



Invitation for Expression of Interest for Data Centre Services

Document No: NESL/AO/EoI/2017-18/001 Dated: 28th July, 2017

NESL invites Expression of Interest for providing Data Centre Services to NESL.

The interested Organizations may download the EOI Document from www.nesl.co.in. The bidding organizations are advised to go through instructions provided in the said document before preparing the EoI document. Duly filled document should be submitted on e-mail, along with on-line payment of Rs. 2000/- towards processing fee(non-refundable), as per the schedule and details given in this document.

National E-Governance Services Limited
Administrative office: 5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001
Ph: 080-2558 0360; e-mail - procurement@nesl.co.in,
www.nesl.co.in

SCHEDULE

Sr. No.	Description	Particulars
1	Name of Project	Invitation of Expression of Interest (Eol) for availing Data Centre Services.
2	Tender Reference Number	NESL/AO/Eol/2017-18/001 Dated: 28 th July, 2017
3	Date of Publishing of Eol Document in the website	28 th July, 2017, Friday
4	Last date and time of receiving pre-bid vendor clarifications in writing	4 th August, 2017 , Friday before 1700 hrs
5	Last Date and time of submission of on-line bid	7 th August, 2017, Monday before 1700 Hrs
6	Date for intimation of shortlist for making presentation	9 th August, 2017 Wednesday before 1700 hrs
7	Date of Presentation	Will be intimated to shortlisted bidders – tentatively for 11/08/2017 in Mumbai
8	Address for communication	Executive Vice President (Technology) National E-Governance Services Ltd, 5th Floor, Spencer Towers, 86, MG Road, Bengaluru-560001 Tel: 080 – 25580360 e-mail: procurement@nesl.co.in
9	Processing Fee	Rs. 2000/- (non-refundable)
10	Bank Details for payment of document fee	Name of Bank: Canara Bank Branch: Cantonment Branch, Bengaluru Account No: 0404214000029 IFSC Code: CNRB0000404

SECTION – I: Invitation of EoI

1. Introduction:

NESL is incorporated as a Union Government Company and is owned by leading Public Financial Institutions. It is an information infrastructure institution dealing with critical financial information projects that aim at better serving the financial sector and its stakeholders, besides citizen-centric projects.

Among various other Services, it would be offering the Information Utility (IU) Services under *Insolvency & Bankruptcy Code, 2016*. The functions of an Information Utility include – collecting, accepting, storing the information submitted to it and disseminating the financial information, subject to the provisions of *The Code*. In the process of accepting the financial information from Registered Submitters, NESL is also expected to get the data, financial information, documents verified & authenticated by all the parties connected to it.

Towards providing the Information Utility Services, NESL proposes to outsource the Data Centre requirements. Indicative server, storage and support requirements are provided in **Section - III** of this document.

NESL through this EoI, Invites reputed Data Centre Service Providers to express their interest in providing the data centre services for NESL. The EoI may be submitted as per instructions given.

2. Contact information -

National E-Governance Services Ltd,
5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001
Tel: 080 – 25580360
e-mail: procurement@nesl.co.in

3. Preparation and submission of Bid Documents:

The bid documents must be submitted on-line in electronic form only. The bid submitted in hard form will not be entertained.

The scanned copies of bid documents (.pdf format) should be submitted in two folders, as given below.

Folder – A (Zip file named as Folder A)

The Folder “A” shall contain the scanned copies (pdf) of documents listed below and the documents in support of eligibility criteria, stipulated at para No. 1, Section – II of this document.

