Pre RFP Consultation meeting for **Selection of Data Centre Operator (DCO) for Operation and Maintenance** of Punjab State Data Centre for 5 Years

Department of Governance Reforms and Public Grievances

Government of Punjab

Plot no : D-241, Industrial Area, Phase – 8B, Sector – 74, Mohali – 160071

24 Nov

2022

Agenda

1. Introduction

2. Current State of Punjab State Data Centre

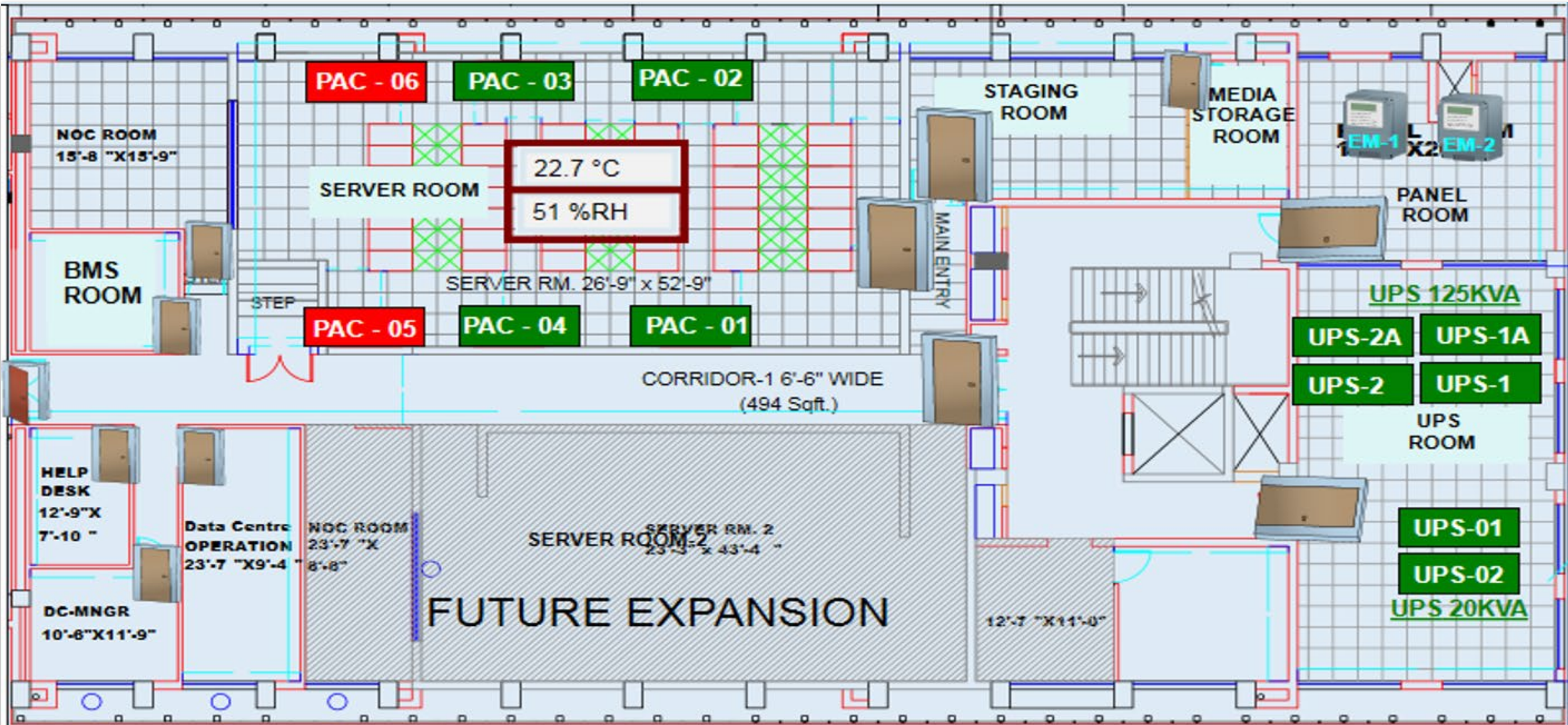3. Existing PSDC`s Challenges

3. Future State Requirements of PSDC

5. Pre- Requisites for A&M

6. Recommendations

- **Punjab State Data Centre (SDC)** has been setup at first floor of Directorate of Governance

- An agreement was signed with **M/s Sify Technologies Limited** to act as Data Centre Operator (DCO) on 26.05.2016 for a period 5 years and 6 months from the date of signing of contract.

- The scope of the Project included **Design, Build, Operation & Maintenance and AMC Support Management** of State Data Centre for 5 Years.

- Punjab SDC is Tier – II Data Centre and is ISO 20000 and ISO 27001 certified.

