

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	14-07-2026 19:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	14-07-2026 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Gujarat
विभाग का नाम/Department Name	Urban Development And Urban Housing Department Gujarat
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Bhavnagar Municipal Corporation
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	itdept-mc-bhavnagar@gujarat.gov.in
वस्तु श्रेणी /Item Category	Operation & Maintenance of Data Centre Assets - Enterprise; Tier-1
अनुबंध अवधि /Contract Period	5 Year(s)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	3 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	HDFC Bank
ईएमडी राशि/EMD Amount	3300000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	HDFC Bank
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	68

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this

Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c). ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

EMD in Favor of "Gujarat Informatics Limited" and PBG in favor of "Commissioner, Bhavnagar Municipal Corporation", Bhavnagar.
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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	No
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1. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

2. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

BIDDER SHOULD PROVIDE ITEM WISE COST ESTIMATION AS MENTIONED FORMAT - [1781679809.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Eligibility criteria if required by the Buyer:[1781786459.pdf](#)

Payment terms:[1781786463.pdf](#)

Bill of Materials:[1781786467.pdf](#)

Scope of Work:[1781786454.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
29-06-2026 12:00:00	Bhavnagar Municipal Corporation Bhavnagar Mahanagar Seva Sadan, Sir Mangal Sinhji Road, Near Kalanala, Bhavnagar, Gujarat - 364001

Operation & Maintenance Of Data Centre Assets - Enterprise; Tier-1 (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
DC Type	Enterprise
Data Centre Classification	Tier-1
No of Data Centre location	SITC of IT & Non-IT Infrastructure (Plus) Operations & Maintenance of Existing & newly Procured Component (Plus) Deployment of resource (Minus) Buyback of components
Compute-Server Assets	SITC of IT & Non-IT Infrastructure (Plus) Operations & Maintenance of Existing & newly Procured Component (Plus) Deployment of resource (Minus) Buyback of components
Storage & Backup Assets	SITC of IT & Non-IT Infrastructure (Plus) Operations & Maintenance of Existing & newly Procured Component (Plus) Deployment of resource (Minus) Buyback of components
Network and Security Assets	SITC of IT & Non-IT Infrastructure (Plus) Operations & Maintenance of Existing & newly Procured Component (Plus) Deployment of resource (Minus) Buyback of components
Software /Tools	SITC of IT & Non-IT Infrastructure (Plus) Operations & Maintenance of Existing & newly Procured Component (Plus) Deployment of resource (Minus) Buyback of components
Cabling	SITC of IT & Non-IT Infrastructure (Plus) Operations & Maintenance of Existing & newly Procured Component (Plus) Deployment of resource (Minus) Buyback of components
Electrical System	SITC of IT & Non-IT Infrastructure (Plus) Operations & Maintenance of Existing & newly Procured Component (Plus) Deployment of resource (Minus) Buyback of components
Safety and Surveillance	SITC of IT & Non-IT Infrastructure (Plus) Operations & Maintenance of Existing & newly Procured Component (Plus) Deployment of resource (Minus) Buyback of components
Facility (Furniture)	SITC of IT & Non-IT Infrastructure (Plus) Operations & Maintenance of Existing & newly Procured Component (Plus) Deployment of resource (Minus) Buyback of components
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Arvindbhai Gatorbhai Mer	364001,Bhavnagar Municipal Corporation, Mangalsihji Road, Bhavnagar	Project / Lumpsum Based	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. **Generic**

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

4. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

5. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

1) The contract period is 65 months; however, due to the limitations of the GeM platform, it is recorded as 5 years in the document

2) In case of any contradiction between the GeM terms and conditions and the Additional Terms and Conditions (ATC BID Documents), the Terms and Conditions of ATC (BID Document) shall prevail.

3)A Detailed BID Document Attached herewith.

6. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The

Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

Document Title :- **Request for Proposal (RFP) for Selection of a System Integrator (SI) for Upgradation of the Data Centre at Bhavnagar Municipal Corporation (BMC) with Five (5) Years of Operation and Maintenance (O&M) Services**

Tender Inviting Authority :- **Gujarat Informatics Limited (GIL) on behalf of Bhavnagar Municipal Corporation (BMC)**

Correspondence Address regarding Bid :- DGM (Tech.)
Gujarat Informatics Limited,
Block No. 2, 2nd Floor, Karmayogi Bhavan,
Sector-10-A, Gandhinagar 382010
Phone: 079 - 232 52026
Email: dgmtech-gil@gujarat.gov.in

June-2026

Understanding of Abbreviations

Sr.	Abbreviations	Description/Definitions
1	AMF	Automatic Mains Failure
2	BEC	Bid Evaluation Committee
3	BMC	Bhavnagar Municipal Corporation
4	BOM	Bill of Material
5	BOQ	Bill of Quantities
6	CA	Chartered Accountant
7	CAMC	Comprehensive Annual Maintenance Contract
8	CCTV	Closed-circuit Television
9	CM	Corrective Maintenance
10	CAPEX	Capital Expenditure
11	CPCB	Central Pollution Control Board
12	CS	Computer Science
13	DAC	Direct Attach Copper
14	DC	Data Centre
15	DG	Diesel Generator
16	DR	Disaster Recovery
17	DMZ	Demilitarized Zone
18	DD	Demand Draft
19	EC	Electronics and Communication
20	EMD	Earnest Money Deposit
21	EOL	End-of-life
22	EOS	End-of-Support
23	GeM	Government e-Marketplace
24	GIL	Gujarat Informatics Limited
25	GoG	Government of Gujarat
26	GoI	Government of India
27	HA	High Availability
28	IA	Implementing Agency

29	ICT	Information and Communication Technologies
30	ISO	International Organization for Standardization.
31	ISP	Internet Service Provider
32	IT	Information Technology
33	LAN	Local Area Network
34	LED	Light Emitting Diode
35	MII	Make in India
36	MIS	Management Information Systems
37	NAT	Network Address Translation
38	NGFW	Next-Generation Firewall
39	NOC	No Objection Certificate
40	NVR	Network Video Recorder
41	OEM	Original Equipment Manufacturer
42	O&M	Operation & Maintenance
43	OFC	Optical Fiber Cable
44	OPEX	Operating Expenditure
45	OS	Operating System
46	PAC	Precision Air Conditioning
47	PAT	Port Address Translation
48	PBG	Performance Bank Guarantee
49	PDF	Portable Document Format
50	PM	Preventive Maintenance
51	POE	Power over Ethernet
52	PSU	Public Sector Undertaking
53	QC	Quality Control
54	SAN	Storage Area Network
55	RFP	Request for Proposal
56	SAS	Serial Attached SCSI
57	SB	Selected Bidder
58	SD	Security Deposit

59	SFP	Small Form-factor Pluggable
60	SI	System Integrator
61	SITC	Supply, Installation, Testing and Commissioning
62	SSD	Solid State Drive
63	SSL	Secure Sockets Layer
64	SLA	Service Level Agreement
65	SOP	Standard Operating Procedure
66	TLS	Transport Layer Security
67	ULB	Urban Local Body
68	UPS	Uninterruptible Power Supply
69	URL	Uniform Resource Locator
70	VLAN	Virtual Local Area Network
71	VM	Virtual Machine
72	VPN	Virtual Private Network
73	WAN	Wide Area Network
74	Wi-Fi	Wireless Fidelity
75	WO	Work Order

SECTION-I : INTRODUCTION

1.1 Project Preamble

- Bhavnagar Municipal Corporation (BMC) is an Urban Local Body (ULB) constituted under the Gujarat Provincial Municipal Corporation Act, 1949, and is responsible for providing essential civic services and infrastructure to the citizens of Bhavnagar city.
- With rapid urbanization, population growth, and increasing expectations of citizens, the demand for reliable, efficient, and technology-driven municipal services has grown significantly. In response to these challenges, the City has undertaken comprehensive planning exercises and prepared various short-term and long-term development plans to enhance service delivery and address existing gaps between service demand and available infrastructure.
- These plans emphasize modernization of municipal operations, strengthening of core infrastructure, adoption of digital and e-Governance solutions, and integration of Information and Communication Technologies (ICT) to improve efficiency, transparency, and accountability.
- BMC currently operates a data centre that supports critical municipal services, including administrative applications, citizen services, and surveillance systems. With the rapid development of Information Technology (IT), it has become possible to manage large volumes of data and optimize urban services efficiently.
- To meet growing service demands and ensure business continuity, BMC recognizes the need to upgrade its data centre in line with modern standards. Upgrading the IT infrastructure will enhance planning, governance, and revenue generation by providing a reliable, scalable, and secure environment capable of supporting current and future municipal services efficiently.
- After a detailed assessment of current technologies in servers, storage, networking, software, CCTV surveillance, and data centre systems, it has been determined that implementing a modern IT infrastructure will be both viable and beneficial for BMC.

1.2 Objective of the Project

The objective of this project is to upgrade the existing Data Centre infrastructure at BMC to achieve the following:

- Improve the reliability, scalability, security, and performance of the Data Centre.
- Support current and future municipal services with high availability and robust data recovery mechanisms.
- Enable BMC to deliver efficient, technology-driven, and citizen-centric municipal services.

- Provide a platform that can accommodate future growth, technological advancements, and integration of additional digital solutions as required by the Corporation.
- Enhance energy efficiency and ensure compliance with applicable industry standards.

1.3 Invitation for Proposal

- Gujarat Informatics Limited (hereinafter referred to as GIL), on behalf of Bhavnagar Municipal Corporation (hereinafter referred to as the Purchaser/BMC), invites bids from eligible and qualified System Integrators (SI) for the Supply, Installation, Testing, and Commissioning of IT Infrastructure along with 5 years of Operation and Maintenance services at BMC.
- The purpose of this RFP is to select a competent SI for establishing a modern IT infrastructure to support BMC's critical municipal services, improve operational efficiency, and ensure business continuity.
- Bidders are requested to submit their proposals in accordance with the terms, conditions, scope of work, and technical and financial requirements specified in this RFP. The successful bidder will be responsible for end-to-end delivery, including design, supply, installation, integration, migration, and O&M services for the upgraded IT infrastructure.
- Bidders are advised to carefully read and understand the contents of this Tender Document in its entirety before submitting their Proposals. Submission of a Proposal shall be deemed as the Bidder's confirmation that they have read, understood, and agreed to all terms and conditions outlined in this RFP.

1.4 Important Dates & Details

a)

#	Information	Details
1	Tender Inviting Authority	Gujarat Informatics Limited (GIL) on behalf of Bhavnagar Municipal Corporation (BMC)
2	Work Duration	5 Month for SITC & 5 Years of O&M Service after Go-Live
3	Venue of Pre-Bid Meeting	2 nd Floor, Conference Hall, BMC Head Office, Sir Mangalsinhji Road, Near Kalanala, Bhavnagar-364001
4	GIL Contact Person	DGM (Tech.), GIL

Note:-

1. Please specify tender number in all your correspondence.

2. Please address all queries and correspondence to:

DGM (Tech.)

Gujarat Informatics Limited,

Block No. 2, 2nd Floor, Karmayogi Bhavan,

Sector-10-A, Gandhinagar 382 010

Phone: 079 - 232 52026

Email: dgmtech-gil@gujarat.gov.in; mgrhnninfra1-gil@gujarat.gov.in

- b) Compliance with Tender Requirements:** The Bidder is expected to carefully examine all instructions, formats, terms, conditions, and specifications provided in this RFP document. Failure to furnish all required information or submission of a proposal not in conformity with the requirements of the bidding document may result in rejection of the bid.
- c) Right to Amend the Tender:** BMC/GIL reserve the right, at its sole discretion, to change, modify, add to or alter any or all of the provisions of this tender document and/or the bidding process, without assigning any reasons whatsoever. Any such changes shall be published only on the GeM portal. No individual notifications shall be issued to the bidders. These changes shall be deemed to form an integral part of the RFP Document.
- d) Updates:** Any corrigendum, clarification, response to queries, amendments, or time extensions related to this Tender shall be published only on the GeM portal. It is the sole responsibility of the Bidders to regularly check GeM portal for updates. No separate advertisements or notifications will be made through newspapers or other media.
- e) Bid Submission Guidelines:** Bidders are required to submit their bids electronically through the Government e-Marketplace (GeM) portal only. No physical or offline submissions shall be accepted. Bidders must ensure that all technical and financial documents are uploaded in the prescribed formats and within the specified timelines on the GeM portal.

1.5 Queries & Clarification

a) Submission of Queries:

- Bidders requiring any clarification regarding the RFP shall submit their queries in writing or via email at least 2 days before the pre-bid meeting.
- Queries not submitted in the prescribed format (As per Annexure-M) or received after the specified date may not be entertained.

b) Pre-Bid Meeting:

- A Pre-Bid Meeting will be organized at the head office of BMC on the date and time mentioned in the Bid Schedule.
- Interested bidders may attend the meeting in person with a maximum of two authorized representatives from each bidding organization, at their own cost.

- The objective of the meeting is to clarify the scope of work, expectations, and any aspect of the RFP.
- Bidders are responsible for being present at the venue on time.
- BMC/GIL reserves the right to consider and respond to additional queries raised during the Pre-Bid Meeting. No further queries will be entertained after the meeting.

c) Response by BMC/GIL:

- BMC/GIL will endeavour to respond to all eligible queries within the time frame indicated in the Bid Schedule.
- Responses (without identifying the bidder) and any amendments to the RFP will be published on official website of GIL www.gil.gujarat.gov.in and procurement portal www.gem.gov.in
- It is the responsibility of the bidders to check the above websites regularly for updates and amendments before bid submission.

d) BMC/GIL's Discretion:

- BMC/GIL is under no obligation to respond to all queries or provide clarifications and may do so at its sole discretion.

e) Interpretations and Clarifications by BMC/GIL:

- BMC/GIL may, on its own initiative, issue interpretations, amendments, or clarifications, which shall be deemed an integral part of the RFP.
- Such communications will be shared via the official websites as mentioned above.

f) Verbal Clarifications:

- Verbal explanations, instructions, or information provided by any BMC/GIL official, representative, or staff shall not be considered binding.
- Only written responses or clarifications issued by BMC/GIL shall be treated as official and legally enforceable.

1.6 Addendum/Corrigendum of Bid Document

a) Issuance of Addendum/Corrigendum :

- At any time prior to the deadline for submission of bids, BMC/GIL may, for any reason, whether on its own initiative or in response to a clarification request from a bidder, modify the contents of this RFP Document through the issuance of an Addendum or Corrigendum.
- Such modifications shall be deemed to be an integral part of the RFP and shall be binding on all bidders.

b) Publication of Addendum/Corrigendum:

- Any Addendum/Corrigendum issued by BMC/GIL will be published on the GIL's website www.gil.gujarat.gov.in and online procurement portal www.gem.gov.in

- No individual communication will be made to any bidder regarding the issuance of such Addendum/Corrigendum/Clarification.

c) Extension of Application Due Date:

- To provide sufficient time for bidders to take an Addendum/Corrigendum into account in preparing their proposals, or for any other reason, BMC/GIL may, at its sole discretion, extend the Bid Submission Deadline.
- Such extensions, if any, shall also be published only on the websites mentioned above.

1.7 Earnest Money Deposit (EMD)

a) EMD Submission: Bidders are required to submit a refundable EMD of ₹33,00,000/- (Rupees Thirty Three Lakh Only) on or before date & hours of submission of bid in a sealed cover at GIL office with the heading “**EMD for Selection of a System Integrator (SI) for Upgradation of the Data Centre at Bhavnagar Municipal Corporation (BMC) with Five (5) Years of Operation and Maintenance (O&M) Services**”.

b) EMD as mentioned above, shall be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 6 months from the last date of bid submission) in the name of “Gujarat Informatics Limited.” payable at Gandhinagar (as per prescribed format given at Annexure-‘O’) and must be submitted along with the covering letter.

Please affix the stamp of your company on the overleaf of demand draft.

c) Rejection for Non-Submission of EMD: Any bid submitted without the requisite EMD shall be considered unresponsive and summarily rejected. No further correspondence shall be entertained in this regard.

d) Refund of EMD: The EMD of unsuccessful bidders will be refunded within 90 (ninety) days from the date of opening of the Commercial/Financial Bids. The EMD of the successful bidder shall be refunded only after the signing of the contract and submission of the security deposit to BMC within the specified timeline.

e) Forfeiture of EMD: The entire EMD amount shall be liable for forfeiture under the following circumstances:

- 1) If the bidder withdraws or modifies its bid during the bid validity period or any extension thereof.
- 2) If the successful bidder fails to sign the contract agreement or submit the required Performance Bank Guarantee within the stipulated period.
- 3) If the bidder is found to have submitted false, misleading, or fraudulent information during the bidding process.

- 4) If the bidder engages in any conduct that delays or undermines the bid evaluation and award process.
- 5) If Bidder fails to co-operate in the Bid evaluation process, and
- 6) If the bidder attempts to influence the evaluation process or the decision of BMC through any unlawful or unethical means.

1.8 Currency

- a) The Bidder shall quote the price of various items/services strictly in Indian Rupees (INR) only.
- b) All payments under the contract shall also be made in Indian Rupees and in accordance with the payment terms specified in this RFP. Proposals submitted in any currency other than INR shall be summarily rejected.

1.9 Location of Works

The infrastructure proposed under this RFP is required to be established and maintained at the following three locations:

- 1) BMC Head Office** [Address: Sir Mangalsinhji Road, Near Kalanala, Bhavnagar – 364001, Gujarat]
- 2) BMC East Zonal Office** [Address: 150 Feet Ring Road, Tarasamiya, Bhavnagar – 364002, Gujarat]
- 3) BMC West Zonal Office** [Address: Near Aakhlol Jakatnaka, Rajkot Road, Bhavnagar – 364004, Gujarat]

1.10 Site Visit

- a) All prospective bidders are required to conduct a mandatory site visit to the existing Data Centre at BMC before submitting their proposals.
- b) The site visit is intended to enable bidders to thoroughly familiarize themselves with the local site conditions, understand the existing infrastructure, network architecture, physical layout, available space, power availability, and other relevant aspects associated with the Upgradation of the Data Centre.
- c) The site visit shall be carried out at the bidder's own cost, risk, and responsibility. Bidders are advised to seek a prior appointment with the designated BMC officials before planning their visit, to ensure coordination and availability of necessary personnel for guidance.
- d) The site visit must be completed 2 days prior to online bid submission deadline. As proof of the site visit, bidder must obtain a site visit certificate/ acknowledgment issued and signed by an authorized official from BMC. A copy of this certificate must be submitted along with the Technical Proposal. Failure to submit this certificate will render the bid non-compliant and subject to disqualification during technical evaluation.

1.11 Bid Preparation Cost

- a) The Bidder shall bear all costs associated with the preparation and submission of their proposal, including but not limited to costs incurred for site visits, due diligence, attending pre-bid meetings, bid preparation, submission of additional documents, and any other activities related to participation in the bidding process. Under no circumstances shall BMC/GIL be liable for such costs, regardless of the outcome or the manner in which the bidding process is conducted.
- b) This RFP document does not constitute a commitment by BMC/GIL to award a contract or engage in any negotiation. Submission of a bid shall not entitle the Bidder to any claim, compensation, or reimbursement for costs incurred in connection with the bidding process.
- c) All documents, proposals, and other materials submitted by the Bidder as part of the bidding process shall become the property of BMC and may be retained or disposed of at BMC's discretion. No materials will be returned unless specifically requested and agreed upon by BMC.

1.12 Rights to Terminate the Process

- a) **Termination of Bid Process:** BMC/GIL reserves the right to terminate or annul the bidding process at any stage, without assigning any reason whatsoever. BMC/GIL shall not be liable for any costs or damages incurred by any bidder as a result of such termination, nor shall it have any obligation to inform bidders of the grounds for such action. This includes the right to reject any or all bids, wholly or in part, without any liability.
- b) **No Obligation to Award or Select:** This RFP does not constitute an offer or commitment to award a contract or to otherwise engage with any bidder. Participation in this bidding process does not entitle any bidder to any claim, right, or expectation of selection or engagement. BMC/GIL may, at its sole discretion, initiate discussions or negotiations with one or more bidders. However, such discussions shall not be construed as a binding commitment to award or enter into any agreement. BMC/GIL reserves the right to suspend, abandon, or terminate such negotiations at any time, without assigning any reason and without incurring any liability.

