

SERVICE LEVEL AGREEMENT (GENERIC)
Between

Government of West Bengal

And

**State Data Center
Department of Information Technology and Electronics
Government of West Bengal**

Version 7.5

Preamble

West Bengal State Data Center (WBSDC) has been developed by the State of West Bengal, which is envisioned as the *'Shared, reliable and secure infrastructure services centre for hosting and managing the e-Governance Applications of State and its constituent departments'* and the same has been developed as a part of Mission Mode Project under National e-Governance Plan (NeGP) and to ensure adherence to common principles and policies towards realization of the vision.

Department of Information Technology and Electronics, Government of West Bengal (DIT&E, GoWB) is the key and core stakeholder of implementation of various Mission Mode Projects under NeGP and West Bengal Electronics Industry Development Corporation Ltd. (WBEIDCL) has been identified as the State Implementing Agency (SIA) towards the support of such implementation. A **Composite Team** has been formed with the officers from WBEIDCL and National Informatics Center (NIC) for shouldering the responsibility of techno-administrative support of overall SDC operations, management and hosting various departmental applications at SDC.

The WBSDC is the key-supporting element of e-Government Initiatives & businesses for delivering services to the citizens with greater reliability, availability and serviceability of the Government Departments. SDC facilitates consolidation of services, applications and infrastructure. SDC provides many functionalities and some of the key functionalities are Central data repository, Secure Data Storage, Online Delivery of Services, Citizen Information/Services Portal, State Intranet Portal, Remote Management and Service Integration. As one of the pivotal constituents of National e-Governance Plan (NeGP), a series of various Government Departments applications are being hosted at SDC. Since SDC is the one and only repository of data and applications pertaining to the State e-Governance applications, the goal of SDC is to secure the Line Departments data and applications, which is one of the major challenges in these days, and to improve the quality of delivery of services to Business, Government and citizen in particular which can only be delivered through appropriate management of internal operations and back office.

Keeping the above in view, it is compulsory for the SDC to adapt to standard practices since its inception which are in vogue in the global scenario. Accordingly, SDC has achieved ISO/IEC 20000:2011 that applies to IT Service Management System for maintaining desired quality of services and ISO/IEC 27001:2013 that applies to security of infrastructure, data and applications of the state.

In order to meet the objectives of NeGP keeping the efficient and effective service delivery in mind, SDC is required to collaborate with several stakeholders, particularly the Original Equipment Manufacturers (OEM), the Data Centre Operator, various system integrators of the participating Line Departments and etc. In view of this, it is very pertinent and imperative that the stakeholders do follow certain standards, policies and procedures besides executing certain basic roles and responsibilities in order to avoid confusion in and among the stakeholders.

Since the services and the quality are now-a-days measurable, a Service Level Agreement (SLA), (approved by the DIT&E, Govt. of West Bengal) for the Government Departments hosting their applications at WBSDC, is introduced in this document while annexing a number of documents pertaining to service options, charges, service requisition, access request including declaration, various undertakings, change request and etc.

It is mandatory to fill up some of the forms (to be decided by Composite Team Members of State Data Center) while rest can be submitted as required. Applications are only allowed to be hosted after submission of documents mentioned in the prerequisite part of "Form 2: Requisition for Application/Web hosting from Line Department".

Purpose

This document identifies service levels provided by West Bengal State Data Centre (WBSDC). This document is not meant to be static, but a working document that reflects the continuous change in services, process and expectations between WBSDC and the Line Department, Government of West Bengal. This is a generic template for which the Annexure(s) may be customized for each Line Department depending on its requirements.

Glossary/ Abbreviations

AMC	Annual Maintenance Charge
CA	Computer Associates
CAPEX	Capital Expenditure
CT	Composite Team
DCO	Data Centre Operator
DIT&E, GoWB	Department of Information Technology & Electronics, Govt. Of WB
SIA	State Implementing Agency
DMZ	De-militarised zone
DR	Disaster Recovery
EGIMC	e-Governance Infrastructure Management Committee
e-Gov	e-Governance
G2B	Government to Business
G2C	Government to Citizen
G2G	Government to Government
GoI	Government of India
GoWB	Government of West Bengal
ICT	Information and Communication Technology
ISMS	information security management system
LD	Line Department
NeGP	National E-Governance Plan
NOC	Network Operation Centre
OS	Operating System
SLA	Service Level Agreement
TPA	Third Party Applications
WBSDC	West Bengal state Data Centre

Definitions

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- i. "Availability" shall mean the time for which the services and facilities are available for conducting operations from the equipment hosted in the Data Centre.
- ii. "Downtime" is the time the services and facilities are not available and excludes the scheduled outages planned in advance for the Data Centre.
- iii. "Scheduled Downtime" is planned downtime that is included in the design of the system. Usually, for an activity such as software upgrade, preventive maintenance or any other planned downtime mutually agreed upon by SDC along with WBSETCL.
- iv. "Helpdesk Support" shall mean the 365x24x7 centre which shall handle Fault reporting, Trouble Ticketing and related enquiries.
- v. "Incident" refers to any event / abnormalities in the functioning of the Data Centre Equipment / Services that may lead to disruption in normal operations of the Data Centre services.
- vi. "Service Window" shall mean the duration for which the facilities and services shall be available at the Data Centre. Service window in this case shall be 365x24x7.

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1. Service Agreement

1.1 Agreement

This agreement defines the Physical Server/Hardware Co-location services and the shared services provided to a Department under Government of West Bengal from the West Bengal State Data Centre. Typically, service definitions include hours, availability, support levels or duration and restrictions on support.

This Service Agreement (hereafter referred to as Agreement) made on the _____ day of _____ (month) _____ (year) and is effective from <____/____/____>

Between

STATE DATA CENTER, DEPARTMENT OF INFORMATION TECHNOLOGY & ELECTRONICS, GoWB, having its office at 4, Camac Street, Kolkata – 700016 (hereinafter referred to as **DIT&E, GoWB**) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include its authorized agents, representatives and permitted assigns of the First Part

And

The Department of _____, GoWB having its office at _____ (hereinafter referred to as the **Line Department or LD**) which expression shall unless repugnant to the context or meaning thereof mean and be deemed to include their successors and permitted assigns,

Whereas,

- 1) **the Line Department** intends to hire/lease the services for hosting their application at SDC
- 2) **DIT&E, GoWB/ SIA** establishes a commitment for providing services as detailed hereinafter
- 3) This document clarifies both parties' responsibilities and procedures to ensure Line Department's needs are met in a timely manner.
- 4) This document may be shared with the DCO who are responsible for maintaining the WBSDC under the supervision and guidance of the Composite Team, e-Gov Infrastructure, West Bengal.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1.1.1 TERM OF AGREEMENT:

This Agreement shall be effective as of the date of signing and shall continue in effect unless **mutually terminated** up to **17th May, 2016**. However, any required extension will have to be obtained from the **DIT&E, GoWB** on mutually agreed terms and conditions.

1.1.2 Period of Hosting:

The period of hosting will commence from the date of signing the agreement. Common Staging Services will be available initially for few days/weeks. After successful testing, the applications will be hosted on Production Environment until the agreement terminates/expires. Please refer clause

[3- General Conditions.](#)

1.1.3 Available Service and Resource Options:

Line Department may opt for either of the service options or any suitable combinations thereof depending on their requirement. Refer [Annexure-I \(A\)](#) for detailed Services and Resources available in WBSDC. This Annexure-I (A) is to be customized for the LD as per their requirement.

1.1.4 Changes in Service Option

If any changes regarding services/shared WBSDC resources are requested from Line Department, it needs to be approved by the competent authority and the financial settlement between WBSDC and the Line Department will be reviewed and resettled.

1.2 Service Objectives

1.2.1 Requesting Service

1.2.1.1 Incident Management and Service Goals

The WBSDC's designate or other knowledgeable staff member will respond to the Line Department's incident, which may be categorized as below:-

Impact	Criteria	Escalation and Procedure
Critical	Line Department's application unavailable due to failure of WBSDC's shared resources.	Contact Helpdesk Mail: helpdesk.wbsdc@wipro.com . Phone: 1) Rajib Pal: +919836065663 2) Raja Basu: +91 9903966747 If not responded within the mentioned time as per clause 1.2.3 , Please contact further as per escalation matrix provided in clause 1.2.3 .
Medium	Abnormal or inconsistency (that does not prevent work on the system) in application due to inconsistent behaviour of WBSDC's shared resources, but the application is not down.	
Low	Any pre-failure alert reported. For this category, contact during normal business hours only.	
Service Request	Routine request for maintenance, changes/ replacement in the Departments own hardware and software.	Contact WBSDC Composite Team Mail: (helpdesk.wbsdc@wipro.com) Phone: 1) Saibal Sarkar(Project Manager, CT): +91 94331 89734 2) Soumen Choudhury: +91 9433323591 3) Birojit Paul: +91 9903061788 4) Sulagna Bhattacharya : +919163336841
Inquiry and escalation	Unresolved call for any of the above, hosting requests, changes to the application or changes in (new, increased/decreased, disconnected) the contracted service.	

