Meghalaya State Data Centre

Addendum & Corrigendum

For Appointment of an Agency for Design, Site Preparation, Supply, Installation, Configuration, Operations and Maintenance of physical and

IT infrastructure for

MEGHALAYA STATE DATA CENTRE

At

Shillong

Schedules for Technical Evaluation

Meghalaya Information Technology Society

(A Society under Information Technology Department, Govt. of Meghalaya)

NIC Building, Secretariat Hill, Shillong 793 001

Table of Content

1 Schedule A: Bidders Experience in Setting- Up Data Centers

Criteria	S. No.	Name of Client	Project Cost	Year of Execution	[1]Details of testimonial attached	Page number where the work order is provided
Bidder's experience in setting-up Data centers in India, quantified in terms of number of projects will be evaluated. Setting-up Data Centers would mean where the bidder has procured, installed and commissioned all IT and Non-IT components of the data center. Data centers with Project cost (IT and Non-IT both) not less than Rs. 5 Cr will be considered Bidder with maximum numbers of projects (maximum capped to 4 projects) shall be awarded full 6 marks and the others shall be awarded marks on relative (prorata) basis.	1					
	2					
	3					
	4					

Testimonial would include Copy of Work order/ Contract/ Client Certificate. For IDC bidders value should duly certified by company secretary

2 Schedule B: Bidders Experience in Providing Facility Management

Criteria	S. No.	Name of Client	[2]Project Cost	Year of Execution	Page number where the work order is provided
Bidder's experience in providing Facility management services to data centers in India, quantified in terms of number of projects will be evaluated. Facility Management would mean where the bidder has provided comprehensive operations / maintenance services towards all IT & Non-IT components of the data center. Data Centres with Project cost (IT and Non-IT both) not less than Rs. 5 Cr will be considered. Bidder with maximum numbers of projects (maximum capped to 4 projects) shall be awarded full 6 marks and the others shall be awarded marks on relative (prorata) basis	1				
	2				
	3				
	4				

[2] Testimonial would include Copy of Work order/ Contract/ Client Certificate. For IDC bidders value should duly certified by company secretary

3 Schedule C: Bidders Experience in Providing System Integration:

Criteria	Year of issue of work order	[3]Total Number of years (as on bid submission date)	Name of Client	[4]Project Cost	Evidence for year of issue. Page number where the work order is provided
Bidder's experience in providing System integration services in India, quantified in terms of number of years will be evaluated. System Integration would mean where the bidder has procured installed and commissioned all IT components. Project considered for evaluation should have project cost more than Rs. 5 Cr. Bidder with maximum years of experience (maximum capped to 3 years) shall be awarded full 3 marks and the others shall be awarded marks on relative (prorata) basis.					

[3] Testimonial would include Copy of Work order/ Contract/ Client Certificate.
[4] Testimonial would include Copy of Work order/ Contract/ Client Certificate. For IDC bidders value should duly certified by company secretary

4 Schedule D: Bidders Experience in Setting up Large Data Centers:

Criteria	S. No.	Name of Client	[5]Data Center Order Value	Year of Execution	Page number where the work order is provided
Bidder's experience in setting-up large Data centers in India, quantified in terms of value of projects will be evaluated. Setting-up Data Centers would mean where the bidder has procured, installed and commissioned all IT and Non-IT components of the data center. Bidder with highest value of project (maximum capped to 10 Cr), within last 3 financial years i.e. 2009, 2008, 2007 shall be awarded full 5marks and the others shall be awarded marks on relative (prorata) basis.	1				

[5] Testimonial would include Copy of Work order/ Contract/ Client Certificate. For IDC bidders value should duly certified by company secretary

5 Schedule E: Average Turnover

Criteria	Turnover for the Financial year 2007 – 2008	Turnover for the Financial year 2006 – 2007	Turnover for the Financial year 2005 – 2006	Average Turnover (INR)	Indicate the page number where balance sheets are provided
Average Turn over of the bidder from Indian Operations for the last Three financial year ending 31st March 2008 > Rs 300 Cr = 5 > Rs 150 Cr ≤ Rs 300 crores = 4; > Rs 100 Cr ≤ 150 crores = 3;					

