



DEPARTMENT OF POSTS
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
GOVERNMENT OF INDIA



**REQUEST FOR PROPOSAL
DATA CENTRE FACILITY (DCF)
FOR THE IT MODERNISATION PROJECT OF DEPARTMENT OF POSTS**

Responses are invited from qualified firms for providing services for the following Request for Proposal (RFP) for the Department of Posts (DoP) under its IT modernisation project 'INDIA POST 2012'.

(1) DATA CENTRE FACILITY (DCF) RFP

The scope of the Data Centre Facility (DCF) RFP includes but is not limited to provisioning of two Data Centre facilities of Tier III level:

1. Primary Data Centre: Co-location Data Centre at Vendor facility
2. Disaster Recovery Centre: Captive Data Centre with Outsourced Operations (BOT Model) at DoP facility

A complete set of Bid Documents may be purchased by any interested eligible bidder from the Department upon payment of a non-refundable cost of Rs. 25,000/- (Rupees Twenty Five Thousand) for DCF RFP and after submitting the Non Disclosure Agreement (NDA). The payment should be made in the form of a Demand Draft in favour of "**Director General, Department of Posts**" and payable at **New Delhi**. The Bid Document may be purchased personally from the address mentioned below during office hours on all working days, starting from 11am, 31st January 2011 onwards.

The pre-qualification criteria and NDA format can be downloaded from the Department of Posts website: www.indiapost.gov.in home page.

SI	Information	Details
I.	Last date for registration for pre-bid conference (Pre – requisite for registration: Purchase of RFP, submission of contact information and signed NDA)	5 p.m. on 9 th February 2011
II.	Last date for submission of written queries for clarifications	5 p.m. on 10 th February 2011
III.	Place, time and date of Pre bid conference	Committee Room, Dak Bhawan 2:30 p.m. on 14 th February 2011
IV.	Release of response to bidder queries	18 th February 2011
V.	Last date for purchase of RFP and submitting signed NDA	5 p.m. on 3 rd March 2011
VII.	Last date for submission of bids	3 p.m. on 4 th March 2011
VII.	Place, time and date of opening of Pre-Qualification bid	Committee Room, Dak Bhawan 4 p.m. on 4 th March 2011
VIII.	Address for collecting the Bid document	ADG (PMU), 422-A, Dak Bhawan, Sansad Marg, New Delhi-110001
IX.	Contact details	pmu@indiapost.gov.in , 011- 23036763, 011-23096122

Project Management Unit, Department of Posts, Ministry of Communications and IT, Government of India
File No. 12-9/2010-PMU dated 28th January 2011

Notification pertaining to Request for Proposal (RFP) for Data Centre Facility (DCF) for IT Modernisation Project

Date: 28/01/2011

Bid Reference No: 12-09/2010-PMU

Project Name: INDIA POST 2012

Name of the Ministry / Department: Ministry of Communications & IT/ Department of Posts (DoP)

Sealed Technical and Financial bids are invited from eligible bidders for providing Data Centre Facility Services under its IT Modernisation project 'INDIA POST 2012'.

Purchase of RFP Document

1. The complete RFP may be purchased by any interested eligible bidder from the Department of Posts upon payment of Rs.25,000 (Rupees Twenty Five Thousand Only). The payment should be made in the form of a Demand Draft drawn in favour of "Director General, Department of Posts" and payable at New Delhi.
2. The Bid Document may be purchased from the office of the following during office hours on all working days from 31st January 2011 to 5pm on 3rd March 2011.

Shri Atul Kumar Srivastava
Assistant Director General (PMU),
Room No 422-A,
Dak Bhawan,
Sansad Marg, New Delhi – 110001.
Telephone: 011 – 23036763
Fax: 011 – 23096122

3. The RFP document is non-transferable and the cost of RFP document is non-refundable.
4. The tentative schedule for the bidding process will be as follows:

#	Information	Dates
I.	Release notice of Request for Proposal (RFP)	28 th January 2011
II.	Release of Request for Proposal (RFP)	11 a.m. on 31 st January 2011
III.	Last date for registration for pre-bid conference (Requires purchase of RFP, submitting contact information and submitting signed NDA)	5 p.m. on 9 th February 2011
IV.	Last date for submission of written queries for clarifications	5 p.m. on 10 th February 2011
V.	Place, time and date of Pre bid conference	Committee Room, Dak Bhawan 2:30 p.m. on 14th February

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VI.	Release of response to bidder queries	18th February 2011
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VIII.	Last date for submission of bids	3 p.m. on 4 th March 2011
IX.	Place, time and date of opening of Pre-Qualification bid	Committee Room, Dak Bhawan 4 p.m. on 4 th March 2011

Overview of Scope of Work

The broad scope of work is enclosed in Annexure 'A'.

