



FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS DEPARTMENT
GOVERNMENT OF MIZORAM

REQUEST FOR PROPOSAL (RFP)



SUPPLY AND MAINTENANCE OF CLOUD SERVER AND SSL CERTIFICATE FOR THE MIZORAM STATE ROUTE OPTIMISATION TOOL

JULY, 2026

**Disclaimer:**

This Request for Proposal (RFP) document prepared by Food, Civil Supplies & Consumer Affairs Department, Government of Mizoram is meant for selection of Government empaneled for the implementation of Route Optimization for carriage of foodstuff within the State using a web application viz Mizoram Route Optimization Tool. This RFP document is directive in nature which includes process, scope of work, selection/evaluation criteria, timelines, terms & condition, annexures etc. as per the requirement of the State Government of Mizoram.

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1. Executive Summary

With an aim to bring in reforms in the functioning of Targeted Public Distribution System (TPDS), Food, Civil Supplies & Consumer Affairs Department, Government of Mizoram is directed to optimization of foodstuff transportation routes using algorithm implemented using web application.

Currently, foodgrains are transported from one godown to another through Government appointed Carrying Contractors. The current mechanism is managed manually. It is the intention of the Government to optimize the routes by finding the shortest path between the source and destination godowns using web application. The digital/technical knowhow is expected to be handled by Government appointed firm who has the capability to supply and maintain the cloud server etc.

The Mizoram Route Optimization Tool developed by World Food Programme (WFP) in collaboration with IIT Delhi has to be hosted by State Government of Mizoram on a window cloud server, which means, the selected firm shall procure and supply cloud server and maintain the server along with SSL certificate of the web application and further provide/nominate Single Point of Contact for the FCS&CA Department who has deep technical knowledge.

2. Introduction

The National Food Security Act (NFSA), 2013 has been implemented in the State w.e.f March, 2016 targeting 7,06,296 beneficiaries in the State. Monthly allocation of foodgrains in the State for NFSA (AAY and PHH) beneficiaries is 41,102.15 quintals. The overall monthly requirement of foodgrains for distribution under TPDS for the State is approximately 1,00,000.00 quintals which is disseminated via Aadhaar enabled Public Distribution System (AePDS) – a web application, to various intermediate storages owned by the State Government. The transportation of these foodgrains between godowns needs to be monitored, and the route needs to be optimized through digital reforms.

In order to accurately control the utilization of the benefits, the Department always endeavors to provide a robust and transparent Targeted Public Distribution System (TPDS) with an overall aim of enhancing food security and controlling the malpractices.

In this perspective, the Food, Civil Supplies & Consumer Affairs Department, Government of Mizoram, invites proposals from well-established firms for supply Cloud Server and SSL Certificate of Mizoram Route Optimization Tool (ROT) and maintenance thereof for a period of 3 (three) years. The procurement process, product specifications and overall requirement are described in subsequent sections of this RFP document.



TOPOGRAPY OF MIZORAM

Mizoram is a land of rolling hills, valleys, rivers, and lakes in Northeast India. As many as 21 major hill ranges or peaks of different heights run through the length and breadth of the state, with plains scattered here and there. The average height of the hills to the west of the state is about 1,000 meters (3,300 feet). These gradually rise to 1,300 meters (4,300 feet) to the east. Some areas, however, have higher ranges which go up to a height of over 2,000 meters (6,600 feet).

No. of DISTRICTS UNDER FCS&CA DEPARTMENT

Sl	Name of Supply District	No. of FPS	No. of GODOWNS
1	Aizawl East	147	9
2	Aizawl West	144	9
3	Champhai	121	9
4	Hnahthial	48	5
5	Khawzawl	53	7
6	Kolasib	79	8
7	Lawngtlai	139	12
8	Lunglei	185	10
9	Mamit	109	13
10	Saitual	48	10
11	Siaha	104	18
12	Serchhip	90	10
	Total	1267	120

There are 11 Administrative Districts in Mizoram. However, for better convenience, FCS&CA Department bifurcated Aizawl District into two i.e. Aizawl East and Aizawl West.

2.1. Objectives of Project

The primary objective is the implementation of Route Optimization of foodgrains transportation routes between source and destination godowns using web application:

- Smooth transportation of foodgrains between 120 godowns totaling to 232 carrying routes under Main Routes (126) and District Routes (106).
- Identifying the shortest path between source and destination godowns for transportation cost savings.
- Prevention of pilferage and diversion of essential commodities/foodgrains by online monitoring.
- Maintenance of the tool/ cloud server.
- Setting up of Local Office by the supplier and deployment of Single Point of Contact



(SPOC) who has the deep technical knowledge.

