



Annexure - B (Revised) Technical Bid Form (Covering Letter)
LIC/CO/IT-SD/EFEAP-NEXT/CO-LOCATION/2019-20/01 dated 08/07/2019
Co-Location: Bengaluru / Navi Mumbai,

Ref:

Date:

To,

The Executive Director (IT-SD),
Central Office, Information Technology Department
Life Insurance Corporation of India 2nd Floor,
Jeevan Seva Annex S V Road,
Santacruz (West), Mumbai 400 054.

Dear Sir,

Having examined the RFP Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Comprehensive solution for hosting CO-LOCATION DATA CENTER/s in (Bengaluru or Navi Mumbai region of India as mentioned in ["Location of the Data Center sites" {Point B, (Page no.6)}] in conformity with the said Request for Proposal Documents and hereby undertake that we accept all the conditions of the contract of the Bidding Document and will supply the complete solution as per the Technical Specifications of the bidding documents. We further undertake that we fulfill the Minimum Eligibility Criteria stated in Annexure - C and for this purpose we enclose the details. In addition to this, the particulars of our organization such as legal status, principal place of business, details of experience, qualification requirements and past performance and the required bid security in shape of Bank Guarantee/ Bank Draft are furnished with this bid form. We further undertake, if our bid is accepted, for hosting of application and LIC's existing Data Center functionalities in proposed Co-Location Data Centers in accordance with the requirements and the delivery schedule discussed and agreed. We declare that all the services shall be performed strictly in accordance with the bid documents except for the variations, assumptions and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary and where else in our bid:

(a) Certificate of deviations (Annexure - I.1)

(b) Certificate of deviations from RFP Terms and Conditions (Annexure - I.2)

Further we agree that additional conditions, assumptions if any, found in the bid document, other than those stated in deviation schedule, shall not be given effect to. If our bid is accepted, we will obtain the guarantee of a bank in the form prescribed by the Life Insurance Corporation of India for a sum equivalent to 15% of the Contract Price as performance security for the



Contract. We agree to abide by this bid for the bid validity period specified in point no. 16 of the PART-C (Instruction to the Bidders) and it shall remain binding upon us and may be accepted at any time before the expiration of that period. Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1998". We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this day of 2019.

(Signature in the capacity of Duly authorized to sign Bid for and on behalf of)

Seal:

Date :

Place :

Business Address :

Witness Signature

Bidders Signature

Name :

Name :

Address :

Designation:

Company :

Date :

Date :



Annexure – D (Revised)

Technical Bid

Hosting of eFEAP Next Infrastructure in Co-location Data Center						
RFP Ref: LIC/CO/IT-SD/EFEAP-NEXT/COLOCATION/19-20/01 Dated: 08/07/2019						
Bidder's Name:						
CO-Location Centre						
SL No.	Certification	Compliance (Yes/No)	Sub Group Weightage	Weightage	Supporting Documents Required	Details/link of Proof Attached
1	The bidder proposed site should have following compliance / certifications:			33	Letter / Certificate from the certified agency.	
a.	NFPA 70 & 75		3			
b.	IS 1893:1984 seismic Compliance		2			
c.	TIA 942 compliance (Tier III Infrastructure) 3 marks		5			
	TIA 942 compliance (Tier IV Infrastructure) 5 marks					
d.	PCI DSS		2			
e.	ISO 20000		3			
f.	ISO 9001		3			
g.	Compliance to ASHRAE Standards		3			
h.	ISO/IEC 27001		3			
i.	Uptime Tier III (Infrastructure) 3 marks		5			
	Uptime Tier IV (Infrastructure) 5 marks					
j.	ISAE3402		2			
k.	TVRA(Threat and Vulnerability Assessment)		2			
2	The structural strength of the proposed building should have been certified and latest report to be available. The report should not be more than one year old. (Copy of report/ certificate to be attached.)			2	Copy of report / certificate to be attached	
	Total			35		