Eligibility for submission of Bid

Pre-qualification Criteria for submission of Bid is enclosed as Annexure 'B'. All the pre-qualification criteria are mandatory.

Director (PMU - R),
Dak Bhawan,
Sansad Marg, New Delhi – 110001

Annexure A

As part of IT modernization program, Department of Posts would require the following Data Centres of minimum Tier III level to meet program objective

- **Primary Data Centre:** Co-location Data Centre at Vendor facility
 - Offer space, power, cooling and other related facilities for DoP computing infrastructure
 - Provide dedicated sitting space for DoP and their 3rd party resources
 - Provide space for NOC
 - End to end service level agreement with single bidder

- **Disaster Recovery Centre:** Captive Data Centre with Outsourced Operations (BOT Model) at DoP facility
 - Single bidder to build Data Centre of Tier III level at DoP facility and maintain it based on the service levels
 - End to end service level agreement with single bidder



Annexure B

The bidders should meet following pre-qualification criteria to qualify themselves for responding to this RFP.

Pre-qualification criteria for the bidder

S. No.	Description	Sole Bidder	Consortium			Document/ Proof
			Prime Bidder	Consortium Partner	Prime Bidder or Consortium Partner	
1	The bidder must be a Company registered under the Indian Companies Act, 1956 and who have their registered offices in India and should have been in existence for a period of at least 5 years as on 31st March 2010.	Applicable	Applicable	Applicable	-	Certificate of Incorporation issued by the Registrar of Companies along with Memorandum & Articles of Association
2	The bidder must have a valid Service Tax and VAT Registration in India	Applicable	Applicable	Applicable	-	· Copy of Service Tax Registration Certificate
						· Copy of PAN Card
						· Copy of VAT Certificate

3	The bidder must have an annual turnover of at least INR. 100 Crores each from India operations in each of the last 3 financial years (i.e. FY10, FY09, FY08)	Applicable	Applicable	The consortium partner must have an annual turnover of at least INR. 50 Crores each from India operations in each of the last 3 financial years (i.e. FY10, FY09, FY08)	-	Copy of duly certified statement from appointed statutory auditor
4	The bidder must have a positive net worth in each of the last 3 financial years (i.e. FY10, FY09, FY08)	Applicable	Applicable	Applicable	-	Copy of duly certified statement from appointed statutory auditor
5	The bidder must not have been blacklisted by a Central Government Institution / Public Sector Unit in India	Applicable	Applicable	Applicable	-	Declaration by Authorized Signatory
6	The bidder must have a valid ISO 27001 and ISO 20000 certification for the proposed Primary Data Centre facility	Applicable	-	-	Applicable	Copy of Certificate issued to bidder by respective agencies
7	The bidder must have a valid ISO 9001:2000 certification	Applicable	-	-	Applicable	Copy of Certificate issued to bidder by respective agencies
8	The bidder should be an established firm in providing hosted services for a period exceeding three years as on 31st March 2010	Applicable	-	-	Applicable	Work Orders confirming year and Area of activity.

9	Bidder should have had consistent availability of 99.99% in the past six months as on 31st July 2010 for the proposed Primary Data Centre facility	Applicable	-	-	Applicable	Approved MIS Reports
10	<p>The bidder should have at least 2 operational Tier III Data Centres with minimum 1 client hosted each, functional for at least last 1 year 2009-2010.</p> <p>Note:</p> <p>a) Bidder's in house data Centres shall not be considered</p> <p>b) Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered</p>	Applicable	-	-	Applicable	Copy of work order/ Client Certificates.
11	The bidder must either be an OEM or be Authorized by the OEM	Applicable	-	-	Applicable	Authorization Letter from OEM
	The bidder should submit valid letter from the OEMs confirming following:					
	a. Authorization for bidder					
	b. Confirm that the products quoted are not end of sale products					

	<p>c. Confirm that the bidder has the skills capabilities for implementation and support of the proposed products</p> <p>d. Undertake that the support including spares, upgrades of all the quoted products shall be available for a period of 5 years after date of commissioning</p> <p>OEMs include:</p> <ul style="list-style-type: none"> · UPS · HVAC · Generator · Fire detection & Suppression · Surveillance · Any other major components 					
12	<p>The bidder should have commissioned and installed at least one Tier III Data Centre project that meets all the following requirements during the last three (3) years as on 31st March 2010</p>	Applicable	-	-	Applicable	<p>a. Copy of work order / client certificates of the latest project. For IDC bidder, certificate from Company Secretary confirming the order value/cost</p>



						b. Valid certification
	a. An order value (Non-IT but excluding basic building structure cost) of not less than INR 5 Crores					(IDC bidder shall also submit customer work orders)
	b. Valid BS7799 / ISO 27001 certification for the facility					
	Note:					
	Bidder's in house data Centres shall not be considered					
	Bidders who have built their own Internet Data Centre (IDC), for commercial use will be considered					

