

**APPLICATION FOR CO-LOCATION IN STATE DATA CENTRE**

Name and Address of the Department/Organization	
Office phone number	
Official e-mail id	
Name and Contact number of Administrative Head	

**Technical Team**

	Name, Designation and Organization
<b>System Administrator</b>	Name:
	E-mail:
	Mobile
	Office :
<b>Development Technical Lead</b>	Name:
	E-mail:
	Mobile
	Office :
<b>Network Administrator</b>	Name:
	E-mail:
	Mobile:
	Office :

**\*The above contact details will be used in emergency situation when service is affected**

Director, Kerala State IT Mission, ICT Campus, Vellayambalam, Trivandrum 695 033, Kerala India.

Tel : +91 471 2726881 , 2314307 Web : [www.itmission.kerala.gov.in](http://www.itmission.kerala.gov.in)

**Fill up for Co-Location**

(a) No. of Devices (Server/ Network / Storage): .....

(b) Required Size/Facility

Total Size in 'U's: .....

(c) Specify details of other equipment's if any: .....

**Hosting Environment**

▪ Webserver /App server / DB server: .....

▪ Operating system: .....

**Web Application Details**

Domain Name	
Brief Description about application	

(a) Submitted Detailed architecture of the application. Yes ☐ No ☐

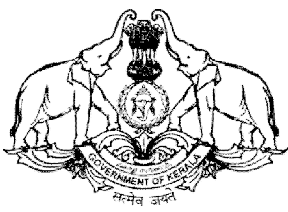
Any external dependencies used (web services/ payment gateway services/ email etc):

External Application	End point	Technical details of the external application

**Network Services**

(a) Bandwidth required: ..... (100MB/s)

(b) Whether Device will support IPV6 Yes ☐ No ☐(c) Application accessibility from: Internet ☐ KSWAN ☐



(d) **Server remote access:**

(i). Static Private IP address: (KSWAN): .....

(ii). Static Public IP address: .....

If you don't have the above IP's, please fill KSDC customer VPN application form

**Storage Services**

Storage required: YES / NO

If Yes, please furnish the below details:

1. First year Storage Space requirement in (GB/TB) ..... (max. 2TB)

2. Total expected Growth in (GB/TB) .....

3. No. of servers which require SAN Connectivity: .....

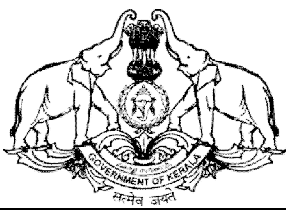
**Note\*: Servers must require Dual Port HBA card of minimum 8Gbps**

**Backup Services**

Tape Backup Required: YES / NO

**Additional Information**

Estimated total number of concurrent customers	
Any peak time for the application (any particular time during the month/ year)	
Network Monitoring Required	<input type="checkbox"/> Yes <input type="checkbox"/> No
Antivirus Required	<input type="checkbox"/> Yes <input type="checkbox"/> No
SSL Certificate	Whether the department is planning to implement SSL certificate in the website <input type="checkbox"/> Yes <input type="checkbox"/> No



Server Load Balancer / Web Application Filter Service	<input type="checkbox"/> Require SLB Service <input type="checkbox"/> Require WAF Service
IPv6	<input type="checkbox"/> Application is IPv6 compatible/ready <input type="checkbox"/> Application needs changes if IPv6 is implemented