SECTION-II : SUBMISSION & EVALUATION OF BID

2.1 Pre-Qualification/Eligibility Criteria for the Bidder

Any entity that meets the pre-qualification or eligibility criteria outlined below shall be eligible to participate in the bidding process. Only those bidders who qualify the Pre-Qualification stage will be considered for subsequent stages. The bidders must demonstrate compliance with the following minimum eligibility criteria:

Sr. No.	Description	Supporting documents to be furnished
1	<p><u>Legal Entity:-</u></p> <p>a) The Bidder should be a legal entity meeting any of the following conditions at the time of bidding:</p> <p style="padding-left: 40px;">A company incorporated in India under the Companies Act, 1956 / 2013, or</p> <p style="padding-left: 40px;">A Limited Liability Partnership (LLP) registered in India under the Limited Liability Partnership Act, 2008 , or</p> <p style="padding-left: 40px;">A registered partnership firm under the Indian Partnership Act, 1932, or</p> <p style="padding-left: 40px;">A sole proprietorship firm registered under relevant state/central government laws in India.</p> <p>b) The Bidder must possess a valid GST Registration Number and Income Tax PAN.</p> <p>c) The Bidder should have been operational in India for a minimum period of 5 years as of the last date of the online bid submission date.</p>	<p>a) Certificate of Incorporation, or Registration Certificate, or Partnership Deed, or Shop and Establishment Certificate, or UDYAM/MSME Registration Certificate as applicable to the legal status of the Bidder.</p> <p>b) PAN Card and valid GST Registration Certificate.</p>
2	<p><u>Financial Capabilities:-</u></p> <p>a) The Bidder should have average annual turnover of at least ₹22 Crore from IT/ITeS in the last three audited financial years (i.e. FY 2022-23, FY 2023-24, FY 2024-25).</p> <p>b) The bidder must have positive net worth and should be profit making as on 31st March 2025.</p>	<p>1) Audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial years.</p> <p>2) Certificate from the statutory Chartered Accountant (CA) clearly stating the average annual turnover from IT/ITeS Services for the last 3 financial years.</p>

3	<p><u>Similar Work Experience:-</u> The Bidder should be an established IT System Integrator and should have been demonstrable experience in SITC or O&M Services in Data center or ITes projects with the following capacity during the last 7 years in Central Govt. / State Govt. / ULB / PSU / BFSI / Listed Company.</p> <ul style="list-style-type: none"> • 1 project, with a value of ₹8.8 Crore or above (including GST); OR • 2 projects, each with a value of ₹5.5 Crore or above (including GST); OR • 3 projects, each with a value of ₹4.4 Crore or above (including GST). 	<p>Work Order / Purchase Order / LoI / LoA / Contractual Agreement.</p> <p style="text-align: center;">+</p> <p>Successful Completion / Go-Live / Ongoing Certificate issued by client.</p> <p>Note:- Only those PO/WO/LoI/LoA issued within the last 7 years from the date of publication of this tender will be considered.</p>
4	<p><u>Certifications:-</u> The Bidder must possess minimum one certification from below list as proof of their adherence to recognized standards:</p> <ol style="list-style-type: none"> 1) ISO 9001 (Quality management systems) 2) ISO 27001 (For information security) or equivalent 3) ISO 20000-1 (For IT Service Management) 	<p>Valid certificate which is self-attested by the authorized signatory</p>
5	<p><u>Non-Blacklisted Certificate:-</u> The Bidder should not be currently blacklisted, suspended, or debarred by any government agency, international organization, or any other relevant regulatory body.</p>	<p>As per the format provided in Annexure-'D'</p> <p>Note:- This certificate is furnished on Non-Judicial Stamp Paper of Rs.300/- and is duly attested by the First-Class Magistrate / Notary Public</p>
6	<p><u>Local Office:-</u> The Bidder must have at least one operational office in the state of Gujarat.</p> <p>In case the Bidder does not currently have an office in the state of Gujarat(India), it shall submit an undertaking along with the bid, committing to establish an office in the Bhavnagar(Gujarat) within forty-five (45) days from the date of issuance of the work order.</p> <p>The office must remain operational at a minimum until the completion of the project</p>	<p>Any one of the following documents:</p> <ul style="list-style-type: none"> • Latest Property Tax Bill • Latest Electricity Bill • Latest Telephone Bill • GST Registration Certificate • Valid Lease/Rental Agreement <p style="text-align: center;">OR</p> <p>Undertaking to establish an office in the city of Bhavnagar(Gujarat)</p>

	(including 5 year O&M) and shall serve as the primary point of coordination for all communications and project-related activities during this period.	
7	<u>OEM Financial Capabilities:-</u> The Original Equipment Manufacturer (OEM) of the proposed server and storage solution shall have an average annual turnover of at least ₹55 Crore from IT/ITeS in the last three audited financial years (i.e. FY 2022-23, FY 2023-24, and FY 2024-25).	Audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial years. OR Certificate from the statutory Chartered Accountant (CA) clearly stating the average annual turnover from IT/ITeS Services for the last 3 financial years.
8	<u>OEM Experience:-</u> The Original Equipment Manufacturer (OEM) of the proposed server and storage solution shall have supplied products worth at least INR 25 Crore (Rupees Twenty-Five Crore only) in projects during the last five (5) financial years preceding the bid publication date	Work Orders / Purchase Orders / Contractual Agreement / Invoices
9	<u>OEM Authorization Letter:-</u> Manufacturer Authorization Form (MAF) from the respective OEMs for all items mentioned in Annexure-F of Section-VII.	Manufacturer Authorization Form (MAF) from the respective OEM(s) on the OEM's official letterhead.
10	<u>Technical Specification Compliance Sheet:-</u> Compliance sheet for all items mentioned in Annexure-G of Section-VII.	The Technical Compliance Sheet shall be prepared in accordance with the format specified in Annexure-'H' and shall be submitted on both the Bidder's and OEM's letterheads.
11	<u>ISO 9001:2015 Certification:-</u> ISO 9001:2015 certificates for all items mentioned in Annexure-I of Section-VII.	ISO 9001:2015 certificate from the respective OEM(s)

Important Note:-

- (1) The Bidder shall submit the above-mentioned documents as part of the Technical Proposal. Failure to submit the required documents, or any non-compliance or deviation from the bid terms and conditions, eligibility criteria, or technical specifications, may result in rejection of the bid at the sole discretion of BMC/GIL.
- (2) "Similar Work" shall mean a project in which the Bidder has successfully carried out Supply, Installation, Testing, and Commissioning (SITC) and/or Operation and Maintenance (O&M) services related to Data Centre or IT Infrastructure (like servers, storage system, networking components, IT security components etc.).
- (3) Projects executed as a consortium, joint venture, or sub-contract, where the end user is a Government Organization, shall also be considered eligible. In such case the bidder is required to submit copies of Work Orders (WO) / Purchase Orders (PO) / Completion Certificate / Go-live Certificate / On-going Certificates issued by the end government client to the prime bidder or prime contractor.

- (4) The Bidder shall quote only one option for each item specified in this RFP. Submission of more than one product, make, or model for the same item is strictly prohibited and shall render the bid non-compliant.
- (5) The technical specifications mentioned in this RFP represent the minimum requirements for each item. Bidders are required to meet or exceed these specifications. Bidders may propose a solution exceeding the minimum specifications, provided that the offered product fully complies with the functional and technical requirements of the RFP.
- (6) The MAF must:
 - Clearly mention the name of the client (Bhavnagar Municipal Corporation), tender name, and tender number.
 - Clearly mention the proposed product(s) and their model number(s), if applicable.
 - Authorize the bidder to supply, install, integrate, commission, and provide warranty and support services for the proposed products under this tender.
 - Confirm that the proposed products shall not be End-of-Life (EoL) for a minimum period of three (3) years from the date of MAF.
 - Confirm that the proposed products shall not be End-of-Support (EoS) for a minimum period of five (5) years from the date of MAF.
 - Be duly signed and stamped by an authorized signatory of the OEM.
- (7) Conditional MAF shall not be accepted and may lead to rejection of the bid.
- (8) The MAF must be specific to this tender; generic authorization letters will not be accepted.

2.2 Submission of Technical Bid

The Bidder shall scan the following documents and upload/submit on Government e-Marketplace (GeM) portal as part of the Technical Proposal.

- 1) Bid submission letter as per the format provided in Annexure-‘A’
- 2) Letter of authorization as per as per the format provided in Annexure-‘B’
- 3) Details of the firm/company as per as per the format provided in Annexure-‘C’
- 4) All documents outlined under the Pre-Qualification/Eligibility Criteria
- 5) Land boarder sharing undertaking as per Annexure-‘J’ and Annexure-‘K’
- 6) Escalation matrix as per the format provided in Annexure-‘L’
- 7) Site visit certificate issued by BMC.
- 8) Signed copy of the complete RFP Document and any Corrigendum or Addendum issued.

Note:-

- Failure to submit the required documents, or any non-compliance or deviation from the bid terms and conditions, eligibility criteria, or technical specifications, may result in rejection of the bid at the sole discretion of BMC/GIL.

- All documents submitted along with the tender must be self-attested by the authorized signatory.

2.3 Submission of Commercial/Financial Bid

- a) The bidder shall submit the Commercial/Financial Proposal strictly through the GeM portal in prescribed format.
- b) Submission of the Commercial Bid in physical form is strictly prohibited and shall result in immediate rejection.
- c) The bidder must not disclose or indicate any financial information, either directly or indirectly in technical proposal. Any such disclosure will lead to disqualification.
- d) The bidder needs to account for all Out of Pocket expenses due to transportation, loading/unloading, boarding, lodging, conveyance and other related items. No additional/separate payment shall be made regarding the same.
- e) If the bidder fails to quote a price for any item mentioned in commercial bid format, it shall be treated as a non-responsive bid, and the entire tender shall be out-rightly rejected without any further notice or clarification.
- f) The bidders are advised to carefully review all items in commercial bid format and ensure that no item is left unquoted. In case any item is offered free of cost, it must be clearly mentioned as “0.00” against the respective item in the commercial bid.
- g) The quoted rates by the bidder in the commercial bid shall be inclusive of all duties, levies, charges, GST and other applicable taxes.
- h) All prices shall be quoted in Indian Rupees (INR) only.

2.4 Evaluation of Bids

- a) The evaluation shall be carried out based on the information and documents submitted by the Bidders, and in accordance with the criteria and processes defined in this RFP.
- b) Failure to submit the required supporting documents or any deviation from the RFP requirements may lead to rejection of the bid at any stage.
- c) The GIL may seek clarification or presentation from bidders as part of the evaluation process. If bidder will not submit the required clarification in due time, the technical evaluation will be done based on the submitted information in technical bid.
- d) At any point of time, if GIL feels that the bidder is hiding any information which will affect the project cost in short or long run, GIL may reject his bid without assigning any reason or explanation.
- e) GIL may waive any informality or non-conformity in a bid which does not constitute a material deviation according to BMC.

- f) After the closing time of submission, GIL will verify the submission of EMD as per bid terms and conditions.
- g) The bids will be evaluated for the pre-qualification/eligibility criteria and the technical evaluation will be carried out of the eligible bid with respect to quoted product.
- h) The Financial Bids of only technically qualified bidders will be opened on GeM portal. The bidder quoting the lowest cumulative total price in the commercial bid shall be considered as the Lowest Financial Bidder (L1). Evaluation shall be done based on the sum total price quoted for all line items. The L1 bidder may be invited for negotiations, if required, and the contract shall be awarded accordingly.

2.5 Rights to Accept/Reject any or all Bids

a) Right to Accept or Reject Bids:

- 1. Notwithstanding anything contained in this Tender, BMC/GIL reserves the right to accept or reject any bid, and to annul the bidding process at any time, without incurring any liability or obligation for such acceptance, rejection, or annulment, and without assigning any reason thereof.
- 2. In the event all bids are rejected or the bidding process is annulled, BMC/GIL may, at its sole discretion, invite fresh bids from eligible bidders.

b) Grounds for Rejection of Bids: BMC/GIL reserves the right to reject any bid under the following circumstances:

- 1. **Late Submission of Bid:** If the bid is received after the prescribed deadline for submission.
- 2. **Misrepresentation or Submission of False Information:** If, at any stage, it is discovered that the bidder has misrepresented facts, submitted false information or documents, or any submission is found to be incorrect.
- 3. **Failure to Furnish Required Information:** If the bidder fails to provide any additional information, clarification or documentation requested by BMC within the stipulated time.
- 4. **Non-Compliance with Eligibility or Pre-Qualification Criteria:** If the bidder does not meet the pre-qualification criteria or is found to have provided false information before or after contract signing, BMC reserves the right to disqualify the bidder and terminate any agreement, if applicable.
- 5. **Deviation from Tender Conditions/Requirements:** If the bidder imposes its own terms and conditions or deviates from the requirements specified in the RFP, including technical specifications, commercial conditions, or submission requirements.

6. **Conditional Proposals:** Submission of a conditional bid or proposal, including any conditions not specified in the RFP.
7. **Incomplete Financial Quote / BOQ:** If the bidder does not quote for all items specified in the Bill of Quantities (BOQ).
8. **Incomplete or Unsigned Undertaking Forms:** If the bidder fails to submit duly filled and signed undertaking forms or any other mandatory documentation as prescribed in the RFP.
9. **Undesirable Influence or Unethical Practices:** If the bidder engages in any undesirable approach, influence, or attempt to interfere with the tender submission and evaluation process.
10. **Insufficient Bid Validity:** If the bid validity period stipulated by the bidder is less than 180 days from the date of bid submission.
11. **Price Adjustment / Variation Clause:** If the bidder submits a proposal containing price adjustment, escalation, or variation provisions, which are not permitted under this RFP.

c) Make in India (MII) Compliance:

1. The bidder is encouraged to comply with the provisions of the Public Procurement (Preference to Make in India) Order, 2017 and subsequent amendments issued by the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India.
2. However, considering the specialized nature of Data Centre infrastructure components, strict adherence to Make in India (MII) requirements may not be feasible.
3. Accordingly, compliance with MII policy is desirable but shall not be treated as a mandatory eligibility criterion for this RFP. Bidders shall not be disqualified on the grounds of non-compliance with MII requirements.

d) Termination of Agreement: In the event that a bidder is found ineligible, disqualified, or non-compliant after issuance of the Work Order (WO) or at any time during the validity of the agreement or contract period, BMC reserves the right to terminate the agreement with immediate effect. Such termination shall be without any liability to BMC and shall not affect any other rights or remedies available to BMC under the RFP, the agreement, or applicable law.

e) Verification of Documents: BMC/GIL reserves the right to verify the authenticity of any statements, information, or documents submitted by the bidder as part of the bid process. The verification process, or the lack thereof, does not relieve the bidder of its obligations or affect any rights of BMC/GIL under this RFP or applicable law.

SECTION-III : SCOPE OF WORK

3.1 General

- a) The Selected Bidder (SB) shall act as the System Integrator (SI) and shall be responsible for end-to-end design, supply, installation, configuration, integration, testing, commissioning, migration, documentation, training, and maintenance support of the Data Centre.
- b) The scope shall include assessment of the existing infrastructure, preparation of design documents, supply of all required hardware and software, execution of migration activities, and stabilization of the upgraded environment.
- c) The SI shall execute the project on a turnkey basis and shall be responsible for delivering a complete, integrated, and operational solution. All components, accessories, licenses, tools, services, and consumables required for successful completion of the project, whether explicitly mentioned or not, shall be deemed to be included in the scope.
- d) The SI shall ensure minimal disruption to existing services and shall carry out migration activities during non-business hours or approved maintenance windows.
- e) The SI shall comply with all applicable Government of India rules, IT policies, MeitY guidelines, CERT-In advisories, and other statutory regulations.

3.2 Assessment of Existing Infrastructure (As-Is Study):

- a) The SI shall conduct a detailed assessment of the current Data Centre environment including servers, storage, network, security, power, cooling, racks, cabling, physical security, and monitoring systems.
- b) The assessment shall include, but not be limited to:
 - Inventory of existing hardware, software, and licenses
 - Current network topology and logical/physical diagrams
 - Server and storage utilization, capacity, and performance analysis
 - Power and cooling system
 - Security mechanisms and access control
 - Risk assessment and identification of single points of failure
 - Disaster Recovery readiness and gap analysis
- c) The SI shall submit a detailed report of the As-Is Assessment to the BMC, including findings, gaps, risks, and recommendations.

3.3 Overall Data Centre Architecture & Design for Proposed Solution

- a) The SI shall prepare and submit a comprehensive document titled “Overall Data Centre Architecture & Design for Proposed Solution” covering the complete architectural and detailed design of the upgraded Data Centre infrastructure.

- b) The document shall present the proposed solution in an integrated manner, clearly demonstrating how all components interconnect to deliver a secure, scalable, resilient, and high-availability Data Centre environment.
- c) The document shall be reviewed and approved by the BMC/GIL prior to commencement of implementation activities.

3.4 Supply, Installation, Integration and Commissioning

a) Supply of Equipment:

- The SI shall supply only brand-new, unused, and genuine OEM-certified equipment conforming strictly to the minimum technical specifications/requirements prescribed in this RFP.
- Refurbished, second-hand, end-of-life (EOL), or end-of-support (EOS) equipment shall not be accepted under any circumstances.
- All equipment supplied shall be accompanied by valid OEM warranty certificates, licenses (where applicable), and support entitlements.
- The SI shall ensure that all hardware and software components are sourced directly from OEMs or their authorized partners.
- The date of manufacture of supplied equipment shall not be older than 12 months from the date of delivery, unless otherwise approved in writing by the Department.

b) Installation and Integration:

- The SI shall install, configure, integrate, test, and commission all supplied components including but not limited to servers, storage systems, network devices, firewalls, UPS systems, DG Set, cooling systems, and security devices.
- Installation and integration activities shall be carried out strictly in accordance with the approved design documents.
- The SI shall ensure seamless interoperability between new and existing infrastructure components.
- All configurations shall follow OEM/Industrial best practices and applicable Government security guidelines.
- The SI shall conduct comprehensive testing including functionality testing, performance testing, redundancy testing, and failover validation prior to commissioning.

c) Rack Layout and Cabling:

- The SI shall prepare a detailed rack layout plan for approval prior to installation, ensuring optimal placement of all new and existing equipment.
- The rack layout shall consider weight distribution, airflow management, power redundancy, cable segregation (power and data), and future scalability.

- Structured cabling shall be implemented using industry-standard copper and/or fiber cabling as specified in the RFP.
- All network, fiber, and power cables shall be properly dressed, routed, and labeled in accordance with the Department instructions to ensure clear identification and traceability.
- Cable management accessories such as cable trays, organizers, Velcro ties, patch panels, and labeling tags shall be provided as part of the scope.

d) Rack Mounting:

- All core and ancillary equipment shall be securely mounted in existing racks using rack-mount rail kits and accessories.
- Proper cable management shall be ensured to maintain mechanical stability, accessibility for maintenance, adequate airflow, and safety compliance.
- The SI shall ensure that no obstruction to cooling airflow occurs due to improper mounting or cable congestion.
- Blanking panels shall be installed in unused rack spaces to optimize airflow and thermal efficiency.
- The installation shall comply with applicable electrical and safety standards.

3.5 Compute and Virtualization

a) Server Deployment:

- The SI shall deploy enterprise-grade rack-mounted servers with fully redundant components including, but not limited to, power supplies, network interfaces, storage controllers, and cooling fans.
- The deployed servers shall support virtualization, clustering, and future scalability as specified in the technical requirements of this RFP.
- BIOS, firmware, and drivers shall be updated to the latest stable or compatible OEM-supported versions prior to commissioning.
- All server shall be deployed with required fiber module (SFPs), DAC, and other required accessories.

b) Virtualization Platform Configuration:

- The SI shall install, configure, and commission the proposed virtualization platform in accordance with approved design documents and OEM or industrial best practices.
- The virtualization environment shall include, at a minimum, the following features:
 - i) **High Availability (HA):** Automatic restart of virtual machines in case of host failure to minimize downtime.
 - ii) **Live Migration:** Capability to migrate virtual machines between hosts without service interruption.

iii) **Resource Scheduling:** Dynamic allocation and load balancing of CPU, memory, and storage resources to optimize performance.

iv) **Centralized Management:** Unified management console for monitoring, provisioning, reporting, and administrative control.

- The SI shall configure appropriate role-based access control (RBAC) mechanisms for virtualization management.
- The virtualization cluster shall be configured to eliminate single points of failure.

c) Workload Migration:

- The SI shall prepare and submit a detailed Migration Plan for approval prior to execution, including risk assessment, rollback strategy, and migration schedule.
- Migration of workloads from existing legacy servers to the upgraded environment shall be executed without data loss, corruption, or unauthorized access.
- Migration activities shall be carried out in planned phases to minimize disruption to production services and critical applications.
- The SI shall conduct pre-migration and post-migration validation to ensure application functionality, data integrity, performance consistency and security compliance.
- Any issues identified during migration shall be rectified immediately at no additional cost to the BMC.

d) Performance Benchmarking:

- The SI shall conduct comprehensive performance benchmarking and validation of Compute performance (CPU and memory utilization), Storage performance (IOPS, throughput, latency), and Virtual machine performance under load conditions.
- Benchmarking shall be performed using industry-accepted tools and methodologies and documented in a Performance Validation Report.
- The results shall be compared against OEM specifications and RFP requirements.
- Any deviation from the expected performance levels shall be rectified by the SI prior to Final Acceptance and sign-off by the Department.

3.6 Storage Infrastructure

a) Supply and Deployment of Storage Systems:

- The SI shall supply, install, configure, and commission enterprise-class Storage Area Network (SAN) systems as specified in this RFP.
- Storage shall be installed with required fiber module (SFPs), DAC, and other required accessories.
- The proposed storage solution shall:

- i) Enterprise-grade.
- ii) Support modular and scalable architecture.
- iii) Provide dual active-active controllers.
- iv) Include redundant power supplies, fans, and connectivity interfaces.
- The SI shall ensure that the storage solution supports integration with the proposed compute and virtualization platform.
- The SI shall be responsible for data migration from existing SAN to newly installed SAN without any data loss.

b) Storage Architecture and Features

- The storage solution shall support tiered architecture (SSD & SAS technologies).
- The solution shall provide the following minimum features:
 - i) Thin provisioning
 - ii) Data deduplication
 - iii) Compression
 - iv) Snapshots and cloning
 - v) Automated tiering (where applicable)
 - vi) Storage Quality of Service (QoS)
 - vii) Encryption at rest (where required)
- The storage system shall support online capacity expansion without service interruption.
- All configurations shall adhere to OEM or industries best practices and approved design documents.

c) Performance and Availability:

- The storage system shall be designed with no single point of failure.
- The SI shall configure multipathing between servers and storage to ensure redundancy.
- The storage system shall meet the minimum IOPS, throughput, and latency requirements specified in this RFP.
- The SI shall conduct performance testing and submit a Storage Performance Validation Report prior to acceptance.

d) Storage Management and Monitoring

- The SI shall provide centralized storage management software.
- The solution shall enable monitoring of:
 - i) Capacity utilization
 - ii) Performance metrics
 - iii) Hardware health
 - iv) Alerts and events

- Automated alerts shall be configured for critical thresholds.

3.7 Backup and Recovery Solution

a) Supply and Implementation

- The SI shall supply, install, configure, and commission an enterprise-grade backup solution compatible with the proposed compute, storage, and virtualization platforms.
- The backup solution shall support:
 - i) Physical and virtual servers
 - ii) Databases and applications
 - iii) File systems and operating systems
- Physical backup server shall be deployed with required fiber module (SFPs), DAC, and other required accessories.
- The solution shall be licensed appropriately to cover the full scope of infrastructure.

b) Backup Architecture

- The backup architecture shall support Disk-to-Disk (D2D), Disk-to-Tape (D2T), and/or Disk-to-Cloud (D2C) as specified.
- The solution shall support:
 - i) Full, incremental, and differential backups
 - ii) Scheduled and policy-based backups
 - iii) Application-aware backups
 - iv) Deduplication and compression
 - v) Encryption of backup data (in transit and at rest)
 - vi) Linux, Unix and Windows OS platforms
 - vii) Compatible with proposed and existing virtualization software
- Backup retention policies shall be configurable in accordance with Department requirements.

c) Restore and Recovery

- The solution shall support granular restore (file-level, VM-level, database-level).
- The SI shall conduct restoration testing for:
 - i) Individual file recovery
 - ii) Full system recovery
 - iii) Virtual machine recovery
 - iv) Database recovery
- The SI shall submit a Backup and Restore Validation Report prior to Final Acceptance.

d) Monitoring and Reporting

- The backup solution shall provide centralized monitoring dashboard.
- Automated reports shall be generated for:
 - i) Backup success/failure
 - ii) Storage consumption
 - iii) Policy compliance
 - iv) Restore testing results
- Alerts shall be configured for backup failures and threshold breaches.

3.8 Network Infrastructure

a) Supply and Deployment of Network Equipment

- The SI shall supply, install, configure, and commission enterprise-grade network equipment including Core Switches, Distribution Switches, and Network Management Systems as specified in this RFP.
- The SI shall ensure that required ports of supplied switches shall be populated by fibre module from day one.
- The proposed network architecture shall be designed to support high availability, scalability, security, and performance optimization.
- The SI shall ensure that all supplied network devices support dual stack, dual power supply, VLAN segmentation, and redundancy protocols.

b) Network Architecture and Design

- The SI shall design a resilient three-tier eliminating single points of failure.
- The network backbone shall support high-speed connectivity (as per RFP requirements) between compute, storage, backup, and security layers.
- Redundancy shall be ensured through dual core switches, link aggregation, dynamic routing protocols, and automatic failover mechanisms.
- Network segmentation shall be implemented using VLANs/VRFs to segregate management, server, storage, backup, and DMZ traffic.
- The design shall comply with OEM or industries best practices and Government security guidelines.

c) Configuration and Integration

- The SI shall configure routing protocols, VLANs, ACLs, port security, SNMP, NTP, syslog, and other required services.
- All network components shall be integrated with compute, storage, security, and monitoring systems.
- The SI shall implement secure management access (SSH, HTTPS, MFA where applicable).
- Default credentials shall be removed and hardened configuration shall be implemented prior to commissioning.

d) Testing and Validation

- The SI shall conduct network performance testing including throughput validation, latency measurement, redundancy testing, and failover simulation.
- Testing shall include validation of routing convergence, load balancing, and high availability mechanisms.
- A Network Performance and Validation Report shall be submitted prior to Final Acceptance.

3.9 Firewall Systems

a) Supply and Deployment of Firewall Systems

- The SI shall supply, install, configure, test, and commission 2 enterprise-grade Next-Generation Firewall (NGFW) appliances of identical make and model at the Data Centre.
- The SI shall integrate the firewall solution with the existing network infrastructure and security systems.
- The firewall appliances shall be deployed in High Availability (HA) mode (Active-Active) with load balancing enabled to ensure uninterrupted and optimized network performance.
- The SI shall provide all necessary hardware, software, licenses, subscriptions, accessories, cables, interface modules, and mounting components required for complete installation and commissioning.
- All licenses and security subscriptions shall remain valid for a period of 5 years from the date of official Go-Live.
- All firewalls shall be deployed with required fiber module (SFPs), and other required accessories.
- Both firewall appliances shall:
 - i) Operate on identical firmware/software versions.
 - ii) Be configured for real-time synchronization of configuration and session state.
 - iii) Support intelligent load balancing of network traffic between the firewalls while maintaining session integrity.

b) Design and Architecture

- The Firewall solution shall be designed and implemented to eliminate any single point of failure.
- The two firewalls shall operate in High Availability (HA) mode (Active-Active).
- The HA configuration shall support, at a minimum:
 - i) Stateful session synchronization.
 - ii) Real-time configuration synchronization.

- iii) Automatic failover without manual intervention.
- iv) Configurable automatic failback.
- v) Dedicated HA synchronization/heartbeat interfaces.
- vi) Load balancing of traffic between the firewalls, ensuring optimal utilization and minimal session drops.
- Each firewall appliance shall include:
 - i) Dual redundant power supplies connected to separate power sources/UPS systems.
 - ii) Redundant uplinks to Core Switches.
 - iii) Redundant ISP connectivity paths.
 - iv) Support for link aggregation (LACP) or equivalent redundancy mechanisms.
- The architecture shall support logical segmentation of network zones, including but not limited to:
 - i) WAN Zone
 - ii) LAN Zone
 - iii) Server Network
 - iv) DMZ
 - v) Management Network

c) Functional Specifications

- The proposed NGFW solution shall provide, at a minimum, the following capabilities:
 - i) Layer 3 to Layer 7 inspection with Deep Packet Inspection (DPI).
 - ii) Intrusion Prevention System (IPS).
 - iii) Gateway Anti-Virus, Anti-Malware, and Anti-Ransomware protection.
 - iv) Application visibility and granular application control.
 - v) URL filtering with category-based policy enforcement.
 - vi) Content filtering and web access control.
 - vii) Blocking of websites as per organizational policy, including social media, gaming, gambling, adult content, share broking, and e-commerce websites.
 - viii) SSL/TLS decryption and inspection for encrypted traffic (inbound and outbound).
 - ix) DoS/DDoS detection and mitigation mechanisms.
 - x) Geo-IP filtering and botnet detection/blocking.
 - xi) Support for NAT, PAT, and static/dynamic routing protocols.
- The firewall solution shall also support:

- i) Identity-based access control integrated with Active Directory/LDAP.
- ii) Role-Based Access Control (RBAC) for administrative users.
- iii) Multi-Factor Authentication (MFA) for administrative access.
- iv) Comprehensive logging, monitoring, and audit trail generation.

d) VPN and Inter-Site Connectivity

- The firewall solution shall support IPSec site-to-site VPN connectivity between the Data Centre and all Zonal Offices.
- The solution shall support SSL VPN access for authorized remote users.
- All inter-office communication shall be encrypted using industry-standard encryption algorithms.
- The system shall provide centralized monitoring, configuration, and management of all VPN tunnels.
- The solution shall be scalable to accommodate additional offices during the contract period without major hardware replacement, subject to sizing limitations.

e) Testing and Acceptance

- The SI shall conduct comprehensive functional, performance, and security testing.
- All gaps identified during testing shall be rectified prior to Go-Live.

3.10 Proxy Server Solution

a) Supply and Implementation:

- The SI shall supply, install, configure, test, and commission a Proxy Server solution, either appliance-based or software-based at the Data Centre.
- The solution shall integrate with existing and proposed network, firewall, and authentication infrastructure.
- The SI shall provide all necessary hardware, software, licenses, subscriptions, accessories, cables, interface modules, and mounting components required for complete installation and commissioning.
- All licenses and security subscriptions shall remain valid for a period of 5 years from the date of official Go-Live.

b) Proxy Architecture:

- The SI shall implement a layered proxy architecture supporting both forward and reverse proxy functionalities.
- Forward proxy shall enforce role-based internet access policies, URL filtering, application control, and malware scanning for internal users.

- Reverse proxy shall hide backend server IPs and ports, provide SSL/TLS termination, and perform Layer 7 load balancing with health checks and session persistence.
- Caching mechanisms shall be implemented to store frequently accessed content and optimize bandwidth usage.

c) Access Control and Authentication:

- Role-Based Access Control (RBAC) shall be configured for both forward and reverse proxy operations.
- Integration with Active Directory / LDAP shall be provided for centralized authentication.
- Multi-Factor Authentication (MFA) shall be implemented for administrative and privileged access.
- Time-based, user-group-based, and policy-based access rules shall be configurable.

d) Threat Protection and Content Filtering:

- Forward proxy shall scan web traffic to detect and block viruses, malware, ransomware, and other malicious content.
- Reverse proxy shall act as an intermediary, preventing direct exposure of internal application servers to external users.
- SSL/TLS inspection shall be enabled to inspect encrypted traffic where applicable.
- Blacklist and whitelist policies shall be configurable to control access to websites and applications.

e) Logging, Monitoring, and Reporting:

- Detailed logs of user activities, backend server access, policy enforcement, and security events shall be maintained.
- Logs shall include user identity, IP address, URL accessed, timestamps, response status, and action taken.
- Automated reports and dashboards shall be provided to cover user activity, bandwidth utilization, policy violations, and security events.

f) Testing and Acceptance

- The SI shall conduct comprehensive functional, performance, and security testing.
- All gaps identified during testing shall be rectified prior to Go-Live.

3.11 Procurement of Software License/Subscription

- a) The SI shall be responsible for the procurement, supply, installation, configuration, activation, and commissioning of all required software licenses as specified in this RFP.
- b) All software licenses supplied under this project shall be brand new, genuine, and sourced directly from the OEM or their authorized partners/resellers.

- c) The SI shall ensure that all licenses are properly registered in the name of Bhavnagar Municipal Corporation (BMC) and shall provide necessary proof of license ownership and entitlement.
- d) The SI shall install, configure, and activate the software solutions on the designated infrastructure and ensure seamless integration with the existing and proposed Data Centre environment.
- e) All software provided under this project shall be the latest stable and supported version available at the time of deployment, fully compatible with the deployed hardware, operating systems, and virtualization platforms.
- f) The SI shall provide all necessary license keys, subscription certificates, entitlement documents, and activation details to the BMC.
- g) All software licenses supplied under this project shall remain valid and fully supported for the entire contract period, including the implementation phase and the subsequent O&M period as specified in this RFP.
- h) The SI shall provide standard OEM support and technical assistance for all software solutions deployed under this project throughout the contract period. The scope of support shall include software updates, security patches, troubleshooting, and coordination with OEM support teams for issue resolution.
- i) The SI shall ensure that the software solutions comply with Government of India IT policies, MeitY guidelines, and CERT-In security advisories.

3.12 Cooling System Infrastructure

a) Buyback of Existing Precision Air Conditioners (PAC):

- The existing Precision Air Conditioning (PAC) units being replaced under this project shall be taken on buyback basis by the System Integrator (SI).
- The SI shall quote the buyback value separately in the Financial Bid as per the prescribed format.
- The SI shall dismantle and remove the existing PAC units installed at the Data Centre.
- The Dismantling of existing PAC units shall be carried out carefully to avoid any damage to surrounding infrastructure including racks, cabling, electrical systems, piping, or flooring.
- The SI shall take possession of the dismantled PAC units only after successful installation, testing, and commissioning of the new PAC units and upon written approval from the Department.
- The existing PAC units shall continue to remain the property of the Department until successful commissioning and acceptance of the new PAC units.
- All lifting, loading, transportation, and associated costs for removal of buyback equipment shall be borne entirely by the SI.

- The Department shall not be responsible for any damage, deterioration, or condition of the old equipment at the time of buyback.
- Necessary documentation acknowledging receipt of dismantled equipment shall be signed by both parties at the time of handover.
- All debris and scrap material shall be cleared from the site.

b) Supply, Installation and Commissioning of New PAC:

- The SI shall supply, install, test, and commission the two (02) new PAC units at designated locations within the Data Centre.
- Installation shall include all necessary accessories, piping, refrigerant charging, insulation, electrical connections, drainage systems, mounting supports, vibration isolators, and integration with existing power and monitoring systems.
- Proper sealing, alignment, and calibration shall be ensured during installation.
- The SI shall ensure zero disruption to existing Data Centre operations during replacement activities. Work shall be carried out during approved maintenance windows.

c) Synchronous Operation (Redundant Configuration)

- Both PAC units shall be configured to operate in synchronous mode to ensure uniform cooling distribution, load sharing, and redundancy.
- The configuration shall support:
 - i) Automatic load balancing
 - ii) Duty/standby or active-active operation (as approved by the Department)
 - iii) Automatic failover in case of unit failure
 - iv) Equal runtime rotation to optimize equipment life
- The cooling system shall be configured in at least N+1 redundancy configuration to eliminate single points of failure.
- Integration with centralized monitoring system shall be ensured for real-time temperature, humidity, and operational status monitoring.

d) Performance

- The PAC units shall maintain temperature and humidity levels within recommended Data Centre standards.
- The system shall ensure:
 - i) Uniform airflow management
 - ii) Hot aisle / Cold aisle compatibility (if implemented)
 - iii) High energy efficiency
- Thermal mapping shall be conducted post-installation to validate cooling effectiveness.

e) Testing and Validation

- The SI shall conduct:

- i) Functional testing
- ii) Load testing
- iii) Redundancy and failover testing
- iv) Synchronization validation between both units
- A Cooling System Testing and Commissioning Report shall be submitted prior to Final Acceptance.

f) Split Air Conditioners (Emergency Use Only)

- In addition to PAC units, the SI shall supply and install two (02) Split Air Conditioners strictly for emergency cooling support.
- The Split AC units shall:
 - i) Function only during PAC failure, maintenance, or temporary thermal overload.
 - ii) Not serve as primary cooling infrastructure.
 - iii) Remain in standby mode during normal operations.
 - iv) Activated manually or automatically during emergency.

3.13 Electric Power Supply System – Grid Power:

- a) The BMC shall be responsible for providing a single electric power point at DC site for the operation of the entire DC components, and associated equipment. Any additional electrical work beyond the single power point provided by BMC shall be carried out by the SI at their own cost.
- b) The SI shall be responsible for seamless integration of the incoming utility grid power with the UPS system, Diesel Generator (DG) system, and the Data Centre's internal electrical distribution network. The integration shall ensure automatic power transfer, uninterrupted operation of critical loads, and compliance with applicable electrical standards.
- c) The SI shall be responsible for internal power distribution from the provided grid power point to all IT and non-IT equipment, including servers, storage, networking devices, PAC systems, UPS, racks, and other associated infrastructure.
- d) Internal power distribution shall include all necessary cabling, wiring, circuit protection, panels, breakers, and conduits, ensuring compliance with Indian Standards, electrical safety norms, and statutory regulations.
- e) The SI shall ensure proper load management, balanced distribution and earthing.
- f) All cables and accessories shall be appropriately rated, weather-resistant where required, neatly routed, labeled, and protected as per site conditions and industry best practices.
- g) Periodic inspection, preventive maintenance, and corrective maintenance of internal power distribution shall be carried out to ensure reliable, uninterrupted operations.

h) BMC shall bear the cost of electricity consumption and shall be responsible for payment of electricity bills raised by the utility provider.

3.14 Electric Power Supply System – Uninterruptible Power Supply (UPS):

The UPS infrastructure shall ensure uninterrupted and redundant power supply to all critical Data Centre loads.

a) Buyback of Existing UPS System:

- The existing UPS system (excluding battery bank) shall be taken on buyback basis by the SI.
- The SI shall quote the buyback value separately in the Financial Bid as per the prescribed format.
- The SI shall dismantle and remove the existing UPS system installed at the Data Centre.
- The SI shall take possession of the dismantled UPS system only after successful installation, testing, and commissioning of the new UPS system and upon written approval from the Department.
- The existing UPS system shall continue to remain the property of the Department until successful commissioning and acceptance of the new UPS system.
- All dismantling, lifting, loading, transportation, and associated costs for removal of buyback equipment shall be borne entirely by the SI.
- The Department shall not be responsible for any damage, deterioration, or condition of the old equipment at the time of buyback.
- Necessary documentation acknowledging receipt of dismantled equipment shall be signed by both parties at the time of handover.
- All debris and scrap material shall be cleared from the site.

b) Use of Existing Battery Bank (144 Batteries):

- The existing battery bank comprising 144 batteries shall be used with the new UPS systems.
- The SI shall assess the health and compatibility of the existing batteries with the proposed UPS systems.
- The SI shall conduct battery health check including voltage, internal resistance, load testing, and capacity assessment.
- Any defective or weak batteries identified during testing shall be reported to the Department.

c) Supply and Installation of New UPS Systems: The SI shall

- Supply and Install two new UPS systems in designated location.
- Integrate with existing 144-battery bank.
- Provide input/output cabling, breakers, and protection devices.
- Configure both UPS systems in parallel redundant configuration.

- Ensure automatic load sharing and failover.
- Integrate UPS monitoring with centralized monitoring system.
- Ensure proper earthing and electrical safety compliance.

d) Redundancy and Failover:

- Both UPS systems shall operate in parallel configuration.
- In the event of failure of one UPS, the second UPS shall support the entire critical load without interruption.
- No single point of failure shall exist in UPS power architecture.

e) Testing and Commissioning:

- The SI shall conduct:
 - i) Pre-commissioning inspection
 - ii) Battery load testing
 - iii) Full load testing of UPS
 - iv) Failover simulation
 - v) Backup time validation
- A UPS Testing and Commissioning Report shall be submitted prior to Final Acceptance.

3.15 Electric Power Supply System – Diesel Generator (DG)

The SI shall be responsible for the end-to-end design, supply, installation, testing, commissioning, integration, monitoring, documentation, and warranty support of the Diesel Generator (DG) system for the upgraded Data Centre. The DG system shall provide reliable backup power to critical and non-critical loads in case of utility power failure.

a) Foundation with Grill and Shade:

- The SI shall provide a dedicated DG foundation designed for structural stability, vibration isolation, and safety.
- Foundation shall be designed to withstand the full operating weight of the DG set and associated equipment (batteries, exhaust, fuel tanks).
- Anti-vibration pads or mounts shall be provided to minimize vibration transfer to the floor or surrounding structures.
- A metallic grill or cage shall be provided around the DG to ensure safety and restricted access.
- The grill shall have hinged doors on one or more sides to allow easy access for maintenance and operation. Doors shall be fitted with tamper-proof lock(s).
- Grill shall allow proper airflow and ventilation while preventing unauthorized access or accidental contact with hot surfaces or moving parts.
- Grill design shall not interfere with DG operation, maintenance, or ventilation.

- Grill and doors shall be pre-treated, cleaned, and painted with two coats of anti-corrosive primer. Paint shall be weather-resistant and suitable for outdoor exposure.
- A weatherproof shade or canopy shall be provided above the DG set to protect from sun, rain, dust, and debris.
- Shade shall allow adequate exhaust clearance and heat dissipation.
- Shade shall be constructed using corrosion-resistant materials and anchored securely to the foundation or adjacent structure.

b) Supply, Installation and Integration of Diesel Generator Set: The SI shall provide complete supply, installation and Integration services including:

- Placement of DG set on anti-vibration pads.
- Exhaust piping with silencer and insulation.
- Fuel system installation including piping, valves, and day tank.
- Provide dedicated earthing for DG body, DG neutral, control panel, and fuel tank (as required)
- Supply and lay approximately 50 meters of heavy-duty armoured power cable from DG set to destination panel (AMF/LT Panel) and ensure proper termination, ferruling and tagging.
- Integrate fuel, exhaust, electrical cabling, AMF panel, and monitoring systems.

c) Automatic Mains Failure (AMF) Panel Integration:

- DG shall be integrated with an AMF panel for automatic start/stop and load transfer.
- Upon utility failure DG shall start automatically and load shall transfer to DG within defined parameters.
- Upon mains restoration load shall transfer back to utility and DG shall stop after defined cooling period.
- Interlocks shall be implemented to prevent back-feeding or simultaneous supply.

d) Fuel System:

- Fuel storage and delivery shall ensure uninterrupted operation for minimum required runtime (as per Department specification).
- The system shall include fuel level indicator, drain valves, vent pipes
- All fuel lines shall be leak-proof, properly insulated, and compliant with safety regulations.
- SI shall ensure proper fuel tank earthing and ventilation.

e) Earthing and Safety:

- Dedicated DG earthing shall be provided.
- Neutral earthing, lightning arrestors, and firesafety compliance shall be ensured.

- Safety interlocks and electrical protections shall be implemented.
- SI shall ensure compliance with relevant IS standards and electrical safety norms.

f) Regulatory Compliance & Coordination:

- The SI shall install DG Set as per norms and guidelines of concerned electricity authority.
- DG shall be housed in CPCB-compliant acoustic enclosure to maintain permissible noise levels.
- Exhaust emissions shall meet statutory environmental norms.
- SI shall coordinate with concerned electricity authority to obtain necessary NOC and statutory clearances related to DG installation.

g) Testing and Commissioning:

- The SI shall perform comprehensive testing including:
 - i) No-load DG operation test.
 - ii) Full-load testing.
 - iii) AMF functionality test.
 - iv) Load transfer simulation.
 - v) Runtime validation for defined fuel tank capacity.
 - vi) Safety checks for fuel, exhaust, earthing, and electrical connections.
- A DG Testing and Commissioning Report shall be submitted to the Department for approval before Final Acceptance.

h) Fuel Charge:

- The SI shall be responsible for arranging and refilling fuel required for the continuous operation of the DG Set throughout the entire contract period. The SI shall initially bear the cost of fuel procurement and ensure uninterrupted availability at all times.
- BMC shall reimburse the SI for the actual cost of fuel consumed, based on the quantity filled and supported by valid documentary evidence (such as fuel bills/invoices). Reimbursement shall be made on a quarterly basis, subject to verification and approval by BMC.

3.16 Centralized Monitoring System

a) Monitoring Solution

- The SI shall deploy centralized monitoring tools covering servers, storage, network, security, backup, power, and environmental systems.
- The solution shall provide real-time dashboards, alerts, logs, and reporting capabilities.
- Threshold-based alerts shall be configured for proactive incident management.

b) Logging and Audit

- Centralized log management shall be implemented.
- Log retention policies shall comply with Government regulations.
- Audit trails shall be maintained for administrative and security activities.

c) Reporting

- Automated reports shall be generated for infrastructure health, capacity utilization, security events and backup status.

3.17 CCTV Surveillance System for Zonal Offices

a) SITC of CCTV Surveillance System:

- The SI shall design, supply, install, configure, and commission a CCTV surveillance system for the two Zonal Offices of BMC.
- The scope shall include Cameras, Network Video Recorders (NVRs), POE switches, CAT-6 cables, patch panel, patch cords, and all associated materials as per the quantities and specifications provided in this RFP.
- Cameras shall be installed at proper and desired locations as identified and approved by BMC.
- POE switches shall be uplinked to the switch using 1 Gbps fiber SFP modules.
- The CCTV network shall use CAT-6 cables of a blue color from the data network.
- CCTV surveillance shall be implemented on a dedicated VLAN using two cores of the six-core fiber backbone cable.

b) Recording and Retention:

- CCTV recordings shall be stored at a minimum 1080p resolution with 25 fps.
- The recording shall be retained for a minimum period of 30 days.
- After 30 days, the system shall automatically overwrite the oldest recordings first in a continuous cycle as per government regulations.

c) Monitoring:

- CCTV monitoring of both Zonal Offices shall be accessible at the BMC Head Office.
- Monitoring shall be available at a minimum of five locations within the BMC Head Office premises, as decided by BMC officials.
- The CCTV system shall support remote monitoring through internet and mobile devices for authorized BMC personnel.
- The system shall allow easy identification and retrieval of recorded footage for any incident.

d) Power and Labelling:

- Each POE switch shall receive power from the existing UPS system installed at zonal office to ensure operation during power outages.

- The SI shall number, tag, and label all CAT-6 and OFC cables at POE switches and NVRs for easy maintenance.
- The SI shall submit the final cable labeling list to BMC upon completion.

e) Documentation:

The SI shall provide complete CCTV network drawings and documentation after completion of installation.

3.18 Network Setup at both Zonal Offices

- a) At both Zonal Offices, a 15U rack is currently installed in the ground floor network room housing network switches, NVR, and PoE switch. A UPS system with 32 batteries is also installed in the same room.
- b) A new 34U rack (to be provided by BMC) shall be installed by the SI in the first-floor network room. The SI shall be responsible for proper installation, placement, and readiness of the rack.
- c) The SI shall dismantle the existing NVR from the 15U rack located on the ground floor, safely shift them to the first-floor network room, and install and mount them in the new 34U rack.
- d) The SI shall also provide and lay necessary electrical power cabling from the UPS located in the ground floor network room to the new rack at the first floor, ensuring proper routing and safe connectivity.
- e) All installation, shifting, and cabling work shall be carried out without damage to existing equipment, and the SI shall ensure proper functioning and commissioning of all relocated components after completion.

3.19 Training & Capacity Building

- a) The SI shall provide comprehensive training and capacity building to the BMC IT staff and authorized users on all newly deployed systems, software, and infrastructure components under this project.
- b) The objective of the training is to ensure that departmental IT staff are fully capable of operating, maintaining, monitoring, and troubleshooting the upgraded Data Centre and associated software solutions.
- c) The training shall cover, but not be limited to, the following areas:
 - Compute and Virtualization Platforms
 - Storage Systems and Management
 - Network and Security Systems
 - Software Solutions
 - Monitoring and Management Tools
- d) The SI shall conduct training sessions as many times as required by BMC during the project implementation and O&M period, without any additional cost.

- e) The SI shall conduct training session onsite at BMC premises, with hands-on practical demonstrations.
- f) All necessary training materials, user manuals, SOPs, and technical documentation shall be provided in printed (hard copy) or digital formats.
- g) A training report, including attendance, participant feedback, and session details, shall be submitted to BMC after each round of training.

3.20 Submission of Installation and Commissioning Report:

- a) The SI shall submit a comprehensive Installation and Commissioning Report for all hardware, software, network, security, UPS, DG, and other components deployed under this project.
- b) The report shall serve as official documentation of the completion of installation, configuration, integration, and successful commissioning of all systems in accordance with the approved design and technical specifications of this RFP.
- c) The SI shall ensure that the report is complete, accurate, and duly signed by the authorized project personnel of the SI.
- d) The report shall be reviewed by the BMC or an agency appointed by BMC before proceeding to the next project phase, including migration, Go-Live, or O&M phase.

3.21 System Stabilization or Trial Period:

- a) **Objective:** The objective of the stabilization period is to ensure that all hardware, software, network, and security components function optimally, integrated workflows operate as expected, and any initial issues are identified and resolved before formal Go-Live.
- b) **Duration:** The duration of the stabilization period shall be 2 weeks from the date of acceptance of the Installation and Commissioning Report by BMC via formal written intimation.
- c) **Monitoring:** During this period, the operations of DC and associated infrastructure shall be closely monitored by BMC or its authorized agency to assess performance, stability, and compliance with the specifications outlined in this RFP. The SI shall maintain regular communication with BMC IT officials, providing daily/weekly updates on system performance, issues, and progress.
- d) **Rectification of Deficiencies:** Any deficiencies, non-conformities or issue observed during the stabilization period shall be rectified by the SI immediately, at no additional cost to BMC.
- e) **Go-Live:** Successful commissioning and acceptance shall be deemed complete only after the satisfactory completion of the stabilization period and formal sign-off by BMC in the form of a Go-Live Certificate. The five (5) years O&M period shall commence from the official Go-Live date.

f) Extension of Stabilization Period: BMC may, at its discretion, extend the System Stabilization Period if:

- The system fails to meet the defined performance benchmarks,
- Any critical or major defects remain unresolved, or
- Any issues affecting operational stability or functionality are identified.

