



Energy for India

**CAIRN ENERGY INDIA PTY LIMITED**

(Incorporated in New South Wales, Australia - ACN 002 066 784)

**NOTICE INVITING EXPRESSION OF INTEREST FOR PROJECT ASHA - IT INFRASTRUCTURE AND CORPORATE INFORMATION MANAGEMENT SERVICES**

Cairn Energy India Pty Limited ("CEIL") is the operator of various offshore and onshore oil and gas blocks located in eastern and western India. CEIL wishes to acquire the services of a suitable vendor to provide IT Infrastructure and Information Management services to support the business activities.

**1. Background**

Currently, CEIL has a large IT setup to support business operations, which is centralised from the head office located at Gurgaon and is supported by a third party service provider. Over the last four to five years, there has been significant growth in overall IT landscape of CEIL and the management intends to procure IT managed services for the entire IT infrastructure of CEIL for a strategic period of five years from a reputed IT service provider.

**2. Objective**

The objectives of this Expression of Interest (EoI) is to provide an overview of scope of IT managed services, evaluate responses of interested bidders and short list bidders for being eligible for Request for Proposal (RFP) stage. RFP shall provide details of services and that phase shall be instrumental in identifying the successful bidder for providing services to CEIL. The management expects following business benefits:

- Improved delivery of IT Services to business users
- Increased user / client satisfaction
- Leading practices followed for IT services delivery
- Enhanced IT outsourcing governance and management
- Compliance to various requirements and improved IT risk treatment
- Usage of skilled professionals and tools for managing services
- Continued focus on efficiency and cost control
- Enhanced MIS reporting for the management on IT performance
- Enhanced implementation effectiveness of IT security controls
- Identification of improvement opportunities and continuous Year on Year (YoY) improvement

**3. Details of Services**

The details of the Services that shall constitute the engagement are detailed below:

**a. IT infrastructure managed services (Ongoing for duration of the contract)**

These services are expected to be provided by the supplier on an ongoing basis, throughout the life of the outsourcing contract for Cairn's sixteen (16) fixed locations, four (4) mobile locations (Rigs) and scaling up to any new national or international location. The required services are expected to commence in March 2011.

- Server and Operating System Management - Managing and administering operations, production control and scheduling, technical support like performance tuning, capacity planning and configuration management, database support and management, storage media management, backup management etc for in scope servers including application and utility servers. Installations, Moves, Adds, and Changes (IMACs) for servers

- Network Management and Monitoring - Managing the entire Network operations (WAN, LAN, Voice Networks, RF and VSAT equipments, Conferencing Network etc) of Cairn including performance monitoring, network control and connectivity, Installations, Moves, Adds, and Changes (IMACs), Physical Network Environment services etc
- End User Computing - Procure and support EUC equipment (Desktop/ Workstations/Laptops/ Printers/ Scanners/ AV equipments/ PDAs, etc), Software, and configurations. Standard products monitoring and support. Installations, Moves, Adds, and Changes (IMACs). Providing ongoing software support, electronic software distribution, mobile access & support and managing remote systems
- Business Applications Support - Level 1 Helpdesk support for Business Applications
- Administration and Support for E-mail and Directory Services
- IT Tools - Provisioning, administration and support of IT applications/tools used for network and server management, security management, identity and access Management, change management, backup management and help desk management etc
- Data Centre Operations - Managing data centre operations, including coordination with data centre hosting service provider
- Execution of small projects - CEIL, from time to time, may initiate some small projects for which the supplier might be expected to provide assistance/execution services
- IT Help Desk - Provide IT support to end users and record, analyze, and resolve incidents, problems, and errors in systems
- Storage - Managing the existing SAN and other storage architectures
- IT Procurement - Assisting CEIL in procurement of IT equipment, procurement of software licenses for the infrastructure applications and hardware and processing vendor payments
- Asset Management - Maintaining and periodically updating the asset inventory and management system/capacity planning/store management/issuance and retrieval of assets/timely update of asset register/periodic reporting
- Vendor Management - Managing and coordinating the activities of all Third Party Vendors for in scope equipments/services both for support and delivery
- Backup and Media Management - Management of backup facilities within CEIL, including the management of tape backup and off-site storage, storage system management, tape collection for off-site storage, and tape retrieval in the event that restoration of historical data is required.
- Disaster Recovery Services - Updating, maintaining, managing, testing and implementing related portions of CEIL's Disaster Recovery plan
- IT Infrastructure Project Services - Upon request, participating in CEIL's business planning meetings to review operations and business plans; and recommending appropriate IT services, projects and support plan execution
- Technology Associate - Maintaining appropriate levels of industry knowledge in order to provide support and recommendation for ongoing/new projects. Sharing business intelligence on upcoming technologies, and their benefits like growth opportunities, cost optimization etc
- Management Reporting - Periodic status updates and performance reporting to the management
- Induction and Communication - Manage Content of IT Self Support Website, provide individual and need based orientation on IT Infrastructure usage and best practices