### **Terms & Conditions for Co-Location**

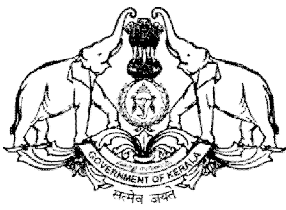
1. The department shall maintain technical documentation including Software Application Architecture document. The Architecture document should include application details such as Application Overview and functionalities, Component architecture diagram showing inter dependencies and any external dependencies, technologies used, deployment architecture, deployment configurations, revision history of document etc. Updates to the document should be versioned as separate versions and maintained. The architecture document shall be shared in print along with the hosting request form or mailed to [cert.ksitm@kerala.gov.in](mailto:cert.ksitm@kerala.gov.in) and [sd2.ksitm@kerala.gov.in](mailto:sd2.ksitm@kerala.gov.in).
2. Database servers can only be accessed from application servers.  
(ie. direct access from Internet will not be provided to database servers)
3. Multiple input powers for all equipment's are mandatory.
4. Departments should take away keyboards, monitors, power cords, catalogues, cartons once the server mounting is completed in the racks.
5. For Backup, Departments need to purchase the LTO tapes.
6. Customers are solely responsible for assembling all their devices and other equipment in the racks allotted by SDC.
7. All Data-center Visitations must be accompanied by a personal from the respective Department.
8. Visitation approval request must be taken at least 24 hours prior to visiting the Datacenter.
9. Visitation request has to be raised through the KSITM Website:<http://itmapp.keralaitmission.org/>
10. Customers should not ship equipment's/consignment directly to SDC. Any consignment/Server equipment parcel /courier that are directly shipped to the SDC will not be accepted.
11. Customer should take the responsibility for any threats like virus attacks, Trojan or malware affecting their devices due to application/server inadequacy.
12. The work completion should be done within the approved no of days. Any extension of the visitation requires approval from IT Mission.
13. Security auditing of the application by any CERT-IN empaneled agency or CERT-K has to



be carried out in the hosting environment. A copy of the security certificate shall be provided to the SDC. The SDC should allow hosting on production servers only after receiving security audit certificates (safe to host certificate) which needs to be maintained in records.

14. The Application / Server level security solely under the privilege of the Department. It is the Department/authorized vendor's responsibility to tighten the security of the application. By the above condition, it should be accepted that the Department shall take the following measures:

- i. The environment is a shared one. The Department shall be committed to maintaining the security of its own applications. Security compromise arising from a single application could potentially result in adverse attacks on other applications hosted on the same server. Application Security needs to be a significant consideration during the development of any software. Additionally, security patches post production also needs to be factored into the contract with the application development vendor.
- ii. Have maintenance contract such that technical support is available at any point of time to address any request for enhancement, upgrades, security remediation, migration and testing of the application.
  - Upgrades/ patches are frequently released by vendors/ open communities for any software (including Operating System, Database, Application Server, Programming technology such as Java, various code frameworks and commercial/ open source libraries and components) to address added functionalities as well as security vulnerabilities. It is the responsibility of the application support team of the department to proactively identify patches to any technologies/ components used in the application and apply these after proper testing.
  - The platform (OS/ DB/ Application Server) provided may also be upgraded by Department whenever significant patches for vulnerabilities are released. It is the responsibility of the department and its application support team to ensure that the application works correctly on the upgraded platform.
- iii. Comply with Government Order G.O.(Ms) No.43/2015/ITD dt 01.10.2015:
  - Periodic security auditing is necessary. The department shall get the sites audited once every 2 years by a CERT-IN empaneled agency. If an application is developed in an agile manner such that enhancements to the application are rolled out frequently, the department is required to have Security Audits done by a CERT-In empaneled agency once every 6 months
  - Once audited and hosted, the department/ Technical Lead shall raise a Change Request (CR) and submit the CR form to SDC if any subsequent change is to be made on the application including any configuration change or patch application. Updated Software Application Architecture Document also needs to be submitted. The Change Advisory Board shall verify the technical changes and evaluate if a subsequent security audit is required before the changes are deployed on the production server.
  - If any change to the application is deployed without intimation to the SDC,



Director, Kerala State IT Mission reserves the right to de-allocate domain name and pull down the web site.

