

**Request for Proposal (RFP) for Upgradation
(Augmentation) of Existing Storage at
Gujarat State Data Center(GSDC) , NDR ,
FDR.**

SECTION – 1 ELIGIBILITY CRITERIA

Pre-qualification Criteria for bidders

#	Basic Requirement	Specific Requirement	Documents Required
1.	Legal Entity	The bidder should be a registered company (registered under Indian Companies Act, 1956 or Indian Companies Act, 2013) in India. The bidder should have been in operation for at least five financial years (FY2021-22, FY2022-23, FY2023-24)	Copy of Letter of Incorporation/ Certificate of Registration attested by Authorized signatory of the company
2.	Financial Turnover	The bidder should have minimum annual average turnover of Rs. 1 Cr. from IT/ITES services in the last three financial years (FY2021-22, FY2022-23, FY2023-24) as on 31 st March 2024 for which bidder's accounts have been audited.	<ul style="list-style-type: none">• Audited and Certified Balance Sheet & Profit/ Loss Account of last 3 Financial Years.• CA certificate clearly certifying the turnover requirements as per the clause
3.	Work Execution Experience	The Bidder should have SITC any storage solution with following capacity in last three financial Years 1. At least 1 order of Rs.1.5 cr. for SITC of storage solution or 2. At least 2 orders each of Rs. 1 cr. for SITC of storage solution or 3. At least 3 orders each of Rs. 80 Lacs for SITC of storage solution	The bidder shall submit Purchase Order/ Engagement letter/ Work Order and Project completion / Go-Live Certificate from the respective institutions
4.	Letter from OEM	The bidder must be an authorized partner of the OEM.	The Bidder should submit the letter issued by OEM confirming on the clause.

6.	Neighboring country	Bidder does not belong to a country which shares a land border with India.	Signed and stamped Annexure " on company letterhead
7.	Mandatory Undertaking	Bidder should not be blacklisted by any Ministry of Government of India or by Government of any or by Government of Gujarat or any of the Government PSUs at the time of bidding other State in India.	Self- Declaration Certificate on Non-Judicial Stamp Paper duly Notarized, Annexure 'B'
8.	Consortium/ Subletting	Consortium/ Subletting shall not be allowed	Not applicable

Note:

1. All details and the supportive documents for the above should be uploaded in the GeM bid.
2. Bidder's experience, bidder's turnover criteria will not be considered in the GeM bid. However, the bidder must match the eligibility criteria, experience, bidder's turn over criteria, etc. as mentioned above (& in this document) and will be considered for evaluation. EMD and PBG should be submitted by bidder as per GEM.

Pre-bid Meeting:

- 1.1. The Pre-bid meeting will be held at GIL.
- 1.2. A prospective Bidder requiring any clarification of the bidding documents may seek clarifications by submitting queries to the email ID: mgrhninfra1-gil@gujarat.gov.in, dgmTech-gil@gujarat.gov.in prior to the date of Pre-Bid Meeting. No bid queries would be entertained post completion of Pre-Bid Meeting.
- 1.3. The interested bidder should send the queries as per the following format:

Bidder's Request for Clarification			
Name of Organization submitting Request		Name & position of person submitting request:	Address of organization including phone, email points of contact
Sr. No.	Bidding Document Reference (Clause)	The content of the RFP requiring	Points of Clarification Required
1			
2			

- 1.4. The interested vendors submitted their queries in writing at least 3 days before the date of pre-bid meeting date.
- 1.5. The answers of the pre-bid queries will be published on the website of www.gil.gujarat.gov.in & www.gem.gov.in.
- 1.6. No further or new clarification whatsoever shall be entertained after the Pre-Bid Meeting.

SECTION – 2

SCOPE OF WORK

The department has a NAS Storage setup of – Netapp FAS 8300 unified Storage with usable 1.5 PB usable capacity. The Department want to invite proposal for upgrade one of the following Storage Boxes at GSDC, NDR and FDR: -

S.No.	Make & Model	Approx. Existing Capacity (in PB)
1.	Netapp FAS 8300	1.5 PB

The OEM should be responsible for upgrading and installing the supplied hardware with full features as per specified in BoM. The unified storage boxes installed and upgraded at GSDC, NDR and FDR needs to be upgraded onsite.

- GSDC : Gujarat State Data Center (Upgrade (Augmentation) Usable 500 TB per site)
- FDR: BSNL Faridabad (Upgrade (Augmentation) Usable 500 TB per site)
- NDR: BSNL Bapunagar Ahmedabad (Upgrade (Augmentation) Usable 500 TB per site)

Border Scope of this RFP as following;

1. The licenses should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life.
2. The OEM support credentials should in name of DST/GIL and handed over to GSDC/DST/GIL.
3. The Bidder shall configure the proposed solution in such a way that it should comply with all the policies of the Gujarat State Data Centre.
4. The bidder along with the OEM professional should be available onsite for solution design, installation, and implementation.
5. The Bidder shall also share the Standard Operating Procedures Templates, Troubleshooting guide, “How-To” knowledge base, Escalation matrix etc.

6. The installation, implementation, commissioning, and upgradation of existing storage shall be carried out by the OEM.
7. The bidder is required to submit the certification from the OEM of the proposed solution confirming successful implementation, testing, commissioning, and satisfactory deployment of the proposed solution based on the industry best practices as a part of FAT.
8. Successful bidder in coordination with the representatives from the TENDERER/GIL/GSDC shall conduct FAT of the solution.
9. The Successful bidder shall be responsible for rectification of discrepancies identified by the TPA/any other authorized representative while conducting FAT. Further on rectification of all the discrepancies identified during the FAT, DST/GIL/GSDC representative will re-conduct the FAT or if agreed FAT will be signed.
10. The successful bidder shall be responsible for obtaining FAT certificate (Sign-off) on completion of the work as per the scope of work, functional and technical requirements.
11. After FAT, successful bidder has to handover the complete solution to existing GSDC operator (DCO) for O&M. The Bidder will be responsible for providing required training to the GSDC staff for further O&M.
12. During the term of the contract, if any disk is required to be replaced for any reasons, then the existing disk needs to be kept with GSDC and won't be returned back
13. The bidder should be authorized by its OEM to quote this bid for the authenticity, authorized representation and after sales support. The maximum response time to attend any onsite call should not exceed 4 hours from the initial call to the bidder / response center. The bidder is required to arrange back-to-back support agreement/arrangement for services including supply of spare parts with 24 hours' repair/replacement time commitment.
14. Provision and installation of usable only 500 TB of net usable storage capacity (after RAID, any overhead, and formatting) to be integrated into the existing storage solution at each site (GSDC, FDR,NDR). The new and existing storage capacity shall be managed as single entity.
15. ONTAP License capacity at GSDC- 22.50 PB, FDR-20.51 PB and NDR-23.44 PB are already installed. Successful bidder have to use existing license.
16. Supply of all necessary physical hardware and software components (drives, disk shelves, cables, rails, power supplies etc.) and any other required hardware and software for the usable 500 TB expansion on the current storage solution each site. (GSDC, FDR, NDR). Data migration, if required, shall be the responsibility of the vendor.

17. Ensure all new and existing components, including controllers and disk shelves, are running the latest stable and compatible firmware as required by the OEM.
18. The usable 500 TB storage expansion every site must be implemented without downtime and degrading the overall performance of the existing storage solution. The vendor should demonstrate the performance of the entire storage system onsite.
19. The configuration of the newly added capacity to be fully visible and reportable within the existing monitoring and management tools.
20. For FAT: One LUN needs to be created and show read/write operation for FAT Date.
21. Bidder has to provide all warranty from the FAT Date. If any delay in FAT, then bidder has to submit the all warranty relevant documents from OEM from the FAT date before O & M start date.
22. Successful bidder have to install all required hardware by OEM only.
23. AMC support for the augmented 500 TB storage shall be co-terminus with the existing storage system AMC for each site (GSDC,FRD,NDR) (Onsite).
24. Warranty and SLA should be same as current OEM NetAPP premium/highest available support which shown on OEM portal.

Warranty Support: As part of the warranty services bidder shall provide:

- 1.1. Bidder shall provide a comprehensive on-site free warranty for 5 years from the date of FAT for proposed solution.
- 1.2. Bidder shall also obtain the five-year OEM premium support (ATS/AMC) on all licensed software, hardware, and other equipment for providing OEM support during the warranty period.
- 1.3. Bidder shall provide the comprehensive manufacturer's warranty and support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the bid. Bidder must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this bid against any manufacturing defects during the warranty period.
- 1.4. Bidder shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the bid.
- 1.5. Bidder is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the bid. During the warranty period bidder, shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost in case the procured hardware or software is not adequate to meet the service levels.

- 1.6. Mean Time between Failures (MTBF): If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level of new equipment by the bidder at no cost.
- 1.7. For any delay in arrangement of replacement / repaired equipment's for inspection, delivery of equipment's or for commissioning of the systems or for acceptance tests / checks at each/ any site; DST/GIL reserves the right to charge a penalty.
- 1.8. During the warranty period, the bidder shall maintain the systems and repair / replace the components to keep the solution operational at the installed site at no extra charges to the organization.
- 1.9. The bidder shall as far as possible repair/ replace the equipment at site.
- 1.10. Warranty should not become void, if DST/GIL buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the bidder. However, the warranty will not apply to such supplemental hardware items installed.
- 1.11. Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
- 1.12. Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- 1.13. Bidder shall have to stock and provide adequate onsite and offsite spare parts and spare component to ensure that the uptime commitment as per SLA is met.
- 1.14. Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).
- 1.15. Bidder shall develop and maintain an inventory database to include the registered hardware warranties.
- 1.16. To provide warranty support effectively, OEM should have spare depo in India and will be asked to deliver spare as per SLA requirement.
- 1.17. Design, implementation should be done by OEM.
- 1.18. MIS reports should be submitted by bidders as when asked by DST/GIL/GSDC.

IMPLEMENTATION TIMELINES & PENALTIES:

Successful bidder has to complete the Installation, Configure, Commissioning, Integration with Acceptance of the ordered work within the time period (s) specified in the below table. However, in case of any delay solely on the part of successful bidder TENDERER reserve the right to levy the appropriate penalties as per the below table:

S/n	Work type	Time Limit for Execution	Penalty for Delay	Maximum Penalty	Overall Penalty Cap
1	Submission of PBG to be submitted to the committee for the approval	Within 07 working Days from date of issuance of GEM contract	EMD will be forfeited, and contract will be terminated or part thereof	-	-
2	Supply of the material including Licenses & OEM Warranty Certificate.	$T1=T+60$ days from the date of issuance of work order	0.5% of order value of delayed/pending work per week or part thereof	10% of order value	Overall Penalty CAP is not more than 10 % of the order value for IMPLEMENTATION TIMELINES & PENALTIES:
3	Installation, commissioning & integration	$T2=T1+30$	0.5% of order value of delayed/pending work per week or part thereof	10% of order value	
4	Final Acceptance Testing (FAT)	$T3=T2+15$ days	0.5% of order value of delayed/pending work per week or part thereof	10% of order value	

Note:

- Material supplied, installed and commission as per this Bid/contract should be covered under the warranty for a period of five years from the date of FAT.
- T= Date of issuance of contract over GEM.
- Aforesaid penalty cap will not be applicable for any severe impact/incident/outage at GSDC, resulting in loss to Government of Gujarat.
- In case of any fault arises in the installed items during the warranty period of five years, bidder is requiring to either repair the faulty items or have to install the replacement (complying to the RFP specification) for faulty material without any additional cost to the Tenderer.

FINAL ACCEPTANCE TEST: To be carried out based on followings but not limited to:

- Successful implementation, compliance of scope mentioned in the RFP
- After successful installation of the System in accordance with the requirements as mentioned in Schedule of Requirement, Final Acceptance Test will be conducted. After successful testing, Acceptance Test Certificate will be issued by DST/its designated agency to the successful bidder.
- The date on which Acceptance certificate is issued shall be deemed to be the date of successful commissioning of the System. Warranty and licenses should be valid for period of 5 years from the date of issuance of Acceptance Certificate (FAT).
- Any delay by the successful bidder in the Acceptance Testing shall render the successful bidder liable to the imposition of appropriate Penalties.

Payment Schedule

1. 70% payment on successful completion of hardware, software, licenses delivery
2. 20 % payment on Successful completion of installation, configuration, integration and upgradation of existing storage.
3. 10 % payment successful completion of FAT

SECTION – 4: Financial Bid:

S No.	Item Description	Quantity	Total Price (INR) (with tax)
1	Upgradation of existing NAS Storage at GSDC , NDR and FDR Inclusive of all the required hardware, Software and necessary Licenses required to make the solution fully functional. As per the Scope of work, functional and technical requirement, including all cable & accessories, Installation, testing, commissioning, and upgradation etc.	1	

Note: All prices quoted by the Bidder should be in INR.

- L1 will be the lowest sum total of rates of all line items including GST as per GeM GTC.
- RA has been enabled in the GEM Bid.

On letterhead of Bidder

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 published by
Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number: _____

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that we as a bidder and quoted product from following OEMs are not from such a country or, if from such a country, these quoted products OEM has been registered with competent authority. I hereby certify that these quoted product & its OEM fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number _____.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of M/s <>Name of Company<>

On letterhead of OEM

**Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 published by
Ministry of Finance, Dept. of Expenditure, Public Procurement division**

Ref: Bid Number: _____

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted products and our company fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number _____.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise, GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of M/s <>Name of Company>>