

Request for Proposal (RFP) for appointment of Agency for O&M of ITI Data Centres
RFP Ref No.: ITIB/DC-1&2/O&M/2021 Dated 06.01.2021

Sl. No	Reference in RFP / Page No	Given Criteria	Amendment needed / Query	Response
1	Page 3: 4. Bidder's Eligibility Criteria Point C.	The bidder should have positive Networth and turnover of more than Rs.5 crores on an average for last three Financial Years ending on 31.03.2020. The bidder should have been profitable for all these three financial years.	As it is highly difficult for the start-up companies to become profitable within 5 years of operation, we request you to remove the profitability part and amend the condition as follows: "The bidder should have positive Networth and turnover of more than Rs.5 crores on an average for last three Financial Years ending on 31.03.2020."	No change in the tender eligibility criteria.
2		AMC payments for all the Non-IT equipments are to be in ITI scope. Cordination and project management will be only in bidders scope	Kindly clarify	All AMC payments will be done by the successful bidder. However the amount will be reimbursed to them along with the next billing subject to the submission of documents.
3		Licenses cost for cloud and any other hardwares will be in ITI's scope. Bidder is not responsible for this part	Kindly clarify	All the Licenses & Hardware will be in the name of ITI LTD & ITI will be procure the required hardware & License. However, the partner has to intimate well in advance the requirement with justification.
4		EMD exception for MSME to be allowed	Kindly allow exemption for MSME	MSME may submit the valid documents.
5	Page 2 /	<u>Contract period:</u> <u>Page 2:</u> <u>The contract will be initially for a duration of 2 years extendable further to one year on mutual Consent</u>	Please clarify on the contract period	Contract period will be for 2 years inititaly , extendable to 1 more year on mututal agreement.
	Page 24 (Contract Period)	Page 24: The selected bidder will provide 24x7x365 services required for managing the Data Center for a period of 5 years from the date the Data Center goes live		Contract period will be for 2 years inititaly , extendable to 1 more year on mututal agreement. The partner has to provide O&M on 24x7 basis.
6	Page No. 15 Point Number b	Amount Pertaining to Pending bills of Electricity , Water , Rent if any . Bank Charges if any and Bank Guarantee Charges Any Ld / Penalty Charges :- need to limit the upper Cap .		Electricity, Water & other Statutory bills will be paid by ITI. BGs, EMDs any bank charges to the customer will be paid by ITI. However the partner has to monitor the schedule/dues/upcoming requirements/bills and inform ITI well in advance. The back to back SLA along with LD is applicable to the partner.
7	Page No. 19	Bidder Can Propose Onsite Stock items / Parts for IT & Non IT components	(Need Scope Clarifications)	Minimum spare parts required to be stocked related to IT & Non-IT is enclosed Annexure-2.
8	Page No-21 Point	Additional /Miscellaneous expenses for ITI DC ?	what are the items are their under Miscellaneous?	Items required for day to day maintenance.

9	Page No-21	DC Phase 2 Completion	What is the time frame for DC phase 2 complete? , if it will be more than one year how we will work in same	Bidder can quote for Ph-1 & Ph-2 together as one rate. Modified commercial format is placed at Annexure-3
10	Page No-21	In Phase-1 343 Rack Space and in Phase -2 657 Rack, then how we will calculate manpower details. • Is ITI DC Phase-1 and Phase -2 are in Same Place or different Place	o If Different Place how 26Nos of Manpower can run Phase -1 and 26 Nos of Man Power can run Phase-2 as per ITI RFP Page No 36, Point No 2 (Indicative Resource Requirement: Manpower Resources, Minimum Resource plan:) o If Same Place □ what is the requirement of Manpower's Like DC Project Manager, CDCP certified Engineers and EMS Executives for both Phase-1 & Phase -2? As per Page No 36, Point No 2 (Indicative Resource Requirement: Manpower Resources, Minimum Resource plan:) Please clarify this points , because these man powers cost will effect much in commercial.	Bidder shall quote for the whole data center space of 1000 racks together. The two buildings viz. F85 & F 21 are in the same location The manpower requirement projected is indicative. Bidder shall provide the required resources to managed the Data center 24x7.
