP No <> for “Selection of Indian Technical Service Provider to Supply, Install, Operate & Maintain .IN domain Registry for NIXI”. We are hereby submitting our Proposal, which includes this Pre-qualification, Technical Bid and the Commercial Bid in separate covers.

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 supply, installation, Operations and Maintenance of services related to the assignment not later than the date indicated in Fact Sheet.

We hereby declare that in case the contract is awarded to us, we shall submit the Undertaking/ Letter to Third Party Vendors in the form prescribed in Form A.17.

We agree to abide by all the terms and conditions of the Tender and related corrigendum(s)/ addendum(s). We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We hereby declare that as per tender requirement, we (Our Parent/ Holding Entity & all its subsidiaries) have not been black-listed/ debarred by any Central/ State Government during last three (3) years and we are not the subject of legal proceedings for any of the foregoing.

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

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:                      Date:

10.9 Form A.9: **Technical Bid Compliance Checklist**

S. No.	Criteria	Documentary Evidence	Compliance (Yes/No)	Proposal Reference (Page No.)
<b>A</b>	<b>Bidder's profile</b>			
<b>A1</b>	Average Annual Turnover <b>Note:</b> i) <i>The Consolidated Financial Statement of Parent/ Holding Entity &amp; all its subsidiaries shall be considered</i> ii) <i>In case of Parent/ Holding Entity registered outside India, annual turnover shall be provided as per Indian Financial Year only</i>			
<b>A2</b>	Manpower			
<b>B</b>	<b>Project Experience</b>			
<b>B1</b>	Software design & development/ operations, maintenance & enhancements of any <b>IT Registry System</b> such as domain name registry, people registration, land record registration, Central Know Your Customer registry, Aadhaar (excluding IT Infrastructure and licenses)			
<b>B2</b>	Software design & development/ operations, maintenance & enhancements of <b>DNS Registry System</b> with a registration portal (excluding IT Infrastructure and licenses)		-	
<b>B3</b>	Supply, Installation, Operations and Maintenance of networking equipment, storage backup equipment, servers and cyber-security for the Data Centre (excluding auxiliary infrastructure such as desktops, printers, UPS, scanner)		-	
<b>C</b>	<b>Approach &amp; Methodology and Solution proposed</b>			
<b>C1</b>	Robustness & quality			
<b>C2</b>	Understanding			
<b>C3</b>	Presentation			

<b>D</b>	<b>Proposed resources</b>			
<b>D1</b>	Resources (for evaluation purpose) ( <i>as per form A.12 and form A.13</i> )			

## 10.10 Form A.10: Approach, Methodology & Solution with Work Plan and Staffing Schedule

A description of the approach, methodology and work plan for performing the assignment, including a detailed description of the proposed methodology.

{Suggested structure of your Technical Proposal:

a) Proposed Solution, Approach & Methodology: {Please explain your understanding of the objectives of the assignment as outlined in the Scope of Services, the technical approach, the methodology you would adopt for implementing the tasks to deliver the expected output(s), and the degree of detail of such output. Please do not repeat/ copy the Scope of Services in here.}

b) Work Plan: {the proposed work plan should be consistent with the technical approach and methodology, showing your understanding of the Scope of Services and ability to translate them into a feasible working plan. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the Work Schedule Form.}

c) Staffing Schedule: {Please describe the structure and composition of your team, including the list of all Experts and relevant technical and administrative support staff}

Note: Please enclose detail for category a, b and c separately (to be provided by the bidder in their own format)

10.11 Form A.11: Format for Project Citation/ Case Studies

<b>General Information</b>	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
<b>Project Details</b>	
Description of the project	
Scope of services	
Relevance to the current project	
Outcomes of the project	
<b>Other Details</b>	
Total cost of the project	
Total cost of the services provided by the Bidder	
Duration of the project (no. of months, start date, completion date, current status)	
<b>Other Relevant Information</b>	
Letter from the client to indicate the successful completion of the projects (if any)	
Copy of Work Order/ Apostle */ Agreement/ Client Certificate or self-certificate from authorized signatory	

