नेशनल इन्फोर्मेटिक्स सेंटर सर्विसिज़ इन्कोर्पोरेटेड
National Informatics Centre Services Incorporated
(रा० सू० वि० के० के अन्तर्गत भारत सरकार का एक उद्यम)
(A Government of India Enterprise under NIC)
इलेक्ट्रॉनिकी और सूचना प्रोद्योगिकी मंत्रालय
Ministry of Electronics and Information Technology

Digital India Power To Empower
स्वच्छ भारत एक कदम स्वच्छता की ओर
बेटी बचाओ बेटी पढ़ाओ
जन जन की भाषा है हिन्दी

STANDARD OPERATING PROCEDURE (SOP)
Procurement of NICSI Email Hosting Services

1. Purpose

This Standard Operating Procedure (SOP) defines the step-by-step process for requesting, procuring, implementing and making payments for email hosting services offered through NICSI.

2. Scope

This SOP shall apply to the user department/PSU seeking to procure or renew NICSI email hosting services, including submission of forms, payment of advance, issuance of the Work Order (WO), and migration of email services.

3. Applicable Email Plan and Rate

The following email plan and monthly rate shall be considered while selecting the required service:

S. No.	Email Plan	Description	Unit Rate (₹ per email ID per month, excluding taxes)
1	Business (30 GB)	Productivity tools, 10 GB Drive space, meetings with up to 10 participants, CLIQ one-to-one and group messaging, and audio/video calls (one-to-one) within the organisation.	210.00

Note: The above rate include NICSI administrative charges at 5% but exclude applicable taxes. Rate should be reconfirmed with NICSI before placing the order.

4. Step-by-Step Procurement Procedure

Step 1: Assessment of Requirement

The user department/PSU shall assess the number of email IDs.

The requirement shall also consider the minimum subscription conditions and the proposed service period.

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Step 2: Downloading and Submission of PIRF

The user department/PSU shall download the Proforma Invoice Request Form (PIRF) from the official NICSI website:

https://nicsi.nic.in/nicsi/forms/

The PIRF shall be duly filled in, signed and stamped by the authorized signatory and sent to NICSI at:

Email: pdml-nicsi@nic.in

The request shall clearly indicate, number of email IDs and subscription period.

Step 3: Obtaining the Proforma Invoice (PI)

NICSI shall process the request and issue a Proforma Invoice (PI) based on the submitted requirement and applicable rate.

The user department/PSU shall verify the plan, number of email IDs, subscription period, amount and applicable taxes before processing the payment.

Step 4: Advance Payment

The user department/PSU shall release the advance payment against the PI in accordance with the applicable financial and administrative procedures.

Proof of payment shall be retained for record and further processing.

Step 5: Submission of Project Execution Form (PEF)

After making the payment, the user department/PSU shall submit the duly filled, signed and stamped Project Execution Form (PEF) to NICSI at:

Email: pdml-nicsi@nic.in

The payment details and other required information shall be provided as prescribed by NICSI.

Step 6: Generation of Work Order (WO)

Upon receipt and confirmation of the payment and completion of the required formalities, NICSI shall generate the Work Order (WO).

The user department/PSU shall retain the relevant correspondence and payment records for future reference.

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Step 7: Issuance of Work Order to Zoho

NICSI shall issue the Work Order (WO) to Zoho for execution of the email hosting service, as applicable.

Step 8: Confirmation by Zoho

Zoho shall send an email confirmation acknowledging receipt of the WO from NICSI.

The user department/PSU shall monitor the progress of the request, wherever required, in coordination with NICSI.

Step 9: Email Migration and Service Activation

Zoho shall carry out the email migration in coordination with the user department/PSU and NICSI, as applicable.

The user department/PSU shall verify the migration and confirm that the email IDs and associated services are operational.

Step 10: Record Keeping

The user department/PSU shall maintain the following records:

- Approved email hosting requirement.
- Duly signed and stamped PIRF and PEF.
- Proforma Invoice and payment proof.
- Work Order references.
- Migration and service activation confirmation.
- Correspondence relating to changes, renewals and plan upgrades/downgrades.

5. Important Conditions and Guidelines

5.1 Minimum Subscription

A minimum subscription of 25 email IDs for a minimum period of one year is mandatory, as per the stated subscription conditions. The applicable subscription terms shall be confirmed with NICSI before placing the order.

5.2 Billing

Billing shall be based on the actual number of email IDs allotted to and used by the users, as per the stated billing conditions. Unutilized quota shall not be billed, subject to confirmation of the applicable terms by NICSI.

5.3 Subscription Period

Where a subscription commences during a financial year, its validity shall be aligned with the end of the ongoing financial year, as per the applicable terms. Consequently, the initial

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subscription period may be shorter than 12 months. The user department/PSU shall verify the service validity and billing period specified in the PI and WO.

5.4 Renewal and Continuity

The user department/PSU shall monitor the validity and expiry date of the existing WO and initiate renewal or other required action sufficiently in advance.

5.5 Financial and Administrative Compliance

All payments and procurement-related actions shall be undertaken in accordance with the applicable financial rules, internal approvals and NICSI procedures.

6. Roles and Responsibilities

Stakeholder	Responsibility
User Department/PSU	Assess requirements, submit forms, process payment, monitor migration and maintain records.
NICSI	Process the request, issue the PI, confirm payment, generate and issue the WO to Zoho, as applicable.
Zoho	Acknowledge the WO and carry out email migration and service activation as applicable.

7. Process Flow

Requirement Assessment → PIRF Submission → Issue Proforma Invoice → Advance Payment → PEF Submission → Generation and Issuance of work order to Zoho → Email Migration → Service Verification and Record Keeping.

8. Review of SOP

This SOP shall be reviewed whenever NICSI revises forms, subscription conditions or procurement procedures. In case of any discrepancy, the latest applicable instructions and terms issued by NICSI shall prevail.

26/10/2026

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