	Page No- 21 Part-B ,	The Selected bidder should also propose the Manpower On-Site: Competent DC Infrastructure O&M should be available at On-site to manage the entire infrastructure	please clarify Manpower wise who will be there in 24*7 Shifts?	The complete manpower meant for O&M Operations should be on site 24x7 basis. Shift roasters shall be maintained by the bidder
11	Page No- 21		Always available on site and should be reachable on telephone, ITI will Provide CUG sim	The complete manpower meant for O&M should be on site 24x7 basis. Shift roasters shall be maintained by bidder. Landline facilities will be provided by ITI whereas no mobile /
12	Page No- 21	Bidder has to quote the Minimum manpower for both the data centers phase1(343racks) and phase2 (657racks) separately.	Why minimum Manpower, it should required manpower. If minimum manpower how we will run maintain the SLA?	The manpower given in the RFP is indicative. However, Bidder may suggest consolidated manpower requirement in order to carry out the O&M on 24x7 basis for IT & Non-IT for Ph-1 &
13	Page No- 22	Bidder would be assisting for timely raising of invoices with all the required annexures in line with Customer Pos	Who will raise Invoice ITI or Bidder?	All customer invoices will be raised by ITI. However, required details to raise invoices shall be provided by bidder in line with
14	Page No-22	The Bidder would require qualified Data Centre Project Manager etc. who have to be necessarily the employee of	But the other resources like the civil works staff, etc. may either be employed directly by the Bidder or be	The manpower includes direct employees as well as contract employees. However, the details have to be shared with ITI for
15	Page No -4 Point no 4	(b) Bidder's Eligibility Criteria,	Consortium is not Permitted, then how bidder will take manpower form subcontractors?	Consortium is not permitted . However, The manpower includes direct employees as well as Sub-contract employees.The details have to be shared with ITI for further verifications and records.
	Page No -22-	Physical Infrastructure	The selected bidder shall also maintain records of all maintenance of the system and shall maintain a logbook on-site that may be inspected by ITI/ Govt. Audit / Customer Audits, at any time. How to maintain log book ,is it hard copy or maintain in a software, if software who will purchase ?	Bidder can record log books in Hardcopy as well as through software application. The required application along with Hardwares will be provided by ITI. If the software is developed by bidder, the cost may be quoted separately. If deveploped by bidder, the same has to be interegerated with ITI DC system.

17	Page No -22	The selected bidder shall ensure proper and regular cleaning of the ITI DATA CENTER premises and its material like glass, floor, tapestry, blinds, furnishing material etc	Who will Provide Housekeeping materials ITI or Bidder?	Manpower & Material are in bidder scope. The standard materials to be used. Minimum material to be purchased for Housekeeping purpose is listed and uploaded as Annexure-1.
18	Page No -22	Data Center Services can be viewed as a continuum, consisting of a range of implementation services, ranging from creating Web sites to integration with legacy	In manpower list there is no web developer , how to design website without web developer and web designer .	As the requirement is occasional, The mentioned work may be outsourced whenever required after obtaining ITI's approval. Charges will be reimbursed by ITI.
19	Page No -23	Hosting (Shared as well as dedicated)	a. Cabling- Who will do Cabling? As there is no L1 engineer.	The manpower given in the RFP is indicative. However, Bidder may suggest consolidated manpower requirement in order to carry out the O&M 24x7 basis for IT & Non-IT for Ph-1 & Ph2
20	Page No -24	(1- Hardware Support & Services requirement) Identify, report and correct problem with the Equipment, Devices	As there is no Hardware engineer in Manpower list	The manpower given in the RFP is indicative. However, Bidder may suggest consolidated manpower requirement in order to carry out the O&M 24x7 basis for IT & Non-IT for Ph-1 & Ph2
		Authorizing and arranging for Managed Third-Party access to the facility housing the Hardware needing repair, escorting the OEM or Managed Third Party	How to select Third Party personnel? Who will do, ITI or Bidder?	Bidder scope
21	Page No- 29- Point No-6	(Physical Security Services)	As Page no- 9 Details of staff , there is no Physical Security in list, and also in Manpower list page no- 35 & 36, then how and where we will cost ?, How many security guards required not mention ?	Minimum 21 nos of manpower required for 24 Hrs security: Breakdown as below: Min 2 Lady Guards. 2 Gunmen with license & gun 1 Supervisor
22		The selected bidder would undertake / maintain the following certification and any other certification if required by the data centre standards from time to time or as demanded by the customer. The bidder would be responsible for obtaining all the certifications mentioned below, in ITI's name. However all the cost for the certifications will be borne by the ITI.	Please clarify and mention certificate list...	All the Licenses, certifications & Hardware will be in the name of ITI LTD & ITI will procure it . Also depending upon the urgency, partner may procure with prior intimation to ITI whereas bills will be reimbursed on along with next month billing. The partner has to intimate well in advance the requirement with justification if it has to be procured by ITI.