1.2.1.2 Service Acquisition

Acquire the service by contacting your WBSDC Project Manager (sarkar.saibal@nic.in). Assuming available capacity, the WBSDC will respond to requests after assessment of the request. Please refer [Annexure-II](#) for application hosting request and for application hosting request on temporary basis.

1.2.1.3 Service Availability

The WBSDC will make the service available 24 hours per day every day of the year, excepting necessary planned interruptions for service, upgrades, and reconfiguration. The WBSDC will minimize the number and duration of these interruptions. The WBSDC will attempt to coordinate with Line Department to schedule the interruptions for times least disruptive to the Line Departments. The WBSDC will, except in cases of great urgency, give the Line Department **at least three business days** prior notice of the interruption.

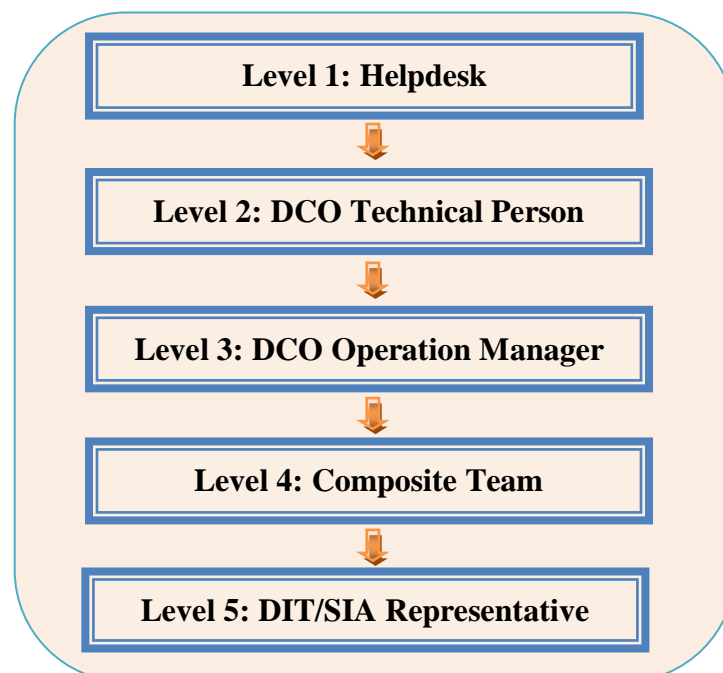
1.2.2 Exclusions

The WBSDC cannot guarantee timeframes for the following situations:

- Issues which are not covered in the under pending contracts.
- Issues related to Disaster Recovery.
- Issues that involve troubleshooting the operating system, applications, or content on the physically co-located server.

1.2.3 Escalation Procedures and resolution

All urgent incidents related to SDC resources should be reported to the Helpdesk. Reporting and escalation of all incidents is as follows: The Line Department should contact the Helpdesk as outlined in the chart in [clause 1.2.1.1](#). If not responded to in a reasonable amount of time, contact the Network Operation Centre (NOC), If not responded to in a reasonable amount of time, contact the Operation Manager. If not satisfied with response time or service, contact the Composite Team, thereafter if dissatisfaction continues, contact the Project Manager. Further, if no response provided within the specified time, the Line Department have to contact the DIT&E, GOWB or its' Representative. Please refer the basic Escalation Matrix structure provided below:-



Timelines for Escalation

Severity Type	Response Time	Maximum Resolution Time
Critical	Level 1: 30 mins Level 2: 1 hour Level 3: 2 hours	5.4216 hours
Medium	Level 1: 2 hours Level 2: 4 hours Level 3: 6 hours	24 hours
Low*	Level 1: 4 hours Level 2: 8 hours Level 3: 24 hours	48 hours
*Service Request will be treated as Low priority call and will be entertained depending on the complexity.		

Note: Time mentioned corresponding to each level is the timeline after which next Level of authority will be escalated. In case resolution is not done beyond the abovementioned time limit Composite Team (Level 4) and subsequently DIT&E, GoWB/SIA representative will take over for further action.

1.2.4 Escalation Procedure & resolution specific for Line Department

The service level escalation procedure for the line department equipments which shall be provided by SDC to the Line Department will cover the following:

1. Trigger a call that applies Line Department's attention to an aspect of performance when that aspect drops below an agreed upon threshold, or target.
2. The helpdesk tickets generated through the CA Helpdesk Software for the equipments of the line department, will be passed on to line departments helpdesk team/ authorised representative/ system integrator for further resolution within the ambit of SLA between Line Department and their System Integrator/vendor.
3. **Timelines for triggering a call:**

Type of call	Call/ incident reporting
For hardware equipments*	30 mins
For Software/ application monitoring*	10 mins.

* If appropriate monitoring licenses is taken as per requirement.

1.2.5 Outage Notifications

The WBSDC will communicate planned service outages to affected Line Departments. Depending on the breadth and impact of the outage, notification may be by phone call or by email. Notification will occur per contact information provided by the Line Department.

1.2.5.1 Planned Outages

When possible, the WBSDC will communicate planned outages to Line Departments by phone call or by email at least **seven business days** before the outage. If a planned outage becomes necessary, the WBSDC will communicate soon after the outage necessity is determined.

1.2.5.2 Unplanned Outages

The WBSDC will communicate unplanned outages as time permits, to the first available Line Department contact by phone (or, if unavailable, email) **within two hours of the outage**.

1.2.6 Scheduled Maintenance

To meet specified service availability and service level objective, regularly scheduled maintenance is necessary. When possible, maintenance will be performed from on Sundays only from **1:01 a.m. to 4 a.m.**, with prior notification of at least 7 days. However, such Data Centre maintenance must occur during normal business hours. This work usually does not cause a Line Department outage.

If scheduled maintenance is required, WBSDC will use standard maintenance window which will be governed by the WBSDC change management process. Emergency changes required to restore services can be made outside of the maintenance window. All planned maintenance activity will be notified prior to **seven days**.

1.2.7 Change Management

Information regarding scheduled changes will be available through WBSDC support system:

- a) Line Department will be allowed **at least 2 business days** to provide queries, concerns or comments on scheduled changes so that adjustments to those changes may be made.
- b) All high risk/high impact changes will provide **at least 10 business days** notification prior to change execution.
- c) For better coordination LDs are asked to schedule application maintenance with potential impact outside WBSDC maintenance window and notify WBSDC **at least 7 business days** prior to any planned application maintenance in production environment.
- d) If Line Department requires planned application maintenance during an WBSDC maintenance window, they must send a request to WBSDC, Project Manager at least three business days prior to the activity, so that WBSDC can assess the impact to the scheduled changes and possibly reschedule certain activities.
- e) All Patching associated with WBSDC infrastructure is scheduled through the change management process, but exceptions to the normal schedule can be requested. Emergency critical patches will follow the Emergency change management process.
- f) Please refer [Annexure-II](#) for change request.

1.2.8 Constraints

The WBSDC contacts Line Departments using the data in our contact database. The Line Department must notify the WBSDC when a contact changes, provide a new contact person, and provide contact information. The WBSDC is not responsible if the Line Department fails to update contact information.

1.2.9 Security

- a) **Physical access** to the Data Centre is managed by the WBSDC's Network Operations Centre. Access is restricted to authorized personnel and those escorted by authorized personnel. Authorized personnel who are not WBSDC staff are required to sign in each time they enter the Data Centre and the time spent in the centre is tracked. There are no exceptions to this rule. For additional information please refer to "[WBSDC Access Request Declaration \(Annexure-II\)](#)" of WBSDC Administration.
- b) Access to the **Server Farm, Electrical room, BMS room, NOC and staging area is restricted and limited** to the permission available from **Project Manager, e-Gov. Third party access** can be provided on filling up the [WBSDC access request Form \(Annexure-II\)](#).
- c) In case WBSDC network resources are shared following issues are to be taken into consideration:-
 - I. **Patch Level and Security Scan:** LD will be responsible for maintaining **patch levels on their applications** in a way that ensures network security. A **security scan** is required for co-located servers before they are activated.
Periodic scans after activation will occur to ensure that the machine's security level meets network security team expectations.
 - II. **Network Security:** WBSDC will provide protection of Line Department's resources at all levels of data classification. Firewalls are implemented as necessary for secure data transmission. Intrusion detection is implemented to examine traffic by matching signatures of known malicious activity and restricts malicious traffic. Host base intrusion detection system (HIPS), if required can be provided through procurement of additional license for existing HIPS.

