



Kerala State Data Centre 1 & 2

Pre-Tender Conference

20 October 2016

State Data Centres

	SDC 1	SDC 2
Location	Co-Bank Towers (Near The Mascot Hotel)	Tejaswini, Technopark
Total Area	5000 sq. ft	5000 sq. ft
Farm Area	1350 sq. ft	1000 sq. ft
Co-hosted Applications	220+	350+
Co-located Applications	80+	85+
VMs Provisioned	-	160+
Servers	30	33+12
UPS capacity	UPS 1 – 120 KVA	Cluster 1 – 160 KVA
	UPS 2 – 60 KVA	Cluster 2 – 160 KVA
DG Capacity	380 KVA	400 KVA

Eligibility Criteria

- No consortium is allowed
- Shall have positive net worth in each of the last 3 financial years
- Average annual turnover shall be at least INR 75 Crores in each of the last 3 financial years
- Shall be an registered IT company under the companies act, 1956
- Shall be in operation for at least 5 years and have their registered offices in India
- Should have experience in successfully completing O&M for at least two data centres during last five years
- Must have a valid ISO 9001:2000 certificate issued in India
- Must have technically qualified professionals in System Integration, networking, Data Centre infrastructure maintenance, virtualization and Cloud solution implementation
- Shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central / State Government agencies
- Certificate by authorized signatory confirming acceptance of all tender terms and conditions
- Authorization letter from OEM
- Confirm that the products quoted are not “end of life or end of sale products” as on Bid Submission date.
- Undertake that the support including spares, patches, and upgrades for the quoted products shall be available for the period of 5 years from the date of acceptance

Scope of Work

Take control from existing Data Centre Operator(s)

Operation and Management of SDC 1 & 2

Supply, Installation, Testing & Commissioning of cloud solution in SDC1

Exit management at the end of contract period.

Take control from existing Data Centre Operator(s)

Site survey at bidders cost and risk

Work with existing operator in parallel for 30 days

Handover process should complete in 30 days

Operation & Management

- Server monitoring, administration and management services
- Storage administration and management services
- Backup and restore services
- Database maintenance and management services
- Security, including Antivirus administration and management services
- Physical security services
- Physical infrastructure maintenance and management services
- MIS Reports
- Warranty of IT & Non-IT infrastructure equipments
- BMS services
- Infrastructure management process

Supply, Installation, Testing & Commissioning of Cloud Solution in SDC1

Finalize deployment architecture with KSITM

Procurement, supply, installation & commissioning of all the components & sub components including all necessary hardware & software

Compatible with existing infrastructure and solutions present in the SDC 1

Provide necessary server, operating system and any other required Licenses for Cloud Solution

Training workshop

Exit Management

Complete the handover of SDCs operation to the team identified by KSITM

Exit plan should be submitted and approved by KSITM

Transfer the ownership of all equipments, software etc. if any in the name of bidder to the KSITM or its nominee

Provide complete inventory record of all equipments, software etc.

Provide complete records of updates/upgrades of network equipments, tools, software, operating system, security solution etc.

Service Level Agreement

Taking control Service Level

- **Four weeks** from Award of Order

Implementation Related Service levels (Cloud Solution)

- Supply installation & commissioning – **12 weeks from taking over**
- Final acceptance test – **2 weeks from commencement of completion of commissioning**

Compliance and Reporting Service Levels

- MIS Report for the previous quarter shall be submitted to the State by the **5th day** of beginning of current quarter.

Infrastructure Related Service Levels

- Server (including the Hypervisor, VM, database, applications and OS running on it), Storage, Network and EMS availability - = **>99.75%**

Physical Infrastructure Related Service Levels

- Power (DG, UPS), PAC and CCTV availability - = **>99.75%**

Indicative Bill of Material - Supply

S.No	Components	Quantity
1.	Cloud Management Solution, as per specification	1
8.	Enterprise Security Solution (Server security, End point security, network security with threat analyzer) with centralized dashboard	
9.	EMS/NMS with centralized dash board	

Payment Schedule

CAPEX

S.No	Payment Schedule	Fee Payable	Remarks
1.	Delivery of the components (Hardware's + software's)	20% CAPEX	On document verification and acceptance by KSITM against bank guarantee
2.	Successful Final Acceptance Test (FAT)	40% CAPEX	On successful acceptance and signoff
Balance 40% CAPEX will be amortized for the period of the project and shall be paid to the DCO in equivalent QGR (Quarterly along with the OPEX). Thus, the QGR would include both OPEX as well as the amortized CAPEX and SLAs would be applicable for the accumulated QGR value.			

OPEX

- The Total amount of the OPEX shall be paid in equivalent QGR (quarterly) to the DCO, and will be calculated based on the period of the project
- The amount of the QGR will be in-line with the SLA parameters as defined in the RFP, and the applicable penalties shall be deducted from the QGR