23	Page No- 34- PART-D	Broad Scope of Work 1.i	In Manpower list no AC service engineer, How to maintain Air- Conditioning?	Bidder scope. The manpower given in the RFP is indicative. However, Bidder may suggest consolidated manpower requirement in order to carry out the O&M 24x7 basis for IT & Non-IT for Ph-1 & Ph2 together. Bidder has to design the Manpower & Security requirements
24	Page No- 36- Point no -9	BMS Support Executive	How 6 Manpower will run the DC in 24*7*365 ? In manpower List there is no Technician , how to maintain all the non-IT equipments. Please elaborate Role wise Job Description as per Manpower List	Bidder scope. The manpower given in the RFP is indicative. However, Bidder may suggest consolidated manpower requirement in order to carry out the O&M 24x7 basis for IT & Non-IT for Ph-1 & Ph2 together. Bidder has to design the Manpower & Security requirements
26	Page No. 38 Point	The Bidder who offers highest share (H1)	Need clarification	May be read as: The bidder who quotes least (L1).

27	Page No. 38	The bidder shall Quote a fix percentage of revenue	Need clarification	The clause is not applicable to this RFP. deleted
28	Page No. 98 Commercial Bid	The Bidder who offers highest share in Percentage (H1)-	Need clarification	May be read as: The bidder who quotes least (L1).
29	Page No. 39	Commercial Bid format need clarification	Need clarification	bidder can quote for Ph-1 & Ph-2 together as one rate (for the whole data center of 1000 racks space). Modified commercial
30	Page No. 19 :-	Point number D The required tools, stationaries and consumable items for total O&M as well as cleaning has to be managed as per the DC standards by the bidder at their own cost	Need Clarification on tools and Bidder scope need to specify and mention the minimum numbers of Tools details	Manpower , The required tools, stationaries and consumable items for total O&M as well as cleaning is in bidder scope. The standard materials to be used & minimum quantity is placed at Annexures.
31	Page No. 72 :-.	This Operational Support for two years shall be for the entire components / items / infrastructure of DC under the RFP / Contract including the Support personnel deployed for the project. Bidder should ensure that Manpower resources required for Operations and Maintenance of ITI Data Center project should comply as per the RFP. In case there are changes in technology, (such as addition or Up-gradation of Hardware, Software, Tools, equipment, active or passive) DCO needs to provide the resources with suitable technical competencies in line with project requirements without any additional charges as and when required. <i>Please note: Operational expenses during operation</i>	Schedule A and Note description is not clear	1. The bidder should support O&M with Prevailing latest Data center Technologies as well as any upcoming / evolving Technologies as per ITI/customer requirement. 2. The power & Diesel bills will be paid by ITI Directly. However the customer wise consumption records to be maintained wherever applicable. The integration of energy meters shall be done by bidder items will be procured by ITI as per customer requirement.
32	Page 16. 21. Award of Contract Award Criteria	ITI Ltd. will award the Contract to the bidder who offers Lowest offer (L1) to ITI , as mentioned in Section-II, Part-C, Clause 19.7.	This section states the award criteria would be L1 offer on O&M rates to ITI. Whereas on "Page 39, 5. The Commercial Bid Format for evaluation" it has been stated that "The bidder who offers highest share in percentage (H1) of the revenue generated by the ITI <i>Data Centre to ITI will be awarded the Contract by</i>	May be read as: The bidder who quotes least (L1). It may be read as:" The bidder who offers Lowest quote (L1). will be awarded the Contract by ITI."
