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

File No. 111-06/2012-BP Ent

Dated: 19th February, 2016

Tariff Circular

Subject: Revision of tariff of IDC services being provided from Internet Data Centres set up on revenue sharing basis with M/s Dimension Data.

1. The revised tariff circular of **Managed Co-location, Managed Hosting & Managed IT Services** being provided in association with the DCSP (Data Centre Service Provider) M/s Dimension Data, on revenue sharing basis, was issued vide No. 111-06/2012-BP Ent dated 12th May 2014.

2. In view of the experience gained so far in providing the IDC services and the market conditions, the tariff of **Managed Hosting & Managed IT Services** being provided in association with M/s Dimension Data is hereby further revised as per the details given below.

3. The competent authority has approved to withdraw the above mentioned tariff circular dated 12th May 2014 and in its place following tariff is hereby issued.

4. MANAGED CO-LOCATION SERVICES:

4.1 Rack Co-location Service Prices:

Service Specification Details			
Packages	1/2 Rack	Full Rack	Cage (with 5 racks)
Rack Space	Equivalent to 21U	Equivalent to 42U	Equivalent to 5x42U
Power Inclusions	1.5KVA	3KVA	5 racks x 3KVA
Power Availability (Annual Basis)	99.98%	99.98%	99.98%
Minimum Contract Duration	1 Year	1 Year	1 Year

Inclusion for Standard Co-location offerings:

- Racks of 19 inches, 42 U rack with dual power supply will be provided
- Rated power of 3KVA is provided as standard (Single Phase)
- Up to 16 x 2 x 5 Amp power outlets can be made available per rack
- 2 copper links to Mux room will be provided for bandwidth service provider connectivity.
- Standard lockable rack is made available to full rack clients only

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S. No	Datacenter Location	Managed Co-location Services (Rack Units Wise)		
		1/2 Rack #	Full Rack #	Cage (with 5 Racks)* #
1.	Mumbai	4,24,800	8,24,400	41,24,700
2.	Ahmedabad	3,89,700	6,49,800	32,49,900
3.	Jaipur	3,89,700	6,49,800	32,49,900
4.	Ghaziabad	3,89,700	6,49,800	32,49,900
5.	Faridabad	3,89,700	6,49,800	32,49,900
6.	Ludhiana	3,89,700	6,49,800	32,49,900

* One time Caging Charges would be extra, based on customer requirements. Aluminum Mesh, with Sliding door & Lock would be charged at INR 1200 /sqft

There would be price escalation of 10% on year on year basis.

4.2 Space Co-location Charges:

S. No	Datacenter Location	Yearly Prices per Sqft (in INR) * #
1.	Mumbai	15,480
2.	Ahmedabad	12,960
3.	Jaipur	12,015
4.	Ghaziabad	12,015
5.	Faridabad	12,015
6.	Ludhiana	12,015

#The power requirement is not part of Space Co-location. The power requirements would be provisioned and charged extra. (Please refer the table below)

* One time Caging Charges would be extra, based on customer requirements. Aluminum Mesh, with Sliding door & Lock would be charged at INR 1200 /sqft.

There would be price escalation of 10% on year on year basis.

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4.3 Additional Co-location Resources:

4.3.1 Additional Power Charges:

S. No	Datacenter Location	Power Charges per 0.5KVA (INR per Annum)	Power Charges per KVA (INR per Annum)
1.	Mumbai	66,700	1,33,300
2.	Ahmedabad	50,000	1,00,000
3.	Jaipur	55,500	1,11,100
4.	Ghaziabad	55,500	1,11,100
5.	Faridabad	55,500	1,11,100
6.	Ludhiana	55,500	1,11,100

4.3.2 Remote Hand (RH) Support:

	Charges per Hour	Charges per 5 Hours	Charges per 10 Hours
Price (in INR)	1100	5500	8900