- a) The covering letter duly signed by an authorised signatory (**Annexure – 1**).
- b) Authority Letter (**Annexure – 2**)
- c) The e-receipt of transfer of Rs.2000/- towards document fee.
- d) Self-Attested copy of GST Registration certificate, as applicable.
- e) Self-attested copy of Certificate of Incorporation, Partnership Deed / Memorandum and Articles of Association pertaining to the bidding organization, as applicable.
- f) Copies of Audited balance sheet or a certificate from a Chartered Accountant indicating annual turnover of the bidding organization for last 1year.
- g) An undertaking that the bidder is either the owner of the data centre or has an authorization from the owner to offer the required Data Centre services to NESL.
- h) The copies of at least two Orders/ contracts/ agreements for offering data centre services, executed or being executed by the bidders, in last five years. Out of these two orders/ contracts, at least one must be from any Central/ State Government, or PSU or an autonomous institution.
- i) The relevant documents indicating that the bidder has sufficient material and manpower resources to support the required data centre services. viz. Details of Data Centre planned to be used for this project and qualification and experience of persons in the field of Data Centre services,etc. to be deployed on this project.
- j) Undertaking that the bidder organization is not blacklisted by any Government /Government agency / Bank/ institution in India or abroad, as on date of submission of EoI.
- k) Other related documents as mentioned in the tender document but not listed here.
- l) Documents Check List (**Annexure - 3**).

Folder B: (Zip file named as Folder B)

The Folder B shall contain Technical Bid consisting of scanned copies (pdf format) of following documents with proper seal and signature of authorised person on each page.

- a. Details of proposed Solution Architecture options for this NESL requirement
- b. The details of the Data Centre, covering the following (but not restricted to),
 - i. Location, Area, number of racks, capacity of DC

- ii. Availability of electrical power, cooling infrastructure
 - iii. Back-up power arrangements
 - iv. Fire Protection System
 - v. Safety, data security, physical security and surveillance system
 - vi. Makes and models of servers, storage components, networking components etc used
 - vii. OS, libraries, back-up tools, etc. (if applicable)
 - viii. Details like data encryption, back-up, replicability, network isolation etc.
 - ix. Migration of data in case of end of contract/ change of platform/service quality issues
 - x. Assured uptime (%), scalability, network performance
 - xi. Pricing policy
- c. System Architecture of the data centre.
 - d. Catalogues, pamphlets etc.
 - e. Photos, images etc. of Data Centre
 - f. The draft of Service Level Agreement (SLA) for ensuring the quality of services (like availability, downtime and penalty there off)
 - g. Any other document/ information, as found appropriate by the bidder

The bid document comprising Folder A and Folder B should be sent to procurement@nesl.co.in on or before the last date and time of submission of bids.

4. Date of submission of EoI:

Last date for submission of EoI on **7th August, 2017, up to 1700 Hrs at:**
procurement@nesl.co.in
National E-Governance Services Ltd,
5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001

5. Evaluation of Bid Documents:

The EoI documents will be evaluated in following two stages (in the same order).

- i. Evaluation of Eligibility Criteria
- ii. Technical Evaluation

The bidders who comply with the eligibility criteria will only be considered for technical evaluation. The bidders, who comply the eligibility criteria and qualify the technical evaluation, will be shortlisted for further processing.

The RFP will be issued and proposal will be invited only from the short listed bidders.

The date of issue of RFP will be decided in due course of time.

(End of Section – I)

SECTION – II: Instructions to Bidders:

1. Eligibility Criteria/ Pre-qualification criteria for Participation in EOI

- a) The bidder must be an entity registered under relevant laws of India and must have a branch / office in India.
- b) The services offered must be from the data centre located in India only. The services must be offered in INR only.
- c) The bidder should have a strong presence in the field of Data networking or hosting services
- d) The bidder should be familiar with the requirements of handling data of financial sector entities or data centre handling of large government entities
- e) The bidder must have an average annual sales turnover of min. Rs. 20.0 Crores in last financial year.
- f) The bidder must have executed at least two orders / contracts for providing data centre services, in last 5 years. Out of these two orders/ contracts, at least one order/ contract must be from a Government organization.
- g) The bidder must own the data centre or must have an authorization from the owner to offer the required Data Centre services to NESL.
- h) The entire project should preferably be carried out by the bidder. If the bidder plans to sub-contract the project (in part or full), the sole responsibility towards successful implementation of the project shall rest with the bidder only. However, any such arrangement shall be intimated to in writing to Executive Vice President (Technology) of NESL
- i) The data centre design and operations should conform to Uptime Institute's Tier Standards (Tier 3 or above), telecommunication Infrastructure standard TIA 942 and Operational Standards ISO 27001.
- j) The bidder should ensure Business continuity of IT systems through Disaster recovery (DR).
- k) Tier rating of the data centre (DC & DR) to be either 3 or above
- l) All information to be stored in a facility located in India as per regulatory requirements
- m) The bidder must ensure secure access through network security deployments including Firewall, Intrusion Detection/Protection System, Anti-bot, Antivirus/ Anti malware/ Anti-Spam

- n) The data centre must have an ability to rapidly increase/decrease compute power, i.e. elastic requirements, expansion of storage in Terabytes.

