

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.



INVITATION FOR EXPRESSION OF INTEREST (EOI) - HIRING OF SPACE FOR SETTING UP OF NEW DATA CENTRE ON CO-LOCATION MODEL.

EOI Reference No: NPCI/EOI/2023-24/IT/04 dated 13.02.2024.  
National Payments Corporation of India  
Unit no. 202, 2nd floor,  
Raheja Titanium, CTS No. 201,  
Western Express Highway,  
Goregaon East, Mumbai 400 063  
Email- [itprocurement@npci.org.in](mailto:itprocurement@npci.org.in)  
Website: [www.npci.org.in](http://www.npci.org.in)

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**Disclaimer**

1. National Payments Corporation of India along with its subsidiaries and divisions are hereinafter referred to as “NPCI”.
2. NPCI has prepared this document to give background information to the interested parties on the development of Distributed Computing Infrastructure. While NPCI has taken due care in the preparation of the information contained herein and believe it to be accurate, neither NPCI nor any of its authorities or agencies nor any of their respective officers, employees or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.
3. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and Bidders will be required to confirm in writing that they have done so and they do not rely only on the information provided by the organization in submitting an EOI. Any responses to the queries of the Bidders provided by NPCI, pursuant to this EOI is non-binding on NPCI or any of its authorities or agencies or any of their respective officers, employees or advisors.
4. NPCI reserves the right not to proceed with the Project “for the purpose of clarity of this Clause Project shall deem to mean and include ‘Development of Distributed Computing Infrastructure” or to change the provisions of the Project, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to, discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.
5. Any clarification sought from NPCI should be sent to the correspondence email id mentioned elsewhere in this document. No clarifications will be entertained after the pre-bid meeting.

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**Checklist:**

The following items must be checked before the Bid is submitted:

1. Eligibility criteria and technical bid should be prepared in accordance with the EOI document.
2. **Folder 'A'** should contain eligibility criteria response.
3. **Folder 'B'** should contain technical bid.
4. All the pages of eligibility criteria response and technical bid must be duly sealed and signed by the authorized signatory.
5. All the pages of the EOI document should be sealed and signed by an authorized signatory and the document should be placed in **Folder - 'A'**.
6. All the pages of documents submitted as part of response should be duly numbered, sealed and signed by the authorized signatory.
7. All relevant certifications, audit reports, etc. should be enclosed to support claims made in the relevant Folders.

**Important Note:**

The bidders shall pay the EOI Cost & EMD through the following mode and the remittance proof shall be submitted to NPCI for the same, failing which the bid is liable to be rejected.

Remittance proof in favour of "National Payments Corporation of India" payable at Mumbai amounting to Rs.11,800/- (Rs. 10,000/- plus GST @18 %) towards bid purchase cost and Rs. 5,00,000/- towards Bid Security (EMD).

The electronic / wire transfer can be done to designated NPCI Bank account as detailed below:

Account Name: National Payments Corporation of India

Account Name: National Payments Corporation of India

Bank Name: ICICI Bank

Account No: 039305002962

IFSC Code: ICIC0000393

**The EOI number and EOI description should be mentioned in the electronic transfers for bid cost and EMD through the respective Bank correspondence failing which the bid is liable to be rejected.**

The bidders shall pay the bid Cost & EMD through the above-mentioned mode and the remittance proof shall be submitted to NPCI for the same. The bidder shall provide the evidence of the transfer / remittance proof of bid cost and EMD vide a separate mail to the NPCI officials mentioned in Section 1.

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Abbreviations and Acronyms

The following abbreviations and acronyms defined in this EOI are as under:

Sr.No	Abbreviations	Description
	BG	Bank Guarantee
	DC	Data Centre Site
	DCO	Data Centre Operator
	DR	Disaster Recovery Site
	NDR	Near Disaster Recovery
	EOI	Expression of Interest
	OEM	Original Equipment Manufacturer
	RFP	Request for Proposal
	TAT	Turn-Around-Time
	NPCI	National Payments Corporation of India
	OEM	Original Equipment Manufacturer
	POC	Proof of Concept
	QA	Quality assurance
	SLA	Service Level Agreement
	HHMT	Handheld Metal Detector
	KVA	Kilo Volt Ampere
	KWH	Kilo Watt Hours
	LAN	Local Area Network
	LIU	Light Interface Unit (Fiber Patch Panel)
	MWH	Mega Watt Hours
	NDA	Non-Disclosure Agreement
	BMS	Building Management System
	GST	Goods and Service Tax
	PBG	Performance Bank Guarantee
	PO	Purchase Order
	PUE	Power Usage Effectiveness
	SAN	Storage Area Network
	SOP	Standard Operating Procedure
	PBG	Performance Bank Guarantee
	TCO	Total Cost of Ownership
	TDS	Tax Deducted at Source
	TO	Technical Offer
	UPS	Uninterrupted Power Supply
	SP	Service Provider
	MPLS	Multiprotocol Label Switching
	PDU	Power Distribution Unit
	STS	Static Transfer Switch
	TCHS	Total Cost of Hosting Services
	UDL	Uniformly Distributed Load
	VESDA	Very Early Smoke Detection Apparatus
	WAN	Wide Area Network

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Notice inviting Expression of Interest (EOI) - Hiring space for setting up of new data centre on co- location model.**

NPCI invites sealed proposals from entities/companies who are in the business of owning Data Centre's and hosting Data Centre Services as Co-location model on hire basis with complete infrastructure required for Data Centre.

The EOI is being floated to enable bidders to propose their capability/solution providing space on hiring basis for setting up of new Data Centre on Co-location Infrastructure model.

**EOI Schedule and Communication Address**

The following is an indicative timeframe for the overall process. NPCI reserves the right to vary this timeframe in its absolute and sole discretion and in case of any variation; a notice/intimation shall be published on the company's website. Changes to the timeframe shall be relayed to the affected Bidders during the process.

The EOI schedule is as follows:

Sr.No.	Description	Detailed Information
1.	Name of Project	Expression of Interest (EOI) for Hiring space for setting up of new Data Centre on Colocation model.
2.	Tender Reference Number	NPCI/EOI/2023-24/IT/04
3.	Date of release of EOI document	13th February 2024
4.	Last date and time of receiving Bidders pre-bid clarification in writing from bidders	20 <sup>th</sup> February 2024
5.	Date and Time of Pre-Bid Meeting	To be notified
6.	Last date and time for Bid Submission	28th February 2024 6:30 PM
7.	Address of Bid Submission	<p>Electronic bid response submission should be sent to the following email address:  <b>Folder A (Eligibility) &amp; Folder B (Technical):</b>  <a href="mailto:charles.d@npci.org.in">charles.d@npci.org.in</a>  <a href="mailto:pankaj.kasturay@npci.org.in">pankaj.kasturay@npci.org.in</a></p> <p>There will be <u>no physical bid submission</u> for this EOI.</p> <p>During the electronic bid submission, bid response attachments should not exceed the size of 10 MB vide each email. The bid response may be segregated to adjust the maximum attachment capacity (10 MB) for each email accordingly.</p> <p>In case of the bid response being segregated into separate emails to accommodate the complete set of attachments, the total number of emails and corresponding attachment numbers forming the complete bid response need to be mentioned in the 1st mail itself.</p>
8.	Date and Time of Eligibility Criteria Response Opening(Folder A)	28 <sup>th</sup> February 2024 7:00 PM

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9.	Date and Time of Technical Bid Response Opening (Folder B)	Eligible Bidders shall be informed over email
10.	Name and Address for Communication	Dy. Chief - Strategic IT Procurement National Payments Corporation of India, Unit no. 202, 2nd Floor, Raheja Titanium, CTS No. 201, Western Express Highway, Goregaon East, Mumbai 400 063
11.	Bid Related Queries	<b>Note</b> - All pre-bid queries should be sent to Email ID's mentioned below: <a href="mailto:charles.d@npci.org.in">charles.d@npci.org.in</a> <a href="mailto:pankaj.kasturay@npci.org.in">pankaj.kasturay@npci.org.in</a>
12.	Bid Cost	Rs. 11,800 /- (Rs.10, 000/- plus GST) (Bid cost of Rs 11,800/- should be in Indian Rupees Eleven Thousand Eight hundred only)
13.	Earnest Money Deposit (EMD)	Rs. 5,00,000 (Rupees Five Lakhs only) (EMD should be in Indian Rupees only)

**Note:**

1. Bid Cost: Interested Bidders can procure/download the EOI document from NPCI's website for a non-refundable amount of Rs.11,800/- (INR Eleven Thousand Eight Hundred only, inclusive of all applicable taxes), payable in the form of **Electronic Payment** from any scheduled commercial bank in India favouring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.
2. EMD should be in Indian Rupees only either in the form of electronic transfer to NPCI or in the form of BG of equivalent amount.
3. The bidder shall meet the requirements of Goods & Services Tax (GST)
4. Only the bidders who have paid the cost for the EOI document in time as mentioned above would be allowed to participate in the EOI.
5. No replies shall be provided to bidders who have not procured the EOI document within the timeline mentioned in the EOI schedule.
6. Only the pre-bid queries received on or before the last date as per the above schedule would be replied.
7. NPCI Bank details for payment of the Bid Cost & EMD:  
The electronic / wire transfer can be done to designated NPCI bank account as detailed below:  
Account Name: National Payments Corporation of India  
Bank Name: ICICI Bank  
Account No: 039305002962  
IFSC Code: ICIC0000393

The EOI number and EOI description should be mentioned in the electronic transfers for bid cost and EMD through the respective Bank correspondence failing which the bid is liable to be rejected.

The proof of electronic transfer of the **bid cost amount** should be submitted to the following email id:

[charles.d@npci.org.in](mailto:charles.d@npci.org.in)  
[pankaj.kasturay@npci.org.in](mailto:pankaj.kasturay@npci.org.in)



## **Chapter 1 About NPCI**

NPCI is a Company registered under Section 25 of the Companies Act, 1956 (corresponding to Section 8 of The Companies Act, 2013) with its Registered Office in Mumbai, India. NPCI was promoted by 10 (Ten) banks in India under the aegis of the Indian Bank's Association with majority shareholding by Public Sector Banks. Presently, 54 (Fifty-Four) banks are shareholders of NPCI. Out of which 17 (Seventeen) are Public Sector Banks (PSB), 17 (Seventeen) Private Sector Banks, 3 (Three) Foreign Banks, 10 (Ten) Multi State Cooperative Banks and 7 (Seven) Regional Rural Banks.

The vision, mission and values of NPCI are To be the best payments network globally, Mission - Touching every Indian with one or other payment services and to make our mission possible, we live and work by six core values: Passion for Excellence, Collaboration, Customer Centricity, Agility, Security and Innovation.

NPCI, during its journey, has made a significant impact on the retail payment systems in the country. Dedicated to the nation by our former President, Shri Pranab Mukherjee, endorsed by the Hon'ble Prime Minister, Shri Narendra Modi and later made the card of choice for the ambitious Pradhan Mantri Jan Dhan Yojana, RuPay is now a known name. RuPay is an indigenously developed Payment System - designed to meet the expectation and needs of the Indian consumer, banks and merchant eco-system. The alliances with international network partners (Discover Financial Services, Japan Credit Bureau and China Union Pay) provides valuable access to global acceptance footprint and offer world class payment solutions to RuPay cardholders.

NPCI aim is to transform India into a 'less-cash' society by touching every Indian with one or other payment services. With each passing year we are moving towards our vision to be the best payments network globally.

## **Chapter 2 Project Objective**

The Expression of Interest (EOI) is floated to identify bidders for Hiring space for setting up of new Data Centre on Colocation model. The identified bidders through this EOI shall receive the detailed and specified RFP for hiring of space for Dedicated Data Centre site Infrastructure for NPCI.

## **Chapter 3 Scope of work**

The Bidder should provide Data Centre hosting area for a period of Five (5) years initially at Mumbai with the following facilities.

- a) An exclusive contiguous core data center area of 3000 sq.ft with cage and exclusive access. Hosting area should be excluding pillar area, PDUs, PAHUs etc., if any present in the cage area. Access to the Data Centre area should have a biometric and face recognition access facility. The hosting area provided to NPCI should meet at least Tier 3 level DC facilities.
- b) Individual Server & Network racks should be provided (if required by NPCI) and the area made ready before occupation, with dual power inputs from independent power sources. Power to the racks should be supplied within 2 hours of intimation by the concerned NPCI official.
- c) Sufficient number of video cameras should be placed to cover all Server racks and Network racks including the front and rear sides and entry / exit of the server hall and/or cage.
- d) The number of video cameras and positioning of the same will be decided as per cage area/ server hall diagram with mutual consent to cover front, rear portions of racks and entry/ exit of server hall / cage area, operations and cabin of NPCI.
- e) 24 x 7 x 365 operations area for 25 members with workstations facing the wall, place to install minimum 6 nos. of LCD 85" monitors within the Data Centre operation area premises for equipment monitoring and operations. One cabin with at least 5 seated meeting room with 2

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Nos. of big storewewl cupboard and 1 no storeroom. There should be space for setting up a video conferencing facility and fireproof safe. There should be a facility for a minimum of 4 data and 2 voice ports per workstation. The DC operations area should be in the same floor / building as the Data Centre.

- f) NPCI's exclusive cabin and work area should have proximity access reader and video camera recording to record the movement of personnel in and out of the operations area.
- g) Connectivity is required for monitoring purposes between the Data Center area and the operations area. The Data Centre Operator (DCO) is responsible for providing connectivity.
- i) NPCI has its own exclusive service providers. Permission should be granted for MUX placement, termination of links and for internal connectivity to these service providers at no extra cost to NPCI.
- j) The LAN connectivity between the service providers' MUX to NPCI network has to be provided with rack space by DCO.
- k) There should not be restriction or costs raised for placement of antenna / dish or wireless equipment on terrace.
- l) The data center should be in and around Mumbai, Navi Mumbai and Pune.
- m) Staging area for installation and testing, of equipment and application testing as and when required by NPCI with two days' notice shall be provided.
- n) Lockable full size storewewl cupboards as storage space for keeping files, CDs, etc. shall be supplied.
- o) Telephone lines for each workstation and cabins with restricted STD/ISD facility should be provided. Any telecom service provider should be allowed access to provide their equipment for landline setup, at no extra cost to NPCI. NPCI will pay only the PRI line charges incurred monthly/periodically on actual basis.
- p) Minimum 90 access cards should be provided. In case of project phase requirements on a temporary basis, this number can be exceeded.
- q) Space for placing Fax machine, one Printer and other gadgets (the equipment will be procured by NPCI) should be made available in the operations area along with the required power connectivity.
- r) Support rooms such as the build room, storage room, loading dock and electrical room should be separated from the equipment room to protect it from dust and debris, electromagnetic interference, and intruders.
- s) Power Consumed by the equipment placed at the Data Centre shall be charged to NPCI for a minimum consumption of 120 and thereafter at actual as per agreed rate and additional power consumption certified by NPCI officer.
- t) The DCO must provide the Data backup for the access control for 90 Days period regularly in the electronically storable device.

**Server and Network Racks Requirements:**

- a) The DCO should provide 42U standard racks 70 Nos. scalable up to 200 Nos. Server racks of size 600mm wide X 1200 mm depth X 2000 mm Height and network racks with 800mm wide X 1200 mm depth X 2000 mm Height as and when required by NPCI on rental basis.
- b) All Racks should be certified according to ISO 9001, 14001, and 18001. Complying with EIA 310, DIN 41494, and IEC 297 standards

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- c) The 42U server rack should be compatible with most server manufacturer's equipment including Dell, HP, IBM, Sun etc. and have suitable cable management options on both sides.
- d) All racks shall have lockable perforated doors at the back and the front with minimum 16 gauge thickness; partition shelves should be available. Cabling to each rack should be bus bar trunking system with track way bus arrangement.
- e) The Bidder should provide with automatic STS (Static Transfer Switch) wherever required inside the rack with dual inputs from both the feeds with 32A capacity for equipment having single power supply.
- f) Power & Data Cabling should be in separate trays or trunking.
- g) Each power distribution unit (iPDU) inside the rack should provide 32A dual output sockets either single phase or Three phase.
- h) Racks should be with dual iPDU units connected to separate input power from two separate UPS units. The iPDU should be 32A 1Ph/ 3Ph PDU with minimum of sockets IEC C13 16 Nos and IEC C19 8 No. Values recorded (per phase): kWh, W, VA, PF, Voltage, Amphere and Sensor types: Temperature, temperature/humidity (combined) leakage, airflow and Supported protocols: HTTP, HTTPS, SSL, SSH, NTP, TCP/IP v4 and v6, DHCP, DNS, NTP, Syslog, SNMP v1, v2c and v3, Traps, Modbus/TCP, SMTP, RADIUS, TACACS+
- i) The Bidder should permit and accommodate other racks accompanying the servers of NPCI.

## **Chapter 4      Technical Details**

### **4.1 Data Centre Lifespan:**

Proposed Data center facility infrastructure should have a total lifespan of 20 years before rebuild or refresh with at least 10 years of lifespan after the award of contract (including HVAC, Electrical systems, ELV, IBMS & etc.).

### **4.2 Civil Requirements**

1. The building life to be 100 years.
2. A Minimum of 33 sq. ft. gross per rack should be considered while making any provisioning.
3. The load bearing capacity of the Data Centre should be 1500 sq m.
4. The periphery of the data center should have 2 hrs. fire rated wall, false ceiling and doors.
5. False flooring should have a load bearing capacity of 2000 kg/sq m UDL.
6. False flooring tile made of Calcium silicate.
7. Anti-static raised floor tiles with 30mm thickness (eg. Calcium silicate)
8. The Data Centre floor should have 2.6 to 3 mts. clear height (false floor to false ceiling)

### **4.3 Power Supply Requirements**

1. Dual power feed of 8 KW is required for each rack.
2. Each power feed should come from a different phase.
3. Each power feed should be fed by an independent limit breaker.
4. Should ensure N+1 Transformer redundancy, N+1 Generator redundancy, N+1 UPS Redundancy, Parallel redundant operation.
5. All power feed must be protected from brownout, spike & surge by Uninterrupted Power Supply, with capacity to supply stable power up to 2 hours after power failure.
6. The data center should monitor power usage on a per client basis to ensure that it does not reach dangerously high levels. The bidder should bill for the actual amount of power used with a minimum bill for 120KW.

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7. The building grounding system should be directly bonded by grounding busses to all electrical distribution equipment, as well as all the racks, trays and flooring in the data center and should be adhering to TIA-942 guidelines.
8. Every sixth (or preferably, every third) support should be grounded with 6 AWG wire, as are the racks/cabinets metal part, HVAC equipment, electrical conduit and cable raceways.
9. Adequate lighting and emergency lighting should be supplied in the data center and service areas for operational and safety reasons. Emergency lighting should also be supplied by DCO through UPS/generator in case of a power failure.
10. Power cables should be laid and power provision on to racks to be provided by DCO within 2 hours to 12 hours on request by NPCI.
11. Single line power diagram of the data centre space should be provided for records / audit purposes.
12. Environmental Control/Protection:
  - a. The Data Centre facility shall have gas-based fire suppression system like with pre-active dry pipe water fire suppression system (E.g. NOVEC).
  - b. Fire detection system shall be in place. E.g. smoke and/or heat detector.
  - c. Water leakage detection system shall be in place to detect possible water damage due to leakage or flooding.
  - d. Rodent repellent system should be in place.
  - e. Temperature, humidity and static control shall be in place. Temperature shall be kept at 22 degrees Celsius.  $\pm 2$  degrees Celsius. Humidity shall be between 50% with  $\pm 5\%$  to avoid static electricity. Air Conditioning system should provide 24x7 cooling and humidity control with redundancy in case of break down. Proper monitoring of these parameters should be done and maintained for audit purposes for NPCI.
  - f. The data centre facility should contain de-humidifiers to keep humidity to a minimum. The de-humidifiers in the data centre should be monitored and maintained on a regular basis.
  - g. The vendor should have enough cooling redundancy on site to keep the data centre cool in case of a HVAC failure. Units should be tested regularly and periodic reports to be submitted to NPCI.
  - h. There should be no impediments to high density implementation within the data centre.
  - i. Regular cleaning of server racks and devices inside racks at pre-defined and agreed intervals shall be carried out by the DCO at no extra cost to NPCI.

#### 4.4 Security and Access Control

1. The server area and operations area (including cabin) should be provided with exclusive entry/exit point for NPCI with proper access control and video coverage.
2. 24-hour Security monitoring shall be in place. CCTV monitoring and recording on common access area and entrances should be logged and should be available for review by NPCI within six business hours. All access doors of entrances shall have a security lock with access control system to record and control access. The recording should be maintained for a period of 90 days.
3. Proximity card readers are required to access the NPCI operations area (25 seater) as well as cabin area (2 seater). Video coverage is required for the same said operations area.
4. The access entries/exits shall be logged and should be available for review by NPCI within six business hours. The logs should be maintained for a period of 90 days.
5. All equipment delivery and removal from the Data Centre shall be recorded and should be available for review by NPCI within six business hours.

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6. Data Centre shall provide Access Control only allowing authorized persons as approved by NPCI to access secured areas. At least three cards per workstation provided should be given as part of the contract. The perimeter security of the Proposed Data Centre Premises should be manned on 24x7x365 basis.
7. The Data Centre facility should be equipped with high level of monitoring and management system to identify and notify issues on proactive basis.
8. Video footage/backup of all relevant video cameras shall be made available to NPCI monthly at no extra cost.

#### **4.5 Network and Communication Facilities**

1. The Data Centre Facility proposed should be equipped with CAT-6A and Fibre cables with structured cabling facility.
2. The proposed facility should contain a centralized NOC room to monitor the server farm and network links.
3. The facility should provide easy access for any major telecom Company to provide data communication infrastructure for NPCI.
4. The DCO agrees to provide necessary facilities to third party telecom providers or system integrator of NPCI or otherwise to extend their network links up to the NPCI hosting area at no extra cost to NPCI. However, NPCI will make payments to DCO for actual consumption of power by the telecom provider equipment.

#### **4.6 Service Levels**

The Bidder shall guarantee the following service levels in addition to the above Technical Requirements:

1. Data Centre uptime of 99.998% per year. A service is deemed to have failed if:
  - Power: Nominal Out Voltage 230V with less than 5% distortion at full load. Frequency for 50 Hz nominal +/- 3Hz to be available on 24x7x365 basis.
  - Cooling and Humidity control: Temperature should be kept with 21 degrees Celsius ± 2 degrees Celsius. Humidity shall be between 50% with ± 5% to avoid static electricity.
2. 24x7 round the clock on-site monitoring of BMS should be done by DCO.
3. For any security breaches like break-in to data centre, racks, un-authorized access or vandalism to NPCI equipment etc, NPCI should be notified within 15 minutes according to the escalation list provided by NPCI.
4. Incident reports for all reported incidents shall be made available within 24 hours from the report of incident duly signed by the Data Centre Head.
5. All scheduled maintenance period shall be pre-notified by at least 10 days, and for major service interruption at least 4-week notice would be needed.
6. Fire drill reports, BMS audit reports and security reports shall be shared on a need basis with NPCI for audit purposes.

#### **4.7 MIS Reports**

DCO shall submit the reports on a regular basis in a mutually agreed format. The following is only an indicative list of BMS reports that may be submitted to NPCI:

1. **Weekly Reports**
  - a. Humidity monitoring
  - b. Temperature Monitoring

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- c. Power Supply monitoring
- d. UPS monitoring

## 2. Monthly Reports

- a. Consolidated SLA / non-conformance report.
- b. Data Centre and operations area Access /Exit reports
- c. Video footage recording of all video cameras for server hall and operations area for the past month on suitable media (tapes / external hard disk/electronically storage media etc). Media will be provided by NPCI.
- d. Equipment movement reports.
- e. Uptime report of Equipment.

## 3. Incident Reporting

Any untoward incident taken place which made the data centre services unavailable to end users should be reported within 24 hrs. of the incident.

## 4. Audit reports.

DCO audit reports shall be shared on need basis to comply with NPCI audit requirements.

### 4.8 Single Point of Contact (SPOC)

- a. Vendor will appoint an official of Senior Manager Cadre as SPOC for NPCI. The SPOC should have access to all higher management cadre officials related to the proposed Data Centre site.
- b. The SPOC should be associated with NPCI for the entire period of the contract.
- c. SPOC should hold monthly review meetings at NPCI office.

### 4.9 Data center space delivery timelines

The Data Centre space as per the scope of work and terms shall be handed over to NPCI within 4 weeks from the date of Purchase Order

## Chapter 5 Definition and Eligibility Criteria for Bidders

### 5.1 Definition of Bidder

Only those Bidders who fulfill the following criteria (as laid down in Clause 5.2 hereto) are eligible to respond to the EOI. Offers received from the Bidders who do not fulfill any of the following eligibility criteria are liable to be rejected. For the purpose of eligibility evaluation each DC facility proposed by the bidder will be evaluated separately.

### 5.2 Eligibility Criteria for Bidders

Sr. No	Eligibility Criteria	Condition	Document to be submitted
1	Registration and incorporation	The bidder is a Company registered in India under the Companies Act or Partnership under Partnership Act <b>at least since last 5 years.</b> a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for <b>at least 5 years</b> as on date of submission of the bid. b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for <b>at least 5 years</b> as on the date of submission of bid.	Certificate of Incorporation

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

2	Existence	The bidder shall have minimum 10 years of experience of managing DC colocation services for BFSI clients in India or any national critical infrastructure as declared by NCIIPC	Declaration on company letter head signed by CEO/ COO
3	Financial	Bidder shall comply with following financial criteria	
A		Profitable for last 3 years	P&L, Balance sheet, auditor's report and notes to accounts
B		Turnover of Rs.500 Cr every year for last 3 years	
C		Positive net worth for every year for last 3 years	CA certificate from current statutory auditor
D		No statutory default during last 3 years	
4	Blacklisting/ Clean track record	The Bidder should not have been currently blacklisted/debarred by any Bank or institution in India or abroad.	Declaration on company letter head signed by CEO/ COO/ CFO
5	Location, ownership and facility DC	Land shall be either owned by the bidder or availed on 99 years lease from any Govt authority	Declaration on company letter head along with supporting documents if asked for.
6		Building and DC facility shall be owned by the bidder	
7		Land & building shall not have been mortgaged by the bidder as on date	
8		The bidder shall have a minimum total raised floor space of 50,000 sq. ft. including all the DCs operated by the bidder in Mumbai, Navi Mumbai.	
9		DC facility shall have minimum 2 Mux from different telecom service provider (TCL and Airtel are mandatory)	
10		DC facility shall cater to minimum 200 racks with expandability to accommodate another 200 racks on the same floor (overall 400 racks)	
11	Service quality certifications and compliances	Colocation services shall be managed by the bidder himself and not outsourced	Declaration on company letter head signed by CEO/ COO
12		The DC facility should be BS7799 or ISO 27001 certified and compliant to PCI DSS standards	Copy of certificate
13		DC facility shall be Tier IV/ Tier III certified by Uptime Institute or rated 4/rated 3 by TIA 942 or equivalent, pls specify	Copy of certificate
14		DC facility shall be compliant with all registrations/ compliance as required by Govt of India from time to time including but not limited to CCOE license, PCB, CEIG, Building OC, Fire NOC, DG Emission tests, Carbon Emission per annum, etc.	Copy of certificate
15	Bid cost	The bidder has paid the EOI cost as given in the EOI at the time of purchasing the EOI document or has paid or submitted along with the bid submission.	Proof of payment
16	Bid earnest money	The Bidder has paid or submitted along with the EOI response submission required EMD as mentioned in the EOI	Proof of payment

**Note:** The bidders shall submit required documents for compliance meeting Sr.No.5 to Sr.No.14 eligibility criteria for each Data Centre facility separately. Accordingly, each DC facility will be evaluated separately.

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

### **5.3 Cost of the EOI**

The Bidder shall bear all costs associated with the preparation and submission of its response and NPCI will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidders can procure the EOI document from NPCI's website ([www.npci.org.in](http://www.npci.org.in)) upon payment of non-refundable amount of Rs.11,800/- (INR Eleven Thousand Eight Hundred only inclusive of GST @18 %), payable in the form of **Electronic transfer** from any scheduled commercial bank in India favoring "NATIONAL PAYMENTS CORPORATION OF INDIA" payable at Mumbai.

The electronic / wire transfer can be done to designated NPCI bank account as detailed below:

Account Name: National Payments Corporation of India

Bank Name: ICICI Bank

Account No: 039305002962

IFSC Code: ICIC0000393

**The EOI number and EOI description should be mentioned in the electronic transfers for bid cost and EMD through the respective Bank correspondence failing which the bid is liable to be rejected.**



## Chapter 6 Contents and Response

### 6.1 Contents

- This chapter contains the table of contents for the proposal response. In order to facilitate evaluation and comparison of proposal responses, Bidders shall submit their response in this format. Any failure to do so may result in the EOI being eliminated at the examination stage as unresponsive.
- Should the bidder have additional information to submit that cannot be encompassed by the current table of contents, additional sections may be added at the end.
- The bid must be prepared and submitted in two Folders: Folder A and Folder B. Both the Folder should be put in an outer Folder marked “EOI - Hiring of space for setting up of new Data Centre on Co-location model”.
- Folder A must be super scribed as “Eligibility Criteria”. The following documents duly placed in a file must be inserted inside Folder A:
  1. Bid Cost - Proof of Remittance of Bid Cost (Rs. 11,800/-)
  2. Bidder`s letter for EMD (Annexure A1)
  3. Bid Earnest Money in the form of Bank Guarantee - Annexure A2 **OR** documentary proof for electronic fund transfer- Proof of Remittance of EMD (Rs.5,00,000/-)
  4. Bid Offer form (without price) - Annexure B
  5. Bidder Information - Annexure C
  6. Declaration of Clean Track Record - Annexure D
  7. Declaration of Acceptance of Terms and Conditions - Annexure E
  8. Declaration of Acceptance of Scope of Work - Annexure F
  9. Power of Attorney for signing of bid - Annexure G
  10. Eligibility criteria Compliance-Annexure-H
  11. Audited Balance Sheet and Profit and Loss Statements, Auditors Reports & Notes to accounts for last 3 years.
  12. CA Certificate certifying the total turnover for last 3 financial years.
  13. EOI document duly sealed and signed/digitally signed by the authorized signatory on each page.  
All necessary supporting documents
- Folder B must be super scribed as “Technical Bid”. The following documents duly placed in a file must be inserted inside Folder B:
  - 1) Technical details/specifications (Annexure I)
  - 2) Team Profile (Annexure J)
  - 3) Business and Technical SLA (Annexure K)
  - 4) Declaration of ownership of premises (Annexure L)

### 6.2 Opening of Bids

- EOI response shall be accepted till date given in EOI notice as given in the EOI schedule
- No EOI response will be accepted after the deadline as mentioned in the EOI schedule
- NPCI reserves the right to reject any response received late i.e., after the closing time on the date specified.

Bids shall be opened in 2 stages:

**Phase I** - In the first stage the Eligibility bid i.e. Folder ‘A’ shall be opened.

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Note:** Bids of only those bidders who meet the Eligibility Criteria shall be evaluated for Phase II Technical Bid opening.

**Phase II** - In the second stage the Technical bid i.e. Folder 'B' shall be opened.

The date, time and address is mentioned in Section 1 or as amended by NPCI from time to time. As this is online submission of bids, the bids shall be opened on the date and time mentioned in Section 1 or as amended by NPCI from time to time.

**6.3 Pre-Bid Queries for EOI**

- It may be noted that all queries, clarifications, questions etc., relating to this EOI, technical or otherwise, must be communicated vide email and should be to the nominated point of contact as mentioned in point # 11 of the section "EOI Schedule and Communication Address" herein above.
- Bidders should submit the queries only in the format given below in an excel sheet:

Sr. No	Document Reference	Page No	Clause No	Description in the EOI	Clarification Sought	Additional Remarks (if any)

- Bidders should provide their email address in their queries without fail since replies from NPCI shall be by emails only. The e-mail address and phone numbers of the bidder should also be indicated in the email.
- Any modification to the bidding documents which may become necessary shall be made by NPCI by issuing an Addendum.
- The proof of electronic transfer of the bid cost amount should also be submitted to the following email ids while submitting the pre-bid queries:  
[charles.d@npci.org.in](mailto:charles.d@npci.org.in)  
[pankaj.kasturay@npci.org.in](mailto:pankaj.kasturay@npci.org.in)

## Chapter 7 General Terms and Conditions

### 7.1 Terms

- The Bidder for this EOI can submit multiple DC facilities options which are meeting the eligibility criteria and the fulfilling the compliance of mentioned in this EOI. The shortlisted Bidders cannot change their proposed Solution/Layout/Architecture during the period of the shortlisting and subsequent RFP.
- Application: These general conditions shall apply to the extent that provisions in other parts of the document do not supersede them. For interpretation of any clause in the EOI, the interpretation of NPCI shall be final and binding on the Bidders.
- Relationship between the Parties: Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between NPCI and 'the Bidder'. The Bidder subject to this EOI, if engages / empanels any personnel, for the Purpose of this EOI, Bidder shall have complete charge of its personnel empanelled in performing the services under the Project from time to time. The Bidder shall be fully responsible for the services performed by them or on their behalf. The selected Bidder should ensure due participation, support and physical involvement of technical team and corresponding OEMs in case required during the various stages of the EOI.
- Language of Bids: All bids and supporting documentation shall be submitted in English. The proposal should be prepared in English in MS Word/PDF format.
- Applicable Law: This EOI shall be governed by and interpreted in accordance with the Indian Law.
- No legal binding relationship: It may be noted that no binding legal relationship will exist between any of Bidder of this EOI and NPCI.
- Professionalism: The Bidder should provide professional, objective and impartial advice at all times and hold NPCI's interests paramount and should observe the highest standard of ethics while executing the assignment.
- Adherence to Standards: The Bidder should adhere to laws of land and 'rules, regulations and guidelines' prescribed by various regulatory, statutory and Government authorities.
- The Bidders, if found involved in any form of lobbying/ influencing/ canvassing etc., in selection process shall be disqualified.

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## **7.2 EMD**

### **Return of EMD**

EMDs furnished by all unsuccessful Bidders will be returned on shortlisting of successful Bidders at the end of EOI process.

## **7.3 Forfeiture of EMD**

The EMD made by the bidder will be forfeited if:

1. Bidder withdraws its bid before opening of the bids.
2. Bidder withdraws its bid after opening of the bids but before Notification of Award.
3. Selected Bidder withdraws its bid.
4. Bidder violates any of the provisions of the EOI.

## **7.4 Acceptance or Rejection of Bid:**

NPCI reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

NPCI reserves the absolute right to reject the response/proposal if it is not in accordance with its requirements and no correspondence will be entertained by the NPCI in the matter. The bid is liable to be rejected if,

- It is not in conformity with the instructions mentioned in this proposal document.
- If it is not strictly as per prescribed form and format.
- It is not properly/duly signed.
- It is received through Fax.
- It is received after expiry of the due date and time.
- It is incomplete including non-furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind.
- It is submitted anywhere other than the correspondence email address mentioned in the “EOI Schedule and Communication Address” section of this document.

## **7.5 Adherence to terms and conditions:**

The Bidders who wish to submit responses to this EOI should note that they should abide by all the terms and conditions contained in the EOI. If the responses contain any extraneous conditions put in by the Bidder/Bidders, such responses will be disqualified and will not be considered for the selection process.

- NPCI reserves the right to:
  - ✓ Reject any and all responses received in response to the EOI without assigning any reason whatsoever
  - ✓ Cancel the EOI at any stage, without assigning any reason whatsoever.
  - ✓ Waive or Change any formalities, irregularities, or inconsistencies in this EOI (format and delivery). Such a change/waiver would be duly and publicly notified in the NPCI’s website before the closure of the bid date or communicated through email.
  - ✓ Extend the time for submission of all proposals and such an extension would be duly and publicly notified on NPCI’s website or communicated through email.
  - ✓ Share the information/ clarifications provided in response to EOI by any bidder, with all other bidder(s), in the same form as clarified to the bidder raising the query.
- Forms with respective Annexures must be submitted and signed by the authorised signatory. Unsigned bids would entail rejection of the bid. The Bidders should use only the formats

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

prescribed in this document for submitting technical bids. Any deviation from the prescribed formats in submitting the bids will entail the bidder from being disqualified.

**7.6 Confidentiality:**

Information relating to the examination, clarification and comparison of the proposals shall not be disclosed to any Bidders or any other persons not officially concerned with such process until the identification process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its proposal. During the execution of the project except with the prior written consent of the NPCI, the Bidder and its personnel shall not at any time communicate to any person or entity any confidential information acquired during the proposal.

**7.7 Other Terms:**

- The Bidder shall indemnify the NPCI from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Bidder. NPCI shall be defended in the defence of any proceedings which may be brought in that connection.
- Project plans, reports, ideas, documentation etc., developed for NPCI by the Bidder, while submitting the EOI response, shall be the property of the NPCI, unless otherwise agreed upon explicitly in writing.

**DISCLAIMER:** NPCI and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any bidder/Bidder/person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of the organization and/or any of its officers, employees.

**Note: This is not a Request for proposal (RFP) and Commercial bids should not be submitted with “Expression of Interest”.**

## Chapter 8 Evaluation Process

### 8.1 Preliminary Examination of Bids

NPCI will examine the bids to determine whether they are complete, whether required information has been provided as underlined in the bid document, whether the documents have been properly signed and whether bids are generally in order. Bidder should provide all Annexures on its company letterhead.

NPCI may in its sole and absolute discretion, waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

If a Bid is not substantially responsive, it will be rejected by NPCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity. NPCI's determination of bid responsiveness will be based on the content of the bid itself. **NPCI may interact with the Customer references submitted by Bidder, if required.**

### 8.2 Evaluation and Comparison of Bids

Only complete and responsive bids meeting the eligibility criteria as per Chapter 5.2 will be processed to the stage of being fully evaluated and compared.

NPCI will adjudge the Bidder capabilities and NPCI reserve rights to shortlist the Bidders for participation in further technical evaluation process on the basis of response submitted in the support of various requirements including adequate documents submitted by the Bidders for supporting each of requirements, wherever required. The decision of NPCI is final and binding on all the bidders.

### 8.3 Technical Bid Evaluation:

The parameters to be used for technical evaluation will be based on:

- o Completeness of offerings
- o Site visit & Presentations

As a part of the presentation, which would be evaluated by a NPCI evaluation Committee, the bidder would be required to showcase details proposed based on

- a) Technical details/Specifications (Annexure I)
- b) Team Profile (Annexure J)
- c) Business and Technical SLA (Annexure K)
- d) Declaration of Ownership of premises (Annexure L)

### 8.4 Evaluation Outcome

1. Technical Evaluation would include the following:

Scoring weightage
1. Demonstrable Capabilities - 50%
2. Certifications in Proposed Data Centre - 10%
3. Business & Technical SLA - 10%
4. Data Centre Technical & Operations support team who would be available for the engagement - 10%
5. Client References (BFSI & Hyper scalar) - 10%
6. Presentation - 10%

2. Criteria 2: Bidders should score equal to or more than 80% (minimum) in Technical evaluation.
3. Criteria 3: After applying criteria 2, Bidders that are technically shortlisted will be required to demonstrate capability with relevant technical endorsements.

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

4. Criteria 4: After applying criteria 3, Bidders that have demonstrated successful proof of Technical and Operational Team manning the Data Centre functions.
5. Criteria 5: After applying criteria 4, shortlisted Bidders would be eligible for subsequent RFP process. However, even if only one bidder qualifies after the above processes, NPCI reserves the right to proceed with the RFP process with the single bid.

**Annexure A1- Bidder's Letter for EMD**

To  
The Chief Executive Officer  
National Payments Corporation of India,  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400051

**Subject: EOI No. NPCI/EOI/2023-24/IT/04 dated \_\_\_\_\_ - EOI for \_\_\_\_\_.**

We have enclosed an EMD in the form of electronic transfer UTR no. / BG # \_\_\_\_ issued by the branch of the \_\_\_\_\_ Bank, for the sum of Rs. \_\_\_\_ (Rupees \_\_\_\_ ) as per instructions to Bidders of the above referred EOI.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:



Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Annexure A2 - Bid Security (Bank Guarantee)**

\_\_\_\_\_  
[Bank's Name, and Address of Issuing Branch or Office]

**National Payments Corporation of India:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**BID GUARANTEE No.:** \_\_\_\_\_

We have been informed that \_\_\_\_\_ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of \_\_\_\_\_ under EOI No.

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we \_\_\_\_\_ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs. \_\_\_\_\_ /-(Rupees \_\_\_\_\_ only) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) Has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by NPCI during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:

- (a) If the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or
- (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twelve months after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the Office on or before that date.

\_\_\_\_\_  
[Signature]

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Annexure B- OFFER LETTER**  
(Bidder's Letter Head)

Date:

To  
The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051.

Dear Sir,

**Subject: EOI No. NPCI/EOI/2023-24/IT/04 dated 13.02.2024 EOI for**

We have examined the above referred EOI document.  
We acknowledge having received the following addenda / corrigenda to the EOI document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. We have not induced nor attempted to induce any other bidder to submit or not submit a response/offer for restricting competition.
2. We agree that the terms and conditions furnished in this EOI are for NPCI and its Associates.

The response under this EOI shall be binding on us. We also certify that the information/data/particulars furnished in our response / offer are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, NPCI will have the right to disqualify / blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the response / offer document / EOI. We understand that NPCI may reject any or all of the responses/offers without assigning any reason whatsoever.

As security (EMD) for the due performance and observance of the undertaking and obligation of the response / offer, we submit herewith UTR no. / BG no. \_\_\_\_\_ dated \_\_\_\_\_ drawn in favor of "National Payments Corporation of India" for an amount of Rs.5,00,000/- (Rs. Five Lakhs only) payable at Mumbai.

Yours sincerely,

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Annexure C Details of the Bidder**  
(Bidder's Letter Head)

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Constitution of the Bidder (Public Ltd / Pvt Ltd / Start up)			
4	Details of Incorporation of the Company.		Date:	
			Ref#	
5	Valid Goods and Services tax registration no.			
6	Permanent Account Number (PAN)			
7	Name & Designation of the contact Official to whom all references shall be made regarding this EOI			
8	Telephone No. (Cell # and Landline # with STD Code)			
9	E-Mail of the Contact official:			
10	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
11	Year	2020-21	2021-22	2022-23
12	Net worth			
13	Turn Over (Revenue for operations)			
14	Profit After Tax			

Bidder should also provide the information related to its area of expertise, and capabilities in below format:

Area of Domain	Brief description of expertise/capability in Data Centre Space areas	No. of Years of expertise/capability

**Details of Key / Senior Officials / Directors**

Sl. No	Name	Designation	Qualification	With the Company since	Line of Experience / Expertise

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Annexure D Declaration for Clean Track Record**  
(Bidder's Letter Head)

To,

The Chief Executive Officer  
National Payments Corporation of India,  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051.

Sir,

I have carefully gone through the Terms & Conditions contained in the EOI document for \_\_\_\_\_.

I hereby declare that

- a) My company has not been debarred/blacklisted by any Government / Semi Government / Private organizations in India or overseas.

I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)  
Printed Name  
Designation  
Seal  
Date:  
Business Address:

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Annexure E - Declaration for Acceptance of EOI Terms and Conditions**  
(Bidder's Letter Head)

To

The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the **EOI No. NPCI/EOI/2023-24/04** dated **13-02-2024** for "EOI for \_\_\_\_\_". I declare that all the provisions of this EOI document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Annexure F - Declaration for Acceptance of Scope of Work**  
(Bidder's Letter Head)

To

The Chief Executive Officer  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Sir,

I have carefully gone through the Scope of Work contained in the **EOI No. NPCI/EOI/2023-24/04 dated 13-02-2024** for "EOI for \_\_\_\_\_". I declare that all the provisions of this EOI Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Annexure G - Format Power of Attorney**  
(On Stamp paper of relevant value)

Know all men by the present, we \_\_\_\_\_ (name of the company and address of the registered office) do hereby appoint and authorize \_\_\_\_\_ (full name and residential address) who is presently employed with us holding the position of \_\_\_\_\_ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for **EOI No. NPCI/EOI/2023-24/04 dated 13-02-2024 - “EOI for \_\_\_\_\_”** in response to the EOI document by NPCI, including signing and submission of all the documents and providing information/responses to NPCI in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2024.

For \_\_\_\_\_.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

**Annexure H Eligibility Criteria Response**

(Bidder's Letter Head)

**A] Pre -Requisite Qualifications and compliance**

Sr. No	Eligibility Criteria	Condition	Compliance Yes/No	Document to be submitted
1	Registration and incorporation	The bidder is a Company registered in India under the Companies Act or Partnership under Partnership Act <b>at least since last 5 years</b> . a. In case the bidder is the result of a merger or acquisition, at least one of the merging companies should have been in operation for <b>at least 5 years</b> as on date of submission of the bid. b. In case the bidder is the result of a demerger or hiving off, at least one of the demerged company or resulting company should have been in operation for <b>at least 5 years</b> as on the date of submission of bid.		Certificate of Incorporation
2	Existence	The bidder shall have minimum 10 years of experience of managing DC colocation services for BFSI clients in India or any national critical infrastructure as declared by NCIIPC		Declaration on company letter head signed by CEO/ COO
3	Financial	Bidder shall comply with following financial criteria		P&L, Balance sheet, auditor's report and notes to accounts CA certificate from current statutory auditor
A		Profitable for last 3 years		
B		Turnover of Rs. 500 Cr every year for last 3 years		
C		Positive net worth for every year for last 3 years		
D		No statutory default during last 3 years		
4	Blacklisting/ Clean track record	The Bidder should not have been currently blacklisted/debarred by any Bank or institution in India or abroad.		Declaration on company letter head signed by CEO/ COO/ CFO
5	Location, ownership and DC facility	Land shall be either owned by the bidder or availed on 99 years lease from any Govt authority		Declaration on company letter head along with supporting documents if asked for.
6		Building and DC facility shall be owned by the bidder		
7		Land & building shall not have been mortgaged by the bidder as on date		
8		The bidder shall have a minimum total raised floor space of 50,000 sq. ft. including all the DCs operated by the bidder in Mumbai, Navi Mumbai.		
9		DC facility shall have minimum 2 Mux from different telecom service provider (TCL and Airtel are mandatory)		
10		DC facility shall cater to minimum 200 racks with expandability to accommodate another 200 racks on the same floor (overall 400 racks)		
11	Service quality	Colocation services shall be managed by the bidder himself and not outsourced		Declaration on company letter



Invitation for Expression of Interest for Hiring space for setting up of new Data Centre on Colocation model.

	certifications and compliances		head signed by CEO/ COO
12		The DC facility should be BS7799 or ISO 27001 certified and compliant to PCI DSS standards	Copy of certificate
13		DC facility shall be Tier IV/ Tier III certified by Uptime Institute or rated 4/rated 3 by TIA 942 or equivalent, pls specify	Copy of certificate
14		DC facility shall be compliant with all registrations/ compliance as required by Govt of India from time to time including but not limited to CCOE license, PCB, CEIG, Building OC, Fire NOC, DG Emission tests, Carbon Emission per annum, etc.	Copy of certificate
15	Bid cost	The bidder has paid the EOI cost as given in the EOI at the time of purchasing the EOI document or has paid or submitted along with the bid submission.	Proof of payment
16	Bid earnest money	The Bidder has paid or submitted along with the EOI response submission required EMD as mentioned in the EOI	Proof of payment

**Note:** The bidders shall submit required documents for compliance meeting Sr.No.5 to Sr.No.14 eligibility criteria for each Data Centre facility separately. Accordingly, each DC facility will be evaluated separately.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**To be put in Envelope 'B'**  
**Annexure I - Technical Specifications**  
**(Bidder's Letter Head)**