3. Request for Proposal – Process

3.1. Bidding Schedule

Various activities of the bidding process leading to the selection of bidder along with the timelines are mentioned in the table below:

Sl	Activity	Details
1	Date & Time of release of RFP Document	Date & Time: 27/07/2026
2	Tender fee and EMD	Tender Fee: NA EMD : ₹1,00,000/-
3	Date & Time for submission of queries (by email at dir.fcsc@mizoram.gov.in)	Start Date & Time: 28/07/2026, 11:00 AM End Date & Time: 04/08/2026, 5:00 PM
4	Date & Time of release of responses to clarification / queries / corrigendum	Start Date & Time: 05/08/2026, 11:00 AM (responses will be made by email only)
5	Date & Time of Bid Submission	Start Date & Time: 13/08/2026, 11:00 AM End Date & Time: 28/08/2026, 12:00 Noon
6	Date & Time of Bid Opening	28/08/2026, 1:00 PM

3.2. Preparation and submission of bid

The Bidder shall submit the proposal in sealed physical documents addressing the Director, Food, Civil Supplies & Consumer Affairs as described below:

Proposal that are incomplete or not in prescribed format may be rejected

- Technical and financial proposals shall be submitted only in physical mode.
- Technical Proposal** – Signed on each page, with file name clearly mentioning: “Technical Proposal for Mizoram State Route Optimization Tool” should be sent through e-mail.
- The proposal should be as per the Technical Proposal format provided in this RFP document at **Annexure-II: Technical Proposal Formats**.
- Financial Proposal** – Financial proposals should be sent in sealed physical documents, as per the format provided in this RFP document at **Annexure-III: Financial Proposal Formats**.
 - Performance Bank Guarantee (PBG) / Security Deposit**
 - The Supplier shall be required to submit PBG of **5% of the total contract value**. The contract value, for the purpose of PBG, shall be arrived using the following formula:
Contract Value = (Commercial bidding value (excluding GST) as quoted in the Financial Proposal X (5/100)
 - The PBG should be issued by Nationalized Bank in India as per the bank’s format.
- The financial Bid should be inclusive of all related accessories, driver software, operating manuals, forwarding, freight, installation charges at sites, warranties etc.
- Conditional proposals shall not be accepted on any ground and shall be rejected.



- g. If any clarification is required, the same should be obtained before submission of the bids.
- h. Bidders are advised to send the proposals well before time to avoid last minute issues.
- i. No physical submission of bids would be acceptable.

3.3. Interpretation of the clauses in the RFP document

In case of any ambiguity in the interpretation of any of the clauses in RFP document, the Department's interpretation of the clauses shall be final and binding on the bidder. The decision taken by the Department in the process of Tender evaluation will be full and final.

3.4. Deviation

The bidder shall not be allowed to make any deviation whatsoever from the Terms and condition and technical specifications specified in the RFP. All the bidders should submit a 'No Deviation Form' as per the format given at **Annexure-IV**.

3.5. Eligibility Criteria

Sl	Eligibility Criteria	Documents to be submitted
1	The bidder must be a company incorporated in India registered under the Company's Act 1956/2013.	Certificate of Incorporation along with Memorandum of Association and Articles
2	The bidder should be in the business of supply, installation, developments and maintenance of web applications in India for last five years as on date of submission of bid.	Copies of Purchase / Work Orders / Installation Certificates / Client Certificates.
3	The bidder should have an annual average turnover of ₹3 crores in last 3 financial years (FY 2022-2023, FY 2023-24, FY 2024-25)	Audited Financial Statements certified by Chartered Accountant / Audited Balance Sheets.
4	The Bidder must have supplied and maintained cloud server to any Government entity in the last three Financial Years (FY 2022-2023, FY 2023-24, FY 2024-25)	Copies of Purchase / Work Orders / Installation Certificates / Client Certificates.
5	Bidder should have following certifications: For Bidder: ISO 9001:2015	Copy of the valid certificate.
6	The bidder shall be registered for GST and shall have valid PAN number.	Copy of GST registration, copy of PAN documents.
7	The bidder shall not have been blacklisted for fraudulent and corrupt practices by Central Government or in the state of Mizoram at the time of submission of the bid.	Notarized Affidavit on Stamp Paper of INR 500.00



Tender Opening:

- a. Bid Opening shall take place in the office chamber of Director, FCS&CA, Treasury Square, Aizawl. through the e-Procurement Portal.
- b. In case EMD/ PBG is not received as per the timeline mentioned in Bid Data Sheet, the bid submitted would be rejected.
- c. During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished and whether the bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
- d. To assist in the scrutiny, evaluation and comparison of offers, The Directorate of Food, Civil Supplies & Consumer Affairs, Govt. of Mizoram, may, at its discretion, ask some or all the Bidders for clarification of their offers on any of the points mentioned therein and the same may be sent through email, facsimile. No change in the prices or substance of the bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by The Directorate of Food, Civil Supplies and Consumer Affairs, Govt. of Mizoram, in the evaluation of the bids.

