

Tripura State Data Centre (TSDC) Service Catalogue (v1.0 18042013)

TSDC setup under National e-Governance Plan (NeGP) will provide some key functionalities like Central Repository of the State, Secure Data Storage, Online Delivery of Services, Disaster Recovery, and Service Integration, etc. TSDC is a key-supporting element of e-Government Initiatives & businesses for delivering services to the citizens with greater reliability, availability and serviceability. TSDC provides better operations & management control and minimizes overall cost of Data Management, IT Management, Deployment and other costs. TSDC is implemented by Tripura State Computerization Agency (TSCA), a society under Directorate of Information Technology, setup in the premises of Directorate of IT, ITI Road, Indranagar, Agartala, 799006. All e-Governance application of this state would be hosted in this Data Centre. This Data Centre is manned by 24 x 7 basis, for its operation.

This Service Catalogue outlining service offerings by TSDC. The following information explains the products, services and technology offered by TSDC to different State Government departments/ organizations for the Year 2013-14. TSDC services are categorized in the following manner: -

I. Shared services:

A. Web/Application server:

1. Blade Server with 2 processor (@ 2.133 Intel Xeon E5506/@ 2.93GHz, 6 cores, INTEL XEON X5670 with 12 MB Cache/@ 2.3GHz 8 core AMD OPTERON 6134 with 10 MB L3 Cache), 16/18/20 GB RAM, 2x146/1x300 GB Internal HDD SAS based supporting RAID 0/1, dual power supply

B. Operating System (OS):

1. Windows 2008 Enterprise Edn
2. RHEL 5

C. SLB:

1. Server Load Balancer facility with redundancy (optional).

D. DBMS server:

1. Oracle Enterprise 11g DBMS in high end physical cluster rack servers
2. MS SQL Server Enterprise Edition 2008 DBMS in high end physical cluster rack servers
3. Postgre SQL DBMS in high end server
4. Mysql DBMS in high end server

E. Network service:

1. Hosting service on **Internet**.(application would be accessible from Internet)
2. Hosting service on Intranet (application would be accessible from Intranet - Tripura State Wide Area Network (TSWAN)/ Agartala City Area Network (ACAN))
3. Bandwidth from multiple ISP (NICNET, NKN) (mandatory for option E.1)
4. Redundant network devices for maintaining high availability (mandatory)

F. Security services:

1. Antivirus (mandatory)
2. 2 layer of Firewall devices (mandatory)
3. Intrusion Prevention System (IPS) (mandatory)
4. Host base Intrusion Prevention System (HIPS) (optional)

G. Storage and Backup service:

1. SAN Storage (optional)
2. Backup service (optional)

H. EMS

1. Helpdesk service (optional)
2. Enterprise Management System (EMS) and EMS reporting (optional)
3. Application availability monitoring. (optional)

II. Dedicated service:

1. Only web/ application servers with OS would be dedicatedly allocated to State Government department/ organization as per requirement and final allocation.
2. Oracle and MS SQL server DBMS provisioned for shared service would not be dedicatedly allocated. However, if any departments/organization provides licenses for Oracle and MS SQL server DBMS, then they can use it as dedicated service.
3. Postgresql, MySQL or other open source DBMS may be used by concern departments/ organization to use for dedicated service, in that case server required to deploy such DBMS would be provisioned.
4. Storage infrastructure would be common but storage space may be allocated as per requirement, which can be used for dedicated service.
5. Backup infrastructure is common but backup tape may be allocated to use dedicatedly.
6. Network service, Security service, EMS would be shared and options for these services would be same as shared services.

III. Collocated service:

1. All server hardware needs to be procured by the concerned department/ organization.
2. All necessary Operating system and Database licenses need to be procured by the concerned department/ organization.
3. Network and Security service: 2 options; 1. Use TSDC network and security service, 2. Provision own network and security service.
4. EMS service: if TSDC network and security is used then 2 options; 1. Use TSDC EMS service, 2. Provision own EMS service. If TSDC network and security service is not used then option 2. provision own EMS services.
5. Storage service: 2 options; 1. Use TSDC SAN storage, 2. Provision own SAN storage.
6. Backup service: 2 options; 1. Use TSDC backup facility, 2. Provision own backup facility

Note 1: - For all Collocation, Dedicated, Shared Model necessary Redundant Power, Precision Air-conditioning, Fire fighting controls (fire detection and suppression systems), Physical Access controls, 24x7 Monitoring, 24x7 Helpdesk Support would be provided by TSDC.

