

ICTA/GOSL/SER/NS/2016/29



**INFORMATION AND COMMUNICATION TECHNOLOGY AGENCY
OF SRI LANKA**

INVITATION FOR QUOTATION

**Procurement of Infrastructure as a Service (IaaS) Environment
for facilitating Online Payment Service**

(ICTA/GOSL/SER/NS/2016/29)

August 2016

INVITATION FOR QUOTATION

Procurement of Infrastructure as a Service (IaaS) Environment for facilitating Online Payment Service (ICTA/GOSL/SER/NS/2016/29)

1. Information and Communication Technology Agency of Sri Lanka (ICTA) (The purchaser) intends to apply a portion of the funds provided by the Government of Sri Lanka (GoSL) to eligible payments under the contract for which this invitation for quotation is issued.
2. You are invited to submit a sealed quotation for Infrastructure as a Service (IaaS) service to deploy an important application solution as specified in Annex 1 – Scope of Services.
3. Schedule of Completion – Please refer Scope of Services - Schedule of Deliverables and Time-lines;
4. **Bid Price**
 - a) You are required to quote for Infrastructure as a Service (IaaS) service to deploy an application as described in Scope of Services - Annex 1.
 - b) Price offered shall include all sales and other taxes already paid or payable, excluding VAT (if applicable). The prices shall also include other associated costs whatsoever if any. Prices shall be given in Price schedule - Annex 3
 - c) The price quoted shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
 - d) The Prices shall be quoted in Sri Lankan rupees excluding VAT.

5. Validity of Quotation

Quotation shall remain valid for a period not less than 60 days after the deadline date specified for submission of quotations.

6. Payment

Payment shall be made according to the payment schedule Annex 4.

7. Contact Details

Contact details shall be given by the Bidder according to the schedule given in Annex 5. Any change during the contract period shall be communicated/informed to the purchaser..

8. Sealed quotations must be delivered no later than **1500 hrs on September 05 2016** to Director - Procurement and Head of Administration, C/o, Managing Director, Procurement Division, ICTA, No. 160/24, Kirimandala Mawatha, Colombo 05, Sri Lanka. Quotation should be marked **“Quotation for Procurement of Infrastructure as a Service (IaaS) Environment for Facilitating Online Payment Service IFQ NO: (ICTA/GOSL/SER/NS/2016/29)”**
9. We reserve the right to accept or reject any or all quotations and to cancel the bidding process at any time prior to the award of contract, without thereby incurring any liability to bidders.

We look forward to receiving your quotation.

Managing Director/Chief Executive Officer
Information Communication Technology Agency of Sri Lanka
160/24, 2nd Floor,
Kirimandala Mawatha,
Colombo 05

August 18, 2016

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Scope of Services *of*

Procurement of Infrastructure as a Service (IaaS) Environment for Facilitating Online Payment Service (ICTA/GOSL/SER/NS/2016/29)

1. Introduction

The Information and Communication Technology Agency of Sri Lanka (ICTA) functions under the purview of the Ministry of Telecommunication and Digital Infrastructure, is the apex government organization mandated to take all necessary measures to implement the Government's Policy and Action Plan in relation to ICT development across all sectors of the country.

Aligned with the national policy of 'Digitization of Economy', ICTA implements several initiatives to provide efficient and effective services to the citizens and businesses. Improvements and developments of digital infrastructure is one of the key initiatives implemented towards achieving the above objective.

ICTA will be driving revolutionary technologies such as High Speed Fiber Networks, Government Cloud, Data Centers, Common Payment Platforms, Education Portals and Social Media initiatives etc. across Sri Lanka which will transform the nation towards an information society. Infrastructure facilities are required to facilitate the on-going initiatives until the common infrastructure facilities are implemented.

ICTA proposed to establish frameworks which will facilitate the issuance of digital instructions in a secure manner to the intended stakeholder systems to facilitate secured digital framework. In order to Establish Digital Infrastructure Services, following key components have been identified.

- 1) Framework for facilitating Online Payment instructions
- 2) Framework for facilitating Online Forms Submission
- 3) Framework for facilitating Online Documents Submission
- 4) Framework for facilitating Online Judicial Evidence Submission

This proposed system is being implemented by ICTA in order to build a framework for facilitating Online Payment instruction.

2. Objective of the Assignment

The objective of this assignment is to engage with a Service Provider to obtain Infrastructure as a Services (IaaS) especially for facilitating Online Payment instructions

