



नेशनल इन्फोमेटिक्स सेंटर सर्विसिज 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 प्रौद्योगिकी मंत्रालय

Ministry of Electronics and Information Technology



Digital India
Power To Empower



1/4



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 selection of the appropriate email plan, submission of forms, payment of advance, issuance of the Purchase Order (PO), and migration of email services.

3. Applicable Email Plans and Rates

The following email plans and monthly rates shall be considered while selecting the required services:

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 rates include NICSI administrative charges at 5% but exclude applicable taxes. Rates 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 required and select the appropriate plan (Standard, Business or Enterprise) based on storage requirements and available features.

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

अशोक मिश्रा / Ashok Mishra

कंपनी सचिव / Company Secretary

नेशनल इन्फोमेटिक्स सेंटर सर्विसिज इन्कोर्पोरेटेड

National Informatics Centre Services Incorporated

प्रथम तल, एन.बी.सी.सी. टॉवर / 1st Floor, NBCC Tower

15, भीकाजी कामा प्लेस, नई दिल्ली-110066

15, Bhikaji Cama Place, New Delhi-110066

हाल सं. 2 व 3, छठी मंजिल, एन.बी.सी.सी. टावर, 15, भीकाजी कामा प्लेस, नई दिल्ली-110066, दूरभाष : 26105258, 26105054, 26169437, 26169415, 26169464

Hall No. 2 & 3, 6th Floor, NBCC Tower, 15, Bhikaji Cama Place, New Delhi-110066, Ph.: 26105258, 26105054, 26169437, 26169415, 26169464

Website : www.nicsi.com, Corporate Identity Number : U74899DL1995NPL072045 GSTIN : 07AAACN2185J1ZE

Step 2: Downloading and Submission of PIRF

The user department/PSU shall download the Project Initiation Request Form (PIRF) from the official NICS website:

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

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

Email: pdml-nicsi@nic.in

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

Step 3: Obtaining the Proforma Invoice (PI)

NICS shall process the request and issue a Proforma Invoice (PI) based on the submitted requirements and applicable rates.

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 NICS at:

Email: pdml-nicsi@nic.in

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

Step 6: Generation of Purchase Order (PO)

Upon receipt and confirmation of the payment and completion of the required formalities, NICS shall generate the Purchase Order (PO).

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


अशोक मिश्रा / Ashok Mishra
कंपनी सचिव / Company Secretary
नेशनल इन्फोमेटिक्स सेंटर सर्विसिज इन्कोर्पोरेटेड
National Informatics Centre Services Incorporated
प्रथम तल, एन.बी.सी.सी. टॉवर / 1st Floor, NBCC Tower
15, भीकाजी कामा प्लेस, नई दिल्ली-110066
15, Bhikaji Cama Place, New Delhi-110066

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 PO 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.
- Purchase Order and 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

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 Change of Email Plan

For any change in the existing email plan, the user department/PSU shall send a request to **pdml-nicsi@nic.in** at least **60 days before the expiry of the existing Work Order (WO)** to allow sufficient time for processing and to minimize the risk of service interruption.

5.5 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.

5.6 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, select the plan, submit forms, process payment, monitor migration and maintain records.
NICSi	Process the request, issue the PI, confirm payment, generate the PO and issue the WO to Zoho, as applicable.
Zoho	Acknowledge the PO and carry out email migration and service activation as applicable.

7. Process Flow

Requirement Assessment → Plan Selection → PIRF Submission → Proforma Invoice → Advance Payment → PEF Submission → PO Generation → WO Issuance to Zoho → Email Migration → Service Verification and Record Keeping.

8. Review of SOP

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


अशोक मिश्रा / Ashok Mishra
 कंपनी सचिव / Company Secretary
 नेशनल इन्फोमेटिक्स सेंटर सर्विसिज इन्कोर्पोरेटेड
 National Informatics Centre Services Incorporated
 प्रथम तल, एन.बी.सी.सी. टॉवर / 1st Floor, NBCC Tower
 15, भीकाजी कामा प्लेस, नई दिल्ली-110066
 15, Bhikaji Cama Place, New Delhi-110066