Section No.	Criteria	Details	Compliance status (Yes / No)	Documents attached
<b>1</b>	<b>Data Center Lifespan:</b>			
1.1	Whether Proposed Data center facility should have a total lifespan of 20 years before rebuild or refresh with at least 10 years of lifespan after the award of contract (including HVAC, electrical systems etc).			
<b>2</b>	<b>Civil Requirements</b>			
2.1	Whether a minimum of 33 sq. ft gross area/ rack should be considered while making any provisioning.	Pl. Refer proposed Layout		
2.2	Whether the load bearing capacity of the Data Center is 1500 kg/sq m.			
2.3	Whether the periphery of the Data Center have 2 hrs. fire rated wall, false ceiling and doors.			
2.4	Whether False flooring have a load bearing capacity of 2000 kg/sq m UDL.	20000 kg / Sqm		
2.5	Whether anti-static raised floor tiles are provided in server area (Eg. Calcium silicate)			
2.6	Whether the Data Center floor have 2.6 mts clear height (false floor to false ceiling)			
<b>3</b>	<b>Power Supply Requirements</b>			
3.1	Whether Dual power feed of 6 KVA (rated) is provided for each rack.			
3.2	Whether dual power feed from two different UPS systems is available to the racks with Static Transfer Switch.			
3.3	Whether each power feed come from the different phase.			
3.4	Whether each power feed is fed from independent limit breaker.			
3.5	Whether N+1 Transformer redundancy, N+1 Generator redundancy, N+1, N+N or 2N+1 UPS Redundancy, Parallel redundant operation, UPS Batteries are single string or dual string ensured in proposed Data Center.	UPS is distributed redundant, PAHU N+2 , Transformer - N+1 , UPS Batteries are single string.	Yes	
3.6	Whether all power feeds are protected from brownout, spike & surge by Uninterrupted Power Supply, with capacity to supply stable power up to 2 hours.	Battery backup is available for 13 min. DG Setup can supply power for 24 hours	Yes	

		in case if any Mains outage.		
3.7	Whether the data center power usage can be measured on a per client basis to ensure that it does not reach dangerously high levels.	Branch Circuit monitoring is available	Yes	
3.8	Whether the bidder will bill for the actual amount of power used.		Yes	
3.9	Whether the building grounding system is directly bonded by grounding buses to all electrical distribution equipment, as well as all the racks, trays and flooring in the data center and adheres to TIA-942 guidelines.		Yes	
3.10	Whether adequate lighting and emergency lighting is supplied in the data center and service areas for operational and safety reasons. Emergency lighting is also supplied by DCO through UPS/generator in case of a power failure.		Yes	
3.11	What is the backup time of the UPS	The UPS Battery Back-Up is of 13 minutes	Yes	
3.12	Whether sufficient precautions have been taken to eliminate neutral floating problems of three phase systems and incidents of phase reversals		Yes	
3.13	Whether power cables from different sources are laid to individual racks		Yes	
3.14	Single line power/cooling & all other services diagram right up to to individual server rack/cage to be given for audit purpose / records (both Soft & Hard Copy)		Yes	
<b>4</b>	<b>Environmental Control/Protection</b>			
4.1	Whether the Data Center facility has gas-based fire suppression system like with pre-active dry pipe water fire suppression system (Eg. FM200/NOVEC 1230).	NOVEC	Yes	
4.2	Whether fire detection system is in place. E.g. smoke and/or heat detector	VESDA, Detectors, Fire alarms system	Yes	
4.3	Whether water leakage detection system is in place to detect possible water damage due to leakage or flooding.	WLD Installed	Yes	
4.4	Whether rodent repellent system is in place.		Yes	
4.5	Whether temperature, humidity and static control system and monitoring is in place. When was the last calibration date of PAC/PAHU T& RH Sensors?	This will be new floor and all this units are integrated to BMS System, Calibration will Half yearly.	Yes	

4.6	Whether temperature is maintained at 22 degrees Celsius. ± 2 degrees Celsius. Humidity is kept between 40% to 60%		Yes	
4.7	Whether the data center facility contain dehumidifiers to keep humidity to a minimum. Are the de-humidifiers in the data center monitored and maintained on a regular basis.		Yes	
4.8	Whether the vendor should have enough cooling redundancy on site to keep the data center cool in case of a HVAC failure.		Yes	
4.9	Whether HVAC units are tested regularly.		Yes	
4.10	Whether there are any impediments to high density implementation within the data center.	Solution can be worked out depend on final requirement shared from NPCI.	No	
4.11	Whether the building, housing data center and the infrastructure therein covered under any comprehensive insurance		Yes	
4.12	Whether client's equipment also get covered under the comprehensive insurance policy of proposed Data Center	Client equipment is not part of insurance.	No	
4.13	Regular cleaning of server racks and devices inside racks at pre-defined and agreed intervals by DCO	This is restricted to outside area.	No	
<b>5</b>	<b>Security and Access Control</b>			
5.1	Whether the proposed Data Center is ISO 20000 certified.		Yes	Copy of Certificate
5.2	Whether the server area and operations area (including cabin) is provided with exclusive entry/exit point for NPCI with proper access control and video coverage.	Server Area will be provided with Cage and access Control.	Yes	
5.3	Whether 24-hour security monitoring is done of the proposed Data Center and operations area (including cabin).	24-hour security monitoring is for DC Area. No Monitoring for seating area	No	
5.4	Whether CCTV monitoring and recording on common access area and entrances logged and monitored		Yes	
5.5	Whether all entries and accesses to the Data Center have bio-metric controls and logged and are available for review by NPCI	Only for NPCI Cage	Yes	
5.6	Whether all equipment delivery and removal from the Data Center recorded and available for review by NPCI.	Any material movement is allowed as per customer request basic only and gate pass is available with security team.	No	
5.7	Whether Data Center provide Access Control only allowing authorized persons as approved by NPCI to access secured areas.		Yes	

5.8	Whether the perimeter security of the Proposed Data Center Premises manned on 24x7x365 basis.		Yes	
5.9	Whether the Data Center facility is equipped with high level of monitoring and management system to identify and notify issues on proactive basis.		Yes	
5.10	Whether the periphery of the Data Center have 2 hours fire rated wall, false ceiling and doors.	Yes, for DC Hall.	Yes	
5.11	Whether the building houses any inflammable storage houses like cracker shop, gas agency, hotel, electrical oil transformers , etc.		No	
5.12	Whether video footage of all video cameras shall be made available on media given by NPCI monthly at no extra cost.	30 Days logs available with operation team for review when needed.	No	
5.13	Sufficient number of video cameras should be placed to cover all server racks including the front and rear sides and entry / exit of the server hall.	Once layout approved by NPCI, Number of Cameras will be included in solution	Yes	
5.14	The number of video cameras and positioning of the same will be decided as per cage area/ server hall diagram with mutual consent to cover front, rear portions of racks and entry/ exit of server hall / cage area, operations and cabin of NPCI.	Final proposed Layout with CCTV Will discussed and agree upon.	Yes	
<b>6</b>	<b>Network and Communication Facilities</b>			
6.1	Whether the Data Center facility proposed is equipped with CAT-6 & CAT6A structured cabling.	Structured Cabling will be done as per scope agreed with additional commercial.	Yes	
6.2	Whether the proposed facility contains a centralized NOC room to monitor the server farm and network links.	IDC - 24 x 7 Team take care of Infrastructure monitoring	No	
6.3	Details of network providers who have connectivity to your data center and types of connectivity	BSO Details across ALL MMR ROOM, BSNL, Reliance, Bharti, TTSL, PGCIL, Dishnet and Idea, Vodafone, Railtel, Aircel, Sify	Yes	
6.4	Whether the facility provides permission for major telecom company to provide data communication infrastructure for NPCI.	Yes, via active cross connect	Yes	