- The uptime as per contract is **99.75%.**

- The Final Acceptance Test (FAT) of Tier II SDC (IT and Non-IT items) was completed on 18.10.2017. Accordingly, Operation & Maintenance (O&M) phase was effective from this date.

- PSDC offers Shared Services (Computing and storage services), Co-location Services (Infrastructure provided by Client department) and Managed Services (Infrastructure purchased by DGR on behalf of Client department).

- SDC has the capacity of a **total of 42 racks.**

- **Approximate 70%** of the space is utilized. There are **190+ Physical Servers and 265+** VMs.

- **120+ Applications** / websites / portals are hosted in SDC as well as co-location mode.

- AMC of many servers covered under M/s. Sify and for the remaining servers, M/s. Aforeserve has been hired on DD-MM-YY.

- Information Security Devices such as WAF, NGFW & DDOS have been recently purchased and installed recently.

Punjab State Data Centre Floor Layout
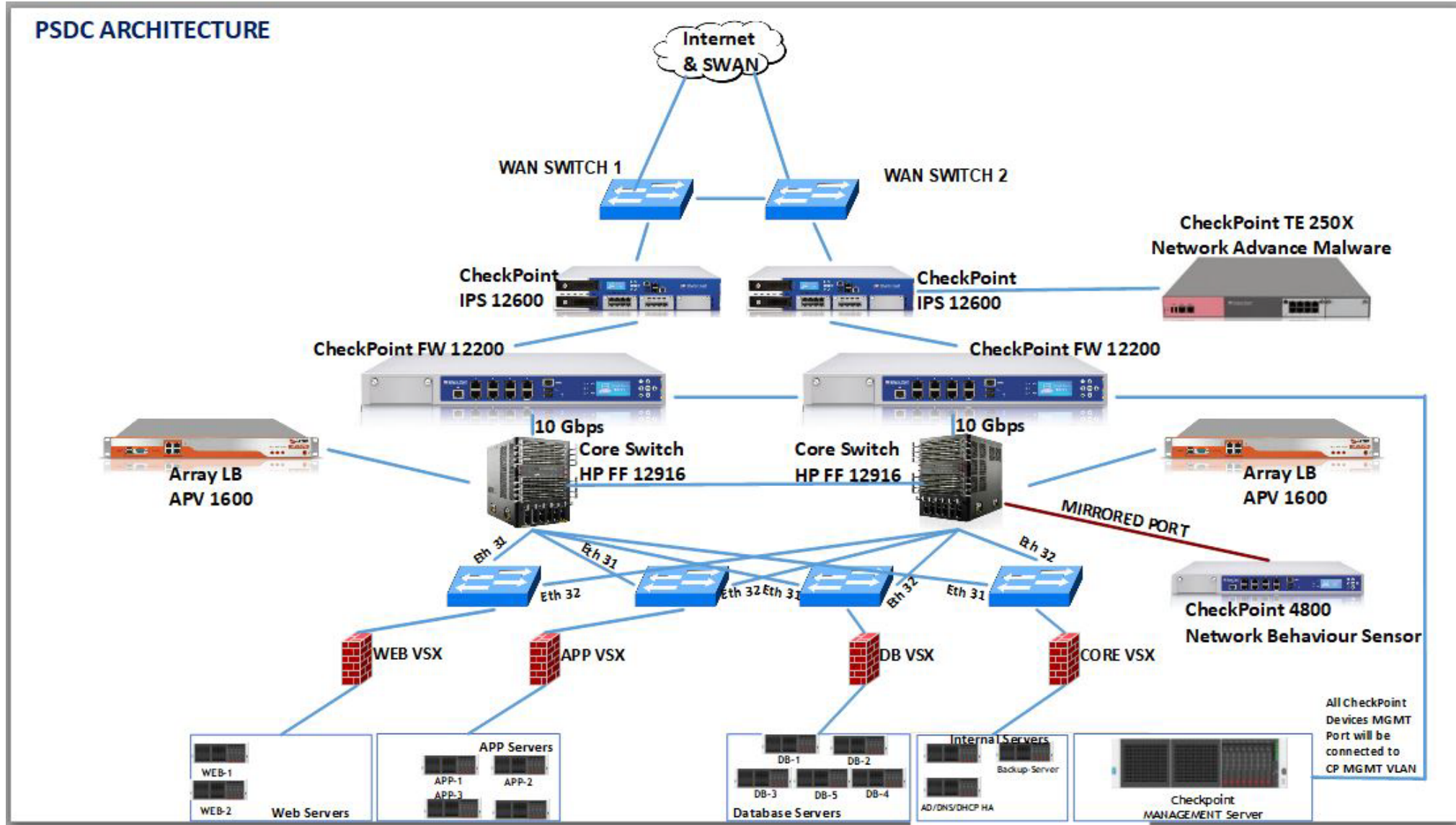
Punjab State Data Centre Network Layout

Existing PSDC`s Challenges

- Rack Space Optimization and Utilization

- End of Life & AMC Support

- Limitation of Power available per rack.