33	Page 19. Section 3 - Bidder's Scope	The selected bidder shall operate and maintain the ITI Data Center for a period of five years.	Kindly confirm if the duration of O&M for both data centers would be 5 years each or 2-2 overlapping years each for both data centers with extensibility option of 1 year as mentioned on Page 2 or RFP.	Contract period will be for 2 years inititaly , extendable to 1 more year on mututal agreement.
34	Part A - General	A. The selected bidder has to deploy an onsite team comprising of the resources indicated at section Part D Clause 3.	Kindly provide details on the available desk space and staff accomodation capacities at both the Data Centers and also layout and partitions available for setting up different departments.	Suitable seating arrangements will be made for IT & Non-IT team as per the shift requirements. Layout will be shared to the successful bidder
35	Page 20. Section 3 Bidder's Scope Part B - Data Center	The selected bidder should manage the data center- Phase1 for a period of 2 years immediately after the agreement is signed. The selected bidder should manage the data center- Phase 2 for a period of 2 years from the date the Data Center goes LIVE and after the agreement	The phase 2 data center will supposedly won t go live within 180 days whereas O&M prices for the same would be submitted now and be valid for 180 days. Kindly clarify if updated pricing at that point of time would need to be submitted for phase 2 agreement	Ph-2 data center will be ready shortly. Bidder can quote for Ph-1 & Ph-2 together as one rate. Modified commercial format is being published.
36	Management	NA	virtualization platform/hypervisor management, orcherstration scope details have not been mentioned in the RFP. Request to describe the same	The bidder should support O&M with Prevailing latest Data center Technologies as well as any upcoming / evolving

37	Page 35 Indicative Resource Requirement: Manpower	Minimum Resource plan:	Kindly confirm if the manpower resources mentioned here are for single shift or 24*7.	Manpower resources required for 24*7 O&M.
38	General		Please specify the network and connectivity scenario between Phase 1 and Phase 2 data centers. (existing and new)	Connectivity exists for Ph-1 & Ph-2 .
39	General		Kindly confirm if Security Operations Centre is in place at Phase 1 DC	SOC is not part of this O&M. But the all DC monitoring though
40	General		Kindly specify internet Service Providers (ISP) network available at the Phase1 Data Center	ITI Data center has carrier neutral ISPs.
41	General	Phase-I & Phase-II	we will require proper load calculation of existing phase I & II ,Also we will require list if assets used in both operations with details of purchase & warranty.	Documents will be shared with successful bidder. However, bidders can visit ITI DC for estimations.
42	General	Phase I & Phase -II	Details of present cabling work & standards used in design .	Documents will be shared with successful bidder. However, bidders can visit ITI DC for estimations
43	Air-conditioning	The bidder would have the responsibility of maintaining adequate temperature (even during power outage) in all the areas of the Data Centre keeping in mind the energy	We need the capacity design calculation for AC	Documents will be shared with successful bidder. However, bidders can visit ITI DC for estimations
44	Electrical Distribution of Mains, Lighting, LT panels, UPS Power and	All the electrical requirement of the Data Centre area meet Tier III, Concurrent maintainability Architecture	We need to understand the current layout for Tier _III ,Tier III is designed for N+1 ,Your requirement is for N+N .Kindly clarify .	Documents will be shared with successful bidder. However, bidders can visit ITI DC for estimations
45	Electrical Distribution of Mains, Lighting, LT panels, UPS Power and	Separate Earth pits for components – Copper plate earthing Copper Earth Electrodes & Earth strips	Layout of current earth pits required. With size & standard of pits & type of earthing.	
46	Electrical Distribution of Mains, Lighting, LT panels, UPS Power and Generators	UPS Distribution Board with MCBs, ELCBs (various ratings) PRS (Parallel Redundant System) built in the solution for distribution redundancy between UPS and Rack All types of Power Cabling and Bus Trucking System All output distribution points (including 3-Phase NEMA connectors etc.) Cables & end Terminations Sub/Circuit Mains Data Centre	SLD of power distribution .Details of raw power source.whether single source or 2 sources.	