IV. Staging facility:

1. Rack Server with 2 processor @ 2.133 GHz Intel Xeon, 12 GB RAM, 3x146 GB Internal HDD SAS based supporting RAID 0/1, dual power supply with Windows 2008 Enterprise Edn OS.
2. Blade Server with 2 processor @ 2.3GHz 8/8 core AMD OPTERON 6134 with 10 MB L3 Cache, 16/20 GB RAM, 1x300 GB Internal HDD SAS based supporting RAID 0/1, dual power supply with Windows 2008 Enterprise Edn/ RHEL 5 OS.
3. Staging server would be accessible from Intranet (TSWAN/ACAN).

Hosting requirement:

1. Any department / organizations wants to avail TSDC services may chose the options given above as per their application hosting requirement. For any assistance or clarification to finalize requirements Shri Uttam Podder, Sr. Informatics Officer, IT may be consulted (email: it.tripura@gmail.com, M-9436542460).
2. After finalization of TSDC resource/service requirement, concern Head of the Department/ Organization should write to Member Secretary, TSCA stating their intention to use TSDC service.
3. TSDC team would assess the requirement based on available resources, etc. Allocate resources for requesting department/ organization after due assessment, control process, approval, etc.
4. Intimate the above to the requesting department / organization.
5. TSDC team would extend necessary support for hosting the application.

Hosting Conditions:

1. Any application, data hosted in TSDC would be accessible from outside TSDC over internet browser (i.e. only web application and web service can be used to access data).
2. Any application would be first hosted in the staging environment and tested by application user. For migration of an application from staging to production (shared, dedicated, collocated services) or to host any application at production environment following conditions need to be fulfilled by concern user department/ organization: -
 - i. Software code should be security certified by any CERT-In empanelled Security Audit Agency.
 - ii. URL should be registered under gov.in or nic.in or edu.in.
 - iii. User acceptance test certificate by the concern department / organization.

Note 2: - For any exception of the above mentioned conditions for hosting application at production environment, approval from CISO is required (for each such case).

Note 3: - if any department /organization chose for option III (1 and 2 and 3.2 and 4.2 and 5.2 and 6.2) then above mentioned hosting conditions is not applicable.

Note 4: - for any static website hosting condition 1 and 4 is applicable.

Service Window:

1. Prime service window: Every State Govt. Working Day - 10 AM to 6 PM. All data centre L2 level expert in different domain (i.e. Server & Storage, Network, Security, System, DBA, etc) remain available during prime service window.
2. Non prime service window: 24x7x365 – Prime service window. Only L1 stuffs i.e. NOC Engineer, Help desk engineer, etc remain available.

Service Level:

1. Service availability assurance: 99.5%

Note 5: TSDC would sign Service level agreement (SLA) with each user department / organization. Service criticality, call resolution time, penalty, etc would be defined in that SLA.

2. Response time (for incident or new service request): 30 minute, except collocated model with option III (1 and 2 and 3.2 and 4.2 and 5.2 and 6.2).
3. Resolution time (for incident or new service request): Would be defined in SLA considering availability target 99.5%.

Service Charge:

Sr. No.	Services	Activities	Cost per annum (Rs)
A	SHARED SERVER HOSTING SERVICE		
I	Web Hosting Service	1. Shared Web hosting havng 500 MB Storage(Any Platform)	20000
		2. Additional storage in multiples of 500 MB	12500
II	Application Hosting Service	3. Shared Application hosting in Windows environment	22500
		4. Shared application hosting in Linux environment	30000
III	Database service	5. Shared Database service with 1 GB(MSSQL)	75000
		6. Shared Database service with 1 GB(ORACLE)	4,75000
		7. Shared database service with 1 GB (PostgreSql, MYSQL etc.)	32500
		8. Additional Database Storage space of 1 GB (MSSQL/ORACLE/PostgreSql/MYSQL etc)	25000
B	COLOCATION SERVICE		
		1. Co location charges per Server(1U/2U Size)	75000
		2. Co location charges per blade Server	50000
		3. SAN Space per TB	2,50000
C	DEDICATED SERVER HOSTING SERVICE		
		1. Dedicated Server Rack(for Max. 15 Server of 1U/2U size)	11,25000
		2. Dedicated Rack Server(2U)	1,75000
		3. Dedicated Blade Server	1,00000
		4. Dedicated Rack Server(2U) with Windows Svr 2008 Ent	2,00000
		5. Dedicated Rack Server (2U) with RHEL 5.5	2,25000
		6. Dedicated Blade Server with Windows Svr 2008 Ent	1,25000
		7. Dedicated Blade Server with RHEL 5.5	1,50000
D	MISCELLANEOUS SERVICES		
		Tape Library Service per 100 GB	3000