	Functional Specifications	Compliance (Yes/No)	Sub Group Weightage	Weightage	Supporting Documents Required	Details of Proof Attached								
3	The bidder must be the owner of the proposed Data Center provided to LIC or in case of leased premises, an unexpired lease period must be for 12 years from the RFP Response due date.			5	Relevant documents to be attached									
4	Age of the Building			5		Relevant documents to be attached								
a.	Less than 5 years		5				Relevant documents to be attached							
b.	> 5 years but < = 10 years		3					Relevant documents to be attached						
c.	>10 years but < = 15 years		2	Relevant documents to be attached										
5	The Proposed Data Center building should not be in low lying and flood prone area								3	Relevant documents to be attached				
6	The Data Center should have a load bearing capacity of minimum 1000 Kg/ Sqmtr.								5		Relevant documents to be attached			
a.	> 1450 kg/sqmtr		5									Relevant documents to be attached		
b.	> 1200 and < 1450 kg/sqmtr		4										Relevant documents to be attached	
c.	>1000 but <1200 kg/sqmtr		3											Relevant documents to be attached
d.	>900 and <1000 kg/sqmtr		2		Relevant documents to be attached									
7	The caged area for LIC within Data Center should have enough contiguous space to host minimum 40 racks .					5			Self Declaration and evaluation during site visit					
8	The Server Room Area should have raised floor height of 2.5 ft					2	Relevant documents to be attached							
9	The server hall height from raised floor to false ceiling should be at least 14 ft.					3		Relevant documents to be attached						
10	Freight Lift - The data center should have high capacity freight lift for ease of movement of servers and high-density network devices			5		Self Declaration and evaluation during site visit								
11	A separate Cage dedicated for LIC within the server room / Server Hall area			3		Self Declaration								
12	The Data Center should have microprocessor based system to detect water leakage within reasonable period of time to avoid any related damage			3		Relevant documents to be attached								
13	The Data Center should have electronic rodent control systems with operability on varied			2			Relevant documents to be attached							

	frequency range					
14	The building & Server cabin area should be provided with Water Leak Detection System and fire alarm system			2		
15	IF proposed colo site's DC uptime is between 99.982% and 99.99% both inclusive		10	15	Relevant reports to be attached	
	IF proposed colo site's DC uptime is more than 99.99%		15			
16	Feeds should be provided to LIC for monitoring the cages/its infrastructure remotely.			3	Self Declaration	
17	Gate Passes to enter SP's premises for LIC's representatives – free of any cost			3	Relevant reports to be attached	
18	Audit reports of people accessing the Server room should be available as and when required by LIC.			3	Self Declaration	
19	The Data Center building should be designed and constructed for earthquake resistance and should be away from hazardous chemical materials, LPG storage areas, chemical go-downs and other storage facilities meant for dangerous commodities.			3	Relevant reports / documents to be attached and evaluation at site visit	
20	Vendor to certify that Data Center is adequately distant from this site to major manufacturing, industrial, or utility areas that may cause power instability, radio frequency interference, pollution, vibration, etc.			3	Relevant reports / documents to be attached and evaluation at site visit	
21	Arrangement (for seating, power and network) should be made to LIC's team of around 10 people in disaster situation to access systems hosted in DC.			2	Self Declaration	
22	Should be in DC operating business for a minimum period of 5 yrs			2	Relevant documents to be attached	
23	The proposed building should be covered under comprehensive insurance on ongoing basis including risk related to earthquake, floods, fire, lightening, terrorist attacks etc. (Copy of last year and current year)			2		
24	Air Quality in the data center site should be of severity level G1 (mild) as per ISA -71.04.			5		