47	16	Data Center- Phase1 (343 racks space) 2 years Phase 1 is in operation. O&M Services required immediately	Can you please describe the a) # of tenants hosted, b) what is the IT landscape hosted on these 343 racks including 1) # of Physical Servers 2) # of VMs, 3) # of Storage devices 4) #	Documents will be shared with successful bidder. However, bidders can visit ITI DC for estimations
48	16	Data Center-Phase2(657 racks space) 2 years Services required on Data Center going LIVE.	Can you please describe the a) # of tenants hosted, b) what is the IT landscape hosted on these 657 racks including 1) # of Physical Servers 2) # of VMs, 3) # of Storage devices 4) # of SAN Switches, 4) # and type of Network	Documents will be shared with successful bidder. However, Bidders can visit ITI DC for estimations

49	20	The selected bidder has to deploy an onsite team comprising of the resources indicated at section Part D Clause 3.	Is the bidder free to decide the team required so long the bidder commits to the Service levels as described in the document?	The bidder has to deploy minimum number of manpower required for 24x7 O&M Operations at onsite adhering to SLA indicated in the RFP. However, Shift rosters shall be
50	20	Bidder will manage and co-ordinate the maintenance work through the Equipment supplier / OEM based upon the warranty & AMC's obtained by ITI or the Bidder. Wherever warranty / AMC is over, the Bidder has to make arrangements	Can you please provide the list on the status of devices under warranty/ AMC & Warranty/AMC expiration date divided by the respective OEM?	Documents Will be shared with successfull bidder. However, Bidders can visit ITI DC for estimations
51	20	What are the IT Management tools currently installed?	Please describe the IT monitoring /IT Service Management tools /Asset management /Security management tools deployed in the current DC	Documents will be shared with successful bidder. However, Bidders can visit ITI DC for estimations
52	21	On-site to manage the entire infrastructure and operation to provide operational support on 24x7x365 basis, and should be reachable on	Can the bidder have some part of the team work remotely to provide the 24/7 coverage?	The bidder has to deploy minimum number of manpower required for 24x7x365 O&M Operations at onsite adhering to SLA indicated in the RFP. However, Shift rosters shall be
53	21	What are Presales , CRM & Marketing activities?	Please provide details on nature & volume of such activities	Presales involves continuous follow-ups with customer to understand their requirement and offer best services available in ITI DC. Marketing involves , marketing support such as VCs, local site visits, interactions, marketing documents preparations etc. CRM invloves best customer support & services and hence
55	21	other items and ready to offer services to enterprise customers,	Please describe what are these other items?	Timely addressing of customer issues/ requirements, maintaining SLAs,
56	21	ITI and successful bidder would jointly go to market.	Please provide some details on the go to market strategy ITI has developed	Marketing involves marketing support such as VCs, local site visits, interactions with customers, marketing documents preparations etc. to support ITI Marketing team.
57	22	Bidder will procure and commission the hardware and software in the DC in the agreed time frame	Does that mean the bidder will help in procuring the required hardware/ software for the DC, while ITI will be purchasing these? Please confirm.	All the Licenses, certifications & Hardware will be in the name of ITI LTD & ITI will procure it . Also depending upon the urgency, partner may procure with prior approval from ITI whereas bills will be reimbursed on along with next month billing . The partner has to intimate well in advance the
58	22	Bidder would be assisting for timely raising of invoices with all the required annexures in line with	Please describe the nature & volume of such activities	Customer billing varies from monthly & quarterly basis. Hence, it depends upon the size of the customer which can not
59	22	The Bidder would require qualified Data Centre Project Manager etc. who have to be necessarily the employee of the Bidder. But the other resources like the civil works staff, etc. may either be employed	Does that mean all the IT staff will have to be the employees of the bidder, while staff required for non-IT activities need not be? Please confirm	The manpower includes direct employees as well as contract employees. However, the details has to be shared with ITI for further verifications and records. The roles & responsibility of each employee may be decided by
60	22	Power, Cooling, CCTV, Access Control, VESDA, Racks, Firewall, Storage and other peripheral	Can you provide the list & details of these equipments?	Documents will be shared with successfull bidder. However, Bidders can visit ITI DC for estimations
61	22	consisting of a range of implementation services, ranging from creating Web sites to integration with legacy systems, through infrastructure	Please provide the volume of activities under implementation services?	As the requirement is occassional, The mentioned work may be outsourced whenever required. Charges will be applicable on customer on back to back to basis.