6 Schedule F: Certification

Criteria	S. No.	Name of Client	Year of ISO 27001 certification and Valid upto	Data Center Activity (Setup/Operating /Managing)	Page number where the certification details are provided
Data centers that the bidder has set-up or is operating / managing with ISO 27001 certification (valid as on tender submission date) will be considered for evaluation under this clause. Bidder with maximum number of such data centers (capped to 3 nos) shall be awarded full 5 marks and the others shall be awarded marks on relative (prorata) basis.	1				
	2				
	3				

7 Schedule G: Design and Architecture

The total marks allocated for this criteria are 30, however since the number of items to be evaluated is large hence the marks have been scaled up for evaluation and then adjusted to the maximum marks available proportionately.

Technical Solution Offered		Scale Up	Marks	Layout	Power Requirement	PAC	Fire Prevention	SAN	Backup	LAN	WAN	Physical Security	Logical Security	EMS	Interoperability
Design and Architecture %	**30**	10	300	5	15	15	8	12	5	5	2	5	8	8	12
Max marks out of 300				15	45	45	24	36	15	15	6	15	24	24	36
Max marks out of 30				**1.5**	**4.5**	**4.5**	**2.4**	**3.6**	**1.5**	**1.5**	**0.6**	**1.5**	**2.4**	**2.4**	**3.6**

7.1 Schedule G.1 Layout Planning

Topic	Scaled up Marks	Data Center Design & Architecture Criteria	Bidder to provide the required information	Page number where the details are provided
Layout	10	Detailed layout proposed by the bidder for the site designated for the Data Center will be evaluated for adequacy of design with respect to achieving better utilization of space. The design accommodating maximum number of Racks without compromising other design considerations will get the maximum marks and others will be given prorata.	Total number of Racks proposed_____< to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Site Strengthening <wherever the state has asked for site strengthening as the bidders scope of work>	5	The solution of the bidder with respect to the Site Strengthening Plan suggested will be evaluated. For the purpose of evaluation bidder who proposes maximum load bearing capacity of the bidder post strengthening will be considered for maximum marks and the rest will be given marks on pro rata…	Proposed load bearing capacity _____ Kg/sq.mt < to be filled by bidder >	<bidder to provide the page number where the solution is provided>

7.2 Schedule G.2 Power Requirements

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Power Provisioning	10	Maximum power available per sqft will be evaluated. For the purpose of evaluation bidder who proposes maximum power per sqft will be considered for maximum marks and the rest will be given marks on pro rata.	Proposed maximum power per sqft _____ KVA < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Cabling	15	The power design solution of the bidder would be evaluated for availability of dual path from DC source panel to load. The bidder who proposes dual path shall get full marks others will be given marks on prorata	Yes/No < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Power Distribution panel	10	The solution design for the power distribution panel for the racks will be evaluated. The bidder who proposes maximum racks distribution per panel will be will be considered for maximum marks and the rest will be given marks on pro rata.	Proposed rack distribution per panel _____ no. < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
UPS Space	5	The space requirement for UPS & batteries will be evaluated. The bidder who proposes minimum space requirement be considered for maximum marks and the rest will be given marks on pro rata.	Total space provisioned for UPS & batteries _____ sqft. < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
UPS expansion	5	The solution design for expansion of UPS capacity in KVA will be evaluated. The bidder who proposes maximum expansion capacity will be considered for maximum marks and the rest will be given marks on pro rata.	Expansion capacity _____KVA within the same unit	<bidder to provide the page number where the solution is provided>

7.3 Schedule G.3 Precision Air Conditioning

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Space	10	The space requirement for indoor units will be evaluated. The bidder who proposes minimum space requirement be considered for maximum marks and the rest will be given marks on pro rata.	Total space provisioned for indoor units _____ sqft. < to be filled by bidder >	
	10	The space requirement for outdoor units will be evaluated. The bidder who proposes minimum space requirement be considered for maximum marks and the rest will be given marks on pro rata.	Total space provisioned for outdoor units _____ sqft. < to be filled by bidder >	
Power requirement per TR	10	The solution will be evaluated with respect requirement of power per TR. The bidder who proposes minimum power per TR will be considered for maximum marks and the rest will be given marks on pro rata.	Proposed power in KVA- _____ required per TR. < to be filled by bidder >	
PAC	15	The solution design for expansion of PAC capacity in TR within the same PAC will be evaluated. The bidder who proposes maximum expansion capacity within the unit will be considered for maximum marks and the rest will be given marks on pro rata.	Proposed expansion capacity within the unit _____ TR. < to be filled by bidder >	<bidder to provide the page number where the solution is provided>