1. Format for Non Disclosure Agreement

This is to be executed on a duly notarised stamp paper of Rs 100

WHEREAS, we the undersigned bidder, _____, having our principal place of business/ registered office at _____, hereinafter referred to as the 'bidder', are desirous of bidding for Bid No. .../2010-PMU covering Request for Proposal for Data Centre Facility (hereinafter referred to as the 'Bid') to the Assistant Director General (PMU), Room 422-A, Dak Bhawan, Sansad Marg, New Delhi – 110001, hereinafter referred to as 'Purchaser' and,

WHEREAS, the bidder is aware and confirms that the Purchaser's business/ operations, information, Application/software, hardware, business data, architecture schematics, designs, storage media and other information / documents made available by the Purchaser as part of the Bid documents during the bidding process and thereafter, or otherwise (confidential information for short) is privileged and strictly confidential and/or proprietary to the Purchaser,

NOW THEREFORE, in consideration of disclosure of confidential information, and in order to ensure the Purchaser's grant to the bidder of specific access to Purchaser's confidential information, property, information systems, network, databases and other data, the bidder agrees to all of the following conditions.

IT IS HEREBY AGREED AS UNDER

- I. The bidder agrees to hold in trust any confidential information received by the Bidder, as part of the Biding process or otherwise, and the bidder shall maintain strictest of confidence in respect of such confidential information. The bidder also agrees:
 - a. to maintain and use the confidential information only for the purposes of bidding for this Bid and thereafter only as permitted herein;
 - b. to only make copies as specifically authorised by the prior written consent of the Purchaser and with the same confidential or proprietary notices as may be printed or displayed on the original;
 - c. to restrict access and disclosure of confidential information to such of their employees, agents, consultants and representatives strictly on a "need to know" basis, to maintain confidentiality of the confidential information disclosed to them in accordance with this clause; and
 - d. to treat confidential information as confidential unless and until the Purchaser notifies the bidder in writing of the release of its obligations in relation to the said confidential information.
- II. Confidential information does not include information which:
 - a. the bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
 - b. is independently developed by the bidder without breach of conditions under this Bid;
 - c. are information in the public domain as a matter of law;

- d. is received from a third party not subject to the obligation of confidentiality with respect to such information;
- e. is released from confidentiality with the written consent of the Purchaser.

The bidder shall have the burden of proving herein above are applicable to the information in the possession of the bidder.

- III. Notwithstanding the foregoing, the bidder acknowledges that the nature of activities to be performed as part of the Bidding process or thereafter may require the bidder's personnel to be present on premises of the Purchaser or may require the bidder's personnel to have access to software, hardware, computer networks, databases and storage media of the Purchaser while on or off premises of the Purchaser. It is understood that it would be impractical for the Purchaser to monitor all information made available to the bidder's personnel under such circumstances and to provide notice to the bidder of the confidentiality of all such information. Therefore, the bidder agrees that any technical or business or other information of the Purchaser that the bidder's personnel, representatives or agents acquire while on the Purchaser's premises, or through access to the Purchaser's computer systems or databases while on or off the Purchaser's premises, shall be deemed confidential information.
- IV. In the event that the bidder hereto becomes legally compelled to disclose any confidential information, the bidder shall give sufficient notice to the Purchaser to enable the Purchaser to prevent or minimise to the extent possible, such disclosure. Bidder shall not disclose to a third party any confidential information or the contents of this bid without the prior written consent of the Purchaser. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the bidder applies to its own similar confidential information but in no event less than reasonable care.
- V. Confidential Information shall at all times remain the sole and exclusive property of the Purchaser. Upon completion of the Tendering process and/or termination of the contract or at any time during its currency, at the request of the Purchaser, the bidder shall promptly deliver to the Purchaser the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the bidder or its Affiliates or directors, officers, employees or advisors based on the Confidential Information within a period of sixty days from the date of receipt of notice, or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorised representative of the Purchaser. Without prejudice to the above the bidder shall promptly certify to the Purchaser, due and complete destruction and return. Nothing contained herein shall in any manner impair rights of the Purchaser in respect of the Confidential Information.
- VI. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise in any Information.
- VII. This Agreement shall benefit and be binding upon the parties hereto and their respective subsidiaries, affiliates, successors and assigns.



VIII. The obligations herein shall survive the completion or cancellation of the Bidding process.

IX. This Agreement shall be governed by and construed in accordance with the Indian laws.

on behalf of *[Bidder's Name]*

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of Bidder: