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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. 111-3/2012-BP-Ent

Dated: 21.02.2012

To

All the CGMs, BSNL
Telecom Circles/ Metro District/ Maintenance regions

Sub: Tariff for Co-Location and Hosted & Managed Services to be offered from Internet Data Centers set up on revenue share basis with M/s Sai Infosystem India Limited (SIS) - regarding.

BSNL CO has placed Work Order for Setting up, Own and Operate Internet Data Center (IDCs) in BSNL on Revenue Share basis to M/s Dimension Data India Limited for 6 BSNL sites & M/s SIS India Limited (Data Center Service Provider "DCSP") for 4 BSNL sites. As per letter no. BSNL/BBNW/IDC/2011-12/BILLING & COLLECTION DOC/6 dated 16th November'11, CGM BBNW Circle has been designated as Nodal Authority for implementing and selling of data centre services from 10 Data centres namely Faridabad, Ghaziabad, Ludhiana, Ahmedabad, Jaipur and Mumbai managed by M/s Datacraft India Limited (Now Known as M/s Dimension Data) and Alappuzha, Bangalore, Hyderabad and Ranchi Managed by M/s Sai Infosystem India Limited (SIS).

2. The Tariff Card for Managed Co-location, Hosted Exchange & Hosted Video Conferencing services and Hosted Compute services to be offered from IDCs setup on revenue share basis with M/s Dimension Data has already been issued by IT-CFA section vide letter no. 13-2/2011-IDC/IT-CFA/Vol III dated 30.12.2012 and 13-2/2011-IDC/IT-CFA/Vol III dated 11.01.2012.

3. The following services will be offered by M/s SIS from the IDCs:

- 3.1 Colocation Services
- 3.2 Hosted & Managed Services
 - (a) Hosted Compute Service
 - (b) Dedicated Hosting Service
 - (c) Hosted Exchange Service
 - (d) Dedicated Hosting Exchange Service
 - (e) Microsoft Lync Communication service
 - (f) Managed Services
 - (g) Backup Services

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The following tariff for above mentioned services, to be offered from the IDCs setup on revenue share basis with M/s SIS, has been decided by the competent authority:

3.1 Co-location services: - With managed collocation services customers can house their equipments in a BSNL data center's secure environment, freeing from the burden of maintaining physical assets. Co-location facilities provide space, power, cooling, and physical security for the server, storage, and networking equipment.

Co-location Service		1 U	1/2 Rack (Equivalent to 21U)	Full Rack (Equivalent to 42U)	Cage (Equivalent to 5 X42U)	Cage (Equivalent to 10X42U)
Annual Price		Rs. 42200	Rs. 5.9 Lakhs	Rs. 10.4 Lakhs	Rs. 51.84 Lakh	Rs. 93.31 Lakhs
(i)	Power upto	0.5 KVA	2.0 KVA	4 KVA	4x5 KVA	4x10 KVA
(ii)	Incremental Power	Rs 4320 per 0.5 KVA per Month				
(iii)	Network Ports	2 x 1Gbps	10x1Gbps	20x1Gbps	50x1Gbps	100x1Gbps
(iv)	L1 Remote Hand	Rs. 960/Hr				
(v)	Minimum Duration of Contract	Not Applicable	1 year	1 year	1 year	1 year
(vi)	Power Availability	99.98% on annual basis				

3.2 Hosted & Managed Services:- Pricing for various services and service descriptions to be offered under this category are as follows:-

(a) **Hosted Compute Service** - A compute service shares hardware and network connections while providing dedicated privacy, performance and flexibility at a fraction of the cost.