2. Amendment to EOI Documents

- a) At any time prior to the deadline for submission of bids, NESL may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the EOI document.
- b) The amendments to the EOI documents, if any, will be notified by release of Corrigendum Notice on our web site (www.nesl.co.in). The amendments/modifications will be binding on the bidders.
- c) NESL at its discretion may extend the deadline for the submission of bids, if it thinks necessary to do so or if the bid document undergoes changes during the bidding period, in order to give prospective bidders time to take into consideration the amendments while preparing their bids.

3. Deadline for Submission of Bids – Online PDF format only.

- a) Bids must be sent on-line to NESL before the due date and time stipulated at para 4, Section- I of this document. If necessary, NESL may extend this deadline for submission of bids by amending the EOI documents and the same shall be suitably notified.

4. Late Bids

NESL shall not be responsible and liable for the delay in receiving the bid for whatsoever reason.

5. Evaluation of Bids

- a) The duly constituted Tender Evaluation Committee (TEC) shall evaluate the bids on the basis of eligibility criteria, technical requirements and other terms and conditions of EOI document. The TEC shall be empowered to take appropriate decisions on minor deviations, if any.
- b) If found necessary, the TEC may request for additional information / documents for the purpose of evaluation / assessment of capabilities of bidders.
- c) The TEC may invite the bidders for explaining their solution/s through a presentation. The schedule and venue for this presentation will be intimated to bidders on e-mail.
- d) The bidders shall be shortlisted based on evaluation process.
- e) NESL reserves the right to reject any bid/s, without assigning any reasons therefor.

- f) The RFP will be issued and proposal will be invited only from the shortlisted bidders through this EOI process.

6. Purchaser's Right to amend / cancel

- a) NESL reserves the right to amend the eligibility criteria, terms and conditions, Scope of Supply/ services, technical specifications etc.
- b) NESL reserves the right to cancel the entire EOI without assigning any reasons there for.

7. Corrupt or Fraudulent Practices

- a) It is expected that the bidders who wish to bid for this project have highest standards of ethics.
- b) NESL will reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract;
- c) NESL may declare a vendor ineligible, either indefinitely or for a stated duration, to be awarded a contract if it at any time determines that the vendor has engaged in corrupt and fraudulent practices during the award / execution of contract.

8. Interpretation of the clauses in the EOI Document

In case of any ambiguity/ dispute in the interpretation of any of the clauses in this EOI Document, the interpretation of the clauses by Managing Director and Chief Executive Officer of NESL shall be final and binding on all parties.

9. RFP from qualified bidders:

- a) Based on the technology, solution and infrastructure offered by the respective qualified bidders, a comprehensive proposal (RFP) will be prepared.
- b) The request for Techno- Commercial offers (RFP) with detailed Bill of Material, detailed technical specifications for each item, services required and commercial terms and conditions will be sent only to the shortlisted bidders.
- c) Some of the terms and conditions applicable for RFP, but not limited to, will be as pertaining to:
 - a) Technical and Commercial bids need to be submitted separately.
 - b) Security Deposit of an appropriate amount.
 - c) Acceptance for an SLA for three years.
 - d) Earnest Money Deposit

- e) Penalty for non / short performance or un-satisfactory services
- f) Acceptance for variation in requirements
- g) Variations in Exchange Rate, if any.
- h) Taxes and tax / duty exemptions
- i) Price validity for the contract period.

10. Evaluation of RFP

1. The technical bids will be opened and evaluated by the duly constituted Committees.
2. The Commercial bids of only technically qualified bidders will be opened.
3. Prices quoted by the bidder for entire contract period shall be considered for comparison. Contract shall be awarded to the bidder offering most competitive (Lowest) price.