The extended period shall continue until all performance criteria are met, defects are resolved, and BMC is satisfied with the operational readiness of the system.

3.22 Supervision During Delivery, Installation, Testing & Commissioning

The SI shall depute qualified and experienced personnel for supervision of all activities related to delivery, installation, configuration, integration, testing, and commissioning of the upgraded Data Centre infrastructure. Responsibilities of Supervisory Staff:

a) Delivery Verification:

- Verify that all equipment, hardware, and software delivered are brand-new, and conform to RFP specifications.
- Inspect shipping, packaging, and labeling of all components to ensure no damage or discrepancy.

b) Installation and Integration Supervision:

- Supervise the proper installation and integration of servers, storage, network devices, firewalls, UPS systems, cooling systems, and other infrastructure components.
- Ensure correct placement, cabling, power connections, and rack mounting as per approved design and safety standards.
- Monitor and verify that all configurations comply with OEM or industries best practices and BMC security requirements.

c) Testing and Commissioning Oversight:

- Supervise functional, performance, redundancy, failover, and security testing of all systems.
- Ensure test results are accurately documented and discrepancies, if any, are addressed immediately.
- Validate interoperability between all new and existing components.

d) Documentation and Reporting:

- Maintain records of all supervised activities, including installation checklists, test results, and commissioning logs.
- Submit Supervision Reports to BMC for review and acceptance at each stage: delivery, installation, testing, and commissioning.

e) Coordination with BMC:

- The SI shall coordinate closely with BMC IT officials and/or their appointed agency during all supervision activities.
- Supervisory staff shall be present during inspections, and audits conducted by BMC.

f) Accountability:

- The SI shall be fully accountable for the correctness, completeness, and quality of all supervised activities.
- Any deviations, defects, or non-compliance identified during supervision must be rectified at no additional cost to BMC before proceeding to the next project phase.

3.23 Quality of Materials and Workmanship:

The SI shall ensure that all materials, equipment, hardware, software, and services supplied and installed under this project are of high quality, genuine, brand-new, and OEM-certified. All workmanship shall conform to industry best practices, OEM guidelines, and relevant statutory standards.

a) Materials:

- All hardware and software components must meet or exceed the technical specifications defined in this RFP.
- Refurbished, second-hand, end-of-life (EOL), or end-of-support (EOS) equipment shall not be accepted under any circumstances.
- All materials shall be accompanied by valid OEM warranty certificates, licenses, and support entitlements.
- The SI shall ensure that the date of manufacture of supplied equipment does not exceed 12 months from the date of delivery, unless specifically approved in writing by BMC.

b) Workmanship:

- All installation, integration, configuration, and commissioning activities shall be carried out by qualified and experienced personnel.
- Workmanship shall follow OEM best practices, industry standards, and government IT security guidelines, ensuring reliability, safety, and optimal performance.
- All cabling, rack mounting, hardware assembly, and system integration shall be done in a neat, organized, and professional manner, with proper labeling and documentation.

c) Inspection and Acceptance:

- BMC or its authorized agency reserves the right to inspect and verify all materials and workmanship at any stage of the project.
- Any material or workmanship found defective, substandard, or non-compliant shall be replaced or rectified immediately by the SI at no additional cost to BMC.

- Acceptance of any part of the system shall be subject to quality verification, and no partial acceptance shall relieve the SI from responsibility for defects or poor workmanship.

3.24 Operations & Maintenance (O&M) Services

a) Comprehensive O&M Service:

- The SI shall provide comprehensive onsite Operations & Maintenance (O&M) services of existing infrastructure/components outlined in Annexure-‘P’ for entire contract period from the date of work order.
- Additionally, SI shall provide comprehensive onsite Operations & Maintenance (O&M) services of new procured component for a period of 5 years from go-live date of upgraded data centre.
- The SI shall provide end-to-end Data Centre O&M services on a 24x7x365 basis, ensuring high availability, resiliency, security, and performance of the entire IT and non-IT ecosystem during the entire O&M period.
- The SI shall provide proactive, predictive, preventive, corrective, and adaptive maintenance across all technology layers.
- The quoted O&M price shall be comprehensive and inclusive of all required manpower, spare parts, consumables, tools, and transportation necessary to ensure proper functioning of all IT and non-IT infrastructure throughout the O&M period. No additional charges, hidden costs, or extra claims shall be entertained beyond the agreed O&M rate.

b) Preventive Maintenance (PM):

- The SI shall perform quarterly Preventive Maintenance (PM) of all IT and non-IT infrastructure covered under this project, preferably during the middle month of each quarter or as directed by the concerned officer of BMC.
- Preventive maintenance shall include inspection, cleaning, servicing, and testing of all equipment such as servers, storage systems, backup systems, network devices, security appliances, displays, PAC systems, UPS systems, DG systems, electrical panels, racks, and structured cabling.
- The SI shall also verify software licenses, subscriptions, firmware versions, configurations, and system integrations during preventive maintenance activities.
- All preventive maintenance activities shall be planned in such a way that data centre operations downtime is minimized. Any required downtime must be pre-approved by BMC, with advance intimation and justification.
- After completion of each preventive maintenance cycle, the SI shall submit a Preventive Maintenance Report detailing the equipment inspected, activities performed, observations, issues identified, and corrective actions taken.

- Any faults or issues identified during preventive maintenance shall be rectified immediately or within the agreed SLA timelines.
- Preventive maintenance activities shall not affect routine support services or SLA compliance, and failure to conduct scheduled preventive maintenance may impact subsequent payments.
- Preventive maintenance activities shall not affect routine maintenance and support service and no exemptions or relaxation in SLA compliance shall be permitted due to preventive work.
- Failure to conduct scheduled preventive maintenance may impact subsequent payments.

c) Corrective Maintenance (CM):

- The SI shall provide Corrective Maintenance (CM) for all IT and non-IT infrastructure covered under this project to ensure continuous and reliable operation of the Data Centre.
- Corrective maintenance shall include diagnosis, troubleshooting, repair, replacement, reconfiguration, and restoration of any faulty or malfunctioning hardware, software, or system components.
- The scope shall cover all equipment including servers, storage systems, backup systems, network devices, security appliances, PAC systems, UPS systems, DG systems, electrical panels, racks, structured cabling, and associated infrastructure.
- The SI shall provide onsite technical support for identification and resolution of faults. All repairs, replacements, labour, tools, and logistics required for fault rectification shall be the responsibility of the SI and shall be provided without additional cost to BMC during the O&M period.
- Any defective components identified during operation shall be repaired or replaced with OEM-approved parts to restore the system to normal operating condition.
- All incidents shall be addressed within the response and resolution timelines defined in the SLA to ensure minimal disruption to Data Centre operations.
- The SI shall maintain incident records and service logs for all corrective maintenance activities and submit reports to BMC as required.
- Corrective maintenance activities shall be carried out in a manner that minimizes disruption to Data Centre services. Any activity requiring downtime shall be performed only during approved maintenance windows, unless it is an emergency situation requiring immediate action.

d) Predictive Maintenance:

- The SI shall implement Predictive Maintenance practices to proactively identify potential faults or performance degradation in the Data Centre infrastructure before they result in system failure.

- Predictive maintenance shall be carried out through continuous monitoring, analysis of system logs, performance metrics, alerts, and health indicators of all IT and non-IT infrastructure.
- The scope shall include monitoring of servers, storage systems, backup systems, network devices, security appliances, PAC systems, UPS systems, DG systems, electrical panels, environmental sensors, and monitoring systems.
- The SI shall analyze capacity utilization, hardware health indicators, temperature and environmental conditions, power status, and system performance trends to detect early warning signs of failures or abnormal behavior.
- Based on predictive analysis, the SI shall recommend and undertake proactive corrective actions, such as configuration adjustments, firmware updates, component replacement, or capacity augmentation, in consultation with BMC.
- The SI shall ensure that predictive maintenance activities are performed without affecting normal Data Centre operations and in accordance with OEM recommendations and industry best practices.
- The SI shall maintain records of predictive alerts, analysis performed, and actions taken, and shall include such details in periodic maintenance or monitoring reports submitted to BMC.

e) Spare Parts and Replacement:

- The SI shall maintain an adequate inventory of critical spare parts for all IT and non-IT infrastructure covered under this project to ensure timely repair and minimal downtime.
- The SI shall ensure that all defective or faulty parts identified during preventive, corrective, or predictive maintenance are replaced promptly.
- All replacements shall be made with brand-new, genuine OEM parts of the same make and model as the original equipment. Refurbished, used, or non-OEM parts shall not be permitted.
- If the original make or model is obsolete, unavailable, or end-of-support, the SI shall provide compatible or higher-specification replacements, subject to prior approval from concerned officer of BMC. In such case the SI shall submit complete technical details of the proposed alternate product, including datasheets, compliance statements, and any other supporting documentation required for approval.
- Replacement shall include all associated costs, including parts, labor, transportation, and any incidental requirements, at no additional cost to BMC.
- The SI shall ensure that all replaced components meet or exceed the original system's performance, reliability, and warranty standards.

- The SI shall maintain a record of all replacements, including part details, serial numbers, replacement dates, and reason for replacement, and include these details in the O&M reports.

f) End-to-End Network Support:

- The SI shall be responsible for providing end-to-end network support, covering all network components from the Data Centre core to the end users or nodes.
- The SI shall ensure high availability, performance, and security of the network infrastructure throughout the O&M period.
- The SI shall monitor, troubleshoot, and resolve network issues including LAN, WAN, VPN, Wi-Fi, routing, switching, and connectivity to end-user devices.
- Any network outages or performance degradations shall be addressed within the agreed SLA timelines to minimize disruption to services.
- The SI shall provide configuration and integration support for any network expansion undertaken during the contract period.

g) Monitoring and Reporting:

- The SI shall deploy and maintain centralized monitoring tools to cover all IT and non-IT infrastructure, including servers, storage systems, backup systems, network devices, security appliances, PAC systems, UPS systems, DG systems, electrical panels, and environmental sensors.
- Monitoring shall include real-time dashboards, threshold-based alerts, logs, and notifications to proactively identify potential failures or performance degradation.
- The SI shall generate automated daily, weekly, monthly, and quarterly reports, including infrastructure health, capacity utilization, backup status, security events, incidents resolved, and maintenance activities performed.
- All monitoring and reporting activities shall be documented and submitted to BMC in a timely manner.
- The SI shall ensure monitoring tools and processes are updated as required to remain compatible with upgrades, patches, or new components introduced during the O&M period.

h) Capacity Management:

- The SI shall regularly monitor capacity utilization of compute, storage, network, power, and cooling systems.
- The SI shall recommend upgrades, reconfigurations, or capacity augmentations to ensure the Data Centre operates without performance bottlenecks.
- Capacity planning reports shall be submitted to BMC on a quarterly basis or as requested.

i) Audit/Inspection Support:

- The SI shall provide full coordination and support for all audits and inspections, including internal audits, external audits, security audits, regulatory audits, statutory inspections, and compliance checks.
- The SI shall furnish all requested information, system logs, maintenance records, reports, configurations, and other relevant documentation to the auditing authority in a timely manner.
- The SI shall ensure the presence of qualified personnel during audits to provide clarifications, demonstrations, and support for verification of IT and non-IT infrastructure.
- Any observations, findings, or non-compliance issues identified during audits shall be addressed by the SI in consultation with BMC, and corrective or preventive actions shall be implemented within the timeline.
- The SI shall proactively recommend any infrastructural, configuration, or procedural changes necessary to achieve audit compliance and maintain adherence to statutory, security, and regulatory requirements.
- Records of all audits, inspections, and corrective actions taken shall be maintained and submitted as part of quarterly O&M reports.

j) Coordination with OEM

- The SI shall contact, coordinate, and liaise with OEMs or authorized service providers for maintenance, repair, replacement, software updates, or any technical support related to the Data Centre.
- The SI shall ensure timely escalation and follow-up with OEMs.
- Any costs, coordination efforts, or delays in obtaining OEM support shall be the sole responsibility of the SI and shall not affect Data Centre operations or SLA compliance.
- The SI shall proactively engage with OEMs for knowledge transfer, preventive guidance, and updates to optimize performance, reliability, and security of the deployed infrastructure.

k) Standby Units:

- In case any equipment, hardware, or component requires removal for repair or replacement, the SI shall provide an equivalent standby unit of the same or higher configuration to ensure uninterrupted operations.
- The standby arrangement shall not exceed 15 days from the date of installation of the standby unit. The original repaired or replaced equipment must be reinstated and fully functional within this period.
- If the standby period exceeds 15 days, penalties shall apply from the 16th day onward, in accordance with the SLA.
- All installation, configuration, integration, and testing of the standby unit shall be performed by the SI at no additional cost to BMC.

- Failure to provide, deploy, or maintain a standby unit shall be considered a breach of the O&M obligations.
- The SI shall maintain a record of all standby unit deployments, including duration, equipment replaced, and actions taken, and include these details in the quarterly O&M reports.

l) Ownership of Parts:

- All defective, faulty, or replaced parts, components, and consumables removed from the Data Centre environment shall become the property of the SI after successful installation, testing, and commissioning of the replacement parts.
- All new parts, components, or consumables installed as replacements shall become the property of BMC upon successful installation, testing, and commissioning.
- The SI shall maintain a detailed record of all replaced parts, including serial numbers, model details, date of replacement, and reason for replacement, and shall submit this record along with the preventive, corrective, or predictive maintenance reports.
- Any costs associated with replacement, transportation, handling, or disposal of defective or faulty parts shall be borne entirely by the SI.

m) Warranty Certificate:

- The SI shall ensure that all newly supplied and installed equipment (including Servers, Storage, Tape Library, Network Switches, UPS, DG, PAC, Split AC, LED TV, etc.) are covered by valid OEM warranty certificates for a period of five (5) years from the date of installation of the respective component/equipment.
- In case the OEM does not provide a five-year warranty upfront, the SI shall ensure that the warranty is extended annually or as applicable to cover the full five-year period without any lapse in coverage.
- The SI shall maintain back-to-back warranty arrangements with OEMs and shall be solely responsible for ensuring seamless warranty support to BMC without any dependency or delay.
- The SI shall maintain and submit copies of all warranty certificates to BMC for record and verification purposes.
- Any failure, defect, or malfunction covered under the OEM warranty shall be rectified immediately or within agreed SLA timelines at no additional cost to BMC.
- The SI shall coordinate with OEMs to claim warranty support, including repair, replacement, or software updates, and shall ensure that all warranty obligations are fully honored.

n) Onsite Manpower - System Administrator

- The SI shall depute a minimum of one qualified System Administrator onsite at BMC Data Centre throughout the contract period.

- The deployed resource shall be responsible for the end-to-end administration, operation, monitoring, and maintenance of the Data Centre IT infrastructure. The scope of responsibilities shall include, but not be limited to, the following:
 1. Management and monitoring of servers, storage systems, virtualization platforms, and associated IT and Non-IT infrastructure to ensure optimal performance, availability, and reliability of services.
 2. Creation, configuration, and deployment of virtual machines (VMs), ensuring efficient utilization of resources and adherence to defined standards and policies.
 3. Installation, configuration, patch management, and periodic upgradation of operating systems and system software, ensuring systems remain secure, updated, and compliant with applicable guidelines.
 4. Performing regular data backup and restoration activities and ensuring backup integrity is verified periodically. Ensuring readiness for disaster recovery as per defined policies, including participation in DR drills, if required.
 5. Continuous monitoring of system health, performance, availability, and security parameters, and undertaking necessary corrective and preventive actions to avoid service disruptions.
 6. Handling incident management, troubleshooting, root cause analysis (RCA), and coordinating with OEMs/vendors for timely resolution in accordance with defined SLAs.
 7. Prompt intimation to concerned BMC officials of any issue, incident, or service disruption, including relevant details such as nature of issue, impacted systems, and status updates until resolution.
 8. Administration and management of file sharing systems, including configuration, access control, permissions management, storage allocation, and ensuring data security.
 9. Implementation and enforcement of IT and information security policies, including system hardening, antivirus/endpoint protection updates, access controls, and compliance with security guidelines.
 10. Management of user accounts, roles, permissions, and authentication systems, ensuring appropriate access control and adherence to security policies.
 11. Maintenance of system logs, records, configuration documents, and other relevant documentation, and submission of periodic reports (daily/weekly/monthly) as required by BMC.
 12. Support for audits, inspections, and compliance requirements, and assistance in implementation of IT and information security policies/guidelines issued by BMC or competent authorities.

- The System Administrator shall ensure that the Data Centre and associated environment is maintained in a secure, stable, and highly available condition, in line with the SLAs and directions issued by BMC from time to time.
- The SI shall remain solely responsible for ensuring adequate technical support and shall provide additional remote/onsite support resources as required to meet SLA obligations, without any additional cost to BMC.

o) End-of-Contract Handover:

- Upon completion of the O&M period, the SI shall hand over all IT and non-IT systems, documentation, licenses, configurations, spares, monitoring tools, and knowledge to BMC or the next appointed service provider.
- The SI shall ensure all temporary files, test configurations, and credentials are cleared, and systems are delivered in fully operational condition.
- Handover shall be accompanied by a comprehensive handover report, signed off by BMC, confirming readiness for continued operations.

3.25 Documentation:

- a) The SI shall be responsible for the preparation and submission of all necessary documentation related to this project, including but not limited to:
- Design and architecture document
 - Installation and commissioning reports
 - Configuration details
 - User manuals and Standard Operating Procedures (SOPs)
 - Issue logs and resolution records
 - Any other documents deemed necessary for the effective operation and maintenance of the solution.
- b) All documentation shall be provided in both printed and digital formats, as required by BMC.

3.26 Integration, Migration, and Facility Support for Existing Non-O&M Infrastructure:

- a) Certain existing components/equipment (such as blade servers, blade chassis, SAN storage, backup solution etc.) are not covered under Operations & Maintenance (O&M) services; however, these components shall continue to be used by BMC and shall remain installed within the Data Centre (DC) premises.
- b) The SI shall design and implement the upgraded data centre architecture in such a manner that these existing components are integrated with the newly

procured components, to the maximum extent feasible, ensuring interoperability, compatibility, and optimal utilization of resources.

- c) The SI shall make best efforts to integrate such legacy components; however, any limitations arising due to hardware obsolescence, OEM restrictions, or firmware incompatibility shall be clearly identified and documented by the SI during the design and implementation phase. BMC shall review and approve such limitations.
- d) During the O&M period, the SI shall be responsible for migration of applications, software, and workloads from the existing (non-O&M) infrastructure to the newly procured infrastructure, without any additional cost to BMC. The migration shall be planned and executed with minimal disruption to services and in accordance with an approved migration plan.
- e) The SI shall not be held responsible for any failure, breakdown, or performance degradation of such existing (non-O&M) components. However, the SI shall provide reasonable support for isolation of issues and coordination with OEMs/vendors, if required.
- f) The SI shall also be responsible for providing adequate cooling for such existing components through the newly procured Precision Air Conditioning (PAC) systems.

3.27 DR Integration :

- a) In the event that BMC plans and implements a Disaster Recovery (DR) site in the future through appointed agency, the SI shall coordinate with such newly appointed agency and provide all necessary support for integration.
- b) The SI shall assist in configuration, integration, testing, and commissioning activities to ensure seamless connectivity and synchronization between the primary site and the DR site.
- c) The SI shall provide required technical inputs, documentation, access, and technical support to ensure compatibility and proper functioning of all systems under the DR setup.
- d) All such coordination and support activities shall be carried out without any additional cost to BMC and without impacting existing services.

SECTION-IV : TERMS AND CONDITIONS

4.1 General Terms and Conditions

a) Responsibility for Tools, and Support Equipment:

- The SI shall be solely responsible for arranging all necessary tools, testing instruments, ladders, and any other materials or accessories required for the execution of installation, commissioning, maintenance, and support activities under this project. All such resources shall be provided at the SI's own cost, and no additional payment shall be made by BMC for the same.
- The SI shall ensure that all equipment used is in good working condition, safe, and suitable for the nature of the work being performed. Transportation and handling of equipment to and from various locations shall also be managed entirely by the SI, without causing any disturbance to the public or damage to municipal property

b) All-Inclusive Cost Responsibility:

The SI shall bear all costs related to stationery, travel, accommodation, computers, printers, tools, equipment, and any other materials required for successful execution of the project. No separate payment or reimbursement will be made by BMC for these items. All such expenses must be included in the quoted commercial bid.

c) Site Safety, Cleanliness, and Public Convenience:

The SI shall ensure that no supplied hardware, packaging materials, spare parts, accessories, or tools are left unattended at the public spaces in a manner that may cause accidents, obstructions, or damage to the equipment, public property, or endanger public safety.

d) Minimum Specifications and Requirement Analysis:

- The specifications provided in this RFP for various IT and Non-IT components are to be considered as minimum indicative benchmarks for functionality and performance.
- The SI is required to carry out its own detailed requirement analysis and may propose higher or enhanced specifications, wherever necessary, to ensure optimal performance, scalability, and suitability to the project objectives.
- The responsibility to ensure full compliance with the intended scope and operational needs lies entirely with the SI.

e) Equipment Lifecycle:

- None of the IT or Non-IT equipment proposed by the bidder shall be End-of-Life (EOL) for a minimum period of three (3) years from the date of supply.
- None of the IT or Non-IT equipment proposed by the bidder shall be End-of-Support (EOS) for a minimum period of five (5) years from the date of supply.

f) Responsibility for Missing but Essential Items:

- If any item, component, software, service, or accessory not explicitly mentioned in this RFP is found to be necessary for the successful installation, integration, and smooth functioning of the complete system, the SI shall be responsible for supplying, installing, and configuring such items at their own cost, without any additional financial liability to BMC.
- It shall be deemed that the bidder has carefully studied the requirements and understood the functionality needed for end-to-end operation of the system, and has factored all necessary elements into their bid.

g) Interpretation of Day:

For all purposes under this RFP, unless otherwise specified, the term "**day**" shall refer to **calendar days**. This includes all days of the week (i.e., Monday to Sunday), and the calculation will not exclude public holidays or weekends unless explicitly stated as **working days** in any specific clause of the RFP. In cases where the RFP refers to **working days**, such days shall be defined as Monday to Saturday, excluding public holidays as recognized by BMC.

4.2 Notifications of Awards

- a) Prior to the expiration of the bid validity period, the Successful Bidder (SB) shall be notified via Work Order and GeM generated Sanction Order regarding the acceptance of their bid.
- b) The selected bidder shall commence the work within 15 days from the date of receipt of the Work Order.

4.3 Security Deposit

a) Security Deposit Submission:

- The Selected Bidder (SB) shall, at their own expense, submit the Security Deposit to the Bhavnagar Municipal Corporation (BMC) within thirty (30) working days from the date of issue of work order.
- The Security Deposit may be furnished in the form of a Demand Draft or an unconditional and irrevocable Performance Bank Guarantee (PBG) issued by any scheduled bank (except State Bank of India), drawn in favor of "Commissioner, Bhavnagar Municipal Corporation," payable at Bhavnagar.
- The PBG shall be payable on demand and serve as a guarantee for the due performance and fulfilment of all contractual obligations by the Bidder.

b) Amount and Charges :

- The Security Deposit, whether submitted in the form of a Demand Draft (DD) or a Performance Bank Guarantee (PBG), shall be for an amount equivalent to 5% of total work order value.