7.4 Schedule G.4: Fire Prevention System

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Fire Detection	12	The solution of the bidder with respect to the design for installing the detectors both heat and smoke will be evaluated. While one detector should be installed in every 150sqft in the server area. For other areas one detector should be installed in every 625 sqft . Bidder proposing maximum detectors will be considered for maximum marks and the rest will be given marks on pro rata.	Number of detectors proposed in the server farm area _____ no. < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Fire Suppression	12	The fire suppression solution suppression in the server farm area will be evaluated for eco-friendly attributes. Bidder proposing better solution will be considered for maximum marks and the rest will be given marks on pro rata.	Name of the gas proposed_____. < to be filled by bidder >	<bidder to provide the page number where the solution is provided>

7.5 Schedule G.5: Storage Solution (SAN)

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Performance	12	The proposed SAN model will be evaluated with respect to the IOPS ratings. The bidder with maximum IOPS ratings will be considered for maximum marks and the rest will be given marks on pro rata.	Make_____ Model_____ IOPS rating _____ < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Maximum Raw Capacity	12	The proposed SAN model will be evaluated with respect to maximum raw capacity that can be populated The bidder with maximum raw capacity will be considered for maximum marks and the rest will be given marks on pro rata.	Maximum Raw Capacity _____ TB < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Maximum cache capacity	12	The proposed SAN model will be evaluated with respect to the maximum cache supported in a single enclosure The bidder with maximum cache supported in a single enclosure will be considered for maximum marks and the rest will be given marks on pro rata.	Maximum cache supported in a single enclosure _____ GB < to be filled by bidder >	<bidder to provide the page number where the solution is provided>

7.6 Schedule G.6: Backup Solution

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
System/Firm ware support	10	The proposed backup solution will be evaluated with respect to the system upgrade/firmware update. The bidder with no downtime will be considered for maximum marks and the rest will be given marks on pro rata.	Minimum Time required for system upgrade/firmware updates _____ min < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Tape Library scalability	5	The proposed Tape library will be evaluated with respect to the max no. of drive supported in a single library. The bidder with maximum drives in a single library will be considered for maximum marks and the rest will be given marks on pro rata.	Make_____ Model_____ Drives supported _____ < to be filled by bidder >	<bidder to provide the page number where the solution is provided>

7.7 Schedule G.7: LAN Solution

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Core Switch	8	The proposed Core Switch will be evaluated with respect to the scalability of the ports available for future expansion after populating as per the RFP requirement. The bidder with maximum ports available for future expansion will be considered for maximum marks and the rest will be given marks on pro rata.	Make_____ Model- _____ Maximum ports available for future expansion _____ < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
LAN cabling	4	The proposed LAN cabling will be evaluated with respect to the number of LAN ports provided per racks. The bidder with maximum LAN ports available per rack will be considered for maximum marks and the rest will be given marks on pro rata.	Maximum LAN ports per rack _____ < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Redundancy	3	The proposed LAN cabling will be evaluated with respect to the redundancy provided at each level (No single point of failure). The bidder with no single point of failure will be considered for maximum marks and the rest will be given marks on pro rata.	Schematic LAN diagram with sufficient details in support	<bidder to provide the page number where the solution is provided>

7.8 Schedule G 8: WAN

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Internet Router	6	The proposed router will be evaluated with respect to the type of interface support available for future expansion after populating as per the RFP requirement. The bidder with maximum types of interface support available for future expansion will be considered for maximum marks and the rest will be given marks on pro rata.	Make_____ Model_____ Maximum type of interface support available for future expansion _____ < to be filled by bidder >	<bidder to provide the page number where the solution is provided>

7.9 Schedule G.9 Physical Security

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Data Center Surveillance	5	The proposed Data Center surveillance solution will be evaluated with respect to the maximum coverage area with minimum cameras. The bidder with maximum coverage with minimum cameras will be considered for maximum marks and the rest will be given marks on pro rata.	Make_____ Model_____ Number of cameras provided with layout diagrams in support. _____ < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Access Control	5	The proposed Access control will be evaluated with respect to the number of Bio-metric devices proposed. The bidder with maximum number of Bio-metric devices will be considered for maximum marks and the rest will be given marks on pro rata.	Make_____ Model_____ Number of Bio-metric Devices provided with layout diagrams in support. _____ < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Security Layer	5	The proposed Physical security will be evaluated with respect to the proposed layers of security. The bidder with maximum number of security layers will be considered for maximum marks and the rest will be given marks on pro rata.	Security Layer proposed with layout diagrams in support. _____ < to be filled by bidder >	<bidder to provide the page number where the solution is provided>

7.10 Schedule G.10 Logical Security

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Redundancy	8	The proposed Logical security solution will be evaluated with respect to the level of redundancy proposed. The bidder with redundancy at all the logical layers/levels will be considered for maximum marks and the rest will be given marks on pro rata.	Security Architecture showing redundancy in the proposed security devices in support. < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Firewall (External)	8	The proposed firewall will be evaluated with respect to the ability of handling different network segments. The bidder with maximum handling of different network segment will be considered for maximum marks and the rest will be given marks on pro rata.	Make_____ Model_____ Total number of different network segment supported _____ < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
Intrusion Prevention	8	The proposed Intrusion Prevention system will be evaluated with respect to the maximum RAM upgradeable. The bidder with maximum RAM upgradeable will be considered for maximum marks and the rest will be given marks on pro rata.	Make_____ Model_____ Maximum RAM upgradeable up to _____ GB. < to be filled by bidder >	<bidder to provide the page number where the solution is provided>

7.11 Schedule G. 11: EMS

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
EMS hardware Sizing	6	The proposed EMS solution will be evaluated with respect to the EMS hardware sizing considering 5 years of SDC operations. The bidder should provision the servers with adequate capacity over and above the anticipated load. Bidder with maximum capacity will be considered for maximum marks and the rest will be given marks on pro rata.	A certificate from OEM certifying the additional capacity over and above the anticipated load. < to be filled by bidder >	<bidder to provide the page number where the solution is provided>
EMS Architecture	6	The proposed EMS solution will be evaluated with respect to the number of devices supported. Maximum marks shall be awarded to bidders who have proposed EMS licenses/agents to cover complete SDC infrastructure and the rest will be given marks on pro -rata	Number of network management licenses proposed_____ Number of server agents proposed_____ Number of applications agents proposed_____	<bidder to provide the page number where the solution is provided>
EMS ITILv3 Compliance	6	The proposed EMS solution will be evaluated with respect to the compliance with ITIL V3 Life Cycle Approach. The bidder with ITIL V3 compliance that are ITIL certified and verified by independent third party evaluators will be considered for maximum marks and others without certification will be given no marks	Details of certification_____	<bidder to provide the page number where the solution is provided>
Application performance	6	The proposed Application performance monitoring solution will be evaluated with respect to its	Is the agent on the application server_____(yes/no) <	<bidder to provide the page number where the

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
monitoring		functionality to provide application monitoring within the application (meaning capturing real transactions and not synthetic/simulated transactions) The bidder providing with compliance will be considered for maximum marks and non compliance will be given zero marks	to be filled by bidder >	solution is provided>

7.12 Schedule G.12: Storage Management and Interoperability

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Clustering support	7	Number of Operating Systems certified by the Clustering technology to support clustering Bidder with maximum certified Operating Systems shall be awarded full marks and the others shall be awarded marks on relative (pro-rata) basis	Names of Storage/OS OEM (whichever is applicable) 1 2 3 4 5	<bidder to provide the page number where the solution is provided for meeting the functionality>
Storage management	7	Number of Storage OEMs supported by the Volume Management and file system to perform capacity expansion and distribution from these OEMs Bidder with maximum certified Storage OEM shall be awarded full marks and the others shall be awarded marks on relative (pro-rata) basis.	Names of Storage/OS OEM (whichever is applicable) 1 2 3 4 5	<bidder to provide the page number where the solution is provided for meeting the functionality>
Storage management	7	Number of Storage OEMs supported by the Storage Multi-pathing software to perform multipathing for Storages from these OEMs Bidder with maximum certified Storages shall be awarded full mark and the others shall be awarded marks on relative (pro-rata) basis.	Names of Storage/OS OEM (whichever is applicable) 1 2 3 4 5	<bidder to provide the page number where the solution is provided for meeting the functionality>

Topic	Marks	Data Center Design Criteria	Bidder to provide the required information	Page number where the details are provided
Storage management	7	Number of Storage OEMs supported by the Snapshot/ Point in time technology to perform snapshots/Point-in-Time Copies to Storage from these OEMs. Bidder with maximum certified Storages (capped to 10 nos.) shall be awarded full mark and the others shall be awarded marks on relative (pro-rata) basis.	Certified Storages 1 2 3 4 5	<bidder to provide the page number where the solution is provided for meeting the functionality>
Storage Data Replication	8	Number of Storage OEMs supported by the Storage Data Replication technology to perform data replication to Storage from these OEMs. Bidder with maximum certified Storages (capped to 5 nos.) shall be awarded full marks and the others shall be awarded marks on relative (pro-rata) basis.	Certified Storages 1 2 3 4 5	<bidder to provide the page number where the solution is provided for meeting the functionality>

8 Schedule H: Product Compliance:

Bill of Material	Scale up and down by a factor of 10. Total marks available 25, scaled up to 250			Compliance with RFP specifications 1[1] (Yes/Partial/No)	Deviations, if any	Impact of deviation on (Performance/ Scalability/Availability)	Value addition provided	Impact of value addition on (Performance/ Scalability/Availability)
IT Infrastructure	**%**	**250**	**25**			**Negative Impact**		**Positive Impact**
Internet Router	2	5	0.5					
Firewall	5	12.5	1.25					
IPS	3	7.5	0.75					
HIDS	2	5	0.5					
Anti-virus Software	2	5	0.5					
Agg. Core Switches	5	12.5	1.25					
App Switches	2	5	0.5					
KVM Switch, LCD Monitor, Keyboard	2	5	0.5					

	Scale up and down by a factor of 10. Total marks available 25, scaled up to 250			Compliance with RFP specifications				
LAN Passive Components	2	5	0.5					
Security Management System	4	10	1					
Enterprise Management System	2	5	0.5					
Application Server	5	12.5	1.25					
DB Server	5	12.5	1.25					
SAN Storage	5	12.5	1.25					
SAN Switches	2	5	0.5					
Tape Library	2	5	0.5					
Web Server	3	7.5	0.75					
Enterprise Access Server	2	5	0.5					
Firewall Server	4	10	1					
Management Server	5	12.5	1.25					
Directory Server	2	5	0.5					
Enterprise Backup server	2	5	0.5					

	Scale up and down by a factor of 10. Total marks available 25, scaled up to 250			Compliance with RFP specifications				
IDS Server	2	5	0.5					
Staging Server	2	5	0.5					
Integration Server	2	5	0.5					
Racks	2	5	0.5					
Backup Software	2	5	0.5					
Physical Infrastructure								
HVAC	2	5	0.5					
Fire Suppression and Detection	3	7.5	0.75					
Electrical Works	2	5	0.5					
DG Set	3	7.5	0.75					
UPS	3	7.5	0.75					
Access Control and CCTV	2	5	0.5					
BMS	2	5	0.5					
Public Address System	1	2.5	0.25					
Water Leak detection and	2	5	0.5					

	Scale up and down by a factor of 10. Total marks available 25, scaled up to 250			**Compliance with RFP specifications**				
HSSD								
Audio Video solution	2	5	0.5					

*Deviations will lead to negative marking which will be decided by the Evaluation Committee.