1.2.10 Service Disruption

- a) **Monitoring:** If the WBSDC monitoring system notifies that a system is unavailable, WBSDC will respond to the incident monitoring and reporting services. The Line Department will be informed about outages through the WBSDC incident monitoring and reporting services. The basic monitoring reports up/down status for the device.
- b) **Response time:** Helpdesk staff will acknowledge LD's request and provides initial contact to gather requirements within the response times as in [clause 1.2.3](#).
- c) **Restore time:** WBSDC will restore services within the target resolution times set in the incident Management severity Level Response chart at the following rates:
- d) **Escalation:** Service disruptions will escalate to the next higher severity as the target resolution time for the current severity level is exceeded or is expected to exceed resolution time. [Refer clause 1.2.3 for Escalation matrix.](#)

1.2.11 Service Continuity

Continuity ensures that in case of catastrophic failure, the services can be restored within an agreed upon period. Disaster Recovery (DR) services are excluded in this agreement, although can be added at a later stage.

- a) Hardware failure requires replacement for which additional time may be required to procure the replacement through DCO/Third Party Vendor.

2. Responsibilities

This **Service Level Agreement (SLA)** between **Line Department** and the **DIT&E, GoWB** establishes a commitment

for Physical Server Co-location as detailed in this Agreement.

2.1 Scope

The following service(s) are provided to the Line Department by this agreement.

- a) Line Department can host their application at SDC in Two models as follows:
 - i. **Shared Model:** For this model, Line department will host their application in the existing infrastructure of SDC except few software licenses.
 - ii. **Co-located model:** For this model, Line department will host their application by installing their own Hardware and software items at SDC and the same will be integrated with the existing network infrastructure and monitoring services of SDC. WBSDC will provide assistance to the selected System Integrator of Line Department for proper installation of the hardware items and Operating systems, which will be brought in by the Line Department.
- b) For any of the above models, detailed combination of services for the Line Department are mentioned in [Annexure-I \(A\)](#) based on LD's choice.
- c) Line department may opt for any one or multiple sets of services like Installation, Monitoring, Administration, Backup, Management and coordination with Line Department & their System Integrator (excluding maintenance support services) for their hardware and software items.
- d) The WBSDC team will monitor the server, other hardware infrastructure, application and database of the Line Department and will provide notifications of any outages on an opt-in basis. For doing so, Line Department needs to use the same EMS software as installed at SDC, i.e. CA and the licenses for the same needs to be procured from WBEIDCL at the existing rate contract of WBEIDCL.
- e) Backup services may be taken from WBSDC and if opted for, Line department needs to use the same backup software as installed at SDC i.e., EMC networker and the licenses for the same needs to be procured from WBEIDCL at the existing rate contract of WBEIDCL. Line department may also opt for bringing their own backup devices including backup software licenses.
- f) For availing services as mentioned under clause "c", "d" and "e" above, Line Department needs to pay the charges as elaborated in [Annexure-I \(B\)](#).
- g) The WBSDC will communicate outages affecting the servers to the contacts provided by the Line Department.
- h) The following services are not provided under this Agreement:
 - i. Installation/ deployment and Maintenance of the developed applications, its patches and upgradation, content deployment and management of the application will not be done by SDC.
 - ii. Updating Line Department-provided contacts. This is solely the Line Department's responsibility.

2.2 Objectives

This Agreement's primary goal is to obtain mutual agreement that proper procedure, requirements, and service levels are in place for the WBSDC(s) to provide consistent service delivery and support to the Line Department.

Agreement objectives are to:

- a) Clarify service ownership, accountability, roles and/or responsibilities.
- b) Present a clear, concise and measurable description of services offered to LD.
- c) Match perceptions of expected service offerings with actual service support and delivery.

2.3 Service Level

WBSDC will provide an uptime of **99.749% as per TIER 2 Data Center norms** for WBSDC devices only. This does not include the devices which are being provided by the Line Departments. For the Line Departments devices, WBSDC will be responsible for any one or multiple sets of services like Installation, Monitoring, Administration, Management and backup services. Line Department must have a back to back SLA with its System Integrator for providing maintenance, warranty and AMC services.

2.4 Service Level Reviews and Remedies

WBSDC will make Service Level Measurements available to the Line Department at the end of each quarter. **Quarterly Service Level Reports** will be made available that show Service Level Measurements across entire WBSDC and Annual Reports will be made available during annual review of Service Level Measurements. WBSDC will review the service levels for all services. If WBSDC does not meet a service level for a particular month, then the Project Manager will analyse the **root cause within 30 days** and determine if a Service Improvement plan is required. The initial analysis will be made available to the affected Line Department(s) and included in an annual report. Service Improvement Plans will be provided to the Line Department(s) upon completion within **90 days** after analysis.

2.5 Service Requirements

2.5.1 Line Department

The Line Department will undertake the following responsibilities. However these are not applicable in case they choose only the service & resource option **(a) of Annexure-I (A)** except security requirements.

- a) Adhere to the latest ICT Act and Rules and the associated Policies of WBSDC.
- b) Follow appropriate procedures and requirements specified by the Network Security team.
- c) Acquire and purchase all necessary software and licenses for their environment as per [Annexure-I \(A\)](#).
- d) Provide accurate contact information to WBSDC and update that information as necessary
- e) Notify the WBSDC within **two weeks** of decommissioning a server that is physically co-located.
- f) Ensure that all third-party applications are covered by a vendor maintenance agreement
- g) Adhere to the security policies of DIT&E, GoWB for e-Gov Infrastructure, WBSDC in particular
- h) Provide the details as per the service option. (Refer [Annexure-I \(A\)](#) for details)
- i) Host those applications only which are security audited by the agencies recommended by the DeitY, GoI. Prerequisites include submission of Security audit report (of STQC or Any other Security Audit Agencies enlisted in CERT-IN).
- j) The hardware to be collocated & applications to be hosted at WBSDC must be IPV6 complied.
- k) Provide the **hardware and software** along with all procurement documents and all of the items must have warranty / AMC arrangement with a designated vendor.
- l) Ownership documents of equipments must be provided along with AMC/Warranty Documents preferably.
- m) LD must inform the assigned authority of Composite Team about expected date of delivery of any equipment along with the information e.g. P.O. number for the equipment (if known), Vendor name and description of the equipment, Order Copy for the items to be delivered, Person to be contacted when the equipment arrives etc.
- n) Similarly, in case of pickup of any equipment, LD must inform the competent authority of WBSDC in advance along with the information e.g. Expected day the equipment will be picked up, Vendor name and the description and location of the equipment to be picked up, Name of person to be notified once equipment is picked up.
- o) Backup Media to be arranged by the Line Department (LD) itself according to their own Backup Policy, depending on their requirements.
- p) The LD/ stakeholders of the data/applications and the party using the same should abide by the **Non-Disclosure-Statement**. (Refer [4.1 for details](#))