25	The seating area should include the desk, chair, drawer which can accommodate three box files with locking facility per seat, UPS power connections (three per seat), network connections from LIC's server area / LAN (two per seat) etc. Vendor shall factor sufficient work area per seat. In addition, vendor shall provide adequate space for the movement within the enclosed seating area.			5	Self Declaration	
26	The bidder should provide staging /storage area for two to three weeks.			2	Self Declaration	
27	Staging area should be in the same floor, preferably close to the hired / hosted space and have all facilities like, redundant power, AN connectivity, telecom			5	Self Declaration and evaluation during site visit	
	A) Same Floor Staging area		5			
	B) Different floor staging area		2			
28	The racks in cage area should be of 42U size with horizontal and vertical cable managers and the bidder to provide inter-rack cabling using patch panels, cross connects to communication area, cable managers for structured cabling, redundant power strips, earthing for each rack etc.			2	Self Declaration	
29	The bidder should be able to provide space in the same server hall contiguous to the existing cage area for addition of racks at the contracted rate during the period of contract. In case bidder decides to offer the space in contiguous area to some other customer, the first right of refusal would rest with LIC.			2		
Total				100		
FUEL/Generators		Compliance (Yes/No)	Sub Group Weightage	Weightage	Supporting Documents Required	Details of Proof Attached
30	Diesel Tanks (for generators) –It should have high capacity diesel tanks for ensuring 48 hour power backup with contracts for fuel supply on demand.			5	Self Declaration and evaluation during site visit	
31	The Diesel tanks should be underground.			2		
32	Generators should be capable of providing power for 72 hours or continuously if fuel tanks are refilled			5	Self Declaration	

33	Critical Services like power, UPS Genset etc. are managed by:				Self Declaration and evaluation during site visit	
a.	Own dedicated staff of the bidder		3	3		
b.	Maintenance services are Outsourced to third party		2			
34	Number of Generators (>2)		5	5	Relevant Documents and evaluation during site visit	
	Number of Generators (>1)		2			
Total				20		
POWER/UPS		Compliance (Yes/No)	Sub Group Weightage	Weightage	Supporting Documents Required	Details of Proof Attached
35	Two independent power suppliers/substations/Grid Level redundancy each capable of supporting the site independently.			5	Self Declaration and evaluation during site visit	
36	There should be sufficient power backups in places for running the Building Monitoring System in the event of power outage			3	Self Declaration	
37	The entire solution should be automatic with power supply from the transformer as the primary source and automatic switchover to DG set as a secondary source			3	Self Declaration and evaluation during site visit	
38	UPS should be configured in N+N redundancy mode.			3	Self Declaration	
39	Power of minimum 6 KVA per rack should be provided. Additional power if required to be made available			5		
40	32/63 amps power sockets will be made available by the Vendor if required			3	Self Declaration	
41	Power should be available from two different power sources			3	Self Declaration and evaluation during site visit	
42	Sufficient power supply at metered rate should be available to the proposed caged area			5	Self Declaration	

43	Data Center to maintain the PUE from 1.5 to 1.8.			3	Relevant Document to be attached	
44	Availability of 3 phase, 4 wire power system.			3		
45	The Service Provider should provide the electrical cabling required by the racks to be hosted in the Data Center.			3	Self Declaration	
46	The service provider must make provision for a power meter to measure power consumption by the Corporation.			3	Self Declaration	
47	The service provider shall provide Dual meter for measuring the electricity units consumed by LIC for the Servers/Equipment.			3		
48	The Switch over from one meter to the other should be automatic. i.e. Should coincide with switch over from normal power to generator power and vice versa.			2		
49	Are the incoming utility feeds resilient incoming supplies from alternate power sub-stations arranged as N+1, each entering the site from diverse paths and each terminated in separate fire resistant enclosures?		2	3	Self Declaration and evaluation during site visit	
	Does the utility power enter the site via false flooring/underground?		1			
50	Each component must allow concurrent maintenance without disruption to supply of services to data halls or support areas.			3	Self Declaration	
51	Comprehensive Power Audit in the last two years / Record of past incidents			2	Relevant Documents to be attached	
Total				55		
COOLING		Compliance (Yes/No)	Sub Group Weightage	Weightage	Supporting Documents Required	Details of Proof Attached
52	The design for cooling infrastructure at the Data Center should be in lines with standard guidelines to support high density cooling needs			3	Relevant Documents to be attached	
53	Redundant CRAC units to facilitate High Density cooling needs.			2		
54	Chiller specification should be minimum of N+1 Water Cooled (Upgradable to 2N, Water-Cooled + Air-Cooled)			3		
55	Water storage for cooling should be 36 hours at full load.			3		
56	Chilled Water Distribution should be 2N, UPS			3		