- EMS

- BMS

- SIEM

- HIPS (End Point + Server Security)

- Internal Firewall (EoL) (Checkpoint)

- Networking and Routing issues

- Integration Challenges

- Digitization of ITIL Processes within PSDC.

- Helpdesk SPOC for State.

- Unified Real time EMS & BMS dashboards

- Developing state of the art hosting space in future expansion.

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Future State Requirements of PSDC

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│ Handover Takeover from  │ ──▶  │ Replace/Upgradation of  │      │   Expansion of SDC      │
│     existing DCO         │      │ Obsolete IT/NON IT Infra │      │ If Required (Optional)  │
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│    Exit Management       │ ◀──  │  AMC Support 5 Years    │ ◀──  │ O&M of PSDC for 5 Years │
│                          │      │  ( Including Expansion) │      │                         │
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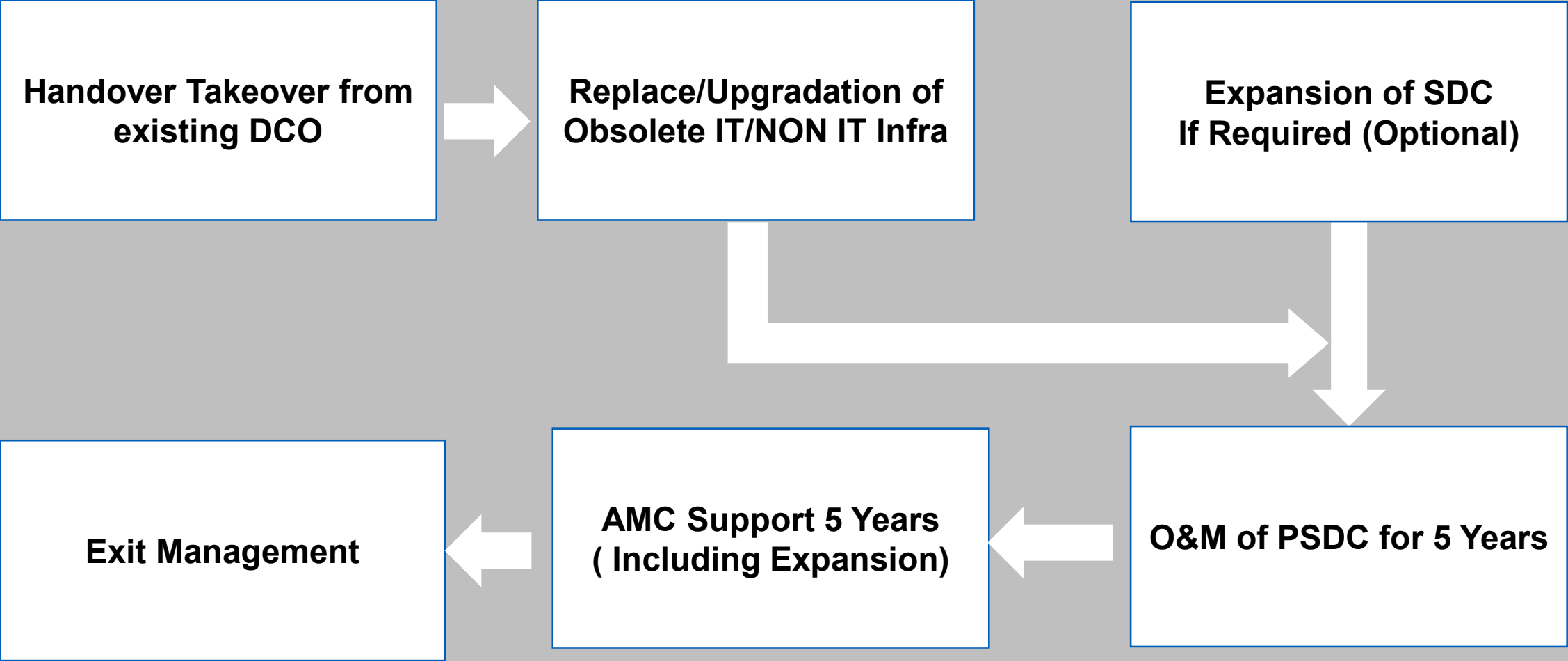
Pre- Requisites for A&M

1. Prospective Bidders are requested to visit on 24- Nov-2022 in Conference room DGR for meeting.

2. Prospective Bidders are requested to shared their understanding on latest ICT infrastructure and technology best in industry along with scope of DCO and their Approach and Methodology.

3. Way-forward & Recommendation of Prospective Bidders on PSDC DCO RFP.

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