2.5.2 WBSDC

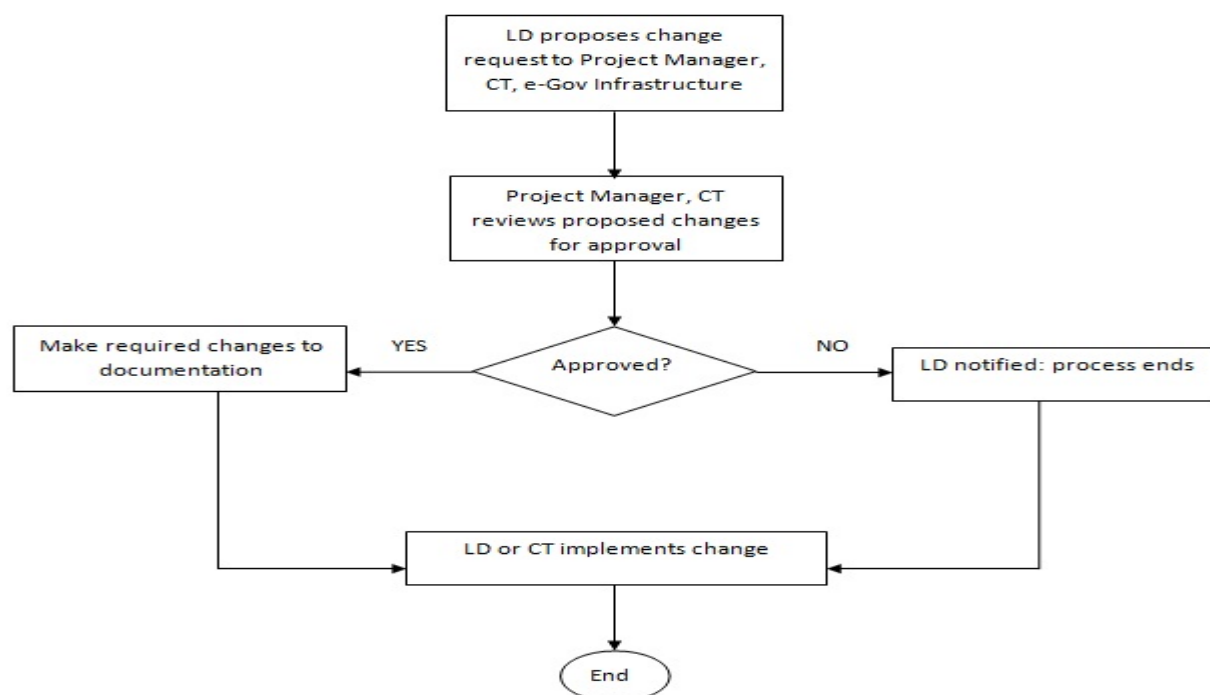
The WBSDC will be responsible for:

- a) Managing the services as per the options (Refer [Annexure-I \(A\)](#)) chosen by LD and maintain

- appropriately trained staff.
- b) The lists of reports that will be provided to the LD are listed in [Annexure-I \(C\)](#). The optional services like backup, CA monitoring, antivirus, HIPS and etc [Refer **Annexure-I (A)**] are also included. However, the corresponding licenses have to be made available by the LD.
 - c) Communicate in writing issues regarding service levels, change management, through prescribed forms
 - d) Meet response times except dependencies of any third party. The service level will also depend on the level of redundancy in the solution architecture of the LD.
 - e) Temporary storage of materials delivered by LD for installation at WBSDC may be arranged. But the responsibility for custody & security, safety should be shouldered by the concerned authority of the Line department.
 - f) Regularly check performance against this SLA only for SDC resources.
 - g) Discuss escalated problems, new issues and matters still outstanding/pending for resolution only for SDC resources.
 - h) Review of statistics related to rectification of outstanding faults and agreed changes only for SDC resources.
 - i) Depending on the requirement, arrangement for seating space in the WBSDC premises may be provided on request for the Line Departments. For availing the same Line department has to contact Project Manager, Composite Team.

2.6 Agreement Changes and the Dispute Resolution Process

Line Departments wishing to amend this agreement for any requirement or dispute arising out of the operation and management of the infrastructure incorporated in the WBSDC by the LD should contact the Project Manager, Composite Team, e-Gov Infrastructure, West Bengal. Requests for changes to this agreement will generally follow the flowchart below.



3. General Conditions

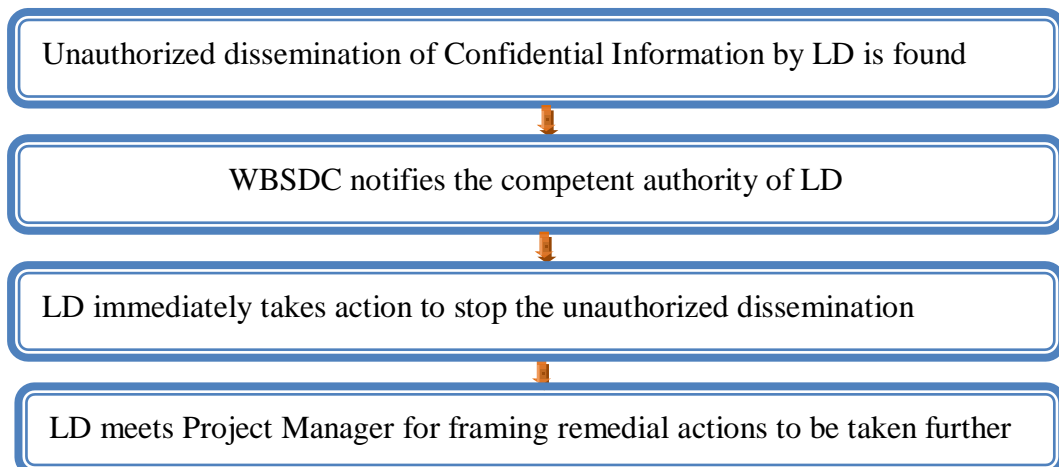
3.1 Non Disclosure Statement

Line Departments shall maintain the highest level of secrecy, confidentiality and privacy without any disclosure of all the details and confidential information.

- A. **Confidential Information** refers to all technical and non-technical information related to the WBSDC infrastructure including systems, facilities, operations, management and maintenance of the systems, ideas, techniques, drawings, processes, design details, specifications, financial information, business and contractual relationships. If the Confidential Information is disclosed orally or visually, it should be identified as such at the time of disclosure.
- B. **Exceptions to the Confidential Information:** It shall not include information which:
 - was known by the LD from a third-party source
 - already available in public domain without fault/failure of LD
 - disclosed due to court order
 - not communicated as confidential information at the time of communication.
- C. **Disclosure of Confidential Information:** LD should limit disclosure of any Confidential Information to its directors, officers, employees who need to know such Confidential Information in connection with the current or contemplated business and advise such employees to keep the Confidential Information confidential and should keep all Confidential Information strictly confidential by using a reasonable degree of care without disclosing to any third party.
- D. **Use of Confidential Information:** LD should use the Confidential Information solely in connection with the current or contemplated business relationship between the parties and not for any purpose other than as authorized by this Agreement without the prior written consent of the Project Manager, Composite Team.

No other right or license, whether expressed or implied, in the Confidential Information is granted to the LD hereunder. Title to the Confidential Information will remain solely in the WBSDC.

- E. **Term and Termination:** LD/Stakeholders should keep all the Confidential Information undisclosed even after expiration/termination of the SLA and return all the copies of the documents (that was disclosed during the period they collocate/ share WBSDC services) on request by the competent authority of WBSDC.
- F. **Disputes and Resolution:** Any unauthorized dissemination of the Confidential Information caused by LD or its authorized representative(s) will be treated as dispute. Such disputes are to be resolved by mutual cooperation of the WBSDC and LD, in the following manner:



Neither party will assign or transfer any rights or obligations under this statement without the prior written consent of the other party. The statement is a part of the Service Level Agreement document regarding the disclosure of Confidential Information between and replaces any prior oral or written communications between the parties regarding Confidential Information.

3.2 Mutual Termination Clause:

1) Mutual Termination for Convenience:

WBSDC or Line Department may, at any time, terminate the Contract and inform the other party about the same by 30 days prior notice to that effect. In the event of the Contract being so terminated, both WBSDC and Line Department shall take such steps as are necessary to bring the Services to an end, (including terminating any sub-contracts etc.) in a cost effective, timely and orderly manner. Line Department/WBSDC may terminate this Agreement if:

- A. Any party, either directly or through their employees or agents or sub-contractors commits any breach of their obligations hereunder.
- B. Any party, either directly or through their employees, violates the confidentiality of the information of WBSDC/ Line Department or divulges any documents, data, or other information for its own benefit, without the written permission of the other party. Refer [3.1 for details](#).
- C. Any party uses one or more ICT tools such as hardware/software or networking equipments etc. without prior approval from the other party or uses unlicensed version of a software
- D. Any party utilizes the resources of the self or the other party which damages the reputation of the other party or utilizes/ uses the resources in a manner which may incur physical or financial damages/ losses
- E. Such suspension or termination is necessary, in the sole discretion of Line Department/WBSDC, to comply with (a) any applicable law, regulation or court order, (b) the Rules, (c) Security requirements, or (d) legal proceeding, or settlement which may affect Line Department or any of its affiliates.

Before effecting the termination, all the pending financial issues have to be settled by and between WBSDC and Line department.

2) Consequences of Termination: Upon termination or suspension of this Agreement for any reason:

- A. Line department's VPN Connections/ any other network connections will be disconnected.
- B. All Facility Management services including seating space will be ceased.
- C. WBSDC shall immediately cease all shared resources by Line Department, and arrange to provide access to Line Department Equipment for purposes of its removal from the Premises or shall otherwise cooperate in promptly returning all property of Line Department.

3.3 Force Majeure

If the performance of the Agreement by either party is delayed, hindered or prevented or is otherwise frustrated by reason of **force majeure**, which shall mean **war, civil commotion, flood, action by any government or any event beyond the reasonable control of the party** affected, then the party so affected shall promptly notify the other party in writing specifying the nature of the force majeure and of the anticipated delay in the performance of the Agreement and as from the date of that notification WBSDC may at its discretion either terminate the Agreement forthwith or suspend the performance of the Agreement for a period not exceeding 6 months. If at the expiry of such period of suspension any of the reasons for the suspension still remain, WBSDC and the Line Department may either agree a further period of suspension or

treat the Agreement as terminated. In the event of the Agreement being terminated by reason of force majeure, the Line Departments shall take such steps as are necessary to bring the Services to an end, (including terminating any sub-Agreements placed by the Line Departments) in a cost effective, timely and orderly manner. The Line Department shall submit an account in writing which shall state the amount claimed taking into account all fees and costs properly incurred or committed by the Line Department in relation to the Agreement or its termination which cannot be recovered.

Always PROVIDED that payments are within the Financial Limit and not subject to dispute, WBSDC shall:

- a. Pay all fees, expenses and other sums due and outstanding under the terms of this Agreement up to and including the date of termination.
- b. Reimburse all reasonable expenses necessarily incurred by the Line Department after the Relevant Date in winding up the Agreement.

Force Majeure shall not include any events caused due to acts/omissions of any Party or result from a breach/contravention of any of the terms of the Agreement. It shall also not include any negligence or failure to implement the stipulated/proposed precautions. The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred.

4. SLA categories

The SLA has been logically segregated in the following categories:

1. SDC Network related service levels
2. Helpdesk related service levels
3. Application related service levels
4. Security and Incident Management related service levels

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

Each section outlines the service level indicators and the target performance levels to be achieved during the contract period. This shall be used to track and report performance on a regular basis. These SLA's shall be strictly imposed, and there will be penalty imposed for not adhering to the SLA. The SLA will be measured on Quarterly basis.

4.1 Network related service level

Indicative broad parameters for SLA are given below.

Sl.No.	Items	Measurement	Target	Actual Availability (in %)	Penalty on recurring charges
1	Availability of SDC Network	Availability of each Networking Items like Routers, Switches etc. being used by Line Department	99.749%	>= 99.749	No penalty
				< 99.749 to >= 99.0	2 % of recurring charges
				< 99.0 to >= 98.0	3% of recurring charges
				< 98.0	5 % of recurring charges

4.2 Helpdesk related service level *

Indicative broad parameters for SLA are given below:

Sl.No.	Items	Measurement	Expected Response Time (in min)	Actual Response time (in min)	Penalty
1	Incident Reporting on Line departments hardware equipments failure	Identification of Incident related to equipments of Line Department and informing/passing of Tickets to the Line Department Helpdesk/ authorised person of Line Department	30 min	<30 mins	No penalty
				1% of Recurring charges for every hour delay in reporting on an incremental basis to a maximum of 5%.	

4.3 Application related service level *

Indicative broad parameters for SLA are given below:

Sl.	Items	Measurement	Expected Response Time (in min)	Actual Response time (in min)	Penalty
1	Incident Reporting on Line departments Application failure	Identification of Incident related to equipments of Line Department and informing/passing of Tickets to the Line Department Helpdesk/ authorised person of Line Department	30 min	<30 mins	No penalty
					1% of Recurring charges for every hour delay in reporting on an incremental basis to a maximum of 5%.

*Note: For Helpdesk and application monitoring service level, the closure of tickets will be responsibility of the Line Department Helpdesk/ authorized person of Line Department.

4.4 Security and Incident Management related service levels

Sl.	Items	Measurement	Penalty
1	Data theft incident	For every data theft incident penalty shall be imposed and this penalty will be in addition to any other penalty, punishment applicable under the legal provision of the country and the state prevailing at the point in time.	2% of Recurring cost per annum of every incident*

* Note: This excludes

- i) Vulnerability in application
- ii) User Department's own action
- iii) If credential of the application is not shared with DCO.

4.4.1 Security & Incident Management Services includes the following:

- All the measures for security and incidents need to be mutually agreed between Line Department and SDC, based on the approvals of the composite team.
- SDC needs to provide complete document on policy that will be followed by Line Department and periodic predefined report (as will be mutually settled Between Composite Team and Line Department).
- The SDC and Line Department will jointly work towards identifying any security incident and mitigating the applicable risks.
- Sovereign control of the data and applications both de jure and de facto shall be with the Line Department.
- In case there is any breach on part of the SDC/ Line Department/ SI of Line Department or their employee, it shall be subjected to the provisions of IT Act 2008 and its subsequent amendments.

5. Charges and Payment schedule:

5.1 One time charges:

Sr. No.	Details of items *	Unit	(A)Total Price	(B) WBEIDCL fund handling Charges @5% on (A)	(C)Total (A+B)	(D) Taxes, as applicable on (C)	Total Price (C+D)
1	EMS Software- CA: (a) (b) (c) (d)						
2	Backup Software- EMC Networker						
3	SAN Port Licenses						
GRAND TOTAL							

Note: * Items, which will not be required, will be deleted.

5.2 Recurring charges:

Sr. No.	Details of items *	Unit	Unit Price	Total Price per quarter	Total price for ____ years**
1	Quarterly Charges for power space and cooling for 188 KWH (Unit) per month per "U" space***				
2	i) Quarterly charges for Data Center Operator @ 1.5% per quarter for co-located model Or ii) Quarterly charges for Data Center Operator for shared model (If applicable)				
3	Dedicated internet bandwidth charges	Month			
(A) Total					
(B) WBEIDCL fund handling Charges @5% on [(A) Total]					
(C) Total including 5% fund handling charges					
(D) Taxes on (C)					
GRAND TOTAL (C+D)					

Note: * Items, which will not be required, will be deleted.

** Calculate for the entire period of contract

*** Will be considered after 28th February, 2015, as per the applicable rate

5.3 Payment schedule:

- For one time charges as mentioned at "5.1" above, 100% payment on advance needs to be paid to WBEIDCL.
- For recurring charges as mentioned at "5.2" above, Grand Total of quarterly charges needs to be paid to WBEIDCL at the end of each quarter.
- All the payments are to be made in favour of "West Bengal Electronics Industry Development Corporation Ltd." payable at Kolkata.

Application Name: _____

This Agreement made the _____ **day of** _____

Between

AND

STATE Data Center, Department of Electronics Information Technology, Govt. Of West Bengal

For and on behalf of STATE DATA CENTER,
Dept. of Information Technology & electronics,
GOWB

For and on behalf of
Dept. Of _____
GoWB

Name:

Name:

Position:

Position:

Signature:

Signature:

Date:

Date:

Witness (1): Project Manager, Composite Team
E-Gov Infrastructure, NeGP, DIT&E, Govt. Of West Bengal

(2): Operation Manager
Data Centre Operator

Annexure-I

Annexure-I (Line Department Agreement)

A. Service and Resource Options:

A-1: Two different hosting models related to resource & service sharing options are:-

- a) **Co-Located:** May share physical space, bandwidth, network, server/storage etc.
- b) **Shared:** Shares all WBSDC Resources.

A-2: Details of Licenses for CA monitoring tools and Backup tools, which are to be made available at WBSDC:

Details of licenses, which may be procured from WBEIDCL and which are to be made available at WBSDC, are given below:

a) Licenses, which are essentially to be taken for monitoring the equipments and application:

Sr.No.	CA LICENSE DETAILS	License Type (with Definition)/ Unit Quantity
Perpetual Licenses:		
1	CA Infrastructure Management (for monitoring the equipments like servers network devices)	50 X Device
2	CA eHealth Device based Suite and Spectrum Device based suite to CA Infrastructure Management Upgrade (for up gradation of existing licenses only and not applicable for new application/ device hosting)	100 X Device
3	CA Systems Performance for Infrastructure Managers (For in-depth monitoring the server resources)	10 X Physical Socket
4	CA Database Performance Management (For in-depth monitoring of the database)	4 X Processors
5	CA Application Performance Management (For in-depth monitoring of the Application)	4 X Processors
6	CA Virtual Assurance for Infrastructure Managers (For virtual servers only)	10 X Physical Socket
7	CA IT Asset manager (For managing the IT Assets)	100 X Managed Systems
8	CA IT Client Manager for Windows, Linux, and Macintosh (for patch management only)	100 X Managed Systems
9	CA IT Client Manager for Unix (for patch management only)	100 X Managed Systems
10	CA Control Minder (For providing access control)	10 X Devices
11	CA Service Desk Manager with CCA Limited Entitlement (For facilitating help desk services)	5 X Concurrent Users
Sr. No.	EMC SOLUTION MODEL FOR BACKUP SERVICES	Unit Quantity
Perpetual Licenses		
1	NW MOD DATABASES AND APPS WIN/LIN (To be taken, if application is to be hosted on a Windows or LINUX Server)	1
2	NW MOD DATABASES AND APPS UNIX (To be taken, if application is to be hosted on a UNIX Server)	1

Apart from the above, on specific requirement, other CA licenses may also be procured under the assistance of CT Team.