Remote Hand Specifications	Activities Included
Rebooting or power cycling of equipment	✓
Connect external device to client setup	✓
Reset frozen remote session	✓
Requests to check physical network connectivity	✓
Plug in to a console port for remote management by client	✓
Requests to check the physical LED/ other indicators on servers	✓
Other physical help not requiring logging into server / device	✓

4.3.3 Seating Space Requirements:

- Seating space would be charged @ INR 33,330 per Month

4.4 Racking & Stacking Support (One Time charges):

4.4.1 Passive Cable charges (Within Rack):

Cable Specifications	Quantity	INR Price
Copper Cables Cat 6A STP Patch cord, Grey, 3m/5m (per Rack)	Per Rack	7000
Fibre Cables LC-LC Multi-mode 50/125 Micron OM4 Duplex patch cord (5 Meters)	Per Rack	16000

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4.4.2 Warm Hand Support (for Racking/Stacking):

	Charges per 4 Hrs Efforts	Charges per 8 Hours (1 day)
Price (in INR)	10,000	20,000

4.5 Inter Rack Cabling (between Server to Network Racks):

Inter-Rack Cabling for 12 No's of UTP ports / rack	INR Prices (One Time Charges)
Copper Cabling option	70,000
Fibre Cabling Option	1,70,000

4.6 Datacenter Consulting & Consolidation Charges:

Services Coverage	Charges per Week (5 Working days)
Price (in INR)	83,325
<ul style="list-style-type: none"> Virtualization assessment to provide detail assessment of server, storage and network. Data Center Consolidation Assessment Physical to virtual transformation Assessment Business Continuity & Disaster Recovery Assessment 	

4.7 Roof Right Charges (Top Space) for mounting customer RFEquipments Antennae, Wireless equipment, etc:

As per the existing rulings of BSNL for putting customer / Other Telecom Operator equipment on BSNL roof.

5. **MANAGED HOSTING & MANAGED IT SERVICES:**

5.1 **Server Hosting Standard Packages – 1 CPU Machines:**

Service Packages	EXPRESS	STANDARD
Processor	Single CPU, 4 Core	Single CPU, 4 Core
RAM	4 GB	8 GB
Storage	500 GB SATA	500 GB SATA
Shared Network Ports	Included	Included
Shared Firewall (50 Mbps Throughput)	Included	Included
Hosting & Power	Included	Included
Support Services	Included	Included
Min. Contract Period	3 years	3 years
Prices per Month (in INR)	22,200	23,880

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5.2 Server Hosting Standard Packages – 2 CPU Machines:

Service Packages	EXPRESS	STANDARD	GROWTH	POWER	SUPREME
Processor	Dual CPU, 4 Core each	Dual CPU, 4 Core each	Dual CPU, 6 Core each	Dual CPU, 6 Core each	Dual CPU, 8 Core each,
RAM	4 GB	8 GB	16 GB	32 GB	32 GB
Storage	500 GB SATA	2x500 GB SATA	2x300 GB SAS Drive	2x500 GB SAS Drive	3x1 TB SAS Drive
Shared Network Ports	Included	Included	Included	Included	Included
Shared Firewall (50 Mbps Throughput)	Included	Included	Included	Included	Included
Hosting & Power	Included	Included	Included	Included	Included
Support Services	Included	Included	Included	Included	Included
Min. Contract Period	3 years	3 years	3 years	3 years	3 years
INR Prices per Month	30,550	32,220	38,880	42,770	47,770

Note: One time set-up fee to be charged separately as per section 5.9 of this document.

5.2.1 Additional Resources prices for Server hosting Bundles

(i) Hard Disk Add-on's

Specifications	Reserved Price per Month
HDD 500GB 7.2K SATA	INR 1110
HDD 1TB 7.2 K SATA	INR 1950
HDD 300GB 10K SAS	INR 1670
HDD 600GB 10K SAS	INR 2780
HDD 900GB 10K SAS	INR 3890

(ii) RAM Add-on's

Specifications	Reserved Price per Month
2 GB	INR 1110
4 GB	INR 1950
8 GB	INR 3060
16 GB	INR 4440