	powered.					
57	The temperature in the server hall should be maintained at 21 +/- 2 °C			2		
58	The humidity at the Data Center should be maintained at 50 % +/- 5% RH.			2		
59	The server room should have precision air conditioning with redundancy			2		
	Total			20		
	FIRE	Compliance (Yes/No)	Sub Group Weightage	Weightage	Supporting Documents Required	Details of Proof Attached
60	The doors and walls for the server room, communications room, and other critical areas should be fire rated for a minimum 2 hrs.			5	Relevant Documents to be attached	
61	The false flooring in server hall should be fire resistant and tiles should be made up of Calcium Silicate.			5		
62	Fire Protection specification should have VESDA, FM200/FE 227 Gas Suppression System, NOVEC 1230, Double Interlock Type Pre-Action Sprinkler System outside cage area.			5		
63	Smoke detection and fire suppression for the building to be available where in the proposed Corporation's cabin invariably covered under these systems			5		
64	The proposed server room cabin area should be well covered in the fire detection and suppression (preferably inert gas based) system			5		
	Total			25		
	SECURITY	Compliance (Yes/No)	Sub Group Weightage	Weightage	Supporting Documents Required	Details of Proof Attached
65	Access card entry for the caged area			5	Self Declaration	
66	Biometric Access to the common entry to the Server room/ Server Hall area should be available			5	Relevant Documents and	
67	Access card entry for the cabin rack			4	Self Declaration	
68	Security for the building to be available 24x7x365 with security patrol and CCTV surveillance at the entry/Exit levels			5	Relevant Documents and evaluation during site visit	

69	8 layers of physical access security checkpoints with anti-tailgating mantraps. Full details must be clearly mentioned by the bidder			5	Relevant Documents and evaluation during site visit	
70	The Data Center building should have impact resistant fence wall with intrusion detection & road blocking device.			5	Self Declaration and evaluation during site visit	
71	Activities to be recorded and the archival should be kept for at-least 2 years or for a longer period as per LIC's Requirements			3	Relevant Documents and evaluation during site visit	
72	The CCTV Cameras should cover in row view of both front & back side of the racks row, within the Corporation's server caged area. The CCTV camera should cover the entry & exit to the Corporation's caged area. CCTV monitoring should cover all the blind spots within the caged area.			5	Self Declaration	
73	Dedicated feeds should be provided to Corporation for monitoring the cage/its infrastructure remotely			3		
74	All the Building Management system (BMS) activities are to be controlled centrally in a room specifically to be used for BMS activities. The Vendor should manage the BMS activities on a 24x7x365 basis or as the Corporation decides			5		
75	The proposed datacenter should have multi layers of physical security:			5	Self Declaration and evaluation during site visit	
a.	Site Perimeter (Public Zone)			1		
b.	Perimeter Security (Reception 1 Zone)			1		
c.	Facility control (Operating Zone)			1		
d.	Server Hall (high security Zone)			1		
e.	Details of security arrangements in the Data Center to be submitted.			1		
	Total			50		
	NETWORK	Compliance (Yes/No)	Sub Group Weightage	Weightage	Supporting Documents Required	Details of Proof Attached
76	Telecom junction box, multiplexers of various service providers to be available in and around the building			5	Self Declaration and	

