REQUEST FOR PROPOSAL (RFP)

Provision of Google Cloud Computing Services through an Authorised Google Cloud Partner – LEHS / WadhwaniAI

Opening date of RFP: [14/11/2026]

Closing Date of RFP: [26/11/2026] – 23:59 hours

I. INTRODUCTION

Lords Education and Health Society (LEHS), through its flagship technology and artificial intelligence initiative WadhwaniAI, invites proposals from qualified, reputable and experienced Google Cloud partners for the supply of Google Cloud Platform (GCP) computing services, together with the associated onboarding, billing, support and optimization services.

The objective of this RFP is to appoint a partner that offers LEHS/WadhwaniAI the best possible discount on Google Cloud list prices, while providing dependable support and transparent billing.

The selected partner will be expected to act as a long-term, trusted extension of the LEHS/WadhwaniAI cloud team and not merely as a billing intermediary. The selected partner will be responsible for:

Account and billing onboarding → Consolidated INR billing → Cost visibility and optimization → Architecture and security guidance → 24x7 technical support and escalation → Google program and credit facilitation → Periodic service reviews.

The engagement period shall be three (3) years from the date of the Agreement, with formal performance reviews at the end of Year 1 and Year 2. LEHS/WadhwaniAI may terminate the Agreement with 30 days advance notice in case of unsatisfactory performance, and either party may terminate in accordance with the notice provisions in this RFP. Except for any commitment expressly agreed under Option B (Section 7.1) LEHS/WadhwaniAI is not obligated to purchase any minimum quantity or value of Google Cloud services.

II. PROJECT OBJECTIVES

The primary objectives of this engagement are to:

- Appoint an authorised Google Cloud partner to supply Google Cloud services to LEHS/WadhwaniAI.
- Obtain the best discount on Google Cloud list prices across all consumed services, applicable from the first rupee of consumption.
- Obtain offers under both a no-upfront-commitment option (no prepayment, minimum spend, committed-spend contracts, lock-in or exit penalties) and a commitment-based option, so that LEHS/WadhwaniAI can select the more favourable structure.
- Receive consolidated, transparent, INR-denominated, GST-compliant monthly invoicing with project-wise and service-wise cost visibility.
- Ret

- Continuously optimize cloud cost and architecture through periodic reviews and FinOps practices.
- Gain access to Google programs, credits, funding and early-access opportunities available to nonprofits and AI/ML workloads, with all benefits passed on to LEHS/WadhwaniAI.
- Establish a simple, penalty-free path to scale up, scale down or transition away from the partner if required, subject to any commitment expressly agreed under Option B (Section 7.1).

III. MINIMUM ELIGIBILITY CRITERIA

Bidders must meet the criteria mentioned below -

5.1 Partner Status and Organization

- The bidder shall be an accredited Google Cloud partner authorised to resell Google Cloud services in India, with a valid and current partnership agreement/authorisation from Google. Valid evidence (partner certificate or Google authorisation letter) must be enclosed.
- The bidder shall be a legally registered entity in India with at least 5 years of operation. A Private Limited company with sound business records is preferred.
- The bidder shall not have been blacklisted or debarred by any government body, public sector undertaking or Google, and shall confirm that no real or potential conflict of interest exists.
- The bidder shall confirm acceptance of the terms in Section 7.1 that apply to the option(s) it proposes without any condition.

5.2 Certified Team

The bidder's team shall include professionals holding the following Google Cloud certifications, valid at the time of submission. Certificates or verifiable credentials must be enclosed.

Certification	Mandatory / Preferred
Google Cloud Professional Cloud Architect	Mandatory
Google Cloud Professional Cloud Security Engineer	Mandatory
Google Cloud Professional Cloud Network Engineer	Mandatory
Google Cloud Professional Cloud DevOps Engineer	Mandatory
Google Cloud Professional Data Engineer	Mandatory
Google Cloud Professional Machine Learning Engineer	Mandatory
Google Cloud Professional Cloud Database Engineer	Preferred
Google Workspace Administrator (Professional)	Preferred

5.3 Quality and Information Security Certifications

The bidder shall hold the following valid certifications covering the services proposed to LEHS/WadhwaniAI:

- **ISO/IEC 27001:2022** – Information Security Management System. This affirms that the bidder meets international standards for information security management and compliance.
- **ISO 9001:2015** – Quality Management System, providing a framework for consistent, process-driven service delivery.
- Preferred: ISO/IEC 27017, ISO/IEC 27018 and/or a SOC 2 report for the bidder's managed services and support operations.