To evaluate the Tender, Department in coordination with Directorate shall formulate a Tender Evaluation Committee (TEC) / Purchase Committee. The Evaluation Committee/Purchase Committee shall evaluate the Technical and Financial bids as per the following process to evaluate the Technical and Financial bids as per following process:

- a. Tender Evaluation Committee / Purchase Committee shall evaluate and compare the technical bids that have been determined to be substantially responsive.
- b. Tender Evaluation Committee / Purchase Committee shall review the Technical Proposal along with Eligibility Criteria. To assist in the examination, evaluation, and comparison of the bids, and qualification of the Bidders, Evaluation Committee / Purchase Committee may, at its discretion, ask any Bidder for a clarification of its bid.

Financial Evaluation:

The financial bids for technical qualified bidders will be opened. Financial bids, not substantially responsive or incomplete in any manner, are liable to be disqualified. The bidder with lowest bid will be declared as Lowest Bidder (L1).

Selection of the Bidder

- a. The technically qualified bidder with L1 rate shall be the successful bidder.
- b. In an event wherein two or more Bidders have Bid at the same price, then the bidder with the
- c. highest technical score will be given preference for engagement.
- d. In the event that any successful bidder (L1) withdraws or is not ready for engagement for any reason, FCS&CA may invite the vendor with next lowest rate (L2) for engagement provided L2 bidder is ready to accept the rate quoted by L1 bidder.



3.6. Failure to Agree with the terms & Conditions of the RFP

Failure to the successful bidder to agree with the terms & conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the bidder's proposal or the award of the contract. In case of such an event, Food, Civil Supplies & Consumer Affairs Department would reject the bidder's proposal and forfeit the EMD amount as specified in the RFP document.

4. Scope of Work / Responsibilities of Supplier

Food, Civil Supplies & Consumer Affairs Department, Government of Mizoram is looking forward to implement optimization of foodgrains transportation routes by means of web application namely Mizoram Route Optimization Tool. The envisaged Scope of Work for successful bidder / System Integrator shall be as below:

1. Provide Cloud Server for hosting the ROT.
2. Purchase AND install SSL Certificate for the ROT.
3. Maintenance of the server and SSL certificate for an initial period of 3 (three) years. Extendable up to 2 (two) years.
4. Provide/Nominate Single Point of Contact (SPOC) to FCS&CA
5. The nominated SPOC should be available on any day as per the requirement of FCS&CA.
6. In case of travel needed of the SPOC, the supplier will do so in its own expenditure.

5. Annexures to this RFP

5.1. Specification Requirements

5.1.1. Annexure I: Technical Specification of Cloud Server.

Sl	Description	Specifications
1	Compute Engine (Windows Cloud Server)	1. 8 Cores vCPU 2. Disk: 500GB SSD Balanced
2	OS	OS License option included: Windows Server 2012 R2, windows Server 2016, Windows server 2019, Windows Server (2004, 20HZ)
3	Memory	1 GB or higher RAM and 8GB or higher flash memory
4	Compute (VPN Server)	2 Cores vCPU, 8GB RAM Disk: 30GB SSD Balanced OS: Linux (Ubuntu, Debian, CentOS, CoreOS or BYOL)
5	Communication	Should support 2G, 3G and 4G /LTE network with WiFi, Ethernet
6	SSL Certificate	For 3 years from the date of appointment
7	Managed Service Support	For 3 years from the date of appointment



5.2. Annexure II: Technical Proposal Formats

5.2.1. Covering letter (on bidder's letterhead)

To
The Secretary to the Government of Mizoram,
Food, Civil Supplies & Consumer Affairs Department,
Aizawl – 796001

Subject: Submission of Technical Proposal

Reference: RFP for SUPPLY AND MAINTENANCE OF CLOUD SERVER AND SSL CERTIFICATE FOR THE MIZORAM STATE ROUTE OPTIMISATION TOOL

(RFP No: ____ Dated: ____/____/____)

Dear Sir/Madam,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, and maintain the server and SSL Certificate, as required and outlined in the RFP.

We attached hereto our responses to Technical Requirements.