Note: \* indicates documents requirement for International projects

10.12 Form A.12: **CV Format for proposed Project Team** (Implementation and Operations & Maintenance Phase)

<b>1.</b>	<b>Proposed Position</b>				
<b>2.</b>	<b>Name of Firm</b>				
<b>3.</b>	<b>Name of Expert</b>				
<b>4.</b>	<b>Citizenship</b>				
<b>5.</b>	<b>Education</b>				
<b>6.</b>	<b>Membership in Professional Associations</b> (Professional Certifications)				
<b>7.</b>	<b>Countries of Work Experience</b>				
<b>Language Skills</b> (mark Excellent/ Good/ Average)		<b>Language</b>	<b>Read</b>	<b>Write</b>	<b>Speak</b>
		English			
		Hindi			
		<Add language>			
<b>8.</b>	<b>Employment Records</b>				
From:		To:			
Employer:					
Position Held:					
From:		To:			
Employer:					
Position Held:					
From:		To:			
Employer:					
Position Held:					
From:		To:			
Employer:					
Position Held:					
<b>9.</b>	<b>Work Undertaken That Best Illustrates Capability To Handle The Tasks Assigned</b>				
<i>Project Name</i>					
<i>Year</i>					
<i>Location</i>					
<i>Client</i>					
<i>Main project Features</i>					
<i>Position Held</i>					
<b>Activities Performed:</b>					
Expert's contact information					
e-mail:					



Phone:		
<b>Certification:</b> I, the undersigned, certify that to the best of my knowledge and belief that		
<ul style="list-style-type: none"> <li>• This CV correctly describes my qualifications and my experience</li> <li>• I was not part of the team who wrote the Scope of Work for this RFP</li> <li>• I understand that any wilful mis-statement described herein may lead to my disqualification or dismissal, if engaged</li> </ul>		
<b>Name of Expert:</b>	<b>Signature</b>	<b>Date:</b>

10.13 Form A.13: Format for Manpower Details (Implementation and Operations & Maintenance Phase)

S. No.	Role	Name of the Resource	Qualifications	Relevant Certifications	Overall IT Experience (Years)	Relevant experience in the respective role (Years)	Compliance – Yes/No
1.	Project Manager						
2.	Functional Expert - Registry						
3.	Team Leader (Application Software Expert)						
4.	Quality Assurance Lead						
5.	IT Security Expert						
6.	Network Administrator						
7.	System Administrator						
8.	Database Administrator						
9.	Application Development Expert						

10.	Operations (HR/Finance/Admin) Expert						
11.	Monitoring Experts (Including Helpdesk)						

10.14 Form A.14: **Commercial Bid Letter** (Company Letter head)

To,

To,

The CEO, National Internet Exchange of India (NIXI)

Statesman Building

148 Barakhamba Road, New Delhi – 110001

Sub: Submission of the response to the Tender No <> dated <> for Selection of Indian Technical Service Provider to Supply, Install, Operate & Maintain .IN domain Registry for NIXI

Dear Sir,

We, the undersigned, offer to provide **SITC** of .IN Registry for NIXI in response to the Request for Proposal dated <insert date> and Tender No <> for “Selection of Indian Technical Service Provider to Supply, Install, Operate & Maintain .IN Registry for NIXI”. We are hereby submitting our Proposal, which includes this Pre-qualification, Technical Bid and the Commercial Bid in separate covers.

We hereby declare that all the information and statements made in this Commercial 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 Implementation services related to the assignment not later than the date indicated in Fact Sheet.

#### I. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the RFP documents irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in our bid documents, shall not be given effect to.

## II. EARNEST MONEY DEPOSIT (EMD)

We have enclosed an EMD in the form of Refundable & Irrevocable Bank Guarantee for a sum of INR 50,00,000 (Rs FIFTY LACS ONLY). This EMD is liable to be forfeited in accordance with the provisions of the Section 6 - General Conditions of the Contract.

## III. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

## IV. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/ documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

## V. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the RFP. These prices are indicated in Annexure IV – Forms (Form A.15 – Commercial Bid Format) attached with our Tender as part of the Tender.