11. Contract Period:

The Data Centre services would be required initially for a period of three years. However, depending upon the requirement, this period can be extended by another two years.

(END of SECTION – II)

SECTION – III: SCHEDULE OF REQUIREMENTS

Hosting requirements of NESL IU Application (Indicative)

A: Application Characteristics:

1. Operating System: Red Hat Enterprise Linux
2. Data base: MySQL, MongoDB
3. Application component architecture & interconnectivity: Java API Microservices
4. Deployment Architecture: Java Platform
5. External Connectivity Requirements: Gateways - API, SMS, email, payment, SFTP
6. DC to be synced with DR
7. Automatic DR Failover required

B: Storage:

About 1 PB at the end of the first year

C: Support:

The solution provider should install the required application server, database and Web server

1. Uptime – 99.982% or above.
2. Max Time to resolve – 2 hours
3. Max Time to Respond – 1 hour
4. 24x7 Telephone support with one stop contact
5. Local backup required for all data

Annexure 1: Covering Letter

Date:

To:

Executive Director
National E-Governance Services Ltd,
5th Floor, Spencer Towers, 86, MG Road,
Bengaluru-560001

Subject: Submission of Expression of Interest for Data Centre Services

Dear Sir,

We, the undersigned, are interested in providing the Data Centre Services to NESL in response to your EoI No **NESL/AO/EoI/2017-18/001 Dated: 28th July, 2017**. We are hereby submitting our on-line proposal for same, comprising of folders A and B.

We hereby declare that all the information and statements made in this document are true and we accept that any misinterpretation contained in it, may lead to our disqualification.

We agree to abide by all the terms and conditions of the EoI document.

We understand you are not bound to accept any Proposal you receive.

The undersigned is authorised to sign this bid document. The authority letter to this effect is enclosed.

Yours sincerely,

Authorized Signatory:
Name and Title of Signatory:
e-mail:
Mobile No:

Annexure 2: Authority Letter

(To be submitted in Original on Letterhead)

Date:

To:

Executive Director

National E-Governance Services Ltd,

5th Floor, Spencer Towers, 86, MG Road,

Bengaluru-560001

Subject: Authority Letter

Reference: Eol No **NESL/AO/Eol/2017-18/001 Dated: 28th July, 2017.**

Dear Sir,

We, M/s _____ (Name of the bidder) having registered office at _____ (address of the bidder) herewith submit our on-line bid against the said Eol.

Mr./Ms. _____ (Name and designation of the signatory), whose signature is appended below, is authorized to sign and submit the bid documents on our behalf against said Eol.

Specimen Signature:

The undersigned is authorised to issue such authorisation on behalf of us.

For M/s _____ (Name of the bidder)

Signature and company seal

Name

Designation

Email

Mobile No.

Annexure 3: Documents Check List

Eoi No: NESL/AO/Eoi/2017-18/001 Dated: 28th July, 2017

The bidders should submit the e-bid comprising of scanned copies of below listed documents.(pdf only). In the respective folders, the sequence of documents should be maintained.

S. No.	Document	Page Numbers	Yes/No
A	Folder – A – Eligibility Documents		
1	Covering Letter (Annexure 1)		
2	Authority Letter (Annexure 2)		
3	Receipt of fund transfer towards Document Fee of Rs. 2000/-		
4	Self-attested copy of GST registration certificate, as applicable.		
5	A self-attested copy of Certificate of Incorporation, as applicable		
6	Self-certified copy of annual reports/ Certificate from CA towards certification of turnover.		
7	Undertaking that the bidder is legal owner of data centre or an authority letter from the owner of data centre		
8	Copies of two orders/ contracts		
9	Documents showing bidder has sufficient material and man power resources.		
10	Self-certificate stating that the Bidder has not been blacklisted by any Central/State Government Department/Organization		
11	Any other documents in support of eligibility criteria		
12	Documents check list (Annexure -.3.)		
B	Folder – B: Technical Bid		
1	Solution Architecture Options		
2	Details of Data Centre		
3	System Architecture,Catalogs, pamphlets, data sheets etc.		
4	Photos, images of Data Centre, draft SLA, Any other information		