(iii) FC Adapter Add-on's

Specifications	Reserved Price per Month
Dual Port Fiber Channel (FC) adapters for server	INR 1110

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5.3 Operating System (OS) options (Licenses):

5.3.1 Microsoft Windows OS – Standard Edition and Datacentre Edition

S. No	Microsoft Windows 2012 Licenses	Basis	Reserved Price per Month
1.	Windows Standard Edition	1 CPU	INR 1950
2.	Windows Datacentre Edition	1 CPU	INR 13320

5.3.2 Redhat Linux (Licenses & Support):

S. No	RedHat Editions Specifications	Yearly charges in INR
3.	Red Hat Enterprise Linux Server, *Standard support (1-2 sockets) (up to 1guest) 1 year	88,880
4.	Red Hat Enterprise Linux Server, *Standard support (1-2 sockets) (up to 4guest) 1 year	1,33,330
5.	Red Hat Enterprise Linux Server, #Premium support (1- 2 sockets) (up to 1guest) 1 year	1,77,770
6.	Red Hat Enterprise Linux Server, #Premium support (1-2 sockets) (up to 4guest) 1 year	2,22,220

Scope of support:

*Standard : 9x5 Business Hour Phone/ Web Technical Support, 4 Hours response

Premium : 24x7 Business Hour Phone/ Web Technical Support, 4 Hours response,
1hour Critical support

5.4 Database options:

5.4.1 Microsoft (MS SQL) Databases Licenses

S. No	Microsoft SQL Server 2012 Licenses	Basis	Monthly Reserved Prices
1.	MS SQL Server Web Edition	Per 2 Cores	INR 1340
2.	MS SQL Server Standard Edition	Per 2 Cores	INR 15540
3.	MS SQL Server Enterprise Edition	Per 2 Cores	INR 59390

5.4.2 MySQL Charges (Licenses & Support):

S. No	Database Editions Specifications	Yearly charges in Rs
1.	My SQL Standard Edition for 1 Year	1,60,000
2.	My SQL Enterprise Edition for 1 Year	4,44,440

5.5 SSL Certificate Licenses

S. No	Certificate Specifications	Qty	Yearly Reserved Prices
1	Multi Domain SSL Certificate (Verisign/GeoTrust)	1	INR 40080
2	Wild Card SSL Certificate (GeoTrust)	1	INR 50180

5.6 Anti-virus Subscriptions (Licenses only)

S. No	Licenses Specifications*	Qty	Reserved Prices per Year**
1.	Anti-virus Licenses Only (per Server / per VM) - Windows/RHEL	1	INR 8880
2.	Anti-virus Licenses Only (per Server / per VM) - Ubuntu/CentOS Linux	1	INR 25000
* Minimum Contract Duration - 3years			
** The Antivirus Management Charges is not included in the above license prices.			

5.7 Shared Firewall Services

	Standard	Growth	Power	Supreme
Firewall throughput (Mbps)*	200	300	500	1000
# (No. of Concurrent Connections)	100000	150000	250000	500000
Prices per Month (in INR)	8330	12220	20550	40550

* The virtual firewall included by default is in Non HA mode in any of this service bundles, in case client is looking for High Availability (HA), 2 Quantities of the selected bundles has to be taken into taken.

5.7.1 Additional option for Managed Firewall:

IPS Add-on (Extended Offering):

	Standard	Growth	Power	Supreme
Firewall throughput with IPS (Mbps)	40	60	100	200
Prices per Month (in Rs.)	4660	6770	11,440	22,550

Antivirus Add-on (Extended Offering):

	Standard	Growth	Power	Supreme
Firewall throughput with anti-virus (Mbps)	20	30	50	100
Prices per Month (in Rs)	4660	6770	11,440	22,550

5.8 Network /Router Switch Ports:

S. No	Network options Description	Quantity	Monthly INR Charges
1	Nexus 10Gig - Fiber (with MM SFP)	1	6660
2	SAN Ports (with 8 Gbps FC SFP)	1	6660
3	Router ports - L3 Ports	1	2220
4	Nexus/Catalyst 1G - Fiber (with MM SFP)	1	2110
5	Nexus 1G - Copper	1	770
6	Catalyst 1G Copper	1	280

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5.9 Managed Hosting Services Implementation Charges:

S. No	Network options Description	Effort Time-frame	Man-days Charges (in Rs.)
1	Server, Storage, OS Implementation	1 Day	25,000
2	Network & Security Implementation (Routers, Switches, Firewall etc)	1 Day	25,000
3	Mailbox Implementation Services	1 Day	25,000
4	Project Management	1 Day	25,000

5.9.1 One Time Implementation Services:

S. No	Service Description	Reserved Prices
1	Backup Implementation Services (per client*)	INR 27750
2	Vulnerability assessment & Penetration Testing (per 5 Network IP)	INR 83250
*Count number of Server OS'es, Databases Instances, applications to be Backed-up		

5.10 Server Management:

Service Description #	Management (Monthly Reserved Prices)	Metrics
Physical Server Management	INR 1110	Per Physical Server
Cluster Node Add on	INR 2450	Per OS Cluster Node
Virtualization Management	INR 5780	per Virtualization Host

Mandatorily to be priced with each Hosted Server offering.

5.11 Storage Management:

Service Description #	Management (Monthly Reserved Prices)	Metrics
Storage Management	INR 1780	Per Terabyte (TB)

Mandatorily to be priced with each Hosted Storage Offering.

5.12 OS Management:

Service Description	Essentials (Monitoring) - Monthly Reserved Prices	Essentials Plus (Management) - Monthly Reserved Prices	metrics
Virtual OS Management (Linux/Windows Instances)	INR 1110	INR 4560	Per OS Instance
Physical OS Management (Linux/Windows Instances)	INR 1110	INR 4670	Per OS Instance

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5.13 Database Management:

Service Description	Management (Monthly Reserved Prices)	Metrics
Database Management #	INR 13440	Per Database Instance

does not includes OEM Support.

5.14 Backup Management

Service Description	Management (Monthly Reserved Prices)	Metrics
Backup Management	INR 1340	Per Backup Client (Count the number of server OS, databases Instances, etc to be Backed-up)

5.15 Network and Security Management

5.15.1 Network Management:

Service Description	Management (Monthly Reserved Prices)	Coverage Definitions	Metrics
Network Device (= < 3 Interfaces)	INR 2780	E.g Access Switch, Access Router, < 3 Interfaces	Per Network Element
Network Device (> 3 Interfaces)	INR 4440	E.g Core Network Switch, Router, > 3 Interfaces	Per Network Element

5.15.2 Security Management:

Service Description	Management (Monthly Reserved Prices)	Coverage Definitions	Metrics
Dedicated Devices Security Management	INR 13880	Firewall, NIPS, DDoS, Load Balancers etc	Per Dedicated Security Device
Shared Firewall Reporting Services (log archival upto last 3 months)	INR 2220	Shared Firewall	Per Shared Firewall
Anti-virus (AV) Management	INR 1110	Anti-virus Agents	Per Anti-virus Agent

5.16 BSNL Managed Hosting Services

5.16.1 Hosted Storage

S. No	Services Specifications	Quantity	Reserved Prices per Month*
1	SATA Storage	1 TB	INR 9830
2	SAS Storage	1 TB	INR 15+30
*Storage Management Charges is not included in the above storage volume and needs to be separately prices and added in line with the managed services offerings part of this price book.			

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5.16.2 Hosted Backup

S. No	Services Specifications	Quantity	Reserved Prices per Month*
1.	Essentials Backup -File/Folders & System State Backup	500 GB	INR 13880
2.	Enterprise Backup - File / folders / System with Applications & Databases	500 GB	INR 22200
*Backup Management Charges is not included in the above Backup volume and needs to be separately priced and added in line with the Managed Services offerings part of this price book.			