B. List of Summary Reports

The following is the comprehensive list of the respective MIS reports that may be required as per the support services requirements of the LD:

a. Weekly Reports

- i. Issues / Complaints Analysis report for virus calls, call trend, call history, etc.
- ii. Summary of systems rebooted.
- iii. Summary of issues / complaints logged with the OEMs.
- iv. Inventory of spare parts in the DC.
- v. Summary of changes undertaken in the Data Centre including major changes like configuration changes, database reorganization, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, user password reset, etc.

b. Monthly reports

- i. Component wise physical as well as IT infrastructure availability and resource utilization
- ii. Consolidated SLA / non-conformance report.
- iii. Summary of component wise Data Centre uptime.
- iv. Summary of changes in the Data Centre.
- v. Log of preventive / scheduled maintenance undertaken
- vi. Log of break-fix maintenance undertaken

c. Half-Yearly Reports

- i. Data Centre Security Audit Report
- ii. IT infrastructure Obsolescence Report

d. Incident Reporting

- i. Detection of security vulnerability with the available solutions / workarounds for fixing.
- ii. Hacker attacks, Virus attacks, unauthorized access, security threats, etc. – with root cause analysis and plan to fix the problems.
- iii. Software license violations

Annexure-II (Forms)

Annexure-II(Forms)

LIST OF FORMS & TIME OF SUBMISSION OF THE SAME

Form No.	Form details	Time of submission
1	Questionnaire for Line Department	At the inception of the project, when detailed information are not available to fill up Form 2.
2	Requisition for Application/Web hosting from Line Department	At least 1 week prior to hosting the application at SDC
3	Declaration of equipment costs and index of supporting documents	At least 1 week prior to hosting the application at SDC
4	Undertaking for VPN Access & Form	Every time line department requires VPN access to State Data Center
5	Safe to host certificate for security audit (To be signed by Authorised person of Department)	Prior to hosting the application and each time the application gets any change
6	Undertaking for Go-Live	To be signed before hosting the project at WBSDC.
7	Port Undertaking	As and when required
8	Backup Template	Prior to Hosting
9	Undertaking for SSL Risk Acceptance	In case SSL not implemented
10	Undertaking for upload data in Production	Every time data to be uploaded

Form- 1(A): Questionnaire for the Line Departments (Non-Cloud Hosting)

Application Name:

Department Name:

Address:

Contact Numbers:

Name of the contact person:

Designation:

Prerequisites

1. The software application to be hosted at SDC must be security audited.
2. Server to be hosted must be rack mounted.
3. Server to be hosted should have proper documentation (like time of procurement, AMC etc.)
4. Monitoring services are to be taken from WBEIDCL as per the rate contract

A. Please provide the following information:

The services like power, cooling, security and facility management for 24X7 is mandatory and comes for all the options given below:

1. Department will require the service of SDC on

☐ Co-located Model – Department will provide some of the hardware, i.e., server, network equipments, Storage etc. and following items will be shared from SDC(tick appropriate one):

- ☐ Rack Space ☐ Server ☐ Network ☐ Operating System (Name: _____)
☐ Application Software (Name: _____) ☐ Database Software (Name: _____)
☐ Storage (Total requirement ____ GB/TB) ☐ Backup facilities
☐ Intranet (WBSWAN) ☐ Internet bandwidth (Total Required ____ Mbps)

☐ Full Shared basis – Department will share everything from SDC(tick appropriate one):

- ☐ Rack Space ☐ Server ☐ Network ☐ Operating System (Name: _____)
☐ Application Software (Name: _____) ☐ Database Software (Name: _____)
☐ Storage (Total requirement ____ GB/TB) ☐ Backup facilities
☐ Intranet (WBSWAN) ☐ Internet bandwidth (Total Required ____ Mbps)

2. Brief details of the hardware to be provided (please provide make and model number, if available):

3. Details of the software:

- i) Whether the software to be hosted at SDC, is customized/ developed/ off the shelf software.
- ii) Specific details of the software to be hosted at SDC, like Database used, application server used, front end used and architecture of the software.
- iii) Software licenses as applicable, already taken/ to be taken in future.
- iv) Any other information:

Signature of authorised person from LD: _____

Form- 1(B): Questionnaire for the Line Departments (Cloud Hosting)

Application name:

Department Name:

Address:

Contact Numbers:

Name of the contact person:

Designation:

Prerequisites

5. The software application to be hosted at SDC must be security audited.
6. Server to be hosted must be rack mounted.
7. Server to be hosted should have proper documentation (like time of procurement, AMC etc.)
8. Monitoring services are to be taken from WBEIDCL as per the rate contract

B. Please provide the following information:

The services like power, cooling, security and facility management for 24X7 is mandatory and comes for all the options given below:

1. Department will require the service of SDC on

☐ Cloud on co-located Model – Department will provide some of the hardware, i.e., server, network equipments, Storage etc. and following items will be shared from SDC(tick appropriate one):

- ☐ Cloud Server : Total no. of VCPU _____ Total RAM _____ Total Storage _____
☐ Network ☐ Operating System (Name: _____) ☐ Backup facilities
☐ Application Software (Name: _____) ☐ Database Software (Name: _____)
☐ Intranet (WBSWAN) ☐ Internet bandwidth (Total Required ___ Mbps)

☐ Cloud on Full Shared basis – Department will share everything from SDC cloud(tick appropriate one):

- ☐ Cloud Server : Total no. of VCPU _____ Total RAM _____ Total Storage _____
☐ Network ☐ Operating System (Name: _____) ☐ Backup facilities
☐ Application Software (Name: _____) ☐ Database Software (Name: _____)
☐ Intranet (WBSWAN) ☐ Internet bandwidth (Total Required ___ Mbps)

1. Brief details of the hardware to be provided by the department on cloud (please provide make and model number):

2. Details of the software:

v) Whether the software to be hosted at SDC, is customized/ developed/ off the shelf software.

vi) Specific details of the software to be hosted at SDC, like Database used, application server used, front end used and architecture of the software.

vii) Software licenses as applicable, already taken/ to be taken in future.

viii) Any other information:

Signature of authorised person from LD: _____

Form 2: Requisition for Application/Web hosting from Line Department

Contact Details

Department Name: _____		
Address: _____		
Contact Numbers: (o) 1: _____ (o)2: _____ Fax: _____		
Officer In Charge/ Primary Contact person/ Nodal Officer Contact:	Name	_____
	Email	_____
	Mobile	_____
	Work phone	_____
Primary Technical Point of Contact:	Name	_____
	Email	_____
	Mobile	_____
	Work phone	_____
Contact person from System Integrator/ Vendor	Name	_____
	Email	_____
	Mobile	_____
	Work phone	_____
Request Date		_____
Review Date (for office use only)		_____
Approval Date (for office use only)		_____

Period of Operation: Temporary () / Permanent ()

If temporary, please mention details as follows:-

1. Duration : From _____ To _____
2. Please specify reason of temporary hosting:
3. Will the department have any plan for permanent hosting of Application? : (Yes/ NO)

Pre-requisites

1. The software application/ web portal to be hosted at SDC must be security audited.
2. Server to be hosted must be rack mounted. If rack is to be provided by Line Department, provide “**Cyber Rack/APW President**”, having dimension of 42UX 600mmX1000mm
3. Items to be hosted should have proper documentation (like time of procurement, AMC etc.)
4. The services like power(including DG), cooling and security on 24X7 basis is mandatory