77	The Data Center should be carrier neutral from the Telecom provider's perspective.			3	evaluation during site visit	
78	Provision for multiple telecom carrier's entry from diversified paths.			3		
79	Provision for dual entrance room, local carrier room, meet-me room.			3		
80	If the Telecom junction box, multiplexers of service provider from whom Corporation would be procuring the links is not available then the DC service provider should make necessary arrangements and allow the commissioning of the same			5	Self Declaration	
81	The co-hosting facility service provider should extend the link terminated by the link service provider on the junction box till the server room where the Corporation's networking equipment will be located.			2		
82	Data Center service provider should ensure fibers from multiple providers are fed to the site from three independent channels in ring connectivity.			5		
83	3 Redundant MPLS /Leased Line networks from 3 different providers must also be made available.			5		
84	The service provider will be responsible for LAN cabling and providing mode of connectivity from cabin server room at co-location.			3		
85	The entire cabling should be structured; service provider should provide the support for the same throughout the contract period.			3		
86	Provision of cross connect irrespective of link service provider and bandwidth will be made available by co-location SP.			3		
87	The cabling should be laid in a separate enclosure below the false floor and should be kept at a distance which does not cause Electro Magnetic induction with the power cabling.			5		
Total				45		

*Note- Documentary Evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

This is to certify that I have read and understood all instructions and requirements, and this hardcopy matches exactly with softcopy that is being submitted

Signature of
Vendor/Vendor's
Representative

Date

Annexure – H (Revised) Commercial Bid

LIC/CO/IT-SD/EFEAP-NEXT/CO-LOCATION/2019-20/01 dated 08/07/2019

Co-Location: Bengaluru / Navi Mumbai,

Separate Commercial Annexure-H for 6 KVA, 9KVA, 10 KVA and 12 KVA needs to be submitted by the bidder for each co-location.

The indicative commercial Bid needs to contain the information listed hereunder in a sealed envelope bearing the identification – “Indicative Commercial Bid for _____”.

Name of the Bidder:

A. DC Co-location Recurring Charges

SL No	Required Item	Qty.	Quote Per Unit	Annual cost	Total Amount for 5 years
1	Co location space charges for DC(Racks 42U size)				
	Space for 1 - 5 racks	1			
	Space for 6 - 10 racks	1			
	Space for 11 - 15 racks	1			
	Space for 16 - 20 racks	1			
	Space for 21 - 25 racks	1			
	Space for 26 - 30 racks	1			
	Space for 31 - 35 racks	1			
	Space for 36 - 40 racks	1			
2	Cross connect charge (Fibre) on usage basis	1			
3	Cross connect charge (copper) on usage basis	1			
	Total				

LIC will inform the number of racks subsequently/later.

LIC will inform the power requirement for the rack (6 KVA/9 KVA/10 KVA / 12 KVA) subsequently.

The number of racks required will be multiplied with per unit cost declared by the bidder in the range for arriving at the Total Cost of the Rack for 5 years.

* For example if the number of racks required is declared by LIC as 12, that the per unit cost mentioned by the bidder in Number of Racks for 11-15 will be taken for computation of total amount for 5 years. i.e

12(racks) X (cost of 1 rack quoted under the range 11 -15) X 5 (years) = Total Amount for 5 years.

B. Power Charges

Sl. No	Item	Metered Units/QTY (A)	Current electricity rate (Power Tariff indicative) * (B)	Multiplication factor against the PUE for power charges. (C)	Total Amount For 5 years D= AxBxCx60
1	Power charges for KW	10000			
Total					

The power charges will be paid at actual subject to submission of tariff table from electricity service provider.

* Current Electricity Rate and number of units mentioned above in the commercial bid is indicative for the TCO calculation purpose only. However, the power charges will be paid at actuals subject to submission of tariff table from respective electricity service provider.

Bidder should quote only the Multiplication Factor against the PUE for power charges to cover the electricity consumption for devices, cooling, lighting, UPS power, consumption of diesel and all associated power heads. This Multiplication factor will be fixed for the entire term of contract and extension(s), if any.

