

BID NOTICE



Maharashtra State Electricity Distribution Company Limited

Tender No: MSEDCL/IT/CLOUD/2018-19

Version V1.0

Date : 07-09-2018

The General Manager (IT), on behalf of Maharashtra State Electricity Distribution Company Limited (the Employer), hereby invites bids from eligible bidders for 'RFP for Selection of Managed Service Provider & Cloud Service Provider for providing Cloud Services to MSEDCL'. Entire bidding document is available on MSEDCL e-Tendering Website <http://works.mahadiscom.in/eTender/etender> as per date indicated below. Any changes in the Bid Schedule, corrigendum etc. shall also be notified via MSEDCL's website. Prospective bidders are therefore requested to regularly check the website for any updates.

Tender Fee: Rs. 29500/- (incl 18% GST) via ONLINE PAYMENT ONLY (Non-Refundable)

Bid Security: The bid must be accompanied with Bid Security for an amount equal to **Rs. 1,50,00,000/- (One Crore Fifty Lakh only)** for covering the entire scope of work. The bid security shall be in the form of a Demand Draft or an Unconditional Bank Guarantee from any Nationalized / Scheduled Bank in favour of the Maharashtra State Electricity Distribution Co. Ltd., payable at Mumbai as mentioned in details of Tender Document (RFP).

The Demand Drafts should be submitted to this office on or before submission date and time.

Calendar of Events Event	Date and Time
Begin Sale of RFP Document	07-09-2018
Date and time of Pre-BID Meeting	17-09-201 @ 15:00 hrs
Date and time of submission of Bids	24-09-2018 @ 16:00 hrs
Date of Bid Opening (Tentative)	25-09-2018

QUALIFYING REQUIREMENTS:

A. Managed Service Provider (MSP):

- i. The MSP, as a single legal entity(Company), must be incorporated and registered in India under the Indian Companies Act 1956 or a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932 and should have been in operation in India for minimum of three years.
- ii. The MSP, as a single legal entity(Company) or its holding company having similar type of Business, must have a positive Net Worth of at least 15 Crores in the financial year 2016-17.
- iii. The MSP should have an annual turnover of INR 100 Crores from IT Services and should be profitable over the last three financial years (FY2014-17 or FY 2015-18).
- iv. The MSP must have experience in migrating and managing workloads on the proposed Cloud Services of the CSP – at least 3 clients, each of order value not less than Rs. 50 lakhs in the last 3 financial years. (FY 2014-15, FY 2015-16, FY 2016-17).
- v. The MSP must be authorized by the proposed Cloud Service Provider and must have the highest or one level below affiliation with the CSP for cloud services. MSP should be affiliated with the proposed CSP's cloud platform for at least three years in India.
- vi. The MSP must have strength of at least 100 IT Professionals (data centre/networking/system administration/cloud services professionals/ cloud security experts) on their payroll as on date of submission of this bid. At least 10 of these professionals must have experience (of minimum 3 years) in maintenance of cloud solution/ virtual server administration/system administration, Virtualization, security, database etc).
- vii. The MSP should not have been blacklisted by any Private/PSU/Central Govt/State Govt. or any other Organisation or agencies in India at the time of submission of the bid.

B. Cloud Service Provider (CSP):

- i. The CSP, as a single legal entity (Company), must be incorporated and registered in India under the Indian Companies Act 1956 or a Limited Liability Partnership (LLP) registered under the LLP Act, 2008 or Indian Partnership Act 1932 and should have been in operation in India.
- ii. The Cloud Service Provider must be Standardization Testing and Quality Certification (STQC) audited.
- iii. The Cloud Service Provider must be empanelled under MeitY (Ministry of Electronics and Information Technology).
- iv. The Cloud Service Provider must have Average Annual Turnover of Rs. 150 Crores from the Cloud Provisioning Services in India in the last three financial years.
Cloud Service Provider must have a positive Net Worth of at least 15 Crores in the financial year 2016-17 or 2017-18.
- v. The CSP must have experience of provisioning of Cloud Services on their Cloud for at least 3 clients from Private/PSU/Central Govt/State Govt. or any other Organization or agencies in India out of which at least one client must be PSU/Central Govt/State Govt.
- vi. The Data Center Facility (or each of the facilities where the cloud service offerings are proposed to be offered) must meet the following criteria:
 - a. The Data Center Facility must be within India, should be currently operational.
 - b. Conform to at least Tier III standard, certified under TIA 942 or Uptime Institute certifications by a 3rd party
 - c. Assured protection with security built at multiple levels.
 - d. Cloud platform should be certified for the latest version of ISO 27001 - 2013, by a competent auditing authority
 - e. Reports of periodic third party inspections/audits and the certifications should be available online or shared on demand for scrutiny
 - f. The Data Center Facility shall at a minimum have:
Routers, Firewalls, LAN, WAN, Internet Access, and Hosting Centers, Backup, Operations Management, and Data Management Security & Data Privacy (Data & Network Security including Anti-Virus, Virtual Firewall, Multi Factor Authentication, VPN, IPS, Log Analyzer / Syslog, SSL, DDOS Protection, HIDS / NIDS, Rights Management, SIEM, Integrated Vulnerability Assessment, SOC, Private Virtual Zones, Data Privacy, Data Encryption, Certifications & Compliance, Authentication & Authorization, and Auditing & Accounting.)
- vii. The CSP must be compliant with IT Act 2000 (including 43A) and amendments
- viii. CSP should be SAP Certified.
- ix. CSP shall provide virtual servers for all major operating systems including SUSE Linux, Cent OS Linux, Red Hat Linux, Windows
- x. CSP should have capability to provide dedicated server/host, where customer can get the option to leverage its existing Microsoft, Oracle, Sybase, SAP software license to deploy. Should have per host billing and provides visibility of number of sockets and physical cores (no other customer should share the same server).
- xi. The CSP should not be debarred or black listed by Private/PSU/Central Govt/State Govt. or any other Organisation or agencies in India. Also the CSP should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Private/PSU/Central Govt/State Govt. or any other Organization or agencies in India.
- xii. CSP shall provide Managed Database Administration services for Oracle, MySQL, MS-SQL, Sybase databases.
- xiii. CSP should be certified with latest ISO27001, ISO 27017, ISO 27018 & PCI DSS Certifications.