- All associated charges, including but not limited to premium, commission, stamp duty, and any other applicable costs related to the furnishing of the PBG, shall be borne by the SI.

c) Validity of PBG :

- The Performance Bank Guarantee shall be valid for the 68 months and shall be renewed and maintained as necessary by the SI for the term of the resultant Agreement, and extensions if any.
- The SI shall be responsible for ensuring the timely renewal or extension of the PBG, if required, to cover any extension in the contract duration, warranty obligations, or any other obligations as specified in the contract.

d) Return of Security Deposit:

- The Security Deposit shall be returned to the SI without any interest, upon the expiry or termination of the contract, subject to the satisfaction of BMC that there are no outstanding dues or recoverable amounts from the SI under the terms of the contract.

e) Forfeiture of Security Deposit:

- In the event that the SI fails to perform or service the contract for any reason, BMC reserves the right to forfeit the Security Deposit or invoke the PBG.
- Notwithstanding and without prejudice to any rights whatsoever of BMC under the Contract in the matter, the proceeds of the PBG shall be payable to BMC as compensation for any loss resulting from the SI's failure to complete its obligations under the Contract.
- The proceeds from the forfeited Security Deposit or invoked PBG shall be utilized to compensate BMC for any losses, damages, or expenses incurred due to the SI's non-fulfillment of contractual obligations.

f) Cure Period :

- A notice period of 15 days shall be provided to the SI as a cure period, during which the SI shall have the opportunity to rectify any breach of contract.
- The Security Deposit shall be forfeited only if the breach is solely attributable to the SI, and the SI fails to cure the breach within the stipulated cure period.

g) Recovery Rights :

- BMC reserves the right to recover any amount paid to the SI as a result of errors, misstatements, misrepresentations, or any other discrepancies, from any of the following:
 - The SI's running or outstanding bills,
 - The Security Deposit, or

- Any other amount due or payable to the SI under this or any other contract with BMC.

h) Renewal of PBG :

- In the event that the Performance Bank Guarantee (PBG) expires prior to the completion of the project, the SI shall be required to renew or extend the PBG for the further period as specified in the project plan or as directed by BMC.

4.4 Signing of Contract

- a) Contract Performa:** Upon notification of bid acceptance via work order, BMC shall provide the SI with the Contract Performa, incorporating all relevant clauses and terms agreed upon. The SI must duly sign, date, and return the contract to BMC within thirty (30) days from the date of receipt of Contract Performa.
- b) Agreement Expense:** The SI shall bear all costs related to the preparation and execution of the agreement, including stamp duty and agreement paper expenses.
- c) Withholding of Payment:** In case the execution of the contract agreement is pending, 100% of the total contract value will be withheld as payment.

4.5 Sub-Contracting and Consortium

- a) Sub-contracting or forming a consortium for any part of the scope of work under this tender is strictly prohibited. The SI shall be solely and fully responsible for the execution, management, and successful completion of the project in accordance with the terms and conditions set forth in the contract.
- b) Any attempt by the SI to sub-contract or engage in consortium arrangements, either directly or indirectly, shall be considered a breach of contract. In such a case, BMC reserves the right to take appropriate action, including but not limited to:
- Immediate termination of the contract,
 - Forfeiture of the Security Deposit, and
 - Blacklisting of the SI from future tenders issued by BMC.

4.6 Project Timeline and Payment Terms

- a) Payment Schedule and Completion Timeline:** Payments shall be released as per the activities/milestones defined in below table.

Sr. No.	Particulars of Payment	Completion Timeline [T = Date of Work Order]	Payment
A	Manpower		
A1	Onsite Manpower Support	Throughout Contract Period	Quarterly payment based on attendance

			records. Payment applicable from deployment date till completion of contract period.
B	O&M of existing components outlined in Annexure-‘P’		
B1	Operation & Maintenance of Existing Infrastructure outlined in Annexure-‘P’	Throughout Contract Period	Payment in equal quarterly installments after completion of each quarter.
C	SITC of All New Components		
C1	Supply of New Equipment / Hardware, Software, Licenses, other components and non-IT Components	T + 2.5 Months	40% of the value of New Equipment / Hardware, Software and other components as per Project
C2	Completion of Installation, configuration and Implementation and Testing of New Equipment / Hardware, Software, License Activation, other IT and non-IT Components for BMC Main & Zonal Offices	T + 4 Months	40% of the value of New Equipment / Hardware, Software and other components as per Project
C3	Training to User’s	T + 4.5 Months	
C4	System Stabilization (Trial Run) Period	T + 5 Months	20% of the value of all new equipment, software and other components as per Project
D	O&M of All New Components		
D1	Warranty and O&M Service of Entire New Components (IT & Non-IT)	60 months from Go-Live of upgraded Data Centre	Payment in equal quarterly installments after completion of each quarter.

b) Deliverable Based Payment:

- No advance payment shall be made to the SI under this contract.
- All payments shall be strictly linked to actual progress of work and deliverables, as per the approved project timeline and milestones.
- Payments shall be processed only after submission and acceptance of verified deliverables and progress reports, duly certified by the concerned officer of BMC.

- If the support/progress is not satisfactory and according to the agreed work program/schedule the payment may be withheld until such times the SI rectifies the required shortfall.
 - The SI shall thereupon promptly make any necessary corrections, and upon completion of such correction, the foregoing process shall be repeated.
- c) Payment Restriction for Incomplete Service:** The SI shall not be entitled to claim any payment for services that are pending or for any stages of work that remain incomplete. Payments shall be released only upon satisfactory completion of defined milestones or deliverables, as per the terms of the RFP.
- d) Submission of Documents:** The SI shall be required to submit the following documents for processing of payment:
- Invoice copy in duplicate
 - Description about work executed or service provided
 - Copies of EPF and ESIC receipts (or an undertaking if any of these are not applicable)
- e) Payment Mode:** Payment to the SI shall be made in Indian Rupees through account payee cheque, NEFT, or RTGS, as per the bank details provided.
- f) Rectifying Deficiencies:** The decision of BMC regarding the quality of work/services performed by the SI shall be final and binding on the SI. The SI shall accept such decisions and bear full responsibility for rectifying any deficiencies identified by BMC, at no additional cost to BMC.
- g) Deductions:** Payments shall be subject to deductions of any amount for which the SI is liable under the contract. Further, all payments shall be made subject to deduction of TDS (Tax Deduction at Source) at the rate applicable from time to time as per the Income-Tax Act, 1961 and any other applicable deductions/taxes.
- h) No Interest on Delayed Payments:** BMC shall make all efforts to make payments to the SI within thirty (30) working days of receipt of invoice(s) and all necessary supporting documents. In the event of a delay in payment due to administrative or any other reasons, no interest/compensation shall be payable by BMC to the SI.
- i) Compliance with Tax and Legal Requirements:** The responsibility for providing clarifications, particulars, documents, or any other required information to the appropriate tax authorities for the assessment of taxes, as well as for ensuring compliance with labor laws and other applicable regulations, shall rest with the SI. All such actions shall be carried out at the bidder's own cost.
- j) Payment for Consumable Items:** No separate payment shall be payable to the SI for the replacement, maintenance, or replenishment of consumable items by during the O&M Phase.
- k) Buyback Adjustment at Go-Live:** The buyback value of old equipment shall be adjusted at the time of Go-Live of the upgraded Data Centre. BMC shall

release payment for the Go-Live milestone after deducting the accepted buyback value of the old equipment from the payable milestone amount. Applicable GST on the buyback of old equipment shall be borne and paid by the SI.

l) Consolidated Quarterly Billing Mechanism: The Data Centre Upgradation Project is expected to be completed within approximately five (5) months from the Date of Award of Contract (T). The Go-Live date shall be the date on which the upgraded Data Centre is successfully commissioned and accepted by BMC.

1) Billing Prior to Go-Live: From the Date of Award of Contract (T) until the Go-Live of the upgraded Data Centre, the bidder shall raise invoices as follows:

- **Onsite Manpower Deployment Charges** – payable on a quarterly basis, calculated from the date of deployment.
- **O&M of Existing Data Centre Components** – payable on a quarterly basis from the Date of Award of Contract.
- **SITC of New Components** – as per the milestone payment schedule defined in this contract.

2) Consolidated Billing After Go-Live: From the Go-Live date onwards, the bidder shall raise one consolidated quarterly tax invoice at the end of each quarter covering the following services:

- Operation & Maintenance (O&M) of New Data Centre Components
- Operation & Maintenance (O&M) of Existing Data Centre Components
- Onsite Manpower Deployment Charges

The invoice shall clearly provide a separate break-up of charges for each of the above components.

3) Pro-Rata Payment for Partial Quarter: In the event that the Go-Live occurs during a quarter, the billing for services during that quarter shall be calculated on a pro-rata basis based on the actual number of days of services rendered, as follows:

- O&M charges for existing components shall be calculated on a pro-rata basis from the Date of Award of Contract for the applicable service period within the quarter.
- Manpower deployment charges shall be calculated on a pro-rata basis from the date of deployment for the applicable service period within the quarter.
- O&M charges for new components shall be calculated on a pro-rata basis from the Go-Live date until the end of that quarter.

4.7 Service Level Agreement (SLA)

- a) The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLR/SLA) is to clearly define the levels of service which shall be provided by the SI to the BMC for the duration of this contract period of the Project.
- b) The SI shall be responsible for maintaining the desired performance levels and system availability of all components and services covered under the contract.
- c) The SI must ensure prompt and effective service support throughout the entire contract period, in accordance with the SLA, to minimize downtime and ensure uninterrupted operation of the system. In case of failure to meet the defined service levels, penalties shall be imposed as specified in this SLA. These penalties shall be recovered from any pending payment or security deposit of the SI.
- d) For the purpose of this SLA, the following definitions and conditions shall apply:
 - 1) **Scheduled Downtime / Planned Maintenance:** Scheduled Downtime or Planned Maintenance refers to the period during which the Data Centre and/or associated IT infrastructure is intentionally taken offline or operated in a degraded mode to perform routine or preventive maintenance activities such as software upgrades, patch deployment, firmware updates, performance tuning, security updates, and hardware maintenance. All such downtime shall be planned in advance, carried out in a controlled manner to minimize service disruption, and undertaken only after obtaining prior approval from the concerned official of BMC.
 - 2) **Scheduled Operation Time:** Scheduled Operation Time refers to the total duration during which the Data Centre and associated IT infrastructure are required to be fully operational and available as per the defined service hours under the RFP/Contract. This period excludes only the pre-approved Scheduled Downtime/Planned Maintenance windows. Scheduled Operation Time shall be on a 24x7x365 basis, and the Bidder shall be responsible for ensuring required uptime and performance throughout this period.
 - 3) **System Downtime:** System Downtime refers to any period during the Scheduled Operation Time when the Data Centre and/or associated IT infrastructure, in whole or in part, is unavailable, non-functional, or unable to deliver the agreed services as per the defined SLAs. This includes outages due to system failures, hardware or software faults, network issues, security incidents, or any other unplanned interruptions. System Downtime shall exclude only the pre-approved Scheduled Downtime/Planned Maintenance windows. The duration of System Downtime shall be calculated from the time the incident is reported or detected, whichever is earlier, until full restoration of services is achieved

and verified.

4) Incident: Any unexpected event or abnormality in the functioning of the system or related services that may cause disruption to normal operations shall be termed an Incident.

5) Incident Reporting & Resolution Time:

- The reporting time shall be considered as the timestamp when the fault or issue is first logged by the concerned official of BMC or any authorized user. An incident may be reported through various mediums such as email, written letter, phone call, ticketing tool, or in person.
- In cases where the incident is reported via phone call or in person, BMC shall confirm the report through a written communication (email or letter) at the earliest.
- The resolution time is time taken from when the incident is reported to the onsite manpower / support team to the point where the fault or issue is completely resolved and normal functioning is restored, as verified and accepted by BMC.
- Resolution time includes diagnosis, repair, replacement, configuration, testing, and confirmation of resolution.
- The resolution time for all categories of issues shall be calculated on a 24x7 basis, including weekends and officially declared public holidays. There shall be no exclusions for non-working days. However, if an issue is reported after 07:00 PM on any day, the Reporting Time shall be considered as 09:00 AM on the next calendar day, and the resolution time shall be calculated from that point onward.

e) Deployment of Onsite Manpower During Entire Contract Period:

- The SI shall deploy minimum one full time onsite manpower resource as a system administrator within 2 weeks from the date of work order.
- Failure to deploy the required onsite manpower within the stipulated timeline shall attract a penalty of ₹3,000/- per day of delay until the deployment is completed.
- During AMC period, In case of any deputed resource absence beyond permissible leaves, the SI shall provide a competent and experienced backup resource. Failure to do so will attract a penalty of ₹3,000 per person per day.
- The deployed resource must remain available at BMC office during emergencies, weekends, public holidays, and before/after office hours if work is required by BMC, without any additional cost or compensation.
- Any unauthorized absence will be treated as a breach of the SLA.

f) Replacement of Key Personnel

- The SI shall ensure continuity of the key personnel deployed for the project. To maintain stability and consistency in service delivery replacement of key personnel (e.g., Project Manager, Onsite System Administrator, Offsite Support Resource, etc.) shall be limited to a maximum of three (3) replacements per role over the entire 5.5 years of contract period, unless otherwise approved in writing by BMC.
- Any request for replacement must be submitted to BMC at least 7 days in advance, along with valid justification for the replacement (e.g., resignation, long-term illness), CV of the proposed replacement personnel.
- BMC reserves the right to accept or reject the proposed replacement, and any unauthorized or frequent changes may result in penalties or breach of contract.
- In the event of frequent or unjustified personnel changes adversely affecting project performance, BMC reserves the right to take further actions, including invocation of performance guarantees or termination of contract.

g) Milestone/Activity Based SLA for New Procurement:

Sr. No.	Milestone/Activity	Target/Service Level	Penalty for Delays Beyond Target Level
1	Supply of all required items, including: <ul style="list-style-type: none"> • New Equipment/Hardware • Software and Licenses • Other IT Components • Non-IT Components 	Within 2.5 months from the date of work order	A penalty of 0.1% per day of the delayed product value for each day of delay.
2	Installation, Configuration, Testing, and Commissioning: <ul style="list-style-type: none"> • Installation & configuration of all supplied components • Software installation and license activation • Integration of IT and non-IT components • Testing & commissioning at BMC Main Office and both Zonal Offices 	Within 4 months from the date of work order	A penalty of 0.1% per day of the delayed product value for each day of delay.
3	Comprehensive training to designated IT personnel: <ul style="list-style-type: none"> • System operations • Basic troubleshooting • Usage of installed hardware and software 	Within 4.5 months from the date of work order	A penalty of 0.1% per day of the total value of hardware and software components for each day of delay

Note:- “Delayed Product Value” means the value of items/services not delivered or not accepted by BMC under the respective milestone.

h) Incident Management during O&M Service:

The severity of an incident shall be classified based on business impact, number of users affected, and criticality of the system/service impacted. The final classification will be done by BMC and it's decision shall be final in case of disputes.

Severity Level	Description	Resolution Time	Penalty for Delays Beyond Target Level
Severity-1 (Critical)	Complete outage of critical services / DC down	≤ 8 hours	₹1,000 per hour delay
Severity-2 (High)	Major degradation of services	≤ 24 hours	₹1,000 per hour delay
Severity-3 (Medium)	Partial impact with workaround	≤ 48 hours	₹300 per hour delay
Severity-4 (Low)	Minor issue / service request	≤ 48 hours	₹200 per hour delay

Classification of Severity:

- **Severity 1 (Critical) – “System Down / Business Halt”:** A complete failure of critical IT services or infrastructure resulting in total disruption of business operations with no workaround available.[Affects >75% users or entire organization]
- **Severity 2 (High) – “Major Degradation”:** A major system or service disruption where critical services are partially available or severely degraded, significantly impacting operations. [Affects 25%–75% users]
- **Severity 3 (Medium) – “Partial Impact / Non-Critical Issue”:** An issue causing limited impact on operations or affecting non-critical systems, where business can continue with minimal disruption. [Affects <25% users]
- **Severity 4 (Low) – “Service Request / Minor Issue”:** Requests or minor issues that do not impact business operations and are mostly related to routine support or enhancements.

i) Concurrent Incident Handling during O&M Service:

- In the event that multiple or concurrent incidents are reported to the SI at the same time, the SI shall be fully responsible for handling and resolving all reported issues independently. The SI must ensure that each task is executed and completed within the defined timelines as per the respective SLAs, without waiting for instructions or completion of other tasks.
- No relaxation in SLA timelines will be permitted due to the occurrence of simultaneous incidents.

j) Preventive Maintenance during O&M Service:

- The SI shall be solely responsible for proactively planning and initiating Preventive Maintenance (PM) activities for all IT and non-IT infrastructure components once every quarter.
- The SI must ensure that requests for PM scheduling are submitted to BMC well in advance for approval.
- The SI shall be permitted to undertake scheduled downtime once in every quarter for the purpose of preventive maintenance of all IT and non-IT infrastructure components.
- Such downtime shall be:
 - Pre-approved by the BMC at least 3 days in advance;
 - Limited to a maximum of 12 hours for core IT Infrastructure in non-business hours;
 - Not considered for SLA penalty calculations.
- The SI shall ensure that the preventive maintenance activities are carried out with minimal disruption and proper documentation and reports are submitted to the BMC after completion.
- If the SI does not carry out the scheduled Preventive Maintenance in a quarter, it will be considered as a missed PM. A penalty of ₹30,000/- (Rupees Thirty Thousand only) will be charged for each missed PM in that quarter.

k) Absence of SI Personnel During Meeting

In case any required key personnel of the SI fails to attend a scheduled meeting (physical or virtual, as communicated by BMC) without prior written intimation and approval from BMC, the following penalties shall be imposed:

- First Instance: Penalty of ₹5,000 per person per meeting.
- Second Instance: Penalty of ₹10,000 per person per meeting.
- Subsequent Instances: Penalty of ₹15,000 per person per meeting.

l) Authority Approvals:

- Any delay in project timelines that is directly attributable to the time taken by the competent authority for granting approvals, confirming submitted designs, or verifying reports/documents that are mandatorily required to proceed with the work, shall not be considered for the purpose of penalty calculation.
- The actual elapsed time spent in obtaining such approvals shall be excluded from the penalty duration, provided that the SI has submitted the required documents on time and has made reasonable follow-up efforts.

m) Maximum Cap:

- The total cumulative penalties under this contract shall, unless otherwise stated, not exceed 10% of the total contract value. However, in case of repeated or critical failures affecting core service delivery, the BMC reserves the right to impose penalties beyond this cap or initiate appropriate action including but not limited to termination of the contract, forfeiture of the Security Deposit and/or blacklisting of the SI as per the severity of non-performance.

4.8 Quantity Variation

The quantities mentioned in this RFP are indicative and may vary based on actual site conditions and project requirements.

- a) Permissible Variation:** BMC reserves the right to increase or decrease the item quantity by up to $\pm 25\%$ of the total contract quantity or value, as required.
- b) Applicability Period:** This variation may be exercised at any time within 1 year from the date of issuance of the Work Order.
- c) Terms for Additional Quantity:** The SI shall supply, install, and commission any additional setups at the same unit rates and under the same terms and conditions as mentioned in the original contract, without claiming any price escalation.
- d) O&M for Additional Quantity:** O&M for additional components added under this clause shall be applicable for the remaining O&M period.
- e) Variation Beyond $\pm 25\%$:** Any variation beyond the $\pm 25\%$ limit shall be subject to mutual agreement in writing between BMC and the SI, based on justification and prevailing market rates.

4.9 Escalation/Price Variation

No claim or additional fees due to any price variation or escalation on any ground whatsoever shall be entertained at any stage of the work. The quoted rate shall remain firm and fixed for the entire duration of the contract, including any extended period required for the completion of the works.

4.10 Third Party Inspection

- a) Prior to Go Live of the upgraded Data Centre, the entire IT and non-IT infrastructure must successfully pass the Third-Party Inspection conducted by GIL. This includes validation of installation, integration, interoperability, and readiness of the upgraded environment.
- b) BMC shall issue the Installation and Acceptance Certificate or Go-Live Certificate for the upgraded Data Centre only upon receipt of a satisfactory inspection report from GIL. The certificate shall confirm that the upgraded infrastructure meets all contractual and technical requirements.

- c) Go Live of the upgraded Data Centre shall not be permitted until formal clearance is provided by GIL through the Third-Party Inspection report.
- d) In case any gaps, defects, or non-compliance are identified during the TPI, the Bidder shall rectify the same within the timelines specified by BMC, at no additional cost. Re-inspection shall be conducted by GIL, and Go Live shall remain on hold until compliance is confirmed.

4.11 Accuracy of Documents

- e) The SI shall be responsible for the accuracy of all documents prepared and submitted under this assignment, including but not limited to reports, designs, and drawings. The SI shall ensure that the data and information provided are complete, correct, and in accordance with applicable codes, standards, and guidelines.
- f) In the event of any errors, omissions, discrepancies, or inadequacies found in the documents submitted by the SI, the SI shall promptly, at its own cost and risk, rectify such defects to the satisfaction of the BMC. The SI shall also be liable for any costs or consequences arising from such inaccuracies if they impact the execution of the project.
- g) The SI shall exercise due diligence and adopt best industry practices to ensure the reliability and precision of all project deliverables.

4.12 Proprietary Data

- a) All data, reports, designs, drawings, documents, and any other outputs or deliverables generated or collected in connection with this assignment shall become and remain the sole property of the BMC.
- b) The SI shall not use, reproduce, store, copy, share, transfer, distribute, or disclose any proprietary data or information related to the project without the prior written approval of BMC, either during the term of the contract or after its termination or expiration.
- c) The Service Provider shall return or securely destroy all proprietary data, documents, and related materials as directed by BMC at the end of the contract period, and shall provide a written declaration of compliance.
- d) Any unauthorized use or disclosure of proprietary data shall be treated as a breach of contract and official secrecy, and may lead to termination of contract, legal action, and/or forfeiture of performance security

4.13 Confidentiality

- a) “Confidential Information” refers to all information, including but not limited to Project Data (whether in written, oral, electronic, or other formats), which pertains to the technical, financial, and operational affairs, business rules, citizen information, design rights, and personnel of each Party and its affiliates.

- b) Except with the prior written consent of BMC, the SI and its Personnel shall not disclose any such Confidential Information to any individual or entity not entitled to know such information by virtue of their association with the project. Furthermore, the SI and its Personnel shall not publicly disclose any recommendations or findings made during the course of or as a result of the project.
- c) Regarding data privacy, the SI shall not use any confidential data for analytical, commercial, or any other purposes, unless expressly authorized in writing by BMC.
- d) The SI or his employees will not disclose the content of documents to any person and allow its unauthorized use. The SI should not also disclose the above to any of its existing or future clients.
- e) All documents, correspondence, decision and orders concerning the contract shall be considered as confidential and/or restricted in nature by the bidder and shall be not divulge allow to access to them by any unauthorized persons.
- f) The obligations under this clause shall not apply to information which:
 - Is or becomes publicly available without breach of the contract;
 - Is required to be disclosed under applicable laws, regulatory requirements, or court orders.