LIC will inform the power requirement for the rack (6 KVA/9 KVA/10 KVA / 12 KVA) subsequently

C. ONE TIME CHARGES

Sl. No.	Item	Total One Time Charges
1	Caging charges to accommodate racks (It will be calculated proportionately depending on actuals which will be provided by LIC subsequently).	
	Caging Charges to accommodate 5 racks.	
	Caging Charges to accommodate 6 - 10 racks	
	Caging Charges to accommodate 11 - 15 racks	
	Caging Charges to accommodate 16 - 20 racks	
	Caging Charges to accommodate 21 - 25 racks	
	Caging Charges to accommodate 26 - 30 racks	
	Caging Charges to accommodate 31 - 35 racks	
	Caging Charges to accommodate 36 - 40 racks	
2	Cross connect charges (copper)- 4 unit	
3	Cross connect charges (Fibre)- 8 unit	
4	Dedicated biometric access control for cage and 7 lever lock and key	
5	Electrical cabling charges for per rack (It will be calculated proportionately depending on actuals which will be provided by LIC subsequently).	
6	Power meter for caged area	
7	All cabling cost (LAN, MUX, electrical and data) including network up to the rack allotted to LIC and additional charges if any. All charges to be mentioned component wise	
	Total	

Item - Electrical cabling charges per rack.

(The above mentioned item will be calculated proportionately depending on actuals which will be provided by LIC subsequently).

These charges will be one-time charges, valid till the entire contract period including extensions thereof. LIC will not pay any recurring charges against these items. Quantity is for TCO calculation only.

For example if the number of racks declared by LIC is 12 that the caging cost in the range nit 11 – 15 will be taken for computation of total amount.

D. OPTIONAL CHARGES

Sl. No.	Item	Number	Per Unit Cost	Total Amount
1	Inter Rack cabling charges (Per rack cost)	1		
2	Cross connect charges (copper)	1		
3	Cross connect charges (Fiber)	1		
4	Electrical cabling charges with socket of 32 amps single phase	1		
5	Electrical cabling charges with socket of 32 amps three phase	1		
6	Electrical cabling charges with socket of 63 amps single phase	1		
7	Power strip with 16 sockets for the rack	1		
8	Dedicated CCTV Cameras inside Cage Area	1		
9	Desktop Charges for Seating Area	1		
10	Quote for single 42U rack	1		
11	Remote Hands and Eye Support cost per man Hour	1		
Total				

Order will be placed on actual requirement as and when it arises.

E. Co-location Seating Charges

SL No	Required Item	Qty.	Quote Per Unit	Annual cost	Total Amount for 5 years
1	Charges for seating space	1			
	Total				

Payment will be done on the basis of actual number of seating space required by LIC. The number of work station / seating space will be informed to the bidder subsequently/ later to the bidder.

Summary of Commercial Bid

Total Cost of Ownership	
Item	Amount
A. DC CO-Location Recurring Charges	
B. Power Charges	
C. One time Charges	
D. Optional Charges	
E. Co-Location Seating Charges	
Total Cost	

Total Cost of Ownership (TCO) = DC Co-Location Recurring Charges
 + Power Charges
 + One Time Charges
 + Optional Charges
 + Co-location Seating charges

Name of the Bidder

Signature of Authorized Signatory

Date:

Name :

Place:

Designation:

Seal :

Seal of Company:

Annexure - L (Revised) Contract Agreement /SLA -Terms & Conditions

LIC/CO/IT-SD/EFEAP-NEXT/CO-LOCATION/2019-20/01 dated 08/07/2019
Co-Location: Bengaluru / Navi Mumbai,

Detailed Service Levels and Definitions:

This Section describes the service levels that have been established for the Services offered by the Vendor to the LIC. The Vendor shall monitor and maintain the stated service levels to provide quality customer service to the LIC.