6.5	Whether the DCO agrees to provide necessary facilities to third party telecom providers or system integrator of NPCI or otherwise to extend their network links up to the NPCI hosting area at no extra cost to NPCI.	Any telecom provider allowed to extend link up to MMR Room and from MMR room cross connect to be taken to extend links.	No	
6.6	Whether permission to implement STM for any vendor in the server area is available	TCL Network team provide confirmation on same	No	
<b>7</b>	<b>Service Levels</b>			
7.1	Is the Data Center uptime of 99.982% per year maintained as per Tier 3 standard		Yes	
7.2	Whether nominal Output Voltage of 230V with less than 5% distortion at full load with frequency for 50 Hz nominal +/- 3Hz is available on 24x7x365 basis.		Yes	
7.3	Whether temperature is maintained within 22 degree Celsius ( and Humidity maintained between 40% and 60%.		Yes	
7.4	Whether 24x7 round the clock on-site monitoring of IBMS done by DCO local & remote		Yes	
7.5	Whether any security breaches like break-in to Data Center, racks, un-authorized access or vandalism to NPCI equipment etc, is possible at the proposed Data Center. If so what is the method of escalation		No	
7.6	Whether Incident reports for all reported incidents made available within 24 hours from the report of incident duly signed by the Data Center Head.		Yes	
7.7	Whether all scheduled maintenance period will be pre-notified by at least 10 days, and for major service interruption at least 4 weeks' notice would be done.		Yes	
7.8	Fire drill reports, IBMS audit reports and security reports shall be shared on a need basis to NPCI for audit purposes.	Report available at local IDC & Can be viewed only.	No	
7.9	Single line diagrams (SLD) power/cooling & all other services diagram right up to to individual server rack/cage to be given for audit purpose / records (both Soft & Hard Copy)	Can be shared	Yes	
7.10	NPCI & its Third Party Audit for the whole DCO on Common Infrastructure to be done on mutual consent basis to know the exact status of passive infrastructure	Audit scope to be discussed and agreed upon	Yes	
7.11	Layouts of IDC common, floor in which NPCI is proposed to be hosted, NPCI cage, Earthing	Proposed rack layout will be shared	Yes	

	Monthly Reports of T&RH, Power Consumed, UPS uptime, DC uptime, Entry/Exit of Access, Materials, CCTV logs			
7.12	Incident Reporting within 15 mins for both SA, ST & NSA	This will be shared as per existing DC Process. Do clarify SA, ST @NSA Long form	No	
<b>8</b>	<b>General</b>			
8.1	Please confirm that the Data Center has no single point of failure with regards to supply of power to server area, PAC systems, LAN, etc.		Yes	
8.2	Whether of staging room facility with necessary infrastructure available.		Yes	
8.3	Whether Data Center is free from electromagnetic and radio frequency interference		Yes	
8.4	Give the following details of each generators 1. Generator Capacity 2. How long generators can run on full load 3. Fuel tank Capacity	1. DG- 10 MVA 2. 24 Hours 3. 40000 ltrs + Day tanks for individual DG set i.e. 5 * 990 Lts		
8.5	What is the nearest source of fuel for generators in Kms?	HPCL (Approx. 15 KM )	Yes	
8.6	What is the type of arrangement with the fuel agency?	Once indent raised, we will get Diesel in 24 Hours of time.	Yes	
8.7	Whether the generators are protected from 1. Floods 2. Abuse / vandalism 3. Fire etc.		Yes	
8.8	Whether the server area has any external window or opening? If so what precautions are taken to mitigate the risks		No	
8.9	Whether preventive maintenance, security drills, test runs of DG sets, redundant ACs, UPS Systems, etc. are conducted regularly. Give details. All the reports to be shared for our audit purpose as well as our	As per Preventive Maintenance Schedule. Report can be viewed on Site	Yes	
8.10	In case of breakdown of services, what is the meantime for repairs of services	All the key equipment are SLA Based AMC From OEM		
8.11	In case of breakdown of services, what is the meantime for restoration of services	SLA is Signed for respective vendor/		
8.12	How do you propose to support NPCI in future expansion of space and power	NPCI To confirm future requirement along with Timeline so feasibility can be checked.		

8.13	What are the security arrangements made to avert intrusions by unauthorized persons in to our LAN	Presently we are only managing		
8.14	Details of facility available for hosting servers like peering facility, bandwidth, hops, etc.	For Cross connect standard cross connect to be followed. Regarding ILL or other network Team TCL Network Team will support		
8.15	What are the Fire detection, suppression and aspiration facilities provided in the Server area and work area and whether they are interfaced with BMS	VESDA, NOVEC		
8.16	Give details of disaster recovery plan			
8.17	Whether fire can penetrate from the adjoining buildings? What are the precautions taken? Give details	Adjoining building is 100 m away		
8.18	Details of access control systems deployed in the Data Center and whether it can be configured to NPCI's needs	Detail requirement to be discussed.		
8.19	Details of CCTV system with recording and archiving facility employed in Data Center	30 Days recording available with DC Team.		
8.20	What is the reporting mechanism with regard to access logs, intrusions and unscheduled movement records, etc.	This can be shared based on customer requirement, Details to be discussed		
8.21	Give details BMS deployed in Data Center with specific reference to the proposed server area	Azbil For BMS, Access ( Gallagher ) , CCTV ( Milestone)		
8.22	What are the precautions taken to protect the DC against natural calamities like floods, rains, earthquake, etc.	Precautions are taken against seismic zone and Flood.		
8.23	What are managed services available by default (without additional cost)?	RHS Service can be provided. Further details to be discussed.		
8.24	What are the measures taken to isolate server area from contaminants like air borne dust, vapors & industrial pollution etc.? Latest reports of Air Sampling, Water Sampling, Gas Sampling & HSD Sampling to be shared	Air Sample freq for Outdoor done Half Yearly		
8.25	Whether the Data Center space as per the scope of work and terms shall be handed over to NPCI within 4 weeks from the date of purchase order.	Basic power and cooling infrastructure is available, Other things can be worked out from order login Date		



8.26	Whether a list of empaneled vendors for inter rack cabling and network cabling inside the server hall should be given along with the RFP quote. Alternatively, there is to be a rate contract fixed for material supply and labour / installation charges fixed for a period of minimum one year.	NPCI To confirm details scope of work for structured cabling.		
8.27	Is the Data Center certified? If yes by EPI or UTI	Certification is in process and will be completed in Month time.		Copy of Certificate
8.28	Is the Data Center is Certified by ISO 9001: 2015			Copy of Certificate
8.29	Is the Data Center is Certified by ISO 22301: 2012			Copy of Certificate
8.30	Is the Data Center is Certified by ISO 27001: 2013			Copy of Certificate
8.31	Is the Data Center is Certified by ISO 20001: 2013			Copy of Certificate
8.32	Is the Data Center is Certified by DoT OSP services			Copy of Certificate
8.33	Is the Data Center is Compliant with PCI DSS standards			Copy of Certificate
8.34	Data Center is Complied with CCOE license, PCB,CEIG, Building OC, Fire NOC, DG Emission tests, Carbon Emission per annum			Copy of Certificates
9	<b>Presentations, Interview, Discussions, Visits, Brochures</b>			

**Annexure J - Team Profile**  
(Bidder's Letter Head)

Bidder needs to provide details for each key team member working in the Data Centre from their side with complete technical qualifications and expertise.

Name:

Brief Introduction:

Position in the firm:

Total No. of years with the firm:

Areas of expertise and no. of years of experience in this area:

Name:	Technical Qualification	Position in the firm:	Total years of post-qualification work experience:	Total No. of years with the firm:	Area of Expertise

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

**Annexure K - Business and Technical SLA**  
(Bidder's Letter Head)

**Table A**

Write up should cover the Business SLAs that the Bidder plan to offer.

(Signature)

(Name)  
(In the capacity of)  
Duly authorized to sign Bid for and on behalf of

**Annexure - L - Declaration for Ownership/Lease of Premises**

To,  
The MD & CEO  
National Payments Corporation of India  
1001A, B wing 10th Floor,  
'The Capital', Bandra-Kurla Complex,  
Bandra (East), Mumbai - 400 051

Sir, I declare that we M/s (Name of the Vendor) are the sole owners/ (lease for 99 years) of the proposed Data Centre Premises. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name Designation Seal

Date:

Business Address