## VI. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in Form A.16.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

We confirm that no Technical deviations are attached here with this commercial offer.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Date:

10.15 **Form A.15: Commercial Bid Format**

1. We have submitted details of network elements, along with their technical specifications in form of unpriced bill of material (unpriced BoM) in the solution document submitted as part of technical bid. We reconfirm that items covered in unpriced BoM are necessary and sufficient for installation, commissioning and operation of .IN Registry system to meet all aspects of scope of work mentioned in Section 4 and Section 5 of the tender document.
2. We are now submitting cost of individual items of BoM. We undertake that the cost quoted by us are less than or equal to cost quoted by us to other purchaser where the contract has been awarded to us or where we are in process of bidding for similar type of supplies.
3. Price bid table for supply items to be created as mentioned in section 6,7 and 8 of this document.
4. ***Items qualifying for input tax credit, which can be availed by NIXI, shall be mentioned separately indicating breakup of the unit cost, other processing charges and amount qualifying for input tax credit.***
5. Separate price to be quoted for AMC charges for 6 years, separately for each year.


## 10.16 Form A.16: **Format for Performance Bank Guarantee**

(To be issued by a Bank)

This Deed of Guarantee executed at ----- by \_\_\_\_\_ (Name of the Bank) having its Head/ Registered office at \_\_\_\_\_ (hereinafter referred to as “the Guarantor”) which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favour of National Internet Exchange of India (hereinafter called “NIXI” which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns);

<Organization name > a company registered under Companies Act, 1956 or as amended or a LLP firm/ Partnership firm under Partnership Act 1932 with registration number  
and

having its Registered Office at -----, India (herein referred to as the “TSP” for Operations & Maintenance of .IN Registry, for NIXI, for the work order number ---- dated issued by NIXI, and

selected < Organization name > (hereinafter referred to as the Bidder) for the Agreement by NIXI as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the NIXI and Bidder. The Agreement requires the Bidder to furnish an unconditional and irrevocable Bank Guarantee for an amount of INR ----/- (Rupees) by

way of security for guaranteeing the due and faithful compliance of its obligations under the Agreement.

Whereas, the Bidder approached the Guarantor and the Guarantor has agreed to provide a Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, Bank hereby guarantee as follows:

1. The Bidder shall implement/operate/manage the Project, in accordance with the terms and subject to the conditions of the Agreement, and fulfil its obligations there under

2. We, the Guarantor, shall, without demur, pay to NIXI, an amount not exceeding of INR /-

(Rupees ----) within 21 (Twenty One) days of receipt of a written demand therefore from NIXI stating that the Bidder has failed to fulfil its obligations as stated in Clause 1 above

3. The above payment shall be made by us without any reference to the Bidder or any other person and irrespective of whether the claim of the NIXI is disputed by the Bidder or not.

4. The Guarantee shall come into effect from (Start Date) and shall continue to be in full force and effect till the earlier of its expiry at 1700 hours Indian Standard Time on (Expiry Date) (both dates inclusive) or till the receipt of a claim, from National Internet Exchange of India under this Guarantee, whichever is earlier. Any demand received by the Guarantor from NIXI prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to NIXI.

5. In order to give effect to this Guarantee, NIXI shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by NIXI or by the extension of time of performance granted to the Bidder or any postponement for any time of the power exercisable by NIXI against the Bidder or forebear or enforce any of the terms and conditions of

the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation, extension, forbearance or omission on the part of NIXI or any indulgence by NIXI to the Bidder to give such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.



6. This Guarantee shall be irrevocable and shall remain in full force and effect until all our obligations under this guarantee are duly discharged.

7. The Guarantor has power to issue this guarantee and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under .

8. The BG is enforceable at Delhi.

In witness, whereof the Guarantor has set its hands hereunto on the day, month and year first here- in-above written.

Signed and Delivered by\_\_\_\_\_Bank by the hand of Shri\_\_\_\_\_its\_\_\_\_\_ and authorised office.

Authorised Signatory\_\_\_\_\_Bank

10.17 Form A.17: **Undertaking/letter by TSP to Third Party Vendors** including DC & DR (Company Letter head)

To,

Concerned Third Party Vendors including DC & DR

<<Address>>

Sub: Undertaking/ Letter, for .IN registry related equipment setup, by TSP to Third Party Vendors including data centers in case of discontinuity of services

Dear Sir,

With reference to our servers and equipment located in your premises for the .IN registry operations, designated with serial numbers and markings given below (the Designated Equipment), and other services provided to the Designated Equipment, we instruct you to allow access to National Internet Exchange of India (NIXI) or its designated agents, upon their request, with no further reference to us.