System availability is defined as:

$$\{(Scheduled\ operation\ time - DC\ IT\ infrastructure\ downtime) / (Scheduled\ operation\ time)\}$$

* 100%

Where:

1. "Co-location Data Center / COLO" means the facility propose by the Service provider to co-host LIC's equipment required to form the LIC's DC.
2. "Scheduled operation time" means the scheduled operating hours of the System for the month. All planned downtime on the system would be deducted from the total operation time for the month to give the scheduled operation time.
3. "IT infrastructure downtime" subject to the SLA, means accumulated time during which the DC IT infrastructure is totally inoperable due to in-scope system or infrastructure failure, and measured from the time LIC and/or its customers log a call with the Vendor help desk of the failure or the failure is known to the Vendor from the availability measurement tools to the time when the System is returned to proper operation.
4. Critical and Key infrastructure of Data Center will be supported on 24x7x365basis.
5. Outage shall commence when each or either fails.
6. If any one or more of the components defined in "Critical" at the Data Center Facility are down resulting in non-availability of Insurance solution deployed, then the services listed in the availability measurements table shall be considered for calculating the downtime.
7. Typical Resolution time will be applicable only if any equipment or Infrastructure is down.

Level	Type of Infrastructure	Function / Type of Technology	Typical Resolution Time
Critical	Environmental Infrastructure	<ol style="list-style-type: none"> 1. Access controls 2. UPS supply 3. Air conditioning 4. Fire Detection System 5. Water Detection systems 6. Humidity Controllers 7. Gen-sets 8. Building Management System 	Within 20 minutes
Critical	Network	WAN links, cross connects, LAN between cage and seating area.	Within 20 minutes
KEY	Environmental Infrastructure	All other environmental infrastructure being a part of vendor solution and not considered as CRITICAL.	Within 30 minutes

Service Levels:

Service Levels will include Availability measurements & Performance Measurements

Availability Report will be provided on monthly basis and a review shall be conducted based on this report. A monthly report shall be provided to the LIC by the Vendor at the end of every month containing the summary of all incidents reported and associated Vendor performance measurement for that period. All Availability Measurements will be on a monthly basis for the purpose of Service Level reporting.

Audits will normally be done on monthly/quarterly basis or as required by LIC and will be performed by LIC or LIC appointed third party agencies.

LEVEL	Type of Infrastructure	Measurement	Expected Service Level
a)Critical	Environmental Infrastructure	Availability of Critical Environmental Infrastructure Elements	99.982%
b) Key	Environmental Infrastructure	Availability of Key Environmental Infrastructure Elements	99.00%

All individual elements under respective level and type will be aggregated to arrive at the service level.

Performance Measurements:

Performance measurements will normally be done on monthly basis or as required by LIC and will be performed by LIC or LIC appointed third party agencies. Vendor representative will assist LIC in performing Performance Measurements.

Type of Infrastructure	Measurement	Expected Service Level
Down time for servicing (excluding all links)	Each Planned down time for servicing(upgradation, repairs, regular maintenance etc.) will not be more than 4 hours. This activity will not be carried out during business hours. However, such activities, which require more than 4 hours or required to be carried out during business hours will be scheduled in consultation with the LIC.	99.00%

Penalty for Site not Ready.

The Bidder has to ensure that the site is ready as per the RFP conditions within 8 weeks from the date of purchase order. In case the bidder fails in providing the Site to LIC within the stipulated time of 8 weeks, LIC will issue a warning letter for getting the work completed for the site within the 9th week. Non-compliance to the warning letter would result in the invoking of the Performance Bank Guarantee.

Penalty Charges

Inability of the solution (entire Infrastructure provided by the Vendor for example AC, UPS, DG, Power etc.) to deliver the required functionality at performance levels expected at the specified volumes (including the expected increase in volumes) detailed under the above clauses would result in breach of contract and would invoke the penalty clause. .

Stipulated Uptime is 99.982% on monthly basis as mentioned above in 5.1.xiii

1	A \geq 99.982%	No Penalty
2	\geq 99.00% and $<$ 99.982%	3 days equivalent of Charges for that particular month's Monthly Recurring Charge (MRC) amount, on a prorata basis
3	\geq 98.00% and $<$ 99.00%	4 days equivalent of Charges over and above charges in point 2 of this table for that particular month's Monthly Recurring Charge (MRC) amount, on a prorata basis
4	A $<$ 98.00%	Additional Penalty over and above charges in point 2 & 3 of this table at the rate of 12% of that particular month's Monthly Recurring Charge (MRC) amount, for every 0.1% lower than the stipulated uptime.