4.14 Indemnity

- a) The SI shall, at all times, indemnify, defend, and hold harmless the Authority, its officers, employees, agents, and representatives from any and all claims, damages, losses, liabilities, costs, and expenses, including legal fees, arising from or related to any deficiency, error, or failure in the services provided under this project.
- b) In the event of any direct loss or damage caused to the Authority due to such deficiencies in services, the SI shall be liable to compensate the Authority for the full value of the loss or damage incurred. The SI shall also ensure that any third-party claims related to deficiencies in services provided by the SI are promptly addressed and resolved at the SI own cost.

4.15 Work Meetings and Presence

- a) The SI shall, at its own cost and responsibility, ensure the physical presence of its relevant team members at the BMC office whenever required or requested by BMC officials, without fail.
- b) The purpose of such meetings may include, but shall not be limited to review of project progress and deliverables, planning of upcoming activities and tasks, clarification, demonstration of completed or in-progress, Resolution of queries and discussion of other work-related matters.

- c) The SI shall ensure that appropriate personnel (technical, managerial, domain experts, etc.) attend such meetings depending on the agenda and nature of discussions.
- d) The SI is responsible for preparing the minutes of each meeting and shall submit them to BMC within 7 days of the meeting date.

4.16 Equipment and Materials Furnished by the BMC

- a) Any equipment, materials, or assets made available to the SI by the BMC for the execution of services under this project shall remain the exclusive property of the BMC.
- b) Upon termination or expiration of the contract, the SI shall promptly prepare and submit to the BMC a detailed inventory of all such equipment and materials. The SI shall return, transfer, or dispose of these items strictly in accordance with the instructions provided by the BMC.
- c) While in possession of such equipment and materials, and unless otherwise directed in writing by the BMC, the SI shall ensure that they are maintained in good condition.

4.17 Care to be Taken While Working at Respective Site

- a) The SI and its personnel, while working at any of the BMC offices or project sites, shall exercise the highest standards of care to avoid damage, disturbance, or disruption to BMC's property, infrastructure, personnel, and day-to-day operations.
- b) The SI shall ensure that its employees, agents, and representatives:
 - Follow all security, safety, and administrative procedures as may be prescribed by BMC.
 - Wear proper identification badges at all times within BMC premises.
 - Maintain cleanliness and discipline and avoid causing any inconvenience to BMC staff or visitors.
 - Do not access areas not related to the work scope without explicit authorization.
- c) The SI shall be responsible for any damage caused by its personnel to BMC's assets (hardware, furniture, fittings, or any infrastructure) and shall bear the full cost of repair or replacement, as assessed by BMC.
- d) The SI shall comply with all applicable labor, safety, health, and environmental laws while operating at BMC's offices or work locations.
- e) Non-compliance with this clause may lead to appropriate penalties, removal of personnel from site, or other disciplinary actions, including termination of the contract in severe cases.

4.18 Risk Purchase

- a) In the event the SI fails to execute the project in accordance with the terms and conditions of this RFP or Contract Agreement (CA), or does not comply with the directions issued by BMC from time to time, BMC reserves the right to procure similar services from the next eligible bidder or from any alternate source at the sole cost and risk of the SI.
- b) Before invoking this provision, BMC shall issue a written notice of 15 days to the SI, specifying the nature of the breach. This 15 days period shall be deemed as a Cure Period, during which the SI shall be given an opportunity to rectify the breach to the satisfaction of BMC.
- c) If the SI fails to cure the breach within the stipulated Cure Period, BMC shall be entitled to initiate procurement of the required services from alternate sources, and any additional cost incurred by BMC in doing so shall be recoverable from the SI, without prejudice to any other rights or remedies available to BMC under the RFP or agreement.

4.19 Force Majeure

- a) "Force Majeure" means any event beyond the reasonable control of the SI, not arising from the SI's fault or negligence, and not foreseeable. Such events include, but are not limited to acts of god, war, riot, acts of civil or military authorities, fire, floods, accidents, terrorist activity, Epidemic, or Pandemic.
- b) In order to invoke this clause, the SI must promptly notify BMC in writing, detailing the nature of the Force Majeure event and its impact on performance, within 15 calendar days of the occurrence of such event.
- c) BMC or a designated consultant/committee shall review the SI's submission and determine whether the circumstances qualify as a Force Majeure event. The decision of BMC shall be final and binding on the SI.
- d) Unless otherwise directed by BMC in writing, the SI shall continue performance of all unaffected obligations to the extent reasonably possible and explore alternative means to perform the services.
- e) In case of a delay caused by a Force Majeure event, the time for performance of the affected obligations shall be extended by a period equivalent to the delay.

4.20 Contract Duration and Extension Terms

- a) The contract shall be deemed effective from the date of issuance of the work order and shall remain valid for a period of 5 years after Go-live.
- b) BMC reserves the right, at its sole discretion to extend the O&M period and onsite manpower for the period of 1 year or part thereof without requiring mutual consent.
- c) The extension shall be on the same terms and conditions as specified in the original contract.

- d) The cost for the extended O&M period and onsite manpower shall be calculated as 10% higher than the monthly rates finalized under this RFP. For clarity, this increase is applied once to the original monthly rates and not compounded.
- e) Payment for the extension shall be made on a pro-rata basis, calculated according to the actual number of months and days of extension.
- f) The SI shall be obligated to continue providing uninterrupted services during the extended period.

4.21 Foreclosure of Contract by the BMC

- a) If at any time after the commencement of work, the BMC, for any reason whatsoever, decides to foreclose the contract or determines that the entire scope of work (as specified in the RFP document) or any part thereof is no longer required, the BMC shall issue a written notice to the SI.
- b) Upon such notification, the SI shall not be entitled to any claim for compensation or payment for loss of anticipated profit, advantage, or any other benefits that the bidder might have gained from the execution of the complete scope of work, which remain unrealized due to such foreclosure of the whole or a part of the works.

4.22 Termination of Contract

- a) **Termination for Convenience (by BMC):** BMC may, at its sole discretion and at any time, terminate the Contract in whole or in part, by giving the SI 15 days prior written notice without assigning any reason. In such event, the SI shall be entitled to payment for services satisfactorily performed up to the effective date of termination. No compensation shall be payable for unperformed or anticipated services.
- b) **Termination for Default:** BMC may terminate the contract, in whole or in part, by giving 15 days written notice, if the Selected Bidder fails to:
 - Deliver the services or meet the performance standards as specified in the RFP and/or Contract;
 - Comply with any other terms and conditions of the RFP/Contract;
 - Rectify any material breach within the 'Cure Period' provided by BMC.
 - Complete the assigned work on time, abandons the work midway, or causes undue delays.
 - Comply with written instructions issued by BMC.

Important Note:-

- i. In such case, BMC may forfeit the Security Deposit (SD) or invoke Performance Bank Guarantee (PBG) and may also proceed for Risk Purchase, at the risk and cost of the Selected Bidder (SI).

- ii.* In addition to termination of the contract, BMC reserves the right to blacklist the SI from participating in future projects or tenders, depending on the nature and severity of the non-compliance or breach of contractual obligations.
 - iii.* BMC reserves the right to award the contract to the next most responsive Bidder, i.e., the bidder who quoted second lowest price (L2) as per the prescribed evaluation criteria
- c) Termination for Insolvency or Bankruptcy:** BMC may terminate the contract immediately if the SI becomes insolvent, makes an assignment for the benefit of creditors, or if any bankruptcy or reorganization proceedings are instituted by or against the SI.
- d) Termination for Legal or Regulatory Reasons:** BMC shall have the right to terminate the contract if it is prevented from performing its obligations due to changes in applicable laws, regulations, or by order of a competent authority.
- e) Termination for Engagement in Fraud or Corrupt Practices:** If it is found that the Selected Bidder has engaged in corrupt, fraudulent, coercive, collusive, or undesirable practices as defined under the relevant RFP clause, the contract shall be terminated with immediate effect and without any liability to BMC. This shall also lead to blacklisting and forfeiture of PBG.

4.23 Corrupt and Fraudulent Practices

- a)** The bidders and their officers, employees, agents, and advisers must observe the highest standards of ethics during the Bidding Process. In line with this, BMC reserves the right to reject any application or bid submitted by a bidder(s) if BMC determines that the bidder has engaged in corrupt, fraudulent, coercive, undesirable, or restrictive practices directly, indirectly, or through an agent during the Bidding Process.
- b) Definition of Unethical Practices:**
- **Corrupt Practice:** The offering, giving, receiving, or soliciting, whether directly or indirectly, of anything of value with the intent to influence the actions of any person connected with the Bidding Process.
 - **Fraudulent Practice:** Any misrepresentation, omission, or suppression of facts, or disclosure of incomplete facts, intended to influence the outcome of the Bidding Process.
 - **Coercive Practice:** Threatening, impairing, or harming any person or property to influence their participation in or actions within the Bidding Process.
 - **Undesirable Practice:** Establishing contact with any person connected with or employed by BMC with the intent to canvass, lobby,

or in any manner influence or attempt to influence the Bidding Process. Having a Conflict of Interest that may affect the fairness and integrity of the Bidding Process.

- **Restrictive Practice:** Forming a cartel or entering into any understanding or arrangement among Bidders or Selected Bidders (SBs) with the objective of restricting, manipulating, or undermining fair competition in the Bidding Process.
- c) **Termination of Contract:** If BMC determines at any time during the execution of the contract that the Selected Bidder (SB) has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices, BMC reserves the right to terminate the contract by issuing a 7 days written notice to the SI.
- d) **Removal of Employees Engaged in Unethical Practices:** If any employee, agent, or representative of the SI is found to have engaged in corrupt, fraudulent, collusive, coercive, or obstructive conduct during the performance of the contract, BMC reserves the right to require the immediate removal of such individual(s) from the project. The SI shall ensure such removal without delay and shall replace the removed personnel with suitably qualified and experienced substitutes.
- e) **Exclusion from Future Tenders:** If BMC determines at any stage that the SI has engaged in any unethical practices, including but not limited to corrupt, fraudulent, coercive, undesirable, or restrictive practices, either during the Bidding Process or the execution of the contract, BMC reserves the right to disqualify such SI from participating in any future tenders, RFPs, or procurement processes initiated by BMC for a minimum period of 3 years.

4.24 Right of Monitoring, Inspection and Audit

- a) The BMC reserves the right to inspect and monitor/assess, either by itself or through a Third Party agency, the progress, performance, and maintenance of the Data Centre and associated infrastructure at any time during the term of the contract. BMC may demand any document, data, material, or other relevant information required to assess the progress or status of the project.
- b) BMC shall also have the right to conduct, either directly or through a Third Party agency as deemed appropriate, a performance audit to evaluate the SI's compliance with the obligations, deliverables, and standards as committed under the contract.
- c) The SI shall cooperate fully and provide all necessary documents, data, access, and support to BMC or its appointed Third Party for the purposes of such audits or assessments.
- d) In the event any non-compliance, deviation, or contravention is identified as a result of such audit or assessment, the SI shall be required to rectify the same within the timeline specified by BMC, at no extra cost to BMC.

- e) Failure to address such deviations or contraventions within the stipulated period may lead BMC, without prejudice to its other rights and remedies, to issue a notice of default and take further appropriate action as per the terms of the contract.

4.25 Handover & Knowledge Transfer

- a) The SI shall ensure onsite comprehensive knowledge transfer and handholding to BMC personnel and/or any newly appointed implementing agency, at no additional cost to BMC.
- b) In case a new bidder is selected for upcoming upgradation and/or O&M activities, the current SI shall be responsible for providing a minimum of two structured onsite knowledge transfer training sessions to the new implementing agency. These sessions must cover all critical technical, operational, and functional aspects of the system and project.
- c) The knowledge transfer shall include, but not be limited to:
- Complete system architecture and design documentation
 - Operation & Maintenance procedures and troubleshooting guidelines
 - All system documentation, including configuration details, user manuals, network diagrams, license keys, passwords, access credentials, and maintenance logs.
- d) These sessions shall be conducted before and/or immediately after the completion or termination of the contract, as directed by BMC.
- e) All hardware and software components in operational condition.
- f) No extra payment shall be made for such knowledge transfer activities. Non-compliance with this clause may result in withholding of payments, invocation of penalties, or forfeiture of performance security, as deemed appropriate by BMC.

4.26 Exit Management

- a) The purpose of this Exit Management clause is to ensure a smooth transition of services from the SI to BMC or to any other agency appointed by BMC upon completion, termination, or expiry of the contract, without disruption to ongoing operations.
- b) The SI shall be obligated to:
- Provide all necessary assistance and cooperation to BMC or its nominated agency during the transition period;
 - Transfer all project assets, documents, data, records, and any other material related to the project to BMC or its authorized representatives;
 - Ensure the migration of data and knowledge transfer to the new agency or BMC staff in a secure and seamless manner;

- Provide support for a minimum period of three (3) months after the completion, termination, or expiry of the contract to facilitate a proper handover;
 - Return or destroy (as instructed by BMC) all confidential information or data belonging to BMC.
- c) Any failure to comply with the Exit Management provisions shall be treated as a material breach of contract and may lead to penalties, forfeiture of Performance Bank Guarantee, and/or legal proceedings.

4.27 Insolvency

- a) In the event that the SI becomes insolvent, or is declared insolvent, or enters into any voluntary arrangement with creditors, or if a winding-up petition is filed against the Contractor, the BMC reserves the right to terminate the contract immediately without any notice.
- b) If the SI becomes insolvent or files for bankruptcy, or if the SI's financial stability is otherwise compromised, the BMC may consider the SI's insolvency as a breach of the contract, resulting in the forfeiture of the Performance Bank Guarantee (PBG).
- c) In such a case, the BMC shall have the right to engage a third party to complete the work at the risk and cost of the SI. The SI shall be liable for any costs incurred due to the insolvency, including any additional costs incurred by BMC to complete the work.
- d) The SI agrees that, in the event of insolvency, no claim for compensation or damages shall be accepted for non-completion of the project.

4.28 Official Secrecy

- a) The SI shall ensure that all personnel employed in connection with the execution of works under this contract are made fully aware that the provisions of the Indian Official Secrets Act, 1923 (Act No. XIX of 1923) are applicable to them. These provisions shall remain binding even after the completion of the contract works. The SI must also ensure that no information pertaining to this contract is disclosed to any unauthorized person or third party by any employee or associated individual.
- b) Furthermore, the SI shall explicitly inform all concerned personnel that any unauthorized disclosure or leakage of confidential information shall attract penal action against the responsible individual(s) as well as the SI. In such cases, the BMC reserves the right to immediately terminate the contract without any prior notice and take appropriate legal action as deemed fit.

4.29 Information Security

- a) **Compliance with Security Standards:** The SI shall ensure compliance with all applicable data protection and information security laws, regulations, and standards, including but not limited to the Information Technology Act, 2000,

and any other relevant laws and regulations in India, as well as international best practices and guidelines related to information security.

- b) Data Protection:** The SI shall take all necessary measures to protect the confidentiality, integrity, and availability of BMC's data. All data handled by the SI, including sensitive or proprietary information, shall be kept confidential and protected from unauthorized access, alteration, disclosure, or destruction. The SI shall ensure that any subcontractors or third-party vendors involved in processing the data also adhere to similar security standards.
- c) Access Control:** The SI shall implement and maintain access control mechanisms to ensure that only authorized personnel have access to BMC's data and systems. Access shall be granted on a least-privilege basis and shall be regularly reviewed and updated to ensure compliance with security policies.
- d) Incident Response:** The SI shall have an incident response plan in place to address any information security breaches or data leaks. In the event of a security incident, the SI shall notify BMC within 24 hours of discovery, providing detailed information about the breach, the potential impact, and the corrective measures taken.
- e) Backup and Disaster Recovery:** The SI shall implement backup procedures to ensure that BMC's data is recoverable in the event of a failure.
- f) Return Credentials:** Upon termination of the contract or completion of services, the SI shall return all credentials and any proprietary information.
- g) Penalties for Non-Compliance:** Failure by the SI to comply with these information security requirements may result in penalties, including contract termination, financial penalties, or other remedies as determined by BMC.

4.30 Third Party Claims

- a) The SI shall be solely responsible for any claims made by third parties arising out of or in connection with the services, deliverables, or activities undertaken by the SI or its employees, agents, sub-contractors, or representatives under this RFP and contract agreement.
- b) BMC shall notify the SI in writing of any such claim or proceeding. The SI shall, at its own expense, take all necessary steps to defend and settle such claims, provided that no settlement shall be made without BMC's prior written consent, which shall not be unreasonably withheld.
- c) In the event that the SI fails to defend any such claim within a reasonable time, BMC reserves the right to undertake the defence at the SI's cost and recover all expenses incurred therein.
- d) The obligations under this clause shall survive the expiration or termination of the agreement.

4.31 Publicity

- a) The SI shall not use the name, logo, emblem, trademark, or any proprietary information of BMC in any of its publicity, advertising, marketing, or promotional material or in any communication to the press or media without the prior written approval of BMC.
- b) The SI shall not make or permit to be made a public announcement or press release relating to this engagement or any aspect of the project without the prior written consent of BMC. All requests for media interaction or publication must be routed through and approved by BMC.
- c) Any unauthorized disclosure or publicity relating to the project shall be considered a material breach of the contract and may result in penalties, including termination of the agreement.
- d) The obligations under this clause shall survive the expiration or termination of the contract.

4.32 Communication

- a) Any notice, request, demand, consent, approval, or other communication required or permitted under this work shall be made in writing (through Letter or Email) and shall be delivered by one or more of the following means:
 - By hand delivery (with acknowledgement of receipt);
 - By speed post or courier with tracking and delivery confirmation;
 - By email.
- b) Communication shall be deemed to have been received:
 - If delivered by hand, on the date of delivery;
 - If sent by registered post/speed post/courier, on the date of actual delivery, subject to acknowledgment of receipt;
 - If sent by email, on the same day.
- c) Either party may change its address or contact details by providing written notice to the other party, delivered in accordance with this clause.
- d) All notices and documents shall be communicated in Gujarati or English, as applicable or as decided by BMC.

4.33 Professional Project Management

- a) The SI shall execute the project with full commitment and professionalism.
- b) The SI shall deploy a qualified and experienced Project Manager, who will act as the Single Point of Contact (SPOC) for all project-related communication, coordination, and decision-making with BMC.
- c) The Project Manager shall be responsible for ensuring timely execution of the project in line with the project plan, managing the deployed team, resolving issues, and reporting project status to BMC.

- d) Additionally, the SI shall assign adequate, qualified, and experienced resources for each component of the project to ensure full compliance with the scope of work, project timelines, and service level agreements (SLAs) as defined in this RFP.
- e) The BMC reserves the right to review and approve the profiles of the deployed Project Manager and key personnel, and may request replacement if the personnel do not meet the required standards or are found to be underperforming.
- f) The SI shall attend all Project Review Meetings scheduled by BMC and adhere to the decisions and directions issued during such meetings.
- g) The SI shall submit project progress reports on a daily, weekly, fortnightly, or monthly basis, as directed by BMC.
- h) The SI shall prepare and get approved a standard reporting template from BMC, which may evolve as the project progresses. Reports must include current progress, challenges faced, issue logs, and mitigation efforts.
- i) The SI shall ensure comprehensive documentation of all project-related activities. The SI shall share all relevant documents, records, and updates, including Minutes of Meetings (MoM), Standard Operating Procedures (SOPs), and official communications with BMC, in both hard copy and electronic form (soft copy), if applicable.

4.34 Standard of Performance

- a) The SI shall perform all activities and deliverables under this contract with the highest standards of professional and technical competence, integrity, and ethics, in accordance with the industry best practices applicable to Data Centre projects.
- b) If BMC finds that the quality or performance of the services delivered by the SI is not in accordance with the standards specified in the contract, BMC may take appropriate action including levying of penalties, withholding of payments, or initiation of contract termination, depending on the severity and impact of the non-compliance.
- c) Continuous improvement, proactive issue resolution, and timely delivery shall be integral components of the SI's performance obligations under this Agreement.

4.35 Use, Care and Management of Assets

- a) The SI shall be responsible for the proper use, maintenance, and safeguarding of all assets associated with the execution of the project.
- b) The SI shall ensure proper care and maintenance of all equipment, tools, and software used during the execution of the project.
- c) Maintain all tangible assets in good and serviceable condition (reasonable wear and tear excepted), and ensure they are suitably upgraded to meet the

performance and Service Level Agreements (SLAs) as defined in the contract throughout the project term.

- d) Ensure that all assets are used in accordance with the manufacturers' instructions or manuals provided to the SI, and that these are adhered to by SI personnel responsible for asset usage.
- e) Take appropriate safety measures as recommended by the asset manufacturers or as may be necessary to ensure the safe use of such assets.
- f) Ensure that none of the assets are used in violation of any statutory or regulatory provisions, or for any unlawful purpose.

4.36 Warranties

- a) The SI represents and warrants that all services, software, deliverables, and related components provided under this contract shall fully conform to the specifications, functionality, and performance standards defined in this RFP and the final Contract Agreement.
- b) The SI further warrants that all deliverables shall be free from defects in design, materials, and workmanship;
- c) If any equipment or software is found to be not in accordance with the specifications or defective within the contract period, the SI shall, at its own cost and risk, rectify the same within the time specified by BMC.
- d) The warranties provided herein shall survive for the duration specified and shall not be waived by reason of inspection or acceptance of, or payment for, the services or deliverables.

4.37 Conflict of Interest

- a) The SI shall disclose any and all actual or potential conflicts of interest that exist, arise, or may arise (either for the Bidder or its personnel) in the course of performing the obligations under this RFP or the resultant contract.
- b) A conflict of interest is deemed to exist in the following situations, among others:
 - The Bidder or its personnel have a relationship (financial, business, or other) with a third party that could improperly influence the Bidder's performance of its obligations under the contract;
 - The Bidder engages in activities that would impair its objectivity or impartiality in the execution of the contract;
 - The Bidder or any of its personnel are directly or indirectly engaged in any other assignment that conflicts with the scope of work under this RFP;
 - The Bidder submits more than one proposal, either individually or as part of a consortium or joint venture, which will lead to unfair competition.

- c) If the SI is found to have a conflict of interest that was not disclosed at the time of submission of the proposal, BMC reserves the right to disqualify the Bidder or terminate the contract, without prejudice to any other legal remedy available to BMC.
- d) The SI shall ensure that its personnel do not engage in any activity that could result in a conflict of interest and shall take appropriate measures to resolve or avoid any such situation.
- e) The decision of BMC regarding conflict of interest shall be final and binding.

4.38 Limitation of liability towards BMC

- a) The SI's liability under the resultant agreement shall be determined in accordance with the law in force at the time. The SI shall be liable to BMC for any loss or damage caused due to any act, negligence, omission, or lack of due diligence or deficiency in services on the part of the SI and its employees, agents, or representatives. However, such liability shall not exceed the total contract value.
- b) This limitation of liability shall not limit the SI's liability, if any, for damage to third parties caused by the SI or any person or firm acting on behalf of the SI in carrying out the scope of work envisaged herein.

4.39 Resolution of Disputes

- a) BMC and the SI shall make every effort to resolve any dispute or disagreement arising under or in connection with RFP and/or agreement amicably through direct discussions and negotiations.
- b) In the event such efforts do not result in a resolution, all disputes or differences arising under, out of, or in connection with this Agreement shall be referred to the Municipal Commissioner of BMC. The decision of the Municipal Commissioner shall be final and binding on both Parties.

4.40 Jurisdiction of Courts

In case of any claim, dispute or difference arising in respect of this contract, the cause of action thereof shall be deemed to have arisen in Bhavnagar and all legal proceedings in respect of any such claim, dispute or difference shall be referred to the Competent Court in the City of Bhavnagar.