BRIEF SCOPE OF WORK:

The brief scope of work is as follows.

- a) Migration of applications presently hosted at On-premise Data Centre to Cloud
- b) Providing Cloud Infrastructure for MSEDCL Applications along with 24*7*365 days support.
- c) Providing maintenance support (AMC) of the existing IT Infrastructure of MSEDCL at Data Center, Mumbai and DR, Nagpur (i.e. Servers, Storages, Networking Equipment, Data Protector licenses, etc of R-APDRP & Virtualization project hardware IT infra mentioned in Appendix 1 of RFP) till the Operational Acceptance of Cloud Services by MSEDCL.
 - Bidder has to provide Maintenance till Operational Acceptance of all those IT infra material whose AMC/Warranty will expire before operational acceptance.
- d) Provide Managed Database Services for all MSEDCL Databases. The Managed Database Services must be provided by CSP only. However if same is not available with CSP then MSP can provide those services provided CSP certifies the activities to be done MSP every 6 months.
- e) Supply, installation & commissioning of IT infrastructure (Routers, Firewalls, Servers, Storage etc) for cloud data backup to On-premises with 5 year warranty.
 - Bidder has the option to use existing servers, switches, storage (this includes 2 nos. of 3PAR storage) for cloud data backup. The maintenance (AMC from Respective OEM) of these servers, switches, storage shall rest with the bidder during contract period. Shifting of the required servers, switches, storage from DC to DR for cloud data backup has to be done by bidder.
 - Bidder has to shift 10 nos. of Windows Server (with ongoing Warranty) & 1 nos. of 3 PAR Storage to DR.
- f) Bidder shall provide 24x7x365 Facility Management Services for Cloud Infrastructure Management & for managing on-premise cloud backups (incl. H/W & S/W infrastructure) and infrastructure supplied by Bidder.
- g) Bidder shall provide 24x7x365 onsite Facility Management Services for all existing IT infra at DC & DR till the operational acceptance of cloud.
- h) Provisioning Cloud services for additional quantities at proposed rate.
- i) Provisioning Cloud Connectivity (direct P2P) through Bandwidth Service Provider. Bidder shall introduce eligible Network Bandwidth Service Providers (NBSP) for provisioning of Bandwidth Services under this contract.
- j) Provide Professional Comprehensive Training on Cloud Services (Cloud Solution Architect level) with Certification to at least 5 employees of MSEDCL.
- k) Bidder must provide solution to meet all the requirements [Mandatory Technical Requirements](#) mentioned in the RFP
- l) Bidder must quote the Buyback price for MSEDCL existing Servers and Networking infrastructure and which will be freed after migration.

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Template for Pre-Bid queries

Bidders shall all Pre-Bid queries in excel in the following format.

#	Page No.	Section (Name & No.)	Statement as per RFP	Query by Bidder	Justification for query (if any)

Note:

- a) Bidders are requested to submit the queries in writing as per the above format to reach the MSEDCL well before the conference. Any modifications to the Bidding document which may become necessary as a result of pre-bid conference shall be made by MSEDCL exclusively by issuing Addendum and not through the clarifications of the pre-bid conference.
- b) Any requests for clarifications received after 15-09-2018 may not be entertained by MSEDCL.
- c) Pre-Bid queries should be sent on cloudtender@mahadiscom.in only. Other mode of communications shall not be accepted.
- d) MSEDCL is not bound to reply all the queries.
- e) Replies of Pre-Bid Queries shall be published on MSEDCL website.