We confirm that the information contained in these responses or any part thereof, including the exhibits and other documents and instruments delivered or to be delivered to the Department is true, accurate, verifiable and complete.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We hereby declare that in case we are chosen as a Supplier, we shall submit the PBG in the form prescribed in the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the tender response.

Following are the particulars of our organization:



Sl	Description	Details (To be filled by the bidder)
1	Name of the Company	
2	Official Address	
3	Phone No.	
4	Email ID	
5	Website URL	
6	Details of Company's Registration (to be enclosed)	
7	Quality Certificates (ISO 9001:2008) and its validity	
8	GST Registration No.	
9	Permanent Account Number (PAN)	
10	STQC Certificate	
11	Name of SPOC	
12	Phone no. (whatsapp) of SPOC	

Contact Details of officials for future correspondence regarding the bid process:

It is hereby confirmed that I/We are entitled to act on behalf of our company and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours faithfully

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]



5.2.2. Self -declaration for not being blacklisted by any Government Entity

(On bidder's Letterhead)

To

The Secretary to the Government of Mizoram,
Food, Civil Supplies & Consumer Affairs Department,
Government of Mizoram,
Aizawl – 796001

Subject: Declaration for not being blacklisted by any Government Entity.

Ref: RFP for SUPPLY AND MAINTENANCE OF CLOUD SERVER AND SSL CERTIFICATE
FOR THE MIZORAM STATE ROUTE OPTIMISATION TOOL

(RFP No: Dated: / /)

Dear Sir/Madam,

In response to the above-mentioned RFP, I/We, the undersigned, as the [Designation] of M/S_____ [Company Name], hereby declare that our company/firm has an unblemished past record and is not declared blacklisted or ineligible to participate in bidding by [Name of Bidding Entity]. Furthermore, our company/firm shall not have been blacklisted for fraudulent or corrupt practices by the Central Government or in the state of Mizoram at the time of submission of this bid.

Yours faithfully,

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]



5.3. Annexure III: Financial Proposal Format

5.3.1. Covering Letter for Financial proposal

(On bidder's Letterheads)

To
The Secretary to the Govt. of Mizoram,
Department of Food, Civil Supplies & Consumer Affairs,
Government of Mizoram,
Aizawl-796001

Sub: Submission of Financial Proposal

Ref: RFP for SUPPLY AND MAINTENANCE OF CLOUD SERVER AND SSL CERTIFICATE FOR THE MIZORAM STATE ROUTE OPTIMISATION TOOL

(REP No:___Dated:___/___/___) Dear

Sir/Madam,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for supply and maintain of Cloud Server and SSL certificate for Mizoram ROT.

We attach hereto our responses to financial proposals as required by the RFP.

We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to the Department is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

[Authorized Signatory]

[Designation]

[Place]

[Date and Time] [Seal & Sign]

[Business Address]



5.3.2. Financial Proposal Format

REF: RFP for SUPPLY AND MAINTENANCE OF CLOUD SERVER AND SSL CERTIFICATE FOR THE MIZORAM STATE ROUTE OPTIMISATION TOOL

(RFP No: ____ Dated: __/__/__)

Particular	Commercial Bidding Parameter Value (P) In Figures (Exclusive of GST) (₹)	Commercial Bidding Parameter Value (P) In Figures (Inclusive of GST) (₹)	Commercial Bidding Parameter Value (P) In Words (Inclusive of GST) (₹)
Compute Engine (Windows Server)			
Compute (VPN Server)			
SSL Certificate			
Managed Service Support			

Instructions to the Bidder

- The bidder is required to quote price upto two decimal places.
- The price to be quoted by the bidder shall be inclusive of all taxes, surcharges, expenses and any other financial cost or implication for a period of 3 (three) years.

Yours faithfully,

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]



5.4. Annexure IV: Statement of No Deviation from RFP

(On bidder's Letterhead)

To

The Secretary to the Govt. of Mizoram,
Food, Civil Supplies & Consumer Affairs Department,
Government of Mizoram,
Aizawl -796001

Sub: Undertaking of No deviation from RFP terms and conditions

Ref: RFP for SUPPLY AND MAINTENANCE OF CLOUD SERVER AND SSL CERTIFICATE FOR THE MIZORAM
STATE ROUTE OPTIMISATION TOOL

(RFP No: Dated: / /)

Dear Sir/Madam,

I/we, authorized representative(s) of M/s. <<bidder co./firm name>> would like to state that in the proposal submitted by us, there are no deviations from the RFP Terms & Conditions and Technical Specification of ePoS devices proposed for this engagement.

Thanking you.

Yours faithfully,

[Authorized Signatory]

[Designation]

[Place]

[Date and Time]

[Seal & Sign]

[Business Address]