Hosting model required by Line Department

☐ Co-located Model

☐ Shared Model

Form 2.1: Checklist


Sr No.	Check list for Items [as being supplied by line department]	Quantity/ Details/ (Yes/No)
1	Total computation of power requirements per Rack (In terms of Ampere and KVA/VA)	
2	Total no. of SAN ports required	
3	Total no. of Web Layer ports required	
4	Total no. of Application layer ports required	
5	Total no. of Database layer ports required	
6	Total no. of LAN patch chord (minimum 2 mtr. Length) provided	
7	Total no. FC cable (minimum 10 mtr. Length) provided	
8	Total no. Power cable (For Rack/ Blade server) provided	
9	For each Rack, Rack mountable KVM switch, monitor, Keyboard and USB mouse provided	
10	Rack rails for mounting servers provided	
11	CD/DVD media for Licensed Operating system is available	
	CD/DVD media for the packages/ components to be installed are available. Give details below (please attach copies of license for all)	
	a) Database server: (Name: _____)	
	b) Application server (Name: _____)	
	c) Web Server: (Name: _____)	
	d) Other1: (Name: _____)	
	e) Other1: (Name: _____)	
	f) Other1: (Name: _____)	
12	List of licenses (procured / to be procured) for monitoring and backup services for LD's resources has been identified, filled up in form 2.3 below and taken	
13	Is the application Web-based? [If not, please provide details] (Please note that a web based architecture is preferred in SDC environment)	
14	Is the application three layered architecture? (Web-Application-Database) Provide complete architecture in a separate sheet. (Please note that a 3 layered architecture is preferred in SDC environment)	
15	Is the Application audited and certified through STQC or any authorized agency that the same free from any vulnerability and penetration risks. (Please note that without this compliance, the application will not be hosted at SDC.)	
16	Are the changes done for the public hosted domain names (for existing domain names, migrating to SDC)/ has the domain names been created (for new domains)	
17	Have all the documents (procurement documents, Challan / Invoice, License of the software items, Specification details and Warranty / AMC documents) been placed herewith for all the hardware/ software items (Please note that, without the same and without any AMC/ Warranty support, items cannot be installed at SDC)	
18	Is the Service Level Agreement has been signed? [if not, pls mention the expected date of signing]	
19	Have the service charges for DCO, as applicable for monitoring and managing the devices been provisioned?	
20	Attach the software and system architecture document with this SLA	
21	Attach the AMC/ Warranty document of Hardware with this SLA	
22	Attach the technical documents related to hardware/ software stating its versions/ upgrades/ patches/ revisions etc.	
23	All the required forms (form 2.2, 2.3, 2.4, 2.5) has been filled up as per requirement	

Signature of authorised person from LD: _____

Line Department requirements

Form 2.2: For Co-located Model

(Following are the details of the items to be exclusively procured/ provided by Line departments, Accordingly provide the details for the required/ applicable item(s) only)

Sl.No.	Items	Specifications/ Requirements																																		
Server Details																																				
1	Server Name	Total no. of servers	Make	Model	Process or	Cores per processor	RAM	HDD	U space	NIC card details with Firmware version	Blade/ Rack mount	Operating System with version	Power Consumption in ampere																							
	a. Database server																																			
	b. Application server																																			
	c. Web server																																			
	d. Directory/ DNS server																																			
	e. Other server1																																			
	f. Other server2																																			
	g. Other server3																																			
Network and storage details of the servers																																				
2	Sr. No. and name of server as mentioned above	Server Zone (Application/ Database etc.)	Ports & protocols to be used for internet/ SWAN	Ports & protocols to be used for internal connectivity (Web to Apps/ Apps to Database)	Cluster (Y/N)	Heartbeat requirement	Partition/Drive Details		Existing SAN Storage requirement (Write N/A, if not required)																											
							Mount Point/ Drives	Size	No of LUN Required	Size																										
Other items which is provided by Department:																																				
3	No. Of 42 U Racks																																			
4	SAN storage hardware details (If provided by LD)	Total in TB	DISK Type				No. of LUN																													
			SATA() FC() SAS() Solid State ()				Size of LUNs																													
5	Backup device details																																			
	Tape library details																																			
	Backup policy																																			
6	Network items details (Router/Switch etc.)																																			
7	Database Server software details	Make:	Version:		Patches (If any):		Warranty/ ATS/ AMC Duration:																													
		License(Processor/ Device/ User based):																																		
8	Application server software details	Make:	Version:		Patches (If any):		Warranty/ ATS/ AMC Duration:																													
		License(Processor/ Device/ User based):																																		
9	Web server software details	Make:	Version:		Patches (If any):		Warranty/ ATS/ AMC Duration:																													
		License(Processor/ Device/ User based):																																		
10	Details of antivirus software	Make:	Version:		Patches (If any):		Warranty/ ATS/ AMC Duration:																													
		License(Processor/ Device/ User based):																																		
11	Details of any other software(give the name of the above mentioned server, where the same will be installed)																																			
12	Security item details																																			
13	Any other items																																			
NOTE:																																				
 For all the above items, please attach the copy of the procurement documents, License of the software items, Specification details and Warranty / AMC documents.																																				

Signature of authorised person from LD: _____

Form 2.3: For Shared Model/Cloud

(Provide the details for the required/ applicable item(s) only)

Sl. No.	Items	Specifications/ Requirements		
1.	Staging Services requirement (Virtualised)	() YES () NO (If Yes then please specify)	RAM	
			OS Platform	() Windows () Linux
			Disk Space	
			Swap Space	
			Tenure (Limited to 15 days)	
2.	Web Server requirement	() YES () NO (If Yes then please specify)	RAM	
			OS Platform	() Windows () Linux
			Specify the storage requirement	
			Apache ()	
			Others1 ()	
3.	Application software requirement	() YES () NO (If Yes then please specify)	RAM	
			OS Platform	() Windows () Linux
			Specify the storage requirement	
			JBOSS ()	
			Others1 ()	
4.	Database software requirement	() YES () NO (If Yes then please specify)	RAM	
			OS Platform	() Windows () Linux
			Specify Storage Requirement	
			Oracle 11g ()	
			MS SQL ()	
			My SQL ()	
5.	Requirement of utilization of SAN Storage*	Number of LUN:	Total in GB/ TB:	SATA () FC ()
9.	Ports to be opened towards internet			
10.	Ports to be opened towards internal connectivity (Web to Apps/ Apps to DB)			
NOTE: *SAN interface (HBA) should be procured along with SAN port licenses. Also, if required, SATA/ FC Hard Drives for SAN may require to be procured. ** Backup policy document along with Backup media/ tape drive must be provided by the user as per the backup policy of the Line Department.				

Signature of authorised person from LD: _____

Form 2.4: For All Models
(Provide the details for the required/ applicable item(s) only)

Sl. No.	Items	Specifications/ Requirements
A-1. Monitoring Services (EMS) for Line Department (please give the names of items from Annexure-I)		
1.	Item names	No. of Licenses
A-2. Backup license details (please give the names of items from Annexure-I)		
2.	Item names	No. of Licenses
A-3. Training requirement details on CA (please give the names of items from Annexure-I)		
3.	No. of persons	
	No. of Days	
B. Other details		
4.	The application will be available:	External-Open to public: ()YES ()NO
		Internal Network- LD's own Intranet Users: ()YES ()NO
		Internal Network- Only WBSWAN Network Users: ()YES ()NO
5.	Application / Website status: (tick the appropriate)	Planned
		In development
		Existing
6.	URL Details	Registered ()YES ()NO
		If YES, Please specify the URL:
7.	Architecture of application:	Web based () Client Server based ()
8.	Secure Socket Layers (SSL) required:	()YES ()NO
9.	Requirement of Internet from SDC	Shared () Dedicated() Bandwidth:
10.	Requirement of Backup **	Number of Tape drives required : Backup policy:
11.	Requirement of Racks	No. Of Racks: No. Of "U" space:
12.	Antivirus details ***	()YES ()NO
13.	Do you require VPN access*(if required, please fill in the form as per VPN Undertaking and access Form	()YES ()NO
14.	Any other requirement (Please specify)	
* Subject to approval ** Please note that, if required, application developer is required to execute script for providing backup to a destined folder. *** Antivirus license is to be provided by the Line Department		
Signature by the authorized person from Line Department		
Name: _____		
Designation: _____		
Signature: _____		

Form 2.5: For All Models

(To be filled up by WBSDC TEAM/ DCO only after complete submission of all the required forms)

Sl.No.	Items	Specifications/ Requirements							
Server Details									
1	Server Name	server no.	IP Address allotment details	Server zone and termination switch details	Ports opened	Backup details*	SAN Storage Details		Deployed EMS Software details**
							No of LUN Created	Size	
	a. Database server	1							
		2							
	b. Application server	1							
		2							
	c. Web server	1							
		2							
	d. Directory/ DNS server	1							
		2							
	e. Other server1	1							
		2							
	f. Other server2	1							
		2							
	g. Other server3	1							
		2							
* Backup policy									
** Details of EMS									
For shared hosting only:									
2	Database Server deployment details								
3	Application server deployment details								
4	Web server deployment details								
5	Deployment details of any other software(give the name of the above mentioned server, where the same will be installed)								
Other details:									
6	Allotted public IP (for web applications)								
7	Deployed Security details								
8	VPN Credential details								
9	Any other items								

FOR OFFICE USE ONLY			
Reviewed for hosting by		Approved for hosting by	
Name		Name	
Organization		Organization	
Designation		Designation	
Date		Date	
Signature		Signature	

Form 3: Declaration of equipment costs and index of supporting documents**3.1. Hardware Items (Server/ Network/SAN etc):**

Sr. No.	Item details	Unit price	Unit quantity	Total Price	Supporting document	Page Mark

3.2. Software Items (O/S, RDBMS, Applications, portals, antivirus etc.):

Sr. No.	Item details	Unit price	Unit quantity	Total Price	Supporting document	Page mark

Signature of authorised person from LD: _____

Form 4: Undertaking for VPN Access**Part I : Undertaking for VPN Access****Application Name :**

I understand the inherent risk/threat involved in using VPN connection for accessing Production Server and State Data Centre (SDC) cannot be held responsible for any data loss/security breach. The VPN service in Production Server would be used to resolve only the emergency & critical issues of the server.

