

## **Details Requirement of Nepal Life Purposed IT Service**

**A. Hardware Specification: The hardware specification of purposed infrastructure must be equivalent to minimum following criteria:**

<b>SN</b>	<b>Product Specification</b>	<b>Qty</b>
1	Rack Server Specification	3 (2 For Primary DC and 1 For DR)
	2 x 2.6 GHz 6142/150W 16C/22MB Cache/DDR4 2666MHz 16 x 32GB DDR4 2666 Mhz (512 GB) 2 x 32GB SD Cards for Hypervisor Mirroring Cache 2 x 16Gbps Dual Port FCHBA with SFPs 2 x 1Gbps Ethernet Ports, 2 x 10Gbps Ethernet/Optical Ports 1 x Remote KVM for System Management 2 x Hot pluggable Power Supply	
2	Storage	1
	2 x Active Active Storage Controller 2 x 32GB Cache Memory; Backed by Battery and Flash storage 18 x 1.8TB SAS 10K 2.5' HDD 6 x 1.6TB Enterprise SSD 6 x 16Gbps FC Ports with SFPs 2 x Dedicated Management Port 1 x Fully Functional Storage Management Software 2 x Hot Pluggable Power Supply 1 x Snapshot, Volume Copy, Remote Mirroring, SSD Cache, Thin Provisioning, RAID Migration & other features installed	
3	LAN Switch, HA Mode	2
	24 x 1Gbps Ethernet Ports 8 x 10Gbps Optical Ports 1 x Stack Module 2 x Power Supply	
4	Next Generation Firewall, HA Mode	2
	1 x NGFW Appliance, 2.0 Gbps Firewall Throughput 16 x 1Gbps Interfaces (12 Ethernet + 4 SFP) 1 x 100GB SSD 1 x Defense Threat / NGIPS License, 1 Year 1 x Malware Protection License, 1 Year 1 x URL Filtering License, 1 Year	
5	Backup NAS	1
	1 x NAS System – 12 Bays 4 x 4TB 3.5' Enterprise SATA HDDs 1 x 4GB DDR3 Memory 4 x 1Gbps Ethernet Ports	

### **B. Service Details**

- The service provider company shall be responsible to setup complete hardware and software infrastructure in primary data center and disaster recovery site both.
- Application server and Data base in primary data center must be configured in High Availability mode.
- The service provider is responsible to manage link between primary DC and DR Site, every cost associated to setup, operate, and management of DR site shall be included in this package.
- Service provider shall be responsible to manage firewall in primary data center and data link to different company branches from primary data center.

- Software licenses of software VMware, MSSQL, Operating System, and related backup and replication software
- Service provider will be responsible to setup, operate, and manage everything required for standard physical data center. The management of standard power supply, cooling mechanism, physical security, and monitoring shall be provided by the service provider.

#### **C. Service and Payment Model**

- The Company (Nepal Life Insurance Company Limited) will do Service Level agreement, Non-Disclosure agreement and other required commitment and contracts with the service provider. A commitment agreement regarding service guarantee shall be done with the service provider.
- **The company shall pay monthly rental charge for the above service**

#### **D. Managed Hosting Qualification Requirement (In More Details)**

- The Service provider will be responsible for the provisioning of required IT infrastructure as IAAS for hosting NepalLife's various applications.
- The proposed service provider Data Center Managed Services should be fully compliant with government financial regulatory body/ Beema Samiti.
- The service providers should Provide entire Virtual Machine workload on Virtualized Dedicated Physical servers for DC and DR
- The service providers should provide 100% High-availability and one physical server failure resiliency at DC site (N+1 architecture) at Primary DC site.
- The service providers should provide Virtualized Dedicated Server at DR with 100% DR for all workload
- DR site must be at least 100Kms from Primary Site. The service providers DC/DR site must be located in the different seismic zone.
- The infrastructure provisioned must be scalable. The server should have headroom of at least 20% additional vCPU and RAM.
- Service Provider shall install and manage the entire setup and provide IaaS and provide root access to NepalLife.
- Service Provider shall provide console Access to NepalLife.
- Service provider shall provide dedicated firewall in HA with dedicated access to firewall for self-management.
- Service provider shall enable VM snapshot management to NepalLife.
- NepalLife team shall be able to create/ manage/ scale up /scale down the VM instances on its own through a self-service portal.
- The service providers should provide all storage SSD and SAS HDD on an Enterprise SAN with 100% data backup at DR server. Scalable SAN Storage. Increase Disk pool as per requirement
- The service providers should provide industry leading Enterprise Backup and DR Replication tool.
- The service providers provided DR site should be able to run all VM workload within 40 mins RTO from the declaration of DR
- The service provider proposed solutions should support Disaster recovery drills on at least half yearly basis.
- The service providers must be able to provide hosting and support services within the Federal Democratic Republic of Nepal.
- The service provider should provide monitoring of Hardware and VMs by itself and timely notify to customer any if abnormalities and resource crunch occur at the live environment.
- 24-hour monitoring of servers, storage, network health using any robust mechanism. The vendor should be able to remediate any issues that arise. A dashboard should be available for NepalLife staff to monitor services.

- The service provider should propose e-ticketing and email-based support for account issues such as technical or billing problems. A dedicated account manager should be assigned to be a single point of contact for all issues. Moreover, the service provider should provide complete escalation matrix for any technical related issues reporting.

**If confusion please contact on following:**

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