3. Scope of Services

- 3.1. The Service provider should facilitate self-service provisioning, monitoring and support services with agreed service levels. This includes the virtual servers, virtual networks, and storage from the cloud as well as an integrated 24/7 service desk for support. Users should be able to build, deploy and manage own virtual infrastructure based on the requirement.
- 3.2. The solution should have the ability for authorized users to request, deploy, and manage virtual servers. It also should provide the ability for authorized users to add and manage local storage allocated to servers through the management portal.
- 3.3. The solution should have the ability for authorized users to request and provision networks (virtual LANs), as well as provide self-service network management for the cloud environments using the management portal.
- 3.4. The service Desk should have provide 24/7 support for minimum capacity of all Environment Provisioning and Cloud Management Services incidents and requests.
- 3.5. Data Backup and Recovery services shall be provided to maintain recent copies of data residing on the virtual servers. The restoration facility is a critical requirement in case of any data/file corruption.
- 3.6. The solution should have the ability to provide daily operations, troubleshooting and maintenance of the systems. It also includes installation of baseline patches on standard global images, regular system and log checks, monitoring system start-up, shutdown and reboot processes, and responding to incidents related to the virtual server OS.
- 3.7. The solution should have availability monitoring and Security Information and Event Management (SIEM) monitors and the availability and performance of the virtual servers. Also, it should support the service automatically collects and detects events and executes the defined actions and notifications for the specified event.
- 3.8 Data destruction; upon termination of the contract the service provider shall contractually commit to specific processes for the permanent deletion of data as part of the agreement.

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Technical Specification and Compliance with Specifications

No	Technical Specifications/ Minimum Requirements	Yes/No (indicate 'Yes' or 'No' Only)	Remarks
1	Operating System		
1.1	Operating System Supported -Ubuntu		
2	Developing/ Database		
2.1	Programming Languages Supported (Java, PHP)		
2.2	Database Supported (Relational, NoSQL)		
2.3	Parallel Processing / Analytic and Big Data Analysis		
3	Network and Security		
3.1	Firewall (Software or Hardware)		
3.2	Security Group		
3.3	User base VPN Access		
3.4	Secure extension using IPSec		
3.5	Virtual Private Cloud Network		
3.6	Private networks VLANs		
3.7	True Static IP's		
3.8	Auto Scaling		
4	Data Security/ Privacy		
4.1	PCI-DSS Level 1 and ISO 27001 Compliance		
4.2	ISO/IEC 27018		
4.3	SOC level 2 or above		
4.4	Encrypted Data Storage		
5	Payments/ Billing		
5.1	Per-minute billing options		
6	Service Level Agreement (SLA)		
6.1	Service Level Agreements Availability 99.95%		
7	Support and Maintenance		
7.1	Data Backup and restoration		
7.2	Disaster Recovery		
7.3	Availability Zone		
7.4	Full root / Administrator Access		
7.5	All Storage Persistent		
7.6.5	Upload and download Disk ISOs and images		

7.7	Hybrid capabilities		
7.8	Alert supporting services		
7.9	Local Support		
7.10	Vendor / Principal Support		

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Price Schedule (Excluding VAT)

	Key features (Minimum requirement)	Unit (per hour, per GB, etc.)	Price Per Unit LKR (Excluding VAT)	Remarks
1	Virtual Server			
1.1	Operating System (Minimum requirement : Ubuntu 14.04 LTS, 1 Core, 3 GB RAM, 30 GB SSD)			
2	Networking			
2.1	Reserved IP Address			
2.2	Public IP Address			
2.2	Computing - Load Balancing			
2.3	Virtual Network – Basic Gateway,			
2.4	Data Transfer			
2.5	Virtual Network - Inter VNET Data Transfer Zone Out			
3	Storage			
3.1	Local Redundant - Standard IO			
3.2	Local Redundant – Premium Storage			
3.3	NO SQL DB – Storage			
4	Firewall			
5	Backup/Restore			

5.1	VM Level Backup			
5.2	Application level Backup			
5.3	Restore			
	Total			
	Grand Total			

Note: Above prices shall be inclusive of all components including NBT, Telecommunication Levy, etc.

Total Amount:

We agree to provide staging Infrastructure as a Service environment (IaaS) to deploy an important application solution in accordance with the specifications / requirements for a total contract price of (Excluding VAT) (Amount in figures)..... (Excluding VAT) {Amount in words} within the delivery period specified in the Invitation for Quotations.

Signature of authorized officer of the bidder:

Name of authorized officer of the bidder:

Bidder's/Company's name:

Address:

Contact details: Tel, email

Date:

Disaster Recovery (Optional)

The service provider should support backup and restore at any time. Also, it should support Active-Active / Active-Passive replication within selected multiple geographic areas for redundancy and disaster recovery purposes.

The service provider should provide the price schedule for Disaster Recovery (DR) solution/ site based on above mentioned production components.

Schedule of Deliverables and Time-lines

No	Deliverables	Frequency of Submission
1	Online Monthly Usage Report	Monthly
2	Monitoring reports, Event Reports, etc.	As ad-hoc reports to be submitted as and when required

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Payment Schedule

No	Deliverables	Deliverables Submission Frequency	Payment
1	Successful acceptance of monthly service as per the compliance sheet	Monthly	Based on the unit cost and respective usage for the billing period

Composition of Review Committee and Review Procedures

- All deliverables will be reviewed and accepted by a committee appointed by ICTA.

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Contact Details

#	Designation	Name	Contact No (Fixed and Mobile)	Email
1	Account Manager			
2	Systems Engineer			
3	Network Engineer			
4	(Specify)			
5	(Specify)			