S. No.	Equipment Type	Serial Number	Marking
1.			
2.			
3.			
4.			

At the sole decision of NIXI, and with no further reference to us, NIXI may assign our rights and obligations with respect to you to itself, by giving you 4 hours' notice. Such assignment is irrevocable, and we shall indemnify you to the extent of such assignment. NIXI shall not be responsible for any liability arising out of the situation.

NIXI shall provide with you a list of authorized personnel as per the attached list.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location:                      Date:

Copy To: Chief Executive Office, National Internet Exchange of India (NIXI)

11. Annexure V: Change Control Note

<b>Change Control Note/ Change Note on Scope of Work</b>	
<b>CCN/ CNS Number:</b>	
<b>Part A of CCN/ CNS : Initiation</b>	
Title:	
Originator:	
Sponsor:	
Date of Initiation:	
Details of Proposed Change (To include reason for change and appropriate details/ specifications. Please append attachments, if any.)	
Authorized by NIXI	Date:
Name:	
Signature:	
Received by the TSP	Date:
Name:	
Signature:	
<b>PART B of CCN/ CNS</b>	
Change Control Note/ Change Note on Scope of Work	CCN/ CNS Number:
Part B : Evaluation	
(identify any attachments) Changes to Services, assessment of value of proposed change, charging structure, payment profile, time table, documentation, training, service level/ deliverables and component working arrangements and any other contractual issue.	
Brief Description of Change & Solution:	
Material evidence that proposed change is not already covered within the scope or SLAs	
Impact:	
Deliverables:	
Timetable:	
Estimate of proposed change: (Applicable for CNS only): (including estimated man-month effort, associated rates/ costs, schedule of payment)	
Details of Manpower to be provided (Provide CVs of Manpower to be Deployed in	

Proforma as in Part C of this form)	
Other Relevant Information: (including value-added and acceptance criteria)	
Authorized by the NIXI	Date:
Name:	
Signature:	

<b>Part C of CCN/ CSN</b>			
Change Control Note/ Change Control Note	CCN/ CSN Number :		
CVs of Manpower to be Deployed			
Name:			
Role to be played:			
Current Job Title:			
Experience (Provide details regarding name of the organizations worked for, Designation, Responsibilities, Tenure, etc.			
Name of Organization	From	To	Designation/ Responsibilities
Number of years with the Current Organization:			
Current job responsibilities:			
Summary of professional/ domain experience:			
Skill sets:			
Highlights of assignments handled:			
Educational Background, Training/ Certification			
Degree (including subjects)	Year of Award of Degree	University	% of Marks
Authorized by the TSP	Date:		
Name:			
Signature:			
<b>PART D of CCN/ CNS</b>			
Change Control Note/ Change Note on Scope of Work	CCN/ CNS Number :		
Authority to Proceed			
Implementation of this CCN/ CSN as submitted in Part A, in accordance with Part B and Part C is: (tick as appropriate)			

Approved	
Rejected	
Requires Further Information (as follows, or as Attachment 1 etc.)	
For NIXI	For the TSP
Signature	Signature
Name	Name
Title	Title
Date	Date

## **Annexure – I**

### **A. Project Background**

#### **a. .IN Domain**

.IN being a top-level domain (TLD) of India is at the highest level in the hierarchical Domain Name System of the Internet. Being a ccTLD, .IN domains is a unique symbol of India and its role in the world.

The .IN domain initially started with 6,500 registrations before it was re-launched in the January of 2005 by Department of Information Technology ('DIT') now Ministry of Electronics & Information Technology (MeitY) and National Internet Exchange of India (NIXI) has been authorized to operate & manage .IN Registry.

The primary focus at the point of re-launch was to establish a strong technical foundation and project .IN domain as a reliable and stable ccTLD. The .IN domain was well received in the market and in the first 90 days, the registrations crossed the 100,000 mark.