5.4 Support Capability

- The bidder shall operate a support desk in India able to provide 24x7 coverage for critical (P1) incidents, with qualified engineers able to work directly with Google Cloud support.
- The bidder shall provide a named account manager and a named technical lead for LEHS/WadhwaniAI.

IV. SCOPE OF WORK

The selected bidder shall provide the following services, at minimum. The Bill of Quantity in Annexure 1 is an initial reference point only and may change during the contract term. The scope covers all Google Cloud services available to LEHS/WadhwaniAI, including services launched during the term.

6.1 Supply of Google Cloud Services

- Supply of all Google Cloud services required by LEHS/WadhwaniAI, including (but not limited to) compute, containers, storage, databases, data and analytics, AI/ML and generative AI (including Vertex AI and Gemini models), networking, security and operations services.
- Access to Google Cloud Marketplace listings, where requested, billed through the partner at the quoted discount.
- Access to new Google Cloud products and features from the date of general availability or preview, at the same discount structure.
- Support with quota increases and with capacity requests (including GPUs/TPUs) through Google, where required.

6.2 Billing and Account Management

- Linking of LEHS/WadhwaniAI's Google Cloud billing account(s) to the partner so that existing projects continue to run without downtime or configuration change.
- Consolidated monthly invoice in INR, GST-compliant, with project-wise, service-wise and label-wise breakup of charges.
- Read access for LEHS/WadhwaniAI to detailed billing data (billing export to BigQuery or equivalent) and a cost dashboard.

- Budgets and cost alerts configured at billing account and project level.
- Transparent display, on every invoice, of the list price, the discount applied, credits applied and the net payable amount.
- Support for multiple billing accounts and sub-accounts, as required by LEHS/WadhwaniAI projects and funders.
- Prompt resolution of billing queries and disputes, including coordination with Google.

6.3 Account Ownership, Access Control and Data Protection

- The Google Cloud organization resource, projects, data, user accounts, credentials, API keys and licenses are and shall remain the sole property of LEHS/WadhwaniAI.
- LEHS/WadhwaniAI shall retain Organization Administrator and Super Administrator roles. The partner shall not hold standing organization-level administrative privileges.
- Any partner access to LEHS/WadhwaniAI projects shall be limited to the minimum required, granted only with prior written approval, secured with multi-factor authentication, time-bound where possible, and fully logged. Partner personnel shall not access LEHS/WadhwaniAI data content except where explicitly authorised for a specific support case.
- All data shall remain in the Google Cloud regions designated by LEHS/WadhwaniAI. The partner shall not move, replicate or process LEHS/WadhwaniAI data outside the designated regions without prior written consent.
- The partner shall comply with the DPDP Act, 2023 and applicable rules, execute a Data Processing Agreement and Non-Disclosure Agreement, and flow down equivalent obligations to any approved sub-processor. Sub-contracting is permitted only with LEHS/WadhwaniAI's prior written consent.
- The partner shall notify LEHS/WadhwaniAI of any security incident affecting its systems or personnel that could impact LEHS/WadhwaniAI without undue delay and in any case within 24 hours of becoming aware.

6.4 Onboarding, Installation and Configuration (One-Time)

- Review of the existing Google Cloud environment, organization structure, projects, billing set-up and IT/system architecture.
- Migration of billing to the partner within 15 working days of the Purchase Order, with zero service interruption.
- Configuration of billing exports, budgets, alerts, support channels and the partner access model agreed with LEHS/WadhwaniAI.
- Delivery of an onboarding report documenting the current environment, findings and recommended quick wins.
- Provision of an escalation matrix for service and support.

6.5 Architecture and Optimization Review

- An initial architecture review against the Google Cloud Architecture Framework covering reliability, security, cost, performance and operational excellence.

- Quarterly optimization reviews including rightsizing, idle and orphaned resource identification, storage tiering, network cost reduction, GKE/container efficiency and AI/ML workload cost optimization.
- Written recommendations with estimated savings and effort; implementation support where requested.

6.6 Cost Management and FinOps

- Monthly cost reports covering trends, anomalies, top cost drivers and savings opportunities.
- Advice on sustained-use, committed-use discounts and other pricing options. This advice is advisory only; no commitment, reservation or subscription shall be purchased without prior written approval from LEHS/WadhwaniAI.
- Proactive anomaly alerts for unexpected spend and recommended corrective actions.

6.7 Technical Support and Escalation

- 24x7 technical support for critical incidents and defined business-hours support for other requests, in line with the service levels in this RFP.
- Ticket-based support with a named technical lead and a documented escalation matrix up to senior management of the partner.
- Raising and tracking of support cases with Google Cloud on LEHS/WadhwaniAI's behalf, including escalation to Google where the partner cannot resolve an issue.
- The bidder shall state clearly whether Google Cloud support-plan fees are included or priced separately.

