CORRIGENDUM-IV

PRE-BID MEETING 23/04/2016

Date: 02.05.2016

Name of work: Selection of Agency for Colocation Of Data Centre and Managed Services

Tender No. N1/IT-02, dated:06.04.2016

Prebid Queries for Colocation Data Centre & Managed Services Nagpur Metro Railway Corporation Limited

Sr.No	Volume No.	Statement as per tender/ RFP document	Suggestion / Query by bidder	NMRCL Remarks
1	1.3	The proposed data center should have an operating PUE equal to or less than 1.8	The proposed data center should have an operating PUE as per best practices	Best practice is operating PUE 1.8. For this the bidder may submit data validating the same.
2	1.3	The data center should be located in Mumbai, Navi Mumbai, or Thane Municipal limits.	Can we propose Pune / Greated Noida DC	Maharashtra Region will be considered as long as latency is maintained.
3	2.5	The Data Center should have a load bearing capacity of minimum 2000 Kg/ square meters	The Data Center should have a load bearing capacity of minimum 1000 Kg/ square meters	original clause retained
4	2.5	The server room area should have a raised floor. True floor to True ceiling is should be > 4 meters	The server room area should have a raised floor. True floor to True ceiling is should be > 3.5 meters	orginal clause amended as The server room area should have a raised floor. True floor to True ceiling is should be > 3.5 meters
5	2.5	The server hall height from raised floor to false/true ceiling should be at least 14 feet	The server hall height from raised floor to false/true ceiling should be at least 8 feet	There is need for air circulation and hot air to circulate, which is typically served with raised ceiling, Can be relaxed upto 12 Feet.
6	2.5	Two independent power supplies/substations/Grid Level redundancy each capable of supporting the site independently.	Two separate power paths from the UPS to be provided to the server / network communication room.	In such case, the racks to be provided power from different UPS banks
7	2.5	Diesel Tanks (for generators) - The data center should have high capacity diesel tanks for ensuring 48 hour power backup with contracts for fuel supply on demand.	Diesel Tanks (for generators) - The data center should have high capacity diesel tanks for ensuring 24 hour power backup with contracts for fuel supply on demand.	original clause amended as Diesel Tanks (for generators) - The data center should have high capacity diesel tanks for ensuring 24 hour power backup with contracts for fuel supply on demand.
8	2.5	The Diesel tanks should be underground or min 65 meter distance from main DC	To be deleted	Fire department certificate will be accepted
9	2.5	Data center to maintain the operating PUE less than 1.8	To be deleted	Data center to maintain the operating PUE equal to or less than 1.8
10	2.5	The temperature in the server hall should be maintained at 21 +/- 2 degrees Centigrade	The temperature in the server hall should be maintained at 22 +/- 2 degrees Centigrade	Original clause ameded as The temperature in the server hall should be maintained at 22 +/- 2 degrees Centigrade

11	2.5	The server halls should have advanced fire detection & suppression system through systems like VESDA & FM 200 /FE 227, NOVEC 1230 respectively with N+N fire redundancy	The server halls should have advanced fire detection & suppression system through systems like VESDA & FM 200 /FE 227, NOVEC 1230 respectively with N+1 fire redundancy	N+1 will be considered
12	2.5	Security available for 24X7 at the entry/exit levels with 8 zone security	Security available for 24X7 at the entry/exit levels with 4 zone security	Original clause amended as Security available for 24X7 at the entry/exit levels with 4 zone security
13	2.5	UPS should be configured in redundant mode.(2(N+1) Redundant UPS is available)	UPS should be configured in redundant mode.	N+N redundancy accepted
14	2.5	SLA uptime commitment should be 99.99%	SLA uptime commitment should be 99.983%	orginal clause amended as SLA uptime commitment should be 99.983%
15	2.5	The Datacenter should be carrier neutral not restrict entry of any telecom service providers.	The Datacenter should be carrier neutral not restrict entry of any telecom service providers upon payment of requisite cross connect chages	The bidder has to have the infrastructure required. NMRCL shall not bear charges if any for the carrier to create infrastructure at DC for the telecom provider
16	2.5	The collocation facility service provider should extend the link terminated by the link service provider on the junction box till the server room where the equipment will be located.	The collocation facility service provider should extend the link terminated by the link service provider on the junction box till the server room where the equipment will be located upon payment of requisite cross connect commercials	The bidder has to have the infrastructure required. NMRCL shall not bear charges if any for the carrier to create infrastructure at DC for the telecom provider
17	2.5	Feeds should be provided to NMRCL for monitoring the cages/its infrastructure remotely	Dual monitoring will increase the commercials, suggest monitoring be done only in DC, also since DC is shared infra monitoring for has to be done in DC BMS only	IP based connectivity is standard practice, costs if any for this may be called out in the RFP response
18	2.5	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 without any disruption.	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 without any disruption. Load Transfer wil be manual	If load transfer is manual, then how is continuity of server health provided ?