The significant growth of .IN has been observed for last 15 years. The .IN has now crossed the 3.0+ million registration mark firmly establishing it as a leading ccTLD globally having its presence in more than 150 countries.

#### **b. Indian Technical Service Provider for .IN Domain**

NIXI envisioned the requirement of the Indian Technical Service Provider having internationally experienced and the expertise of operating & managing .IN domain Registry. Consequently, M/s. Afilias India Pvt. Ltd. (hereinafter referred to as 'Afilias') was selected by NIXI upon response to a global tender in November 2004. Again through a competitive and transparent bidding process, Afilias was selected as TSP to operate & maintain .IN domain Registry for the period of 2007 to 2012 and 2013 to 2019 respectively, which was expired on 31st March 2019. From 1<sup>st</sup> March, 2019, M/S Neustar Data Infotech (India) Pvt. Ltd and will be expired on 28<sup>th</sup> February, 2024.

The role of the Indian TSP is very important as it's provide critical infrastructure, technology & services to NIXI for smooth & efficient management of .IN domain Registry.

#### **Growing Penetration of Domains in India**

Current growth rate of India's Internet user is four times the global user growth rate. As a result, India now has crossed 270+ million Internet users surpassing the US and second only to China as per Mary Meeker's 2016 Internet trends report released in April 2016. Despite significant growth of the Internet user base still only about 22 percent of the Indian market is penetrated. The number of web users

in India is expected to see a twofold rise at 730 million by 2020 against 350 million at the end of 2015, according to 'The Future of Internet in India' report by NASSCOM and Akamai Technologies.

Greater awareness and an orientation towards technology in India have an impact on online presence. Recently, a study published by research firm Zinnov reinforced this fact when it found that growth of domain name industry in India is currently around 12%, much higher than the global average of 8.7% according to a study by research firm Zinnov.

**c. .IN Potential**

Internet penetration in the country is one of the key factors that contribute to the growth of the domain names for a ccTLD. Coupled with the promise of potential for Internationalized Domain Names ('IDNs') and other unique advantages of a ccTLD, this trend is expected to continue. Currently, the .IN registry stands at 3.+ million. This indicates the potential market for the .IN domain and it shall only grow as the total number of internet user grows in India. The flagship Programs like Digital India & Make in India are driving forces for digital adoption of the business with Indian Identity that is one of the key factor to adopt .IN Domain Name for Business Entities. NIXI's continues promotion and marketing of the .IN domain is enabling to capture a larger market share in the global market for domain names. Taking into account the global benchmarks and the growth rates experienced by other ccTLDs, the potential for .IN domain is much higher, possibly to gradually find its place in the top 10 TLDs of the domain name system. Below table is showing growth of .IN domains for last 5 years.

<b>Year</b>	<b>Total Number of .IN Domains</b>
2017	19,44,916
2018	19,19,422
2019	20,91,172
2020	22,46,356
2021	26,57,272
2022	30,07,747

**d. Marketing and Promotion of .IN Domain**

For the branding of .IN Domain & growth in adoption, NIXI undertakes following marketing & promotional activities of .IN Domain:

- Designing of broad strategies for aggressive marketing and promotion of .IN domains
- Distribution and channel management for Registrars
- Training and educating registrars, circulating technical bulletins and advisories, marketing bulletins and announcements, consulting registrars on potential opportunities and concepts such as product bundling
- Work towards increase in number of registrars both national and international with at least 5% growth per year



- Conduct registrar workshops (twice a year, minimum) for interaction, training, recognition and motivation
- Registrars buy in for Marketing & Promotional activities
- Conduct events/ seminars targeting various sections of potential buyers, towards building awareness on use of Internet, owning domains such as academia/ SMEs /Govt /Corporates/individuals /Internet community interactions
- Developing and applying positioning concepts that establish .IN domain's unique position in the marketplace
- Organise events for building .IN brand
- Undertake channel promotion programs and sales incentive plans
- Developing and running public relations programs
- Developing promotional advertising content/ materials such as banner ads, newsletters, fact sheets, point of sale materials, etc.
- Engaging advertising and public relations agencies for advertisement/ marketing campaign