6.8 Google Programs, Credits and Funding

- The partner shall identify, apply for and facilitate all Google Cloud credits, nonprofit programs, migration or proof-of-concept funding and other incentives for which LEHS/WadhwaniAI may be eligible.
- All credits and funding belong to LEHS/WadhwaniAI and shall be applied in full against LEHS/WadhwaniAI's invoices, in addition to the quoted discount, and shall not be retained, offset against the partner's margin or used to reduce the quoted discount.

6.9 Exit and Transition

- On termination or expiry, the partner shall cooperate fully and, within 15 working days of written request, release LEHS/WadhwaniAI's billing accounts so that they can be transferred to LEHS/WadhwaniAI directly or to another partner without downtime, data movement or charges.
- Except for any exit terms expressly agreed under Option B (Section 7.1), no exit fee, early-termination charge or lock-in of any kind shall apply. Undisputed consumption up to the transfer date remains payable.

6.10 Deliverables

Deliverable	Expected Outcome
Billing Onboarding	Billing accounts linked with zero downtime within the agreed timeline
Onboarding Report	Current-state review of GCP environment, risks and quick wins
Monthly Invoice and Cost Report	Consolidated INR invoice with list price, discount, credits and detailed breakup
Cost Dashboard and Alerts	Billing export, budgets and anomaly alerts configured
Architecture Review	Initial review and quarterly optimization reviews with savings estimates
Escalation Matrix	Named contacts and escalation levels for service and support
Credits and Funding Report	Credits and programs identified, applied for and realised
Service Review Reports	Monthly, quarterly and annual review documents
Exit Support	Billing transfer support without downtime or charges

V. COMMERCIAL REQUIREMENTS AND PRICING

7.1 Commitment Options

LEHS/WadhwaniAI is open to receiving offers both without and with a commitment. Bidders may quote under either or both of the options below. Where both are quoted, each option shall be priced separately and in full, and LEHS/WadhwaniAI may select either option at its discretion after evaluation.

Option A – No Upfront Commitment. For the purposes of this RFP, "no upfront commitment" means that the bidder's offer shall be free of all of the following:

- No prepayment or advance: no advance payment, prepaid credits, deposit, security deposit, bank guarantee or wallet top-up from LEHS/WadhwaniAI.
- No minimum spend: no minimum monthly, quarterly, annual or contract-term consumption commitment, and no commit-based discount tiers. The quoted discount shall apply from the first rupee of consumption regardless of the amount consumed.
- No mandatory purchases: no obligation to purchase committed-use discounts, reservations, Google Cloud Marketplace subscriptions, a Google Cloud support plan, licenses or any other product or service as a condition of the discount.
- No lock-in: no exit fee, early-termination charge, minimum-term penalty or restriction on moving billing accounts to LEHS/WadhwaniAI directly or to another partner.
- No suspension for disputes: no suspension of services or projects for amounts under bona fide dispute, and no suspension for undisputed amounts without at least 30 days' written notice.

Option B – With Commitment. Bidders may offer a commitment-based option (for example, committed spend, committed-use discounts, reservations or prepayment) in return for an improved discount. A bidder quoting Option B shall clearly state in its commercial proposal:

- the nature and structure of the commitment, the committed amount and the commitment period;

- the discount offered under Option B and, where Option A is also quoted, how it compares with the Option A discount;
- the treatment of any shortfall against the commitment, including carry-forward or rollover, and any exit or early-termination charges.

Under both options, account ownership (Section 6.3), the passing on of credits and funding (Section 6.8) and the no-suspension-for-disputes protection above apply in full. Any commitment shall bind LEHS/WadhwaniAI only to the extent expressly set out in the Agreement.

7.2 Discount Structure

- Bidders shall quote a percentage discount on Google Cloud's public list price in effect at the time of consumption, applicable to all Google Cloud services consumed by LEHS/WadhwaniAI, including Marketplace and any other billable item.
- A single flat discount applicable to all services is preferred. Bidders may additionally quote category-wise discounts. Where category-wise discounts are quoted, the lowest discount among categories shall also be stated as the guaranteed minimum discount.
- Discounts shall be fixed for the entire contract term of 36 months and shall not be reduced, withdrawn or made conditional during the term, including when Google changes list prices, partner programs or partner margins.
- Any reduction in Google's list prices shall automatically benefit LEHS/WadhwaniAI. The discount shall apply to new Google Cloud services launched during the term.
- The bidder shall state the discount as a percentage off list price, not as a margin or mark-up on cost.
- Where the bidder quotes both Option A and Option B (Section 7.1), the discount, and any category-wise discounts, shall be stated separately for each option.