Hosted Compute Services	Silver	Gold	Platinum
v-CPU	Single Core 55xx/56xx Series	Dual Core 55xx/56xx Series	Quad Core 55xx/56xx Series
RAM	1 GB	2GB	4GB
Storage	50 GB	100 GB	200 GB
RAID	Yes	Yes	Yes
IP Address	1	1	1
Free OS setup	Included	Included	Included
Cost per month for windows	Rs. 5600	Rs. 8640	Rs. 11040
Cost per month for Linux	Rs. 4960	Rs. 8000	Rs 10400
Managed services*	Rs. 4320 per month		

***Managed services includes:-**

- i. Hardware Operating system + Antivirus + Patch Management
- ii. 24x7 NOC monitoring.
- iii. Performance Monitoring.
- iv. Automatic Alerts.
- v. Dashboards.
- vi. Automatic Ticketing till Closure tracking.
- vii. Managed Service Tool License CAL.

(b) Dedicated Hosting Service: A dedicated hosting service, dedicated server, or managed hosting service is a type of Internet hosting in which the client leases an entire server not shared with anyone.

Dedicated server - hosting service	Basic	Standard	Advanced	Enterprise
Processor	1xintel 17	1 x Xeon E55xx / E56xx	2 x Xeon E55xx / E56xx	4 x Xeon E7-xxxx Series
RAM	8 GB	8 GB	16 GB	32 GB
Storage	320 GB	300 GB SAS	300 GB SAS	300 GB SAS
Storage type	RAID: 1	RAID: 1 or RAID 5	RAID: 1 or RAID 5	RAID: 1 or RAID 5
Operating System	Windows Server	Windows Server	Windows Server	Windows Server
IP Address	1	2	2	2
Windows Price (per month)	Rs. 8640	Rs. 28656	Rs. 38880	Rs. 129600
Linux Price (per month)	Rs. 7840	Rs. 28016	Rs. 38080	Rs. 127200

(c) Hosted Exchange Services:- It provides the collaborative messaging environment of Microsoft Exchange Server- without the administrative overheads. It reduces expenditure by only paying for the mailbox size that is required for business. It includes shared folders, calendar, tasks -accessible via rich clients and mobile devices.

Hosted Messaging Service		Express	Standard	Growth	Power
Price (Per user per mailbox per month)		Rs. 112	Rs 288	Rs 624	Rs 1240
(i)	Email Attachment (MB)	10	10	10	10
(ii)	Default mailbox Size (GB)	2	2	2	2
(iii)	POP 3	Yes	Yes	Yes	Yes
(iv)	SMTP	Yes	Yes	Yes	Yes
(v)	OWA (outlook web access)	Yes	Yes	Yes	Yes
(vi)	Personal Mail Folder	Yes	Yes	Yes	Yes
(vii)	Personal Task	Yes	Yes	Yes	Yes
(viii)	Personal Contacts	Yes	Yes	Yes	Yes
(ix)	Personal calendar	Yes	Yes	Yes	Yes

(x)	Personal Domain	Yes	Yes	Yes	Yes
(xi)	Global Address List	Yes	Yes	Yes	Yes
(xii)	Email Disclaimer	Yes	Yes	Yes	Yes
(xiii)	Antivirus & Antispam	Yes	Yes	Yes	Yes
(xiv)	Public Folder	-	Yes	Yes	Yes
(xv)	Shared Folder/ Tasks/ Calendar/Contacts	-	Yes	Yes	Yes
(xvi)	Group Scheduling	-	Yes	Yes	Yes
(xvii)	Mobile device access	-	Yes	Yes	Yes
(xviii)	MAPI protocol	-	Yes	Yes	Yes
(xix)	Rich Client	-	-	Yes	Yes
(xx)	SLA	99.00%	99.50%	99.90%	99.90%
(xxi)	Back up & restore	-	-	Yes	Yes
(xxii)	Unified Messaging	-	-	-	Yes
(xxiii)	Blackberry Support	-	-	-	Yes

(d) **Dedicated Hosted Exchange Services:** Suited for businesses requiring high customization, highest Security Compliance, Advanced User Profiles wherein Dedicated Hardware / Software is allotted for a customer.

Features	Basic	Advanced	Enterprise
Price in INR per year	Rs. 308,000	Rs. 457,600	Rs. 1,056,000
Additional User	Rs. 1760	Rs. 3520	Rs. 6160
Additional Storage per GB	Rs. 212	Rs. 212	Rs. 212
Exchange Version	Exchange Basic	Exchange Standard	Exchange Enterprise
Storage	100 GB	150 GB	300 GB
No of Users	100	100	100
MAPI	No	No	Yes
Calendar Sharing	No	Yes	Yes
Managed Email	Rs. 80/user/month	Rs. 80/user/month	Rs. 80/user/month

(e) **Microsoft Lync Communication Services:** Microsoft Lync provides a single interface that unites Voice communications, Instant Messaging/Chat, Multi party Audio/Video, Web conferencing/Online live meetings, Application/Desktop sharing etc.

Microsoft Lync	Silver	Gold
MS Lync per user per month	528	688
Integration with video conferencing devices	No	Rs.1760/- One time cost per user for VC services.
Minimum no. of users	100	25
Audio/Video/Chat/Instant Messaging/ Application Sharing/ File Sharing	One to one	Multi party
File transfer	One to one	Multi party

(f) **Managed Services:** Managed services provide delivery and management of network, servers, applications, storage and database. Here the responsibility of monitoring, managing and/or problem resolution for IT systems and functions are provided by the service provider.

Plans	Price per month in Rs.	Services Included				
		Basic (L1)	2160	Basic Port Monitoring	Ping Monitoring	Email Alerts on High Resource Utilization
OS Management (L2)	4400	OS Implementation	Hardening and Performance Management	Server Monitoring		
DBMS (L3)	8800	DB Design and Implementation	Performance Management	Availability Management	Resource Management	Capacity Planning
Fully Managed (L4)	12320	Includes L1, L2, L3 Systems and Network support				

(g) **Backup Services:** Backup services simplify the data management and help to improve the reliability of data backup by providing backup infrastructure and process.

Type of Backup	Operating System Backup	Database Backup	MS Exchange Backup	Data Backup
Price per month	Rs.1056	Rs.1408	Rs.1584	Rs.880
Features	Desktop XP/Vista/2007	Ms Sql 2000/2005/2008	Exchange Server 2000/2003/2010	10 GB
	Server 2000/2003/2008 /Linux/Unix	10 GB DB Backup	10 GB Email Backup	1 Backup Agent
	10 GB Flat File			
	Backup Agent	1 Backup Agent	1 Backup Agent	

- Additional backup to be charged at Rs.72/-per GB.

4. Other Terms and conditions:

4.1 CGMs of the respective circles are authorized to give discounts upto 30% on the price as in the tariff card to customers depending on the volume of business/strategic relationship with customer. For extending discounts more than 30% in specific cases, CGMs of the respective circles shall refer the cases to corporate office for prior approval.

4.2 The rates mentioned in the above tariff card are for the IDC services only and do not include charges for bandwidth requirement by the customers. The rate for the bandwidth portion shall be offered by BSNL and circle shall quote them as per the prevailing practice.

4.3 Before submission of proposal to end customers by BSNL, it shall be ensured that back to back technical proposal is available from M/s SIS Ltd. for the specific customer.

4.4 Above mentioned rates of various services are excluding of S. Taxes.

4.5 Other commercial conditions and revenue share details etc. will be same as issued by BBNW Circle and IT-CFA.

4.6 Head of Account for IDC services will be issued by the CA section.

C.K. Bhan
21/2/2012

(C.K. Bhan)

Assistant General Manager (BP-Ent)

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2. ✓ All GMs of Enterprise Business Unit in Corporate Office
3. ✓ All GMs (EB-City) & GMs(Enterprise) Telecom Circle
4. ✓ Sr.GM(IT-CFA)/ GN(CA)/ CGM(BBNW) New Delhi
5. ✓ OL section to provide Hindi Translation

Rakesh Sethi
+ (Rakesh Sethi)

Deputy Manager (BP-Ent)

ISSUED
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