4.41 Independent Contractor

- a) Nothing in this RFP shall be construed as establishing or implying any partnership, joint venture, or employment relationship between the BMC/GIL and SI.
- b) All personnel deployed by the SI shall be the sole responsibility of the SI and shall under no circumstances be treated as employees or agents of BMC and they shall not have any claim against BMC for employment, compensation, or benefits of any kind.

4.42 Waiver

- a) A waiver of any provision or breach of this RFP must be in writing and signed by an authorized official of BMC granting the waiver.
- b) No such waiver shall be construed to constitute a waiver of any other provision or of any subsequent breach of the same or any other provision of this RFP.

SECTION-V : PERSONNEL OF SYSTEM INTEGRATOR

5.1 Assignment of Project Personnel

- a) The SI shall assign qualified and experienced personnel to execute the project in accordance with the technical, operational, and managerial requirements.
- b) The SI shall assign the key personnel within 15 days from the date of issuance of the Work Order.
- c) The assignment of these key personnel shall be formally communicated to the designated officer of BMC, including the details of their roles and responsibilities.
- d) The assigned Project Manager shall be responsible for the overall management, coordination, and execution of the project, ensuring that all activities are carried out in accordance with the project goals, timelines, and quality standards.
- e) The Project Manager will act as the main point of contact between the SI and the BMC, overseeing all aspects of the project, including resource allocation, risk management, and reporting.

5.2 Availability of Key Personnel during Implementation Phase

- a) The SI shall ensure availability and deployment of qualified and experienced personnel for the implementation phase of the project in accordance with the site work schedule. Personnel shall be made available at the site whenever activities assigned to the SI are scheduled for execution.
- b) Personnel deployment shall be aligned with the specific project activities assigned to the SI. Continuous full-time onsite presence of all personnel is not required; however, the SI shall ensure that the relevant personnel are physically present at the site during execution of all activities requiring their supervision, installation, configuration, testing, or validation.
- c) The SI shall assign an adequate number of qualified key personnel to ensure timely and effective delivery of all services and outputs as required by BMC, within the stipulated timeframe.
- d) The SI shall ensure full-time onsite supervision by competent personnel during all installation, testing, and commissioning activities performed by or on behalf of the SI.
- e) The Project Manager appointed by the SI shall act as the Single Point of Contact (SPOC) for all communications, coordination, reporting, and issue resolution with BMC during the implementation phase.
- f) Any delay, defect, non-compliance, or failure to meet contractual obligations resulting from insufficient manpower, absence of required personnel, or inadequate supervision shall be the sole responsibility and liability of the SI.

5.3 Deployment of Onsite Personnel for O&M Service

- a) The SI shall deploy adequate and qualified personnel during the entire contract period to ensure smooth operation, monitoring, maintenance, and support of the Data Centre and associated infrastructure at BMC head office and both zonal offices; However, it shall be mandatory for the SI to deploy at least one dedicated full-time System Administrator on-site at BMC premises within 15 days from the date of issuance of the work order. Failure to provide the onsite manpower within the stipulated timeframe shall be treated as absence, and the appropriate penalty shall be imposed as per the SLA.
- b) The System Administrator shall be responsible for day-to-day operational support, regular monitoring of systems, and maintenance of servers, storage systems, virtualization platforms, operating systems, backup systems, security appliances, networking, and all other infrastructure components covered under O&M.
- c) In addition to the onsite personnel, the SI shall ensure the availability of offsite technical experts and escalation support for handling complex technical issues, major incidents, upgrades, patches, or system failures that cannot be resolved by onsite staff.
- d) The deployed personnel shall be responsible for regular monitoring of the systems, prompt issue resolution, providing field support (site inspections, fault diagnosis, repair or replacement of defective components, preventive maintenance etc.) and all maintenance related activities in coordination with BMC officials, and submit periodic maintenance and performance reports as prescribed by BMC.
- e) Further, if additional personnel are required for carrying out preventive maintenance activities, the SI shall deploy such personnel without any additional cost to BMC, ensuring timely and efficient execution of maintenance work.
- f) The personnel deputed at BMC premises shall be equipped with all necessary tools, test equipment, computers or laptops, software utilities, and other essential instruments required to perform regular monitoring of the systems, as well as to carry out routine and corrective maintenance activities at the site.
- g) The deployed personnel shall keep their residence address in the city of Bhavnagar.
- h) The SI must provide ID cards to all its resources deployed at the BMC location. The ID cards must prominently display the resource's name, contact information, and the vendor company's name.
- i) The SI shall bear all costs associated with the deployment, including the payment of traveling allowances and any other expenses incurred by the concerned deputed personnel for performing their duties.

j) Qualifications and Experience for On-Site Personnel: The proposed System Administrator shall meet any one of the following criteria:

Option 1:

- B.E. / B.Tech in Information Technology / Computer Science / Electronics or MCA or equivalent from a recognized university.
- Minimum 3+ years of experience in managing servers, operating systems, virtualization platforms, or enterprise IT infrastructure in a Data Centre / Disaster Recovery (DR) Site / Enterprise IT environment.

OR

Option 2:

- B.Sc. (IT / Computer Science / Electronics) or BCA or equivalent from a recognized university
- Minimum 5+ years of experience in managing servers, operating systems, virtualization platforms, or enterprise IT infrastructure in a Data Centre / Disaster Recovery (DR) Site / Enterprise IT environment.

5.4 Presence and Leave of the Onsite Deputed Personnel during O&M

- a) The onsite System Administrator deputed by the SI during O&M phase shall strictly follow the official working calendar, holidays of BMC.
- b) The standard office timings for System Administrator shall be from 10:00 AM to 7:00 PM and he/she must be present and available during these hours, unless prior permission for absence or adjustment in working hours is granted by the concerned BMC officer.
- c) The BMC reserves the right to require the deputed staff to work beyond the standard office hours or on holidays, if needed for operational reasons. In such cases, working hours or leave will be adjusted accordingly with the approval of the concerned BMC officer.
- d) The personnel deployed on-site by the SI during the O&M period shall be entitled to a maximum of 12 leaves per year per person, calculated at the rate of 1 day per month on a pro-rata basis.
- e) Un-availed leave shall be carried forward to the next year or to any subsequent assignment/project. Leave entitlement and computation will be effective from date of start of O&M. No payment shall be made against un-availed leaves.
- f) Leave cannot be claimed as an employee's right. All leave shall be subject to prior written approval from the concerned officer of BMC, who may deny leave in case of urgent operational needs.
- g) Any planned leave of the deployed onsite personnel shall require prior written approval from the designated officer of BMC. The SI shall inform BMC in advance and ensure that the leave does not affect the continuity of O&M services.

- h) In case of emergency leave, illness, or unavoidable absence, the SI shall inform BMC immediately and arrange a suitable replacement within 1 working day so that the O&M services remain uninterrupted.
- i) If any full-time deployed personnel requires more than 1 consecutive working days of leave, the SI shall be responsible for arranging a competent and experienced substitute/backup resource from 2nd day and shall inform the concerned BMC officer in advance.
- j) Any absence of onsite personnel without prior approval or failure to provide a replacement shall be treated as non-availability of manpower, and penalties shall be applicable as defined in the Service Level Agreement (SLA) section of this RFP.
- k) The System Administrator shall remain present at the BMC's Head Office or any other location designated by BMC and sign the attendance register maintained at BMC office or as instructed by the concerned BMC officer.
- l) Even if BMC approves the leave of onsite deployed staff, the SI must make sure that SLA performance is not affected. If any SLA issues occur because the staff is on leave, penalties will still apply as per the contract.

5.5 Contact Detail of Allotted Personnel

- a) The SI must provide the contact details (name, title, email address, and phone number) of the designated resource(s) who will be directly responsible for the execution of the services outlined in this RFP.
- b) The assigned resource(s) must be available for communication during business hours throughout the project duration.

5.6 Personnel Replacement and Continuity

- a) The SI acknowledges the critical importance of continuity in the quality and performance of personnel assigned to the project. However, in the event of unforeseen circumstances such as illness, personal emergencies, resignation, or other circumstances beyond the SI's control, the SI may propose a replacement for the affected personnel.
- b) All proposed replacements must possess qualifications, skills, experience, and professional background that are equal to or better than those of the originally assigned personnel, subject to approval by BMC.
- c) In the event that a replacement becomes necessary, the SI shall notify the concerned officer of BMC in writing within 7 days, clearly stating the reason for replacement. The SI shall provide a detailed profile of the proposed replacement, including their qualifications, relevant experience, contact details, and availability.
- d) The SI shall ensure that project deliverables, quality, or timelines are not adversely affected due to any personnel replacement. The SI further agrees

to train, brief, and integrate the replacement personnel into the project to maintain consistency in performance.

- e) The SI shall be solely responsible for all on boarding and transition activities, ensuring a smooth and effective handover from the outgoing personnel to the replacement.
- f) The SI shall monitor the performance of the replacement personnel to ensure that the change does not disrupt the overall quality or progress of the project.
- g) BMC reserves the right to request the replacement of any deployed personnel if the performance, conduct, or technical competency of the personnel is found unsatisfactory. The SI shall provide a qualified substitute with equal or better qualifications and relevant experience within 7 working days, without any additional cost to BMC.

5.7 Conduct and Discipline

- a) The SI shall ensure that all personnel assigned to the project maintain the highest standards of discipline, integrity, and professionalism in the discharge of their duties.
- b) BMC reserves the right to request the removal or replacement of any personnel who, in its opinion, is incompetent, negligent, or conducts themselves in a manner deemed unprofessional or unacceptable. The decision of BMC in this regard shall be final and binding, and the SI shall ensure timely compliance without any objection or delay.
- c) The SI shall be solely responsible for any misconduct, negligence, or breach of confidentiality by its personnel. Any losses or damages caused to BMC or any third party due to such actions shall be recovered from the SI.

5.8 Cost of Key Personnel or Manpower

- a) The SI shall be solely responsible for all costs associated with the assignment or deployment of personnel/manpower, including but not limited to salaries, allowances, statutory contributions (PF, ESIC, etc.), insurance, travel, and any other incidental expenses required for deployment and performance of duties.
- b) In case additional manpower is required for preventive maintenance, upgrades, troubleshooting, or resolution of major incidents, the SI shall deploy such resources without any additional cost to BMC.
- c) No additional payment or reimbursement shall be made by BMC for deployment, travel, accommodation, training, replacement, or any other expenses incurred by the SI in relation to the deputed personnel.

5.9 Responsibility for Compensation in Case of Injury or Accident

- a) The SI shall be solely responsible for ensuring the safety and well-being of all personnel assigned to the project. In the event of any injury, accident, or unfortunate incident involving any assigned personnel during the course of the project, whether on-site or off-site, the SI shall be liable to provide appropriate compensation, medical assistance, and other related support in accordance with applicable laws, labor regulations, and insurance provisions.
- b) Under no circumstances shall BMC be held liable for any claims, losses, or compensation arising out of such incidents.

5.10 Compliance with Labour Regulations

- a) During the continuance of the project period, the SI shall comply at all times with all existing labour enactments, rules made thereunder, regulations, notifications, and bye-laws of the State or Central Government, local authorities, and any other labour laws (including rules), regulations, bye-laws, or notifications issued under any labour law in the future by the State, Central Government, or local authority.
- b) Furthermore, the SI shall indemnify BMC in case any action is taken against BMC by the competent authority due to the contravention of any provisions of any Act, rules, regulations, or notifications, including amendments. If BMC is required to pay or reimburse any amounts to comply with the provisions stipulated in the notifications, bye-laws, Acts, Rules, regulations (including amendments), due to non-compliance by the SI, BMC shall have the right to deduct such amounts from any payments due to the SI, including the amount of the security deposit.
- c) BMC also has the right to recover from the SI any sum required or estimated to be needed to make good any loss or damage suffered by BMC.
- d) The SI is responsible for ensuring that its employees obey all applicable laws, including those concerning safety at work. The entire responsibility for the employees of the SI lies solely with the SI, and under no circumstances shall the employees of the SI be considered employees of BMC.

5.11 Employment Relationship

- a) The personnel deployed by the SI shall remain under the employment of the SI for all intents and purposes. Under no circumstances shall there be any employer-employee relationship between BMC and the personnel engaged by the SI. The relationship between BMC and the SI shall strictly be that of principal to contractor.
- b) The SI shall be solely responsible for the recruitment, employment, compensation, supervision, discipline, and termination of the personnel deployed for the project.

- c) The personnel deployed by the SI shall not have any claim for permanent employment, absorption, or regularization with BMC under any circumstances.

SECTION-VI : MINIMUM TECHNICAL SPECIFICATION

The SI must supply all equipment, software, and services that meet the minimum technical requirements mentioned below. The SI may also propose better solutions that exceed these requirements.

1. Rack Server

Sr. No.	Parameter	Specification/Requirement
1	Form Factor	Maximum 2U Rack-Based Enterprise Server with Sliding Rail Kit & Cable Management Arm
2	Processor	Latest Gen Intel® Xeon® Platinum Scalable Processors
3	CPU Configuration	Dual CPUs populated
4	CPU Cores	Minimum 32 Cores per CPU (Total 64 Core per Server)
5	CPU Speed	Minimum 2.68 GHz Base Clock Speed or Higher
6	Memory	512 GB DDR5 ECC Registered RAM
7	Primary Storage	4 TB Enterprise NVMe SSD
8	RAID	RAID 1 Configuration
9	RAID Controller	Enterprise Hardware RAID Controller with Cache & BBU
10	Management Port	1 x Dedicated Management Port
11	Network Ports	2 x 10/25 GbE Dual Port NIC (Minimum 4 Ports)
12	HBA Card	Dual port 16/32 Gbps
13	Transceivers	Required SFP/SFP28 Modules Included
14	Cabling	Suitable Fiber/DAC Cables Included
15	Power Supply	Redundant N+1 Hot Swappable Power Supplies
16	Energy Efficiency	80+ Platinum/Titanium
17	Security	TPM 2.0 Certified
18	Secure Boot	Supported
19	Cooling	High Speed Hot Swappable Fans
20	Failure Alerting	Proactive alerting for CPU, RAM, HDD, RAID, NIC, PSU
21	Supported OS	Microsoft, Ubuntu, RHEL, VMware
22	Remote Management	OEM Integrated Remote Management
23	Server Management Software	OEM Server Management Suite (Free of Cost)

2. Backup Server

Sr. No.	Parameter	Specification/Requirement
1	Form Factor	Rack-Based Server with Rail Kit & Cable Management Arm
2	Processor	Latest Gen Dual 12-Core Intel® Xeon® Gold Scalable Processors; Fully configured with usable 24 cores; clock speed ≥ 2.6 GHz

3	Motherboard	OEM Supported Motherboard and Chipset
4	System Memory	Minimum 128 GB DDR5
5	Disk Bays	8 × 2.5" hot-plug SAS drive bays
6	RAID Controller	Integrated PCIe 3.0 12Gb/s SAS Raid Controller with 8GB Cache to support both internal hard drives of the compute sled as well as the hard disks in the storage sled, supporting RAID 0, 1, 5, 6, 10, 50, 60
7	Disk Configuration	2 x 480 GB SSD SATA (RAID 1) for OS; Usable 3 TB SAS Storage (RAID 5)
8	Fiber HBA	2 x 16 Gbps or higher FC HBA (dual port in each card)
9	Network Interface	2 x Dual Port 25G Port; 2 x Single Port 32G Port; Dedicated Management Port
10	Certification and compliances	Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES)
11	Power Supply	Energy-efficient redundant (N+N) hot-swappable PSU and fans
12	Management Features	<ol style="list-style-type: none"> 1. Remote power on/off and remote server management over LAN/WAN with SSL 2. Virtual media support with required licenses, Remote KVM, Server Health Logging, Out-of-Band Management 3. Multi-server management from a single console across multiple sites 4. Automated infrastructure management for patch and version upgrades 5. Analytics-driven simplified management with actionable intelligence 6. System tagging for metadata-based filtering/sorting 7. Hardware profile-based deployment to multiple servers 8. Policy template deployment to multiple servers 9. Platform inventory, health monitoring, utilization statistics collection, firmware updates, diagnostic tools 10. Alerts for non-OEM hardware compliance 11. Open and programmable solution with REST API, SDK (Python, PowerShell) 12. Customizable dashboards for faults, health, inventory, user-defined dashboards and widgets 13. Single pane of glass for auto-provisioning across multi-vendor and multi-hypervisor platforms 14. Self-service portal for automated provisioning 15. Real-time out-of-band hardware performance monitoring and alerting
13	Security Features	<ol style="list-style-type: none"> 1. Secure Boot (Firmware & BIOS level), system lock on breach 2. Hardware Root of Trust / Dual Root of Trust

		<ol style="list-style-type: none"> 3. Policy-based security, intrusion detection, OEM-certified malicious code-free design 4. Cryptographic firmware updates 5. Stop execution of applications/hypervisor/OS on predefined security breach 6. Secure/automatic BIOS recovery 7. Network card secure firmware boot 8. System lockdown on security breach
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3. SAN Storage

Sr. No.	Parameter	Specification/Requirement
1	Storage Type	Enterprise SAN
2	Disk Type	NVMe
3	Raid Configuration	RAID 6 or higher
4	Hot Spare	2 disks
5	Capacity	Minimum 50 TB usable
6	Scalability	Scalable up to 70 TB usable capacities with the same RAID configuration using the same type and size of disks
7	Response Time / Latency of the System	Average Read/Write Response Time <= 3 ms
8	Operating System Compatibility	Windows, RHEL, and VMware
9	Resilience	Supports sub-component level failures (CPU, memory, front-end/back-end ports) without controller reboot
10	Remote Replication Port	Minimum 2 Ethernet replication ports
11	Required Ports	8 x 16/32 Gbps FC ports or higher; evenly distributed across controllers; compatible with host interface
12	Backend Connectivity	12 Gbps FC Port
13	Controller Configuration	Symmetric Active - Active controllers with automatic load balancing and failover across controllers.
14	Encryption	Self-Encryption capability for data at rest
15	Cache	Minimum 64 GB cache per controller with power-failure protection (battery/capacitor)
16	Quality of Service	Support for IOPS and throughput (MB/s) control
17	Replication	Support for both synchronous and asynchronous replication to DR site
18	Power Supply	Dual redundant power supply
19	Disk Replacement	Online disk replacement without performance impact
20	Load Balancing	Integrated load balancing mechanism/software
21	Licensing	All required software licenses included
22	Upgrades	Non-disruptive firmware and software upgrades

23	Management & Monitoring	Tools for LUN/host management, multi-pathing, load balancing, real-time analytics, performance monitoring, alerting
24	Accessories	All required cables/connectors (Ethernet, USB, power) included
<p>Note:-</p> <ul style="list-style-type: none"> • SAN switch with redundancy should be supplied as part of the solution. • Storage array must have no single point of failure, including controllers (≥ 2), cache, PSU, fans, etc. • Storage should support virtualization, thin provisioning, snapshot, and clone. 		

4. L3 Manageable Network Switch - 48 Port

Sr. No.	Parameter	Specification/Requirement
1	Switch Type	Network & Data Switch
2	Intended Role	Data Centre Access / Aggregation
3	Form Factor	Rack-mountable
4	Power Supply	Redundant AC power supply
5	Operating Mode	Suitable for 24 × 7 continuous operation
6	Ports	Minimum 48 × 10/25 Gbps ports (SFP+ / SFP28)
7	Uplink Ports	Minimum 4 × 40/100G QSFP+ / QSFP28 ports (non-blocking)
8	Switching Architecture	Non-blocking switching architecture
9	Switching Capacity	Minimum 2 Tbps or sufficient for full port line rate
10	Forwarding Performance	Wire-speed forwarding
11	Layer 2 Features	VLAN, STP / RSTP / MSTP, Link Aggregation (IEEE 802.3ad / 802.1AX)
12	Layer 3 Features	Static routing
13	Dynamic Routing	OSPFv2 / OSPFv3
14	Gateway Redundancy	VRRP or equivalent
15	ECMP Support	Yes
16	IP Version Support	IPv4 and IPv6 dual-stack
17	IP Route Scale	Minimum 20,000 IPv4 and IPv6 routes
18	VXLAN Capability	Native VXLAN support
19	VXLAN Function	VXLAN Tunnel Endpoint (VTEP) supported
20	VXLAN Mapping	VLAN to VXLAN (VNI) mapping supported
21	VXLAN Control Plane	Static VXLAN and/or BGP-EVPN supported
22	Multicast Support	IGMP v2/v3 snooping

23	QoS	Traffic classification based on 802.1p / DSCP
24	QoS Queuing	Priority and weighted queuing supported
25	Security	ACLs (Layer-2 to Layer-4)
26	Management Access	CLI (SSH) and Web GUI
27	Network Management	SNMP supported
28	Logging & Time Sync	Syslog and NTP supported
29	High Availability	Link redundancy and failover support
30	Software Upgrade	ISSU or equivalent preferred
31	Accessories	Rack-mount kit and power cords supplied
32	Licensing	Base feature licenses enabled from day one

Note:-

- Switch should be supplied with 4 uplink fibre module of 40 Gbps QSFP+ and 18 access port fibre module of 25 Gbps (SFP28) of same brand as switch.