Monthly Recurring Charges (MRC) = (A) DC Co-Location Recurring Charges
 + (B) Power Charges
 + (E) Co-location Seating charges
 of Annexure H (Commercial Bid).

Charges A, B and E of Annexure H are for the month.

Record and data for the Service Availability computations and determinations as available in 'Downtime/ Availability' report. The penalty will be subject to an overall cap of 10% of the contract value and thereafter, the contract may be cancelled. Monthly Recurring Charges (MRC) amount shall be as per the definition mentioned above.

Penalties will be levied upon for any delays in providing LAN, electrical, MUX connectivity to each rack and the sitting area as required etc. The deduction towards the delays of such deliverables will be 0.5% of the contract value per week subject to a maximum of 5% of the contract value.

Penalty Calculation:

Example 1: If the Monthly Recurring Charge (MRC) amount is ` 12,00,000 and the VENDOR achieves an Availability of 99.6% in the month of May (31 days). Penalty to be levied 4 days equivalent of Charges for that month's Monthly Recurring Charges (MRC) amount, on a pro-rata basis

Per Day Charge 12,00,000 / 31 = ` 38,710

Penalty 3 x 38,710= ` 1,16,130

Example 2: If the Monthly Recurring Charge (MRC) amount is ` 12,00,000 and the VENDOR achieves an Availability of 98.6% in the month of May (31 days). Penalty to be levied 4 days plus 3 days equivalent of Charges for that month's Monthly Recurring Charges (MRC) amount, on a pro-rata basis

Per Day Charge 12,00,000 / 31 = ` 38,710

Penalty for 3 days 3 x 38,710= ` 1,16,130

Penalty for 4 days 4 x 38,710= ` 1,54,840

Total penalty ` 1,16,130 + ` 1,54,840 = ` 2,70,970

Example 3:

96.2 % is the Availability achieved in the month of May (31 days) and the Monthly Recurring Charge (MRC) amount is ₹ 12,00,000

Per Day Charge $12,00,000 / 31 = ₹ 38,710$

Penalty for 3 days $3 \times 38,710 = ₹ 1,16,130$

Penalty for 4 days $4 \times 38,710 = ₹ 1,54,840$

$98\% - 96.2\% = 1.80\%$

$1.80 / 0.1 = 18$ points penalty

12% of MRC amount = ₹ 1,44,000

$18 \times 1,44,000 = ₹ 25,92,000$

Total Penalty is = ₹ 1,16,130 + ₹ 1,54,840 + ₹ 25,92,000 = ₹ 28,62,970

FAULT REPORTING, TROUBLE TICKETING AND CALL CLOSURE PROCEDURE

- 1) The LIC personnel shall notify the Service Provider DC HELPDESK to report a Service Outage. The Service Provider DC HELPDESK shall have a Trouble Ticket opened for the LIC and LIC shall quote the Trouble Ticket Number in all future communication.
- 2) Upon opening of a Trouble Ticket, Service Provider shall investigate the reported Service Outage and shall promptly rectify the same.
- 3) In case the Call is related to any equipment or performance, or any repair, which would cause a Service Outage, appropriate notice shall be sent to the LIC, before taking the equipment in maintenance.
- 4) Any call, which is not resolved within 20 minutes of reporting, must be informed to LIC.
- 5) Service Provider shall attempt to resolve all Trouble tickets in accordance to the Resolution matrix mentioned above. The resolution could be repair / replacement or providing a work around which does not hamper the normal productivity of the LIC.
 - a. Upon such rectification, Service Provider shall communicate the same to the LIC and close the Trouble Ticket. Service Provider shall ensure that call closure is done after LIC's acknowledgement.
 - b. The service window for all the calls shall be 24x7.