7.3 Currency, Taxes and Other Charges

- Invoicing shall be in INR. The bidder shall state the exchange-rate basis used to convert USD list prices, which shall be a published, verifiable rate applied consistently and shall not be adjusted by the bidder at its discretion.
- GST shall be charged extra at the applicable rate and shown separately on invoices. Tax deducted at source, where applicable, shall be deducted in accordance with law.

7.4 Billing and Payment Terms

- Billing shall be monthly in arrears, based on actual consumption, with invoices raised within [7] days of month-end.
- Payment shall be made within 30 days of receipt of a correct invoice with supporting usage detail. Bidders may offer a longer credit period, which will be considered favourably.
- LEHS/WadhwaniAI may withhold only the disputed portion of an invoice and shall pay the undisputed portion on time.

VI. CONTRACT TERM AND TIMELINES

Contract Term

- The service engagement shall be for a total period of **three (3) years** from the date of the Agreement.
- Formal performance reviews shall be held at the end of Year 1 and Year 2. LEHS/WadhwaniAI may terminate the Agreement at either review in case of unsatisfactory performance of the bidder.
- Either party may terminate the Agreement, without assigning any reason, by giving thirty (30) days' prior written notice to the other party.
- Prices and discounts shall remain applicable for the entire period of 36 months.

VII. EVALUATION CRITERIA

Proposals will be evaluated on the following basis -

Criteria	Weightage
Understanding of Requirements and Proposed Approach	10%
Google Cloud Partner Status, Specializations and Certified Team	15%
Support Model, Service Levels and Escalation Capability	15%
Security, Compliance and Data Protection Practices	10%
Architecture, FinOps and Optimization Capability	10%
Relevant Experience and Client References	10%
Commercial Proposal (Discount and Commercial Terms)	30%
Total	**100%**

LEHS may seek clarifications, request presentations or demonstrations, and negotiate commercial terms with the highest-ranked bidder(s). The decision of LEHS shall be final.

VIII. TECHNICAL PROPOSAL – CONTENT REQUIREMENTS

The technical proposal shall contain no financial information. Inclusion of financial information may result in disqualification. The technical proposal shall include at minimum:

- Company profile, legal status, ownership and organization structure;
- Evidence of Google Cloud partner status, specializations and the partner tier, with validity;

- List of certified professionals with certification names, validity and role in the proposed engagement;
- ISO and other certification copies;
- Understanding of LEHS/WadhwaniAI's requirements and the proposed approach;
- Onboarding and billing migration plan, with timeline and dependencies;
- Support model: support desk location, staffing, tools, escalation matrix, service levels and service credits;
- Approach to identifying and passing on Google credits, nonprofit programs and funding;
- Value-added services offered at no additional cost;
- At least 3 client references, with contact details and scope, and work completion reports or purchase orders;
- Declaration of no conflict of interest and the bidder's policy for managing conflicts of interest should they arise.

IX. SUBMISSION INSTRUCTIONS

- Submission Email: rfp.lehs@wadhwaniai.org
- All documents should be in PDF format.
- Subject line of the email: "**Provision of Google Cloud Computing Services through an Authorised Google Cloud Partner – LEHS / WadhwaniAI – [Bidder Name]**"
- Submission Deadline: 26/11/2026

Bidders who submit complete technical proposals with password protected financial proposals and all mandatory enclosures will be considered only.

Any proposals received by LEHS after the deadline for submission of proposals prescribed in this RFP are liable to be rejected.

X. MANDATORY ENCLOSURES

Please submit the following as enclosures or attachments with your proposal:

- Company Profile, testimonials, work completion reports, purchase orders, and reference (NGOs). Google Cloud partner certificate / authorisation letter and specialization evidence
- ISO/IEC 27001:2022 and ISO 9001:2015 certificates (and other certificates, if any)
- NGOs need to provide a valid CSR-1 issued in favor of the NGO by the MCA.
- GST registration certificate.
- PAN & TAN registration.
- Audited Financials for the last three years.
- Income Tax Return for the last three years.
- Cancelled cheque.
- Copy of registration documents/certificate and the most recent renewal as a legal entity.