62	25	The selected bidder will provide 24x7x365 services required for managing the Data Center for a period of 5 years from the date the Data Center goes live	We understand the contract period is 2+1 =3 years, please confirm	Contract period will be for 2 years initially , extendable to 1 more year on mutual agreement.
63	25	System Administration, Maintenance and Management Services Network Management Services Server and Storage Administration and Management Services Security Administration and Management Services Backup & Restore Services Physical Infrastructure Management and Maintenance Services Helpdesk Services Database	Please provide the details on the hosted IT landscape on a) # of installed instances, b) Size of instances (if applicable) c) OEM/Vendor/Product type of the instances for Servers, Network,Storage, Backup devices, Security devices, Databases etc.	Documents will be shared with successful bidder. However, Bidders can visit ITI DC for estimations
64	25	Certifications • Patch Release Update management	Please describe any Asset management/ CMDB and patch management tool that is deployed?	Tool list is uploaded.
65	26	System Administration, Maintenance & Management	Please describe the SLA for system	As per customer SLAs & TIER-3 standards
66	26	The objective of this service is to ensure continuous operation and upkeep of the LAN	Please provide a view of LAN / WAN Architecture that is deployed currently..	Documents will be shared with successful bidder. However, Bidders can visit ITI DC for estimations.
67	26		Please provide a view of the network /security products installed and their respective OEM	Documents will be shared with successful bidder. However, Bidders can visit ITI DC for estimations.
68	30	All consumables in terms of Tapes/Ink cartridges/ FM200 gas etc. needs to be provided by	Please provide some information for the bidder to size the volume of consumables	Tool / consumable list is uploaded
69	30	The selected bidder must replace, with immediate effect, any damage to physical, infrastructure, equipment, data etc., caused by any	Request this clause to be removed as the bidder is not responsible for any calamity/ fire/ theft/ disaster/ riot/ unrest etc	Accept natural calamity/ disaster bidder will be accounted.
70	31	Database Management	Please provide the list of Database types , # of instances, an high level view of the size of DB	Documents will be shared with successful bidder. However, Bidders can visit ITI DC for estimations
71	33	Vendor Management Services	Please provide the list of vendors with ITI DCs	Documents will be shared with successful bidder. However, Bidders can visit ITI DC for estimations
72	34	Liasioning, operation, maintenance, OEM management/Consultancy and project management will be done by THE SUCCESSFUL	Please describe the Consultancy and project management scope and volume of such requirements	As per SECTION III: Bidder's Scope covers the roles & responsibilities of O&M partner. Ph-1 & Ph-2 can be considered together as one data center in the scope of work.
73	34	The selected bidder would undertake / maintain the following certification and any other certification if required by the data centre standards from time to time or as demanded by the customer. The bidder would be responsible for obtaining all the certifications mentioned below, in ITI's name. However all the cost for the certifications will be borne by the ITI.	Please provide the list of certifications	ISO 9001: 2015, ISO 27001: 2013 ISO 20000-1:2011 ISO 27017:2015 ISO 27018: 2019 CMMI L3 Rated-3 by TIA-942 MeITY empanement for CSP

74	34	<p>The bidder shall provide the MIS reports on monthly basis or as and when desired by the Tendering Authority for all the devices and resources installed in the Data Center in an appropriate format that would be in consultation with the Tendering Authority.</p>	<p>Please describe whether these reports have been instrumented in to IT Service Management tool or how many such reports needs to be produced in a month?</p>	<p>The reports include but not limited to</p> <ol style="list-style-type: none"> 1. Monthly MIS reports to be generated on maintenance. 2. Any other reports as required by customer/ ITI monitoring team/Audit purpose 3. Required RCA reports in case of any failures
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