There should be no disruption of services during a transfer. |
19	2.5	99.99% Uptime monthly is required for the datacenter	99.983% Uptime is required for the datacenter	This is the minimum required uptime
20	2.5	The datacenter provider should Tier 3 or 4 with ISO 20000-1, 22301, 2700-1, SSAE 16 certified	The datacenter provider should Tier 3 or 4 with ISO 20000-1, 9000, 2700-1, certified	Accepted
21	2.5	The Datacenter should be away from railway station by minimum 50m distance to safeguard the electromagnetic interference and distortions.	The Datacenter should be safeguarded from the electromagnetic interference and distortions.	Bidder to provide survey report by independent auditor that there is no intereference or distortion

22		1	To provide colocation services for NMRCL to host its servers within the contracted premises; the requirement is for 200 square feet caged area or optimized space with independent surveillance and access control to house 8 number 42U racks with up to 4.5KVA power load per rack	Is it fair to assume that NMRCL has already procured the premise for hosting the data center? The complete space needed for data center will be provided by NMRCL	The question is irrelevant, this is a colocation bid and not for building an independent data center
23		1	Ramp-up to 99.95% availability of the integrated components provided by the bidder	The ramp up pattern uoto 99.95% availability will be decided by the bidder or it will be mandated by NMRCL	To be discussed mutually and agreed to, not exceeding 4 months from date of commissioning
24		2	Bidder should have capabilities to manage the following components which may be contracted for at a later stage 4. Operating system management 5. Database management 6. Server management 7. Storage management 8. Backup and restore management 9. Disaster Recovery and Business Continuity Plan management 10. Helpdesk, service delivery, and incident management 11. Hybrid infrastructure between Data Center hosted and Public Cloud hosted scenarios	we could assume that other than capabilities, we don't need to provide any other information on this? Will it also play a role in technical scoring?	The bidder needs to demonstrate capability exists by providing references of services rendered to other customers These will be contracted for at a later date if required
25	1 Introduction		The Applicant should have more than 5 years of experience in providing Data Center hosting and collocation services having more than 3 data centers in India as of 31st December, 2015	Nxtra Data Ltd is a 100% subsidy of Airtel, the company was formed in 2014 to manage Data center , hence if we are only 2 years as a legal co, we should be allowed us Airtel/ Nxtra documents as proof of our existence of over 5 years in business	Accepted
26	1 Introduction		The Applicant should have more than 5 years of experience in the areas of providing managed services as on 31st December 2015	Nxtra Data Ltd is a 100% subsidy of Airtel, the company was formed in 2014 to manage Data center , hence if we are only 2 years as a legal co, we should be allowed us Airtel/ Nxtra documents as proof of our existence of over 5 years in business	Accepted
27	1 Introduction				
28	1 Introduction		The proposed data center should be minimum of Tier III	Our DC's e Tier III compliant and we have not taken any certification. Request you to allow self compliance	Certification required.
29	1 1 Introduction		The data center should be located in Mumbai, Navi Mumbai, or Thane Municipal limits.	We have 9 DCs In India and all the DC 's land is owned by our parent company , suggest you add Pune as a location to the list	Maharashtra Region will be considered as long as latency is maintained.

30	1	Data Center with uninterrupted power 99.99%	please change the SLA uptime to 99.982	Accepted
31	1	Not covered	planned and agreed down time needs to be kept out of the SLA	Please provide log of planned down time in last 24 months. If the planned downtime substantially impacts the availability, the bid may be rejected
32	2 Scope of Work 2.5 Technical capability of Bidder	The Data Center should have a load bearing capacity of minimum 2000 Kg/ square meters	please change it 1500Kg/Square meter	Rejected
33	2 Scope of Work 2.5 Technical capability of Bidder	The server hall height from raised floor to false/true ceiling should be at least 14 feet	please change the same to 10Feet	There is need for air circulation and hot air to circulate, which is typically served with raised ceiling, Can be relaxed upto 12 Feet.
34	2 Scope of Work 2.5 Technical capability of Bidder	Two independent power supplies/substations/Grid Level redundancy each capable of supporting the site independently.	please change to One independent Power supply. Back-up provided by Captive DG sets of capacity to support the full load operations	Accepted
35	2 Scope of Work 2.5 Technical capability of Bidder	Diesel Tanks (for generators) - The data center should have high capacity diesel tanks for ensuring 48 hour power backup with contracts for fuel supply on demand.	please change the same 36 Hours back-up	See point 7 above
36	2 Scope of Work 2.5 Technical capability of Bidder	Data center to maintain the operating PUE less than 1.8	please change the same to less than 2 PUE	Rejected

37	2 Scope of Work 2.5 Technical capability of Bidder	The temperature in the server hall should be maintained at 21 +/- 2 degrees Centigrade	please chine the same 22+/-2 Degrees	Accepted
38	2 Scope of Work 2.5 Technical capability of Bidder	UPS should be configured in redundant mode.(2(N+1) Redundant UPS is available)	please change the clause to N+N	Accepted
39	2 Scope of Work 2.5 Technical capability of Bidder	SLA uptime commitment should be 99.99%	please change the same to 99.982% as per tire-3	Accepted
40	2 Scope of Work 2.5 Technical capability of Bidder	The doors and walls for the server room, communications room, and other critical areas should be fire rated for minimum 2 hours.	please change the clause to External walls are designed for 2 hrs fire rating and internal wall and doors for 1 Hr fire rating	Rejected
41	2 Scope of Work 2.5 Technical capability of Bidder	Feeds should be provided to NMRCL for monitoring the cages/its infrastructure remotely	please change the clause to Bidder to install CCTV system NMRCL to IT Infra structure of NMRCL.	bidder to deploy & factor in the cost in the response.
42	2 Scope of Work 2.5 Technical capability of Bidder	99.99% Uptime monthly is required for the datacenter	please change to 99.982% as per tire-3	Accepted

				bidder can do it in response & send it
43	8 Annexure 4 –Formats for Submission of the Commercial Bid	The Operations and Maintenance Costs (OPEX) – Schedule B	please add a colom to show power per unit charges	
44		The Applicant should have more than 5 years of experience in providing Data Center hosting and collocation services having more than 3 data centers in India as of 31st December, 2015	Request you to amend clause as "The Applicant should have more than 5 years of experience in providing Data Center hosting and collocation services having 2 data centers or more than 2 data centers in India as of 31st December, 2015"	Accepted with the condition that for qualification that one data center should be in Maharashtra region and the second has to be in a separate seismic zone so as to allow for Disaster Recovery in the future
45		The Applicant should have minimum average annual turnover of over Rs.100 Crores in last three years	Request you to amend clause as "minimum average annual turnover of over Rs.20 Crores in last three years"	Rejected
46		The data center should be located in Mumbai, Navi Mumbai, or Thane Municipal limits.	The data center should be independent of geographical location. So, we would request you to don't fix the location.	Maharashtra Region will be considered as long as latency is maintained. DR has to be in a separate seismic zone
47		The Bidder shall provide up to 8 racks of size 42 U with provisioned power of 4.5 KVA per rack.	Please confirm the Rack size (Exp:-600x1000 or 600x1200).	Rack size is expected to be standard 600 X 1000 with variations as observed across manufacturers upto 10%, price bid format attached as annexure-1
			4.5 Kva is rated power or consume power. Kindly confirm.	It is likely to be consumed power for some of the racks
48		SLA uptime commitment should be 99.99%	As per Tier III it is available. Kindly confirm this.	Already answered in point 30, 39 and 42
49		The server halls should have advanced fire detection & suppression system through systems like VESDA & FM 200 /FE 227, NOVEC 1230 respectively with N+N fire redundancy	As a standard practice, 1) Our server halls are protected by Advanced Fire Detection & Alarm System. 2) Apart from this we have VESDA, which is a capable of detecting Smoke at a very early stage. 3) FM 200 suppression system is Installed to suppress any Fire in the protected area. N+N redundancy is normally not adopted for Fire Systems. Request you to please eliminate this Redundancy Clause	Noted

50		The datacenter provider should Tier 3 or 4 with ISO 20000-1, 22301, 2700-1, SSAE 16 certified	Data center is certified for 20000-1, 2700-1 & 9000-1. For 50000-1 & 18000-1 is in process. Please consider this.	Accepted
51		The Data Center should have a load bearing capacity of minimum 2000 Kg/ square meters	Normally for the required power loadbearing capacity needed is 750 Kg/m2. Please consider the same	Rejected
52		The datacenter provider should Tier 3 or 4 with ISO 20000-1, 22301, 2700-1, SSAE 16 certified	Normally for data Center related certificatiosn are ISO9001, ISO27001 and ISO20000. Please consider the same.	Accepted
				GM/Procurement