- Audit Support and Compliance - Support Internal financial and security audits. Ensure re-certification and compliance to ISO 27001.

**b. Information and Records Management managed services (Ongoing for duration of the contract)**

- Provide IM helpdesk services and support
- Compliance and management to corporate information governance policies and standards
- Manage Acquisitions, cataloguing, subscriptions and circulation desk using Library management Application
- Information Research and personalized delivery services
- Content management and publishing to support corporate knowledge management
- Vendor management of offsite records provider
- Organizational Document Control Support

**c. Transition of Current IT infrastructure and Information Management Support (One Time activity)**

These services need to be provided by the supplier as part of transition from the current service provider for ongoing IT infrastructure and Information Management services. The following areas shall be part of this phase:

- Formalise a transition plan
- Maintain steady operation of all services in scope
- Maintain defined service levels during transition from current vendor and current team
- Ensure that the operating processes/ procedures and other information (technical document, information, as required) is transitioned
- Effective knowledge transfer from current service provider
- Successfully complete all transition activities in time.

The above areas are services expected from the supplier. Management also requires suppliers to provide various service delivery models, whereby the service levels can be monitored based on services provided to users of CEIL, such as SLA for messaging service, enterprise application services, file storage and management services, etc.

#### 4. Eligibility criteria

The suppliers need to have following minimum qualifications for being eligible to respond to this EoI:

Description	Qualification criteria
Years in Existence	<ul style="list-style-type: none"> <li>• Minimum five (5) years through a legally registered entity in India</li> </ul>
Relevant past experience	<ul style="list-style-type: none"> <li>• Handling projects of similar scale for a minimum of five (5) clients in India where L2 and L3 support was provided. Company should have at least 3 clients in oil and gas domain of which at least one should be in India</li> </ul>
Financial Status	<ul style="list-style-type: none"> <li>• Annual revenue of not less than INR 2000 Crore in India</li> <li>• Annual revenue of not less than INR 500 Crore from IT Managed Services in India</li> </ul>
IT Services	<ul style="list-style-type: none"> <li>• Certified in ISO 20000 and have at least 15 ITIL certified professionals in the India</li> </ul>

Standard	delivery team
OEM Support	<ul style="list-style-type: none"> <li>Vendor should be certified partners for leading technology OEMs, such as Microsoft, CISCO, HP, EMC, Alcatel etc</li> </ul>

The bidders need to provide relevant supporting documents for the above mentioned qualification criteria. Only those companies / consortium having substantial and proven record of performance in executing similar contracts should respond to this EoI. Bidders are requested, at a minimum, to submit the following documents and details for pre-qualification:

- Letter of interest clearly indicating the project reference
- Company profile, organisational set-up with details of technical personnel/experienced resources.
- Details of completion of similar type of projects in the last five years under headings, with particular emphasis on work carried out with oil and gas operators
  - (Similar projects/agreements currently under execution may also be included):
  - a) Brief scope of work
  - b) Value of work in INR
  - c) Contractual Duration
  - d) Extensions, if any
  - e) Client's name (References)
  - f) Contact details of the Client (CEIL may approach the client directly for the feedback)
  - g) Completion Certificate
  - h) Repeat Customers, if any
  - i) Financial Model followed (e.g. pay per transaction/pay per user/pay per resource unit etc)
- Service delivery models which the bidder proposes for CEIL, considering the key objectives of management and the objective of measuring business level SLAs.
- Typical project planning, transition and execution methodology (including various outsourcing models which are used)
- Details of capability to mobilise and commence work to meet CEIL's schedule. Supplier's experience in mobilising on schedule to be clearly stated
- Brief on support methodology, quality assurance and control systems followed
- Intent to develop a close long term relationship with CEIL.
- Details of specific projects where transition from the existing service provider was also performed
- Company's financial performance documents (Audited Balance sheets and Profit and Loss statements etc.) for last three years
- Proposed Governance Structure, Client testimonials and proposed value additions
- Other relevant certifications like ISO 27001, ISO 15489 besides ISO 20000
- Any other information that the service provides wishes to provide

The envelope should be superscribed with “CAIRN PROJECT ASHA”. All information and documentation should be provided at the address below within ten (10) days of publication of this EoI by e-mail as attached PDF file and via courier to:

**DGM - Contracts & Procurement (C&P)**

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## ANNEXURE 1 - BROAD LEVEL OF SETUP at CEIL

The following section provides broad overview of IT landscape at CEIL:

1. Data Center:
  - a. CEIL has its main DC hosted at a third party service provider in Delhi, which hosts the main servers and network environment for the organization. CEIL also has a Disaster Recovery DC at Bangalore, which is also hosted with a third party service provider.
  - b. A data center at head office in Gurgaon hosting certain Geo Petro application.
  - c. Small server rooms at other locations like Barmer, Suvali, Yanam also exist for some local applications.
2. The WAN services are provided by a third party service provider on a MPLS VPN network
3. CEIL has an Microsoft Active Directory environment with file sharing and storing facilities provided through Microsoft solution
4. CEIL uses SAP as enterprise wide application, which is hosted with a third party service provider and the application management services is provided by a separate third party team
5. CEIL uses Documentum for records management, the infrastructure is hosted in the corporate DC and the application services are provided by a dedicated team
6. CEIL currently has 2600 mailboxes, the messaging service is provided using MS Exchange 2003 and infrastructure is hosted at Corporate DC
7. CEIL uses various off the shelf Technical and Support Applications for which the L1 helpdesk support and Vendor Management is provided by the current service provider
8. The IT services are provided at following locations of CEIL

City	State
Chennai	Tamil Nadu
Gurgaon	Haryana
Gurgaon	Haryana
Gurgaon	Haryana
Delhi	Delhi
Bangalore	Karnataka
Mumbai	Maharashtra
Ravva	Andhra Pradesh
Suvali	Gujarat
Kandla	Gujarat
Viramgam	Gujarat
Radhanpur	Gujarat
Jodhpur	Rajasthan
Jaipur	Rajasthan
Sanchore	Rajasthan
Barmer	Rajasthan

- The IT services are provided at following Rig sites of CEIL (this sites are movable in nature and keep on changing as per business requirement)
  - WF 709 Rig - Rajasthan, WF 807 Rig - Rajasthan, WF 806 Rig - Rajasthan and John Energy Rig - Rajasthan

## **ANNEXURE 2 - BROAD LEVEL OF SETUP AT CEIL**

The following section provides broad overview of Information Management (IM) at CEIL:

- Information Management is responsible for records management, document control and library management for the organisation
- Library management manages acquisitions, cataloguing, subscriptions and circulation desk
- Records management includes physical and electronic records management
- The physical records are maintained by a third party vendor at two locations - Gurgaon and Bangalore
- Electronic records are maintained in-house in Documentum application
- CEIL has developed a detail records management framework