5. L2 Manageable Network Switch - 48 Port

Sr. No.	Parameter	Specification/Requirement
1	Switch Type	Manageable Access Switch
2	Form factor	Rack-mount
3	Ports	Minimum 48 × 1 Gbps Ethernet ports
4	Uplink Ports	Minimum 2 × 10 Gbps Ethernet ports and Minimum 2 × 10 Gbps fiber ports along with require SFP
5	Switching architecture	Non-blocking
6	Forwarding performance	Wire-speed forwarding
7	Layer 2 Features	VLAN, STP / RSTP supported
8	Link Aggregation	IEEE 802.3ad / 802.1AX supported
9	IP version support	IPv4 and IPv6
10	Quality of Service (QoS)	Traffic classification (802.1p / DSCP); Priority queuing
11	Security	Port security
12	Management Interface	CLI (SSH) and Web-based GUI
13	Network Monitoring	SNMP supported
14	Logging & time sync	Syslog and NTP supported
15	High availability	Link redundancy and failover
16	Accessories	Rack-mount kit and power cords

17	Licensing	Base features enabled from day one
<p>Note:- Switch should be supplied with 4 uplink fibre module of 40 Gbps QSFP+ and 18 access port fibre module of 25 Gbps (SFP28) of same brand as switch.</p>		

6. Next Generation Firewall

Sr. No.	Parameter	Specification/Requirement
1	Form Factor	Rack-mountable
2	Network Interfaces	8 × GE RJ45; 4 × GE SFP; 4 × 10 GE SFP+; 1 × Mgmt RJ45; 1 × HA RJ45; 1 × Console RJ45; 1 × USB
3	Internal Storage	1 × 480 GB SSD
4	Performance - Firewall Throughput	25 Gbps
5	NGFW Throughput	3 Gbps
6	Threat Protection Throughput	3 Gbps
7	IPS Throughput	5 Gbps
8	SSL Inspection Throughput	3 Gbps
9	IPsec VPN Throughput	5 Gbps
10	SSL-VPN Throughput	2 Gbps
11	Concurrent Sessions	20,00,000
12	New Sessions/Second	2,00,000
13	Firewall Policies	10,000
14	IPsec VPN Tunnels	1,000 (gateway-to-gateway); 10,000 (client-to-gateway)
15	Concurrent SSL-VPN Users	300
16	Virtual Domains (VDOMs)	5
17	SD-WAN Support	Yes (integrated secure SD-WAN)
18	High Availability	Active-Active support
19	Management Interface	CLI (SSH/Console), Web GUI
20	Certification	Common Criteria / NDPP / ICSA / NSS Lab (any one)

21	Power	Redundant power supply
22	Security Features	<ol style="list-style-type: none"> 1. Stateful Firewall with deep packet inspection (DPI) 2. Flexible Deployment Modes supporting NAT/Route mode and Transparent (Access) mode simultaneously 3. Intrusion Prevention System (IPS) with minimum 10,000+ signatures, real-time threat intelligence updates, and severity-based classification 4. Fail-Open Mechanism for IPS to ensure uninterrupted traffic flow in case of failure 5. DoS/DDoS Protection with threshold-based anomaly detection and mitigation before firewall policy lookup 6. Application Control with Layer 7 visibility and minimum 3,000+ application signatures 7. User Identity-Based Policies with support for AD, LDAP, RADIUS, TACACS+, and Terminal Server SSO integration 8. Advanced Malware Protection (AMP) including Anti-virus and Anti-spyware across HTTP, HTTPS, SMTP, POP3, IMAP, and FTP 9. Anti-Bot Protection using IP reputation database with botnet and C&C communication blocking 10. Web Filtering with URL categorization, HTTPS inspection, and local override capability 11. Advanced URL Protection including blocking of Newly Registered Domains (NRD), Newly Observed Domains, and Dynamic DNS domains 12. Phishing Protection to prevent credential submission to untrusted websites 13. SSL/TLS and SSH Inspection for inbound and outbound encrypted traffic 14. Zero-Day Threat Protection using integrated cloud sandboxing 15. Advanced Threat Protection (ATP) with full attack lifecycle visibility from intrusion to data exfiltration 16. DNS Security including DNS filtering, DNS reputation, DNS-based signatures, and malicious domain blocking 17. DGA (Domain Generation Algorithm) Detection and Dynamic DNS protection 18. Secure VPN Support including: <ul style="list-style-type: none"> • IPsec VPN (site-to-site and remote access) • Route-based and Policy-based IPsec tunnels • SSL VPN (Web mode and Tunnel mode) • VPN support in Transparent mode 19. Strong Encryption Support (DES/3DES/AES) 20. Traffic Shaping (QoS) for inbound and outbound traffic control 21. WAN Load Balancing and Failover across multiple ISP links 22. Link Aggregation (IEEE 802.3ad) for bandwidth optimization and redundancy 23. Secure SD-WAN with application-aware routing

		<p>and path selection</p> <p>24. File Analysis & Reporting including file name, size, type, source/destination IP, URL, and behavioral indicators</p> <p>25. Centralized Logging, Monitoring & Reporting with real-time dashboards and alerts</p> <p>26. Role-Based Access Control (RBAC) for administrative access</p> <p>27. Multi-Factor Authentication (MFA) support for administrators and VPN users</p> <p>28. Non-Disruptive Updates with no reboot required for policy changes or signature updates</p>
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Note:-

- Firewall shall be supplied with licenses for web security / URL filtering. Firewall shall be supplied with IPS license.
- Firewall shall be supplied with application visibility and control license.
- Firewall shall be supplied with management portal on cloud.

7. Tape Library

Sr. No.	Parameter	Specification/Requirement
1	Form Factor	Rack mountable
2	Capacity	Minimum 2 × LTO-9 FC hot swappable tape drives with hardware encryption support
3	Cartridge slots	Minimum 40 cartridge slots
4	Data Transfer Rate (Per Drive)	Minimum 300 MB/sec (native) and 750 MB/sec (2.5:1 compressed)
5	Connectivity	Fibre Channel (FC) connectivity
6	Partitioning	Must support logical partitioning with ability to configure each drive in separate partition
7	Power Supply	Redundant power supply
8	Barcode Reader & Mail slots	Support barcode reader and mail slot(s)
9	Remote Monitoring	Web UI
10	Management Software Features	<ol style="list-style-type: none"> 1. Automated data verification during backup 2. Post-backup media verification 3. Data integrity checks 4. Compression ratio monitoring 5. Failure prediction & preventive alerts

Note:-

- Offered Tape library should be compatible with supplied SAN storage, SAN switches and backup software.
- Tape Library shall be supplied with 4 cleaning cartridges from Day 1.
- Tape Library shall be supplied with software which can predict and prevent failures through early warning and shall also suggest the required service action.
- Tape Library shall be supplied with all required mounting accessories.

8. LTO Data Cartridge

Sr. No.	Parameter	Minimum Specification/Requirement
1	Data capacity	18 TB native. Up to 45 TB with 2.5:1 data compression
2	Cartridge Models	Rewritable LTO Ultrium 9
Note:- Data Cartridge should be of same brand as Tape Library.		

9. Online UPS (Without Battery)

Sr. No.	Parameter	Specification/Requirement
1	Rating	20 KVA Online UPS with Pulse-width modulation (PWM) Technology
2	Switching Technology	IGBT-PWM
3	Inversion Technique	Adaptive pulse width modulation OR Sine weighted pulse width modulation with high switching frequency (> 12 KHZ for IGBTs).
4	Input Voltage	400V AC
5	Input Voltage Range	-20% to +20%
6	Input Frequency Range	50 Hz \pm 10%
7	Input Phase	Three Phase AC
8	Output Voltage	230 V \pm 2% (with alternative setting for 220V \pm 2%)
9	Output Frequency	50 Hz \pm 1 Hz (Single phase, inverter mode)
10	Overload	Minimum 10 min for 120% Load ; Minimum 30 sec for 150% Load
11	Efficiency	Overall > 91.5%+1 i.e. between 90.5 & 92.5% at full load, 88% + 1 at 66% load and 85% + 1 at 33% load.
12	Bypass Switch	Manual & static bypass with enable/disable provision; supports simultaneous load supply and charging
13	Rating	Unity power factor rating
14	Voltage regulation	\pm 1% from no-load to full-load; Synchronous mode with mains supported
15	Harmonic Distortion	\leq 3% at resistive load
16	Communication	SNMP card, RS-232 & USB ports with monitoring software
17	Environment	Noise level < 55 dB at 1 meter distance
18	Protection	Overvoltage, short circuit, overload, battery under voltage, overshoot/undershoot \leq 4% for 60 ms, input fault, reverse phase sequence, cold start, battery discharge timer, battery self-test, over-temperature
19	Indicators	Mains Presence, Battery Charging and Discharging, Low battery voltage

20	Digital meters	Input/output voltage, I/O frequency, output current, battery voltage, load %, battery backup % (LED/LCD display)
21	Miscellaneous	ECO Mode Operation with Enable/Disable function
		Emergency Power Off (EPO)
		Parallel operation (2 units)
		UPS should be suitable to connect 2 units in parallel
22	Load Transfer Time	≤ 4 ms (between parallel UPS systems)
23	Certifications	RoHS compliant
Alternating Current Distribution Box (ACDB)		
24	ACDB Rating	20 KVA
25	Incomer	63A TPN MCB (1 No.)
26	Outgoing	100A SPN MCB (1 No.)
27	Standards	IS/IEC 60898; Curve B MCB
Note:-		
<ul style="list-style-type: none"> • UPS shall be compatible with DG supply • SI shall provide all necessary cables, plugs, and battery links • SI shall supply UPS with internal/external Automatic Transfer Switch (ATS) of the same make 		

10. DG-SET

Sr. No.	Parameter	Specification/Requirement
1	Type	CPCB-compliant diesel generator set with acoustic enclosure
2	Mounting	Mounted on common base frame with Anti-Vibration Mounting (AVM) pads
3	Capacity	Minimum 50 kVA
4	Power Factor	0.8 lagging
5	Engine	Water-cooled, multi-cylinder diesel engine
6	Engine Speed	Maximum 1500 RPM
7	Engine Starting System	Electric auto-start with battery
8	Engine Governor	Electronic governor
9	Engine Compliance Standards	Conforming to BS 5514 / ISO 3046 / IS 10002
10	Fuel Tank Capacity	Sufficient for minimum 8 - 12 hours continuous operation at full load
11	Alternator Type	Self-excited and self-regulated alternator
12	Alternator Power Factor	0.8 PF or better
13	Alternator Voltage	415 V

14	Alternator Phase	3 Phase
15	Alternator Speed	1500 RPM
16	Alternator Frequency	50 Hz
17	Alternator Standards	Conforming to IS 4722 / BS 5000
18	Alternator Wiring	100% Copper windings
19	Alternator Insulation Class	Class H
20	Alternator Protection	IP23
21	AMF (Auto Main Failure) Panel	<ol style="list-style-type: none"> 1. Panel Type: AMF (Auto Mains Failure) Panel 2. Controller: Microprocessor-based controller 3. Display Parameters: Voltage, current, frequency, kVA, PF, engine hours 4. Controls: Auto/Manual/Test mode selector 5. Protection: Overload, short circuit, low oil pressure, high temp
22	Tolerance	± 5% as defined in BSS-649-1958
23	Certifications	ISO 9001/9002, relevant BS and IS standard

11. LED TV – 43 Inch

Sr. No.	Parameter	Specification/Requirement
1	Technology	LED Backlit
2	Screen Size (Diagonal)(cm)	108 CM (43 Inch)
3	Screen Type	Non Touch
4	Aspect Ratio	16 : 9
5	Native Resolution	1920 × 1080 pixels (Full HD)
6	Brightness (Nits)	350 Nits
7	Duty Cycle	24 × 7
8	Operating System	Android 12 and above
9	Category	Smart TV
10	Mount Type	Table top & Wall Mount
11	Energy Star Rating	3 Star or above
12	HDMI Ports	2 or more
13	USB Ports	2 or more
14	RF Input	YES

12. Precision AC System

Sr. No.	Parameter	Specification/Requirement
1	Unit Type	Precision Air Conditioner (PAC), Air-Cooled or Ducted, Floor-Mounted
2	Cooling Capacity	4 TR (Approx. 14 kW) per unit
3	Temperature Control	15°C – 27°C

4	Humidity Control	30% - 60% RH
5	Airflow Type	Top suction, top supply; compatible with cold aisle containment
6	Fans	EC / VFD fans, variable speed, 24×7 operation
7	Airflow Isolation	Compressor shall be isolated from the conditioned air flow.
8	Sequential Controlling for Auto Changeover	Sequencing design to work for equal number of run hours
9	Condenser	Air-cooled with copper tubes and aluminium fins; corrosion-resistant; axial fan
10	Compressor	Hermetic / Scroll compressors
11	Refrigerant	R-407C / R-410A (environment friendly)
12	Duty Cycle	24×7 continuous operation
13	Sensors	Temperature, humidity, high/low pressure, filter clog, airflow sensors
14	Control Panel	Microprocessor-based digital controller with: <ul style="list-style-type: none"> • Setpoint control • Alarm & fault monitoring • Remote monitoring via BMS/SNMP • Synchronization for N+1 operation
15	Filters	Replaceable / washable air filters
16	Noise Level	Low operational noise suitable for server room environment
17	Electrical Supply	415 V AC, 3-phase, 50 Hz, ±10%
18	Compressor Protection	Overload, high/low pressure, low/high voltage, anti-freeze, phase failure
19	Safety & Protection	Emergency stop, overload protection, high/low pressure, low/high voltage, anti-freeze, alarm notifications
20	Compliance	CPCB / ISO / BIS / IEC standards for data center PAC units
21	Additional Features	BMS / SNMP integration for both units; remote monitoring of temperature, humidity, and alarms
22	Installation	Factory-assembled, pre-charged, ready for installation, includes drain line for condensate

Note:-

- The SI shall supply 2 Nos. of PAC. Both units must run in synchronized mode, sharing load equally to maintain stable temperature and humidity. If one unit fails, the other unit must automatically compensate temporarily to maintain environmental conditions.
- SITC of complete Low-side work for PAC including (but not limited to) Copper Refrigerant piping, drain piping, water inlet piping, power cabling, indoor / outdoor floor stands and brackets, Refrigerant gas fill etc.

13. Split AC System

Sr. No.	Parameter	Specification / Requirement
1	Type	Split-type inverter AC
2	Cooling capacity	2 TR each (24000 BTU/hr \pm 10%)
3	Rated Cooling Capacity (Watt)	6000 Minimum
4	Power Supply	230V \pm 10%, 1 Phase, 50 Hz
5	Temperature Control	22 \pm 2 °C
6	Indoor Unit	Wall-mounted or cassette.
		Refrigerant: R-32 or R-410A
		LED/LCD display, auto-restart, self-diagnosis, sleep/timer mode
		Air filters: Multi-stage air filters (PM2.5, anti-bacterial, dust)
		Airflow: Adjustable louver for optimal circulation.
		Noise: \leq 45 dB(A) at full load
7	Outdoor Unit	Type of compressor: Rotary
		Inverter compressor with energy-efficient operation
		Noise: \leq 60 dB(A) at full load
8	Piping	Copper refrigerant piping with proper insulation
		Drain piping with appropriate slope for condensation removal
9	Energy Efficiency	Minimum 3-Star BEE rating

14. Smart Rack

Sr. No.	Parameter	Specification/Requirement
1	Rack Form Factor & Dimensions	42U rack; Maximum 950 mm \times 1200 mm (width \times depth); Minimum 34U usable space for IT equipment.
2	Construction	Steel (minimum of 1.5 mm thickness for the rack frame)
3	Doors	Dual front & dual rear doors
4	Load bearing Capacity	\geq 800 kg
5	Cooling Capacity	Up to 7 kW per rack
6	Smart Infrastructure	<ol style="list-style-type: none"> Inbuilt hot and cold aisle containment Internal redundant/backup power supplies Environmental controls (rack-mounted AC, smoke detection, fire suppression, water leak detection, humidity sensors) Security devices: biometric access control, door sensors, rodent repellent system IP-based software for environmental monitoring

7	Cooling System	<ol style="list-style-type: none"> 1. Rack-based closed loop AC, N+N redundancy 2. Rack-mounted 7 kW / 2TR zero-U cooling unit 3. DX type (R410A) with ≥ 10 EC fans delivering >2000 CMH 4. Variable capacity scroll compressor (time-modulated loading) 5. Indoor-outdoor piping support up to 30 m 6. Indoor unit accommodated inside rack frame
8	Power Distribution (iPDU)	<ol style="list-style-type: none"> 1. Single-phase, 32A, 230V 2. 2 intelligent PDUs per rack, each with ≥ 30 hybrid outlets (C13/C19) 3. High retention outlets 4. Input monitoring at breaker level, daisy chain Ethernet, local LED display 5. Protocols: IPv4, IPv6, HTTP, HTTPS, LDAP, DHCP, SSH, SMTP, NTP, Syslog
9	Environmental Controls	<ol style="list-style-type: none"> 1. Smoke detector 2. Water leak detection 3. Temperature & humidity sensors 4. Door sensor 5. Alarm beacon 6. Emergency air intake fan (front) & exhaust fan (rear top) for ventilation if cooling unit fails
10	Monitoring Unit	<ol style="list-style-type: none"> 1. 1U IP-based rack-mountable unit 2. Monitors temperature, humidity, door access, smoke, UPS, cooling 3. Email alerts, dual power input 4. Protocols: HTTP, HTTPS, FTP, SFTP, Telnet, SSH, DHCP, DNS, SMTP, NTP, TCP/IP4 5. 10/100M Ethernet ports
11	Access Control	Biometric-based front door access, magnetic locks front, mechanical locks rear
12	IP KVM with Console	<ol style="list-style-type: none"> 1. 1U rack-mountable, ≥ 15" LCD console tray 2. 8-port built-in KVM switch at rear 3. Cable management arm (CMA) 4. Separate power for LCD & KVM 5. 8 KVM cables with VGA/USB connectors, LED indicators 6. Supports virtual media, TCP/IP, 128-bit SSL, AES, DES, 3DES encryption 7. Cascadable up to 30 m CAT cable 8. Minimum 100-key keypad with numpad & touchpad
15	Mounting & Accessories	<ol style="list-style-type: none"> 1. Adjustable rails (square/threaded) with U markings 2. Cable management arms 3. Fixed/sliding shelves 4. Grounding kit 5. Optional casters

Note:- All critical components of smart rack (rack, cooling, iPDU, IP KVM, monitoring system) from same OEM for seamless integration & service support

15. Virtualization Software

Sr. No.	Specification/Requirement
1	The virtualization software shall provide a Type-1 (bare-metal) hypervisor that runs directly on server hardware without dependency on any general-purpose operating system, ensuring higher reliability and security.
2	The solution shall support heterogeneous guest operating systems, including Windows Client, Windows Server, and Linux distributions such as Red Hat, SUSE, Ubuntu, and CentOS.
3	The solution shall support live migration of virtual machines and associated files between storage arrays without downtime. It shall support migration across different storage protocols such as FC, iSCSI, NFS, and DAS.
4	The solution shall provide High Availability (HA) such that, in case of host failure, all virtual machines are automatically restarted on another host. The feature shall be independent of guest OS clustering and support multiple host failures using both network and datastore heartbeats.
5	The solution shall provide continuous availability with zero or minimal downtime and zero data loss for applications running on virtual machines during host failure, without requiring complex clustering solutions.
6	The solution shall support hot add (on-the-fly) of CPU, memory, virtual NICs, and storage to virtual machines without requiring downtime.
7	The solution shall provide a policy-driven control plane for unified storage management, enabling dynamic provisioning across storage tiers. It shall integrate with APIs to automate storage allocation and optimize resource utilization.
8	The solution shall provide simple and effective centralized management of VM templates, ISO images, and virtual appliances, with support for synchronization across sites
9	The solution shall support automated resource scheduling and load balancing (DRS or equivalent) to dynamically distribute workloads across hosts based on CPU, memory, and storage utilization.
10	The solution shall support a cluster of minimum 8 hosts and be scalable up to 16 hosts, without requiring major architectural changes.
11	The virtualization platform shall natively support a distributed virtual switch spanning multiple hosts, enabling centralized network provisioning, monitoring, traffic management, and network aggregation.
12	The hypervisor shall support Single Root I/O Virtualization (SR-IOV), allowing a single PCIe adapter to be presented as multiple logical devices to virtual machines for improved performance and reduced latency.
13	The solution shall provide built-in, array-agnostic replication of virtual machines over LAN/WAN with RPO as low as 15 minutes. Alternatively, it shall support integration with storage systems via CSI with native replication capabilities compatible with the proposed hypervisor.
14	The virtualization platform shall support Trusted Platform Module (TPM) 2.0 and virtual TPM for enhanced security of hypervisor and guest operating systems.
15	The platform shall support secure communication protocols such as TLS 1.2 or higher and comply with FIPS 140-2 or equivalent security standards.

16. Virtualization Management Suite

Sr. No.	Specification/Requirement
1	The virtualization management platform shall provide a unified centralized console offering a single view of all virtual machines, hosts, storage, and networking components with real-time monitoring of availability and performance.
2	The solution shall provide a web-based management interface accessible via standard browsers, enabling centralized control, role-based access, custom tagging, and remote management.
3	The platform shall support automated deployment and provisioning of hypervisor hosts using image-based deployment and lifecycle management tools, including patching and upgrades.
4	The solution shall support template-based deployment for virtual machines and host configurations to ensure standardization and faster provisioning.
5	The platform shall provide comprehensive monitoring of physical hosts and virtual machines, including CPU, memory, disk, network, storage adapters, storage paths, clusters, datastores, and power utilization.
6	The management console shall support intuitive VM migration between hosts through GUI (including drag-and-drop or equivalent), for powered-off and live virtual machines.
7	The solution shall support import/export and deployment of virtual machines and appliances in Open Virtualization Format (OVF/OVA) or equivalent formats.
8	The platform shall support non-disruptive migration (P2V and V2V) of existing physical and virtual workloads (Windows and Linux) into the proposed virtualized environment.
9	The solution shall include automated lifecycle and patch management for hypervisors without impacting running virtual machines.
10	The platform shall support a minimum of 8 hosts in a cluster and shall be scalable up to 16 hosts without architectural changes.
11	The platform shall support automated load balancing (DRS or equivalent) to dynamically distribute workloads across hosts based on resource utilization.
12	The platform shall support High Availability (HA) and integrate with cluster services to ensure automatic restart of virtual machines in case of host failure.
13	The platform shall support resource pooling and dynamic allocation of compute, memory, and storage resources across the cluster.
14	The solution shall integrate with existing enterprise management systems (EMS), monitoring tools, and third-party solutions using open APIs.
15	The platform shall provide Single Sign-On (SSO) with role-based access control (RBAC) for secure and simplified administration.
16	The solution shall provide centralized content library management for VM templates, ISO images, and virtual appliances with multi-site synchronization capability.
17	The platform shall provide alarm management, event logging, and reporting with configurable email alerts.
18	The solution shall support backup and disaster recovery integration, including VM-level backup and replication support.

19	The solution shall support API-driven automation for orchestration, provisioning, and integration with cloud or hybrid environments.
20	The platform shall support audit logs and security compliance features for administrative actions and access tracking.
21	The solution shall support scalable architecture to accommodate future expansion of compute, storage, and networking resources.
<p>Note:-</p> <ul style="list-style-type: none"> The bidder may propose enterprise-grade, OEM-supported or enterprise-supported open-source virtualization platforms meeting all technical requirements. The bidder shall provide premium or highest level OEM support including updates, patches, and technical assistance for the entire solution. The bidder shall ensure migration of existing workloads to the new platform with minimal or zero downtime, including all required tools, licenses, and support. The solution shall integrate with existing enterprise management systems (EMS) and adhere to standard protocols/APIs for interoperability 	

17. Backup Software

Sr. No.	Specification/Requirement
1	The backup software shall support backup of physical and virtual servers to disk (SAN) and to tape for long-term archival.
2	The solution shall support policy-based, scheduled, and unattended backups for all supported platforms.
3	The solution shall support online backup and restore of applications and databases without requiring downtime.
4	The solution shall support multiple backup types including Full, Incremental, Differential, Selective, Point-in-Time, and Incremental-forever (progressive incremental) backups.
5	The solution shall provide GUI and web-based management interface for centralized administration and monitoring.
6	The solution shall support agent-based and agentless backup for virtual machines in the proposed virtualization environment.
7	The solution shall support heterogeneous environments including Windows, Linux, and UNIX systems, covering both physical and virtual workloads (minimum 50 workloads).
8	The solution should support creation of two tape copies concurrently with the primary backup, so that additional copies can be generated without the need for separate duplication processes after the main backup.
9	The proposed backup solution should allow creation of additional backup copies, run concurrently with primary backup, within the same Library or over the network to another tape library/standalone drive of different format medium (e.g. Ultrium to SDLT etc..) to allow easy valuating operation.
10	The solution shall support multiplexing / parallel backup streams to optimize backup performance across multiple devices.
11	The solution shall provide deduplication, compression, and encryption to optimize storage and ensure data security.
12	The backup software must support writing backup data to tapes in an open, non

	proprietary format, so that native OS tools can be used to recover data in case the backup application is not available. The solution should also allow data backup taken from one platform to be restored on another platform.
13	The proposed Backup Solution has in-built media management and supports cross platform Device & Media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for media.
14	The solution shall support catalog/database rebuild from backup media in case of corruption or failure.
15	The solution shall support application-aware backups for databases such as Oracle, MS SQL, PostgreSQL, MySQL, and other standard enterprise databases.
16	The solution shall support Bare Metal Restore (BMR) for physical servers and full VM recovery.
17	The solution shall support granular recovery, including file-level and application-level restore from full VM backups.
18	The solution shall support LAN-based and LAN-free backups depending on infrastructure configuration.
19	The solution shall support block-level incremental backup for virtual machines to reduce backup windows and storage usage.
20	The solution shall support instant VM recovery, allowing virtual machines to be started directly from backup storage with minimal downtime.
21	The solution shall integrate with the virtualization management platform for centralized VM backup management, monitoring, and reporting.