9 Schedule I: Power Consumption

Criteria
The whole solution of the bidder shall be evaluated with regard to the total power requirements in terms of peak power requirement. The bidder shall provide Equipment wise peak power consumption of all the proposed equipments in a tabulated manner along with the un-priced BOM submitted with the technical bids. The **total peak power consumption** of respective bids shall be compared for evaluation. The bidder with **least peak power consumption** shall be **awarded full 5 marks** and the other bidders shall be awarded marks on **relative (prorate) basis**

Sr. No.	Component (a)	OEM (b)	Per Unit Peak Power Consumption (c)	Number of Units (d)	Total Peak power consumption per component (c x d)	Brochure / Data Sheet where the details are provided
Cooling Solution						
*1	PAC					
2	AC					
Compute Components						
*1	Application Servers					
2	Database Servers					
3	Web Server					
4	Management Server					

Sr. No.	Component (a)	OEM (b)	Per Unit Peak Power Consumption (c)	Number of Units (d)	Total Peak power consumption per component (c x d)	Brochure / Data Sheet where the details are provided
5	Staging Server					
6	Backup Server					
Networking Components						
*1	Router					
	Firewall					
	IPS					
	Core Switch					
	Access Switch					
Storage Components						
*1	SAN Storage					
	SAN Switch					
	Tape Library					
Total Peak Power Consumption considered for evaluation						

(Please note that If there is any component which the bidder has missed out against each category then the Peak Power load of the bid with highest peak power load against this component shall be considered and if there are more than one missing components in the bid then it will be considered at par with the highest total peak power consumption bid and technical score shall be given accordingly)

* Use / add additional row / page for additional information

10 Schedule J: Resource Allocation

Criteria						
The bidder must have on its roll at least 100 technically qualified professionals in, networking, systems integration, and prior experience in providing the Data Center Infrastructure maintenance services as on 31.03.2009: > 500 = 2; 400 - 500 =1.5; 300 - 200 =1; 100 – 200 = 0.5						
S. No.	**Type of resource**	**No. of Resources**	**Key Responsibilities**	**Academic Qualifications and Certifications (e.g. ITIL, ITSM)**	**Years of Relevant Experience**	**Name of the Company (in case of prime and partner)**
1	Project manager					
2	Data Centre Design Expert					
3	Onsite support					
4	Others					
5	.....					

11 Schedule K: Resource with ISO 27001 Certification

Criteria	S. No.	Name of Resource	Certificate Valid upto	Page number where the copy of certificate is enclosed	Undertaking that the resources are currently employed by the Company (Page No.)
Number of resources deployed by the bidder having valid BS7799 / ISO 27001 certification. More than 1 resource = 2 marks One resource with valid certification = 1 marks;	1				
	2				

12 Schedule L: Resource with ISO 20000 Certification

Criteria	S. No.	Name of Resource	Certificate Valid upto	Page number where the copy of certificate is enclosed	Undertaking that the resources are currently employed by the Company (Page No.)
Number of resources deployed by the bidder having valid ITIL / ISO 20000 certification. More than 1 resource = 2 marks One resource with valid certification = 1 marks;	1				
	2				

13 Schedule M: SLA Commitment:

Criteria	Minimum SLA commitment as per RFP	[6]Higher / Better SLA commitment	Page Number where the details of the Solution are provided which support the basis for Higher SLA commitment
The operations and maintenance capability and commitment is being gauged through the SLA commitment of each bidder and the solution offered to support the SLA commitment The bidder can commit higher SLAs. SLA commitment of individual components shall be evaluated and the bidder with highest commitment in the particular component shall be awarded maximum marks and others shall be awarded marks on relative (pro-rata) basis. Minimum 70% marks are assured on commitment as per RFP SLA. Components that will be considered are given below:			
(i) Power Availability			
(ii) Systems Availability			
(iii) Helpdesk, Incident Management and Problem Management			
iv. Security Management			

* Use / add additional row / page for additional information

[6] Once higher SLA commitment is accepted and marks awarded then if the bidder is awarded the contract then the RFP SLA will get amended to include higher uptimes and penalties will also get applicable to these higher uptime commitments.