5.16 Secure Dedicated Messaging Service:

Service Levels	EXPRESS	STANDARD	GROWTH
Price Per Month (in INR)	83	260	430
Minimum Commitment (Mailboxes)	300	300	300
Minimum Commitment (Period)	3 years	3 Years	3 Years
Email Attachment Size (MB)	10	10	10
Mailbox Size (GB)	1	1	1
POP3	Yes	Yes	Yes
SMTP	Yes	Yes	Yes
Outlook Web Access (OWA)	Yes	Yes	Yes
Personal Mail folders	Yes	Yes	Yes
Personal Contacts	Yes	Yes	Yes
Personal Tasks	Yes	Yes	Yes
Personal Calendar	Yes	Yes	Yes
Personal Domain	Yes	Yes	Yes
Global Address List (GAL)	Yes	Yes	Yes
Email Disclaimer	Yes	Yes	Yes
Anti-spam	Yes	Yes	Yes
Antivirus	Yes	Yes	Yes
Public Folders	-	Yes	Yes
Shared Folders	-	Yes	Yes
Shared Tasks	-	Yes	Yes
Shared Contacts	-	Yes	Yes
Shared Calendar	-	Yes	Yes
Group Scheduling	-	Yes	Yes
Mobile Device Access	-	Yes	Yes
MAPI Protocol	-	Yes	Yes
Rich Client	-	-	Yes

* Mailbox Backup Charges, if required would be additional.

* Mailbox Archival for meeting the compliance requirements (for 1, 3, 5 or 7 Years) can be provided at additional charges.

6. Bandwidth Charges / Data Transfer Charges:

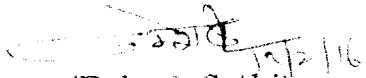
Since measurement of bandwidth usage in terms data transfer IN/OUT of IDC is not possible currently (except in case of Managed Cloud Platform in Ahmedabad IDC), hence the customer of **Managed Co-location, Managed Hosting & Managed IT Services** will hire dedicated bandwidth (MPLS, ILL, leased line) from BSNL to access

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the IDC. The bandwidth will be charged at the standard BSNL tariff with appropriate Enterprise discounts as per delegated powers. In view of above, no Data Transfer Charges are prescribed for the **Managed Co-location, Managed Hosting & Managed IT Services** as the customer will not be utilizing common BSNL provided connectivity / bandwidth (as part of infrastructure) of the IDC and will hire dedicated bandwidth to access the IDC.

7. Other terms and conditions

- (i) All the prices are exclusive of the taxes and duties.
- (ii) The applicable taxes to be paid extra at the time of the billing.
- (iii) Payment Terms – Quarterly in advance, within 30 days of receipt of invoice.
- (iv) Applicable one time charges (if any) are to be paid in advance with the client order form.
- (v) Other commercial conditions and revenue share details etc. will be same as issued by BBNW Circle and IT-CFA/ NWP-BB cell of BSNL Corporate Office.
- (vi) SLA and other terms and conditions will be mutually discussed with the client along with the DCSP and agreed upon.
- (vii) The rates mentioned in the above tariff card are for the IDC services only and do not include charges for bandwidth requirement of the customers. The rate for the bandwidth portion shall be offered by BSNL and circle shall quote them as per the prevailing practice at that point of time.
- (viii) Before submission of proposal to end customers by BSNL, it shall be ensured that back to back technical proposal is available from M/s Dimension Data for the respective customer.
- (ix) Discounting policy for IDC services with M/s Data Dimension will remain same as issued earlier vide this office letter no. 111-6/2012-BP-Ent dated 13.05.2014.
- (x) All other terms and conditions, unless until it is specifically mentioned, will remain same as issued time to time.


(Rakesh Sethi)
AGM (BP-Ent.-II)

To

1. All CGMs Telecom Circles / Metro Districts / Mtce. Regions / BBNW Circle / ITPC
2. All GM (Enterprise) Circle / GM (EB-City)

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2. PGM / Sr. GM / GM EB-I / EB-II / BB Plg-CFA / Fin-Ent / CA / TP-RA / CIT BSNL CO
3. M/s Dimension Data