- Preferably a Private Ltd company and has sound business records.
- Authorized signatory letter.
- Conflict of interest declaration.
- Contact person details.
- Memorandum of Association & Articles of Association (or Trust Deed / Bye-laws as applicable).
- List of Governing Body Members/Board Members of the organization.
- 12A and 80G Registration Certificates and Revalidation Document.
- PF, ESI, and Professional Tax Registration Certificates (if applicable).
- Finance Policy, HR Policy, Anti-Sexual Harassment Policy, Procurement Policy, and any other relevant internal policies.
- List of Pending Litigation/Cases against the Entity (if any).
- Latest TDS Return filed (Form 26Q and 24Q).
- GSTR filings for the last 3 returns (if applicable).
- Sample Audited Utilization Certificate (UC) submitted to any donor for CSR Funding.
- Audit Report in Form 10B/BB for the last 3 years.
- Foreign Contribution (FC) Audited Financials for the last 3 years (if applicable).
- FCRA Returns (FC-4) for the last 3 years (if applicable).

This section is mandatory for consideration of the proposal.

XI. GENERAL TERMS AND CONDITIONS

15.1 Nature of this RFP

The terms outlined in this RFP shall form part of the contract should LEHS accept a proposal. LEHS may, at its discretion, cancel the requirement in part or whole. It also reserves the right to accept or reject any proposal, annul the selection process, or reject all proposals at any time before selection without incurring any liability to bidders.

15.2 Withdrawal, Modification and Validity

Bidders may withdraw their proposal after submission, provided that LEHS receives written notice of withdrawal before the deadline for submission. No proposal may be modified after the deadline. No proposal may be withdrawn between the submission deadline and the expiry of the proposal validity period. All proposals shall remain valid and open for acceptance for 90 calendar days after the submission deadline. A proposal valid for a shorter period may be rejected. In exceptional circumstances, LEHS may request the bidder's consent to extend the validity period; such requests and responses shall be in writing.

15.3 Communication and Language

All communications relating to this RFP must be directed by email to rfp.lehs@wadhwaniai.org. Bidders must not communicate with any other person at LEHS/WadhwaniAI regarding this RFP. Proposals and all correspondence and documents relating to the proposal shall be in English. Supporting documents in another language shall be translated into English, and the English translation shall prevail. Translation is the bidder's responsibility.

15.4 Ownership of Accounts and Licenses

All licenses, user accounts, account credentials and passwords are the sole property of LEHS/WadhwaniAI.

15.5 Ethics and Prohibited Practices

LEHS requires that its staff, bidders, suppliers, service providers and any other person or entity involved in its activities observe the highest standard of ethics during procurement and execution of contracts. LEHS may reject any proposal or, where applicable, terminate a contract if it is determined that the bidder has engaged in corrupt, fraudulent, coercive, collusive or other prohibited practices.

15.6 Conflict of Interest

Bidders must confirm in their proposal that, to the best of their knowledge, there are no real or potential conflicts of interest involved in rendering services to LEHS/WadhwaniAI, and must set out their policy on dealing with conflicts of interest should they arise.

15.7 Confidentiality

Bidders shall treat all information shared by LEHS/WadhwaniAI in connection with this RFP as confidential and shall use it solely to prepare their proposal.

XII. DISCLAIMER

LEHS reserves the right to:

- Accept or reject any or all proposals
- Modify or cancel the RFP at any stage
- Seek clarifications without obligation to select any bidder

If bidders do not hear from LEHS within a month of RFP closure, the proposal may be considered unsuccessful.

ANNEXURE 1 – INDICATIVE BILL OF QUANTITY (BoQ)

The service categories below form an initial reference point for pricing and for computing the effective discount during evaluation. They are indicative only, do not represent a commitment to any minimum consumption, and may change during the contract term. Current total Google Cloud consumption is approximately **INR 40–45 lakh per month**. Category-wise values.

Category	Indicative Google Cloud Services	Region(s)	Indicative Monthly Spend (INR)
Compute and Containers	Compute Engine, Google Kubernetes Engine, Cloud Run, Cloud Functions	India regions	32,00,000
Storage	Cloud Storage, Persistent Disk, Filestore, Backup and DR	India regions	3,00,000
Databases	Cloud SQL, AlloyDB, Spanner, Firestore, Memorystore	India regions	2,50,000
Networking and Delivery	VPC, Cloud Load Balancing, Cloud CDN, Cloud NAT, Cloud DNS, VPN/Interconnect	India regions	2,50,000
Security and Operations	Cloud Armor, Security Command Center, Cloud KMS, Secret Manager, Cloud Logging and Monitoring	India regions	3,50,000
Google Cloud Marketplace	Third-party listings, as required	—	2,00,000