I also understand that the West Bengal State Data Centre (WBSDC) has no current mechanism in place to validate and maintain the security level of the remote host (workstation) that the VPN User uses to initiate a VPN tunnel. As a result, I understand that there is an elevated risk of virus attack to network and server itself.

I further furnish that

1. The VPN account will not be used for running script on database(s) and any other activities which might pose a security threat to the destination server or to the SDC network in general.
2. The concerned VPN User would be solely responsible/accountable for any undesired or damaging activities carried out through his/her VPN User and SDC has full authority to take any appropriate actions against the concerned user(s).
3. Up to date Virus protection would be ensured in the VPN Client machine
4. The respective department head will also inform SDC authority immediately in case designation/role of User changes or he/she is no more attached with the project for which VPN connection was issued.

I have read and understand the above and agree to abide by the rules and regulations. I further understand that disclosure of any information or non-compliance with the terms and conditions may result in the discontinuation of the WBSDC VPN facilities.

Place : _____

Signature of the Departmental Head/Authority with stamp

Date : _____

Name:

Contact No(LL) & email:

II : VPN User Details :

<u>Sr No</u>	<u>Name</u>	<u>Organization/Office</u>	<u>Contact Nos with email</u>

Part III : VPN Details :

Production server (Tick) : ☐

Staging Server(Tick) : ☐

VPN Access details			
Duration of access (in hours)		Date of access	
Activity to be performed	Audited Software Installation in Server (Y/N) :		
	Restarting The Server(Y/N) :		

	Other Activity (Please specify):	
Types of files (extension) to be uploaded		
List of Servers/Resources to be accessed:	IP address	Port to be opened
	For office use only (To be filled in by Composite Team/ DCO only)	
Approved By:		
Officer's Seal with Date & Time :		

Form 5: Safe to host certificate for security audit

(To be signed by Authorised person of Department)

From:

<Name of the authorized person of the department along with address, contact details etc.>

Date:

To:

The Project Manager, Composite Team
Moni Bhandar, WBEIDCL, Webel Bhavan,
Sector- V, Salt Lake City, Kolkata -91

Sir,

This is to inform you that the application/ website/ web portal namely “_____” which is going to be hosted at West Bengal State Data Center is safe to host at WBSDC and the security audit report(s) is/are attached herewith proving the same.

I would like to request you for hosting the application at SDC environment. I also undertake that if there will be any change in the application, we will again undergo security testing of the application and once we will get security audit clearance, we will again provide this form to you for your record.

With regards,

(Signature of the officer with seal)

Form 6: Undertaking for Go-Live

(To be signed by Authorised person of Department)

I/We hereby declare that I have complied the following guidelines for hosting my/our web-based application at WBSDC.

SR NO	DESCRIPTION	REMARKS (Y/N/NA)
1	Application is securely audited by a third party, e.g. STQC or any other listed in CERT-In of GoI (attach evidence)	
2	An authenticate domain name is being used where applicable	
3	No UNLICENSED version of s/w of any type are in use	
4	No UNSUPPORTED OS, Web Server etc. are being used	
5	Latest LINUX Kernel is installed with all checks & balances (no DEFAULT installation)	
6	Latest security patches are installed	
7	System is HARDENED to the maximum extent possible with only the required services	
8	Vulnerability Assessment (VA) for OS performed	
9	Closed all vulnerability as found from VA	
10	Penetration Test (PT) for Application performed	
11	Closed all vulnerabilities as found from PT	
12	Application software is tuned for optimum performance	
13	Database is tuned for optimum performance	
13	No unwanted s/w is loaded in server	
14	Requisite ANTIVIRUS & ANTISPAM protection enabled	
15	Necessary backup methodology enforced	
16	Post-update vulnerability & dependency of application checked	
17	Agent / Tool is installed to monitor your Application and Database	
18	Host based Intrusion Detection System (AIDE for Linux) installed	
19	File Systems are appropriately organized	
20	Growth of File Systems are estimated and arranged accordingly	

I/We further undertake that the above measures are indicative in nature and in the event of any malfunctioning of web/application/Database server I/we would take appropriate/effective steps proactively to mitigate the same while taking WBSDC into confidence.

Authorized Signatory

Name :

Department :

Form 7: Undertaking for PORT opening(To be signed by Authorised person of the Department)**Risk involved in opening a port :**

Request for opening port(s) is potentially vulnerable. An open port means a TCP or UDP port number (for a specific service) that is configured to accept packets. In contrast, a port which rejects connections or ignores all packets directed at it, is called a "closed port". Services, such as web pages, require their respective ports to be "open" on the server(s) in order to be publicly reachable. **Malicious hackers (or crackers)** usually scan ports to find which ports are "open" (unfiltered) and the services, which are available (listening) on those ports in order to exploit the **inherent vulnerability (ies)**. In view of this, West Bengal State Data Centre (WBSDC) reserves the right to open or close port(s) in connection with any application that uses WBSDC network. However, the user / Department needs to own the consequences, if any, through the following declaration in case they specifically request for opening any port(s) for any specific purpose.

The undersigned is fully aware of the risk involved in opening a port(s) and hereby request the competent authority of WBSDC to open the following ports as mentioned below :

Sr. No.	SOURCE IP	DESTINATION IP (as per list provided by User dept))	SERVICE(TCP/UDP)	PURPOSE	DURATION
1.					
2.					
White listing for SMS/Mail service:-					
1.					
2.					

I have read and fully understood the vulnerability of opening the above mentioned ports .and accordingly, I'm ready to bear/own the consequences, if any, that may result due to potential data theft and / or security breach of WBSDC Services.

Place: _____

Date: _____

Signature of the Nodal Officer

(Name& Designation)

Form 8: Backup Service Template**Backup Policy of any User Departments must include following information :**

1. Scope and Purpose of backup for user applications & DB Data
2. Backup, Archiving and Restore Details
3. Backup Frequency & Schedule (Time)
4. Retention Period
5. Tapes (LTO4 with bar codes) and ageing details (re-use of tapes)
6. Any other relevant information department wishes to share

Backup related information may be submitted in the following format separately for DB Server and Application Server:

A. Details for Production DB Server Backup								
Database Name	Host Name	Server IP	OS Details	List of backup paths	Frequency of Backup (ex: daily, weekly, monthly, yearly)	Backup level (ex: Full, Incremental)	Time of Backup (24 hrs. format)	Backup retention
B. Details for Production Application Server Backup								
Application Name	Host Name	Server IP	OS Details	List of backup paths	Frequency of Backup (ex: daily, weekly, monthly, yearly)	Backup level (ex: Full, Incremental)	Time of Backup (24 hrs. format)	Backup retention

Also please note for Client addition in Networker backup server, one agent installation and one host entry addition need to be carried out at server end by concerned System Integrator.

Form 9. Undertaking for Risk Acceptance

I hereby accept the risk involved in transmitting login and other sensitive information i.e. financial transaction related data without SSL encryption. **Hence, WBSDC has no responsibility for data theft/security breach of the Application** as a consequence of transmitting data over unsecured channel.

Name:

Designation:

Application Name:

Department:

Date:

Place:

Signature

Form 10.Undertaking for uploading data in Production Environment

By The Department / Commission / Board/Authority

This is to inform you that we have gone through the log/error files _____ dated _____ sent by SDC. We undertake that the content/data/file name _____ dated _____ which would be uploaded by the user _____ in Production environment of Application _____ (Department _____) is free from any security threat and will not pose any risk to the SDC network.

Signature of the Competent Authority

Name:

Designation:



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