- Upon identification of any security compromise arising from the application, SDC/KSITM will have the complete right to block the application. In order to regain access to the application software, the Department will have to get the application re-audited before going online again.
  - Director, Kerala State IT Mission is authorized to order de-allocation of the domain name and pull down Government web sites if security level of the site is found to be insufficient at any point of time.
  - The department is required to submit any application logs and dumps that are required by CERT-K for any analysis.
  - Contents of the websites/applications shall not be against the interest and reputation of Government of Kerala.
- iv. As part of application level security, it is mandatory that the Department ensures a strict password policy.
- v. If any hacking occurs due to any vulnerability present in the application, the Department will be held responsible for compromising the security of the server.
15. The expense required for any technology upgrade for the purpose of hosting at SDC shall be met by the Department concerned.
16. Any change in Technical Representatives must be intimated to KSITM.
17. Prior approval of KSITM must be taken for any kind of planned activities like VA, PT of the application.

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**NOTWITHSTANDING, BY USING THE SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS CONTAINED HEREIN INCORPORATED BY REFERENCE.**

Signature of Administrative  
of Department

Signature of the Approving Head  
Authority

Designation Seal

Office Seal

Signature of Technical Lead

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Date: / /

Date: / /

### **SERVICE LEVEL AGREEMENT**

This **SERVICE LEVEL AGREEMENT** (“Agreement”) made at Thiruvananthapuram on dd-mm-yyyy

#### **BETWEEN**

**The Director**, Kerala State Data Centre, (SDC-1, 4<sup>th</sup> Floor, Co-Bank Tower, Thiruvananthapuram, Kerala OR SDC-2, Thejaswini -1, Technopark, Thiruvananthapuram, Kerala). For and on behalf of Kerala State Information Technology Mission (KSITM), Vellayambalam, Thiruvananthapuram

#### **AND**

“Name of the Dept.” ..... and

having its office at .....Dept address

“ .....,

hereinafter referred to as “Subscriber”

#### **WHEREAS**

1. KSITM has established Kerala State Data Center in Co-Bank Tower & Technopark campus, Thiruvananthapuram for providing Managed Services on a non-exclusive basis within the geographical area specified.

2. The Subscriber, for its Network monitoring and management needs, is desirous of availing the Services of SDC for managing/monitoring its network as per the deliverables specified in the scope of services below for its offices across the defined geographical area.

3. SDC is agreeable to provide the Managed services to the Subscriber and the Subscriber is agreeable to avail the Managed Services from SDC on non-exclusive basis on the following terms and conditions.

#### **NOW THIS AGREEMENT WITNESSETH AND THE PARTIES HERETO AGREE AS FOLLOWS:**

1. **Term:** This Agreement shall be deemed to have commenced from the Date of Service commencement and shall remain in force initially for a period of three years. Unless this Agreement is

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terminated by the Parties in writing, the same shall stand automatically renewed for a further period of one (1) year on each occasion provided the Subscriber has made the payments due, if any, under this Agreement or any renewal thereof from time to time. Any amendment in the agreement can be done, if required, by only the authorized personnel at SDC and authorized personnel/IT Head at the subscriber's end by mutual consent.

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Signature

Signature

KSITM Director





**2.Scope of Service:** Subject to terms hereof and based on the representations, warranties and undertakings made by the Subscriber as contained in Clause 5, SDC agrees to provide the managed services to the Subscriber as per Agreement

**3. Terms and Conditions of Managed Services:** The Managed Services shall be provided by SDC to the Subscriber subject to the following terms and conditions under the mentioned Service Window. The Service Window is as specified.

PWH (Prime Working Hours): 9:30 AM to 5:30 PM (Monday to Saturday),

EWB (Extended Working Hours): 5:30 PM to 9:30 AM (Monday to Saturday), Sunday and all State Government Holidays excluding regional holidays.

Severity ( Refer Annexure 1 )	Response Time		Resolution Time	
	PWH	EWB	PWH	EWB
1	1 hour	2 hour	Within 240 min / 4 hours	Within 360 min / 6 hours
2	2 hour	6 hour	Within 360 min / 6 hour	Within 600 min / 10 hours
3	4 hour	12 hour	Within 600 min / 8 hours	Within 720 min / 12 hours

The resolution/Implementation time will exclude time taken by third party dependency in terms of Vendor support and will consider the exclusions mentioned. The vendor SLA commitments will be carried forward to the Subscriber. SDC will drive the respective vendor for the concerned issues and adhere to their agreed SLA for Co-Hosting services

For Co-location, the service would be limited to the following.

- Providing Power Requirement
- Providing Cooling and Humidity Requirement
- Providing Network Connectivity
- Any Other service agreed upon as per the Co-location form.

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Signature

Signature

KSITM Director



#### 4. SDC Commitment and Exclusions.

4a. SDC will be responsible for providing the Services as per the service catalogue  
Commitment: SDC shall be responsible for the provision of the following services.

- Providing round the clock power and cooling and monitoring the same.
- SDC Help desk will cover the first level call reporting. Subsequent SLA management will be the responsibility of the Subscriber
- SDC will provide restricted internet access to the servers as required
- SDC shall provide network and physical security
- SSH access, if required, shall be provided on mail request or service request from the Subscriber, subject to technical feasibility

4b. Exclusions: SDC shall not be responsible for any Fault to the extent that such Fault results from any of the following events

- Any force majeure events and other causes beyond reasonable control of Kerala State Data Centre.
- Any interruptions resulting from defects or failures in or use of the Subscriber's provided apparatus or equipment, Subscriber's co-location equipment or any Services or any facilities provided or operated by or on behalf of the Subscriber
- Incomplete, misleading, inaccurate information provided by the Subscriber to SDC.
- Any delay or failure in complying / executing any of the Subscriber's obligations for Services like Move, Add, Change, Delete (MACD) in any way at Subscriber's request within a notice period as agreed by Subscriber & SDC.
- Any Planned Work which will be notified to the Subscriber well in advance through Mail Events or occurrences where the Subscriber logs Trouble Ticket but there are no faults been detected by DCO.
- Any act/omission on the part of the Subscriber including but not limited to failure to notify the Service desk.
- The failure of Subscriber's applications, equipment or facilities including any third party equipment.

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Signature

Signature

KSITM Director



- Accident, neglect, misuse or default of the Subscriber, it's employees or agents or any third party
- Trouble ticket associated with new installations of any modules into the present hardware by the subscriber without information of SDC.
- SDC will provide periodic report on demand by the Subscriber.
- SDC shall be responsible for Site(s) being non-operational only if it is due to problems related to the equipment at Site(s) supplied by SDC.
- The usage of helpdesk for Managed Services as indicated by the SDC will be 24\*7.
- All license issues for Co-location services to be settled by Subscriber.

**5.Representations, warranties and undertakings of the Subscriber:** The Subscriber represents warrants and undertakes to SDC that:

5.1. It shall follow and meet mandatory requirements of security audit and submission of "Safe to Host" certificate as mentioned in and issued by SDC. Server hardening need to get complete before go live of co-hosted or co-located application. The Subscriber has read and understood the mandatory business requirements and is aware that unless these requirements / instructions are met at all times, SDC will not and shall not be responsible for any non- availability/degradation in performance of the Managed Services.

5.2. To make payments to SDC in accordance with commercial terms, if any within due dates for Managed Services provided herein by SDC.

5.3. To provide promptly all information and documentation for obtaining their clearance/approval and authority to co-ordinate with vendors for warranty etc. wherever required

5.4. Subscriber shall not, directly or indirectly open, alter, try to hamper with or in any way do any act which will result in interfering with the internal operation of the system and do any modification to the configuration supplied by SDC without prior written approval of SDC and without the presence of SDC representative.

5.5. Subscriber shall nominate a nodal officer for coordination with SDC. All communication to SDC should be through the nodal officer and vice-versa.

5.6. Configure the hardware and install all software and SLA management of all installed equipment and

5.7. Data backup and system and application security shall be the responsibility of the Subscriber. Subscriber shall apply all relevant software updates and patches as and when required

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6. **Complaint Management:** The Subscriber shall follow the following procedure for lodging the complaint in relation to the Managed Services:

6.1. The complaint management activity will be carried out through SDC Help Desk.

6.2. The Subscriber should call and email the Managed Services Help Desk for SDC-1 at 0471 2317618, 2728618 sdc1.ksitm@kerala.gov.in and SDC-2 at 0471-2700272 or 0471-2700270. sdc2.ksitm@kerala.gov.in to record the complaint. Any change in the number or e-Mail will be notified immediately to Subscriber

6.3. The Technical contact person of the Subscriber while lodging the complaint shall indicate the nature of fault.

6.4. The ticket No. should be referred for any enquiry for ascertaining the status of complaint till the problem pertaining to the Complaint has been solved.

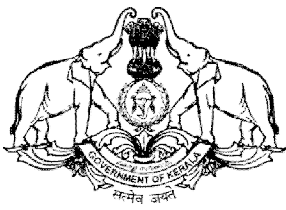
Typically, SDC intends to respond to the most critical problems, those that disable current business operations— and assign them to a specialist.

Emergency requests are defined as issues that affect the inability to conduct business.

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Signature

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Signature

KSITM Director



## 7. DISCLAIMER & LIMITATION OF LIABILITY

SDC does not make any formal or implied claim of the Product or services to control all attacks, misuse of network or loss of data in Subscriber's Network System after the Product is installed, and further Subscriber accepts that

IN NO EVENT SHALL KERALA STATE DATA CENTRE (SDC) OR KSITM BE LIABLE FOR INCIDENTAL CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES OF ANY KIND ARISING OUT OF THE USE, MISUSE, OR ANY APPLICATION OF THE SAID PRODUCT EVEN IF KERALA STATE DATA CENTRE (SDC) IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL KERALA STATE DATA CENTRE (SDC) OR KSITM BE LIABLE FOR ANY CLAIM, WHETHER IN CONTRACT, TORT OR ANY OTHER THEORY OF LIABILITY WHETHER MADE BY OR ON BEHALF OF THE USER, OR ANY THIRD PARTY.

## 8. TERMINATION:

8.1. Service must be subscribed for a minimum period of three years. In case the subscriber terminates any service prior to the completion of one year, charges as agreed to (clause 6 above) for one year shall be borne by the Subscriber. However if Subscriber wishes to terminate services after the completion of one year, it can do so by giving one-month prior notice.

8.2. If at any time during the term of this Agreement, either Party fails to perform its respective obligation ("Defaulting Party") under this Agreement, the other Party ("Non-defaulting Party") shall have the right to terminate this Agreement by giving to the Defaulting Party a written notice setting out the breach of obligation complained of ('Breach'). The notice of termination shall have effect and this Agreement shall stand terminated upon expiry of 90 (ninety) days of such notice of termination if the Defaulting Party fails to cure the Breach within 60 (sixty) days of receipt of the notice of termination.

8.3. Upon termination of this Agreement, SDC shall hand over within 30 days, all and any reports prepared up to the date of termination as also all documents and files containing Confidential Information pertaining to the Subscriber in connection with the Managed Services in its possession except the Confidential Information that is required to be maintained by SDC pursuant to the law, regulation or direction as the case may be.

## 9. ARBITRATION AND JURISDICTION:

9.1 In the case of any dispute or claim arising out of or in connection with or relating to this Agreement, or the breach, termination or invalidity hereof, the parties shall try to resolve the dispute amicably.

9.2 Should such dispute or claim etc. remains unresolved for a period of thirty (30) days the same shall be referred to the Secretary, Information Technology, Government of Kerala whose decision shall be binding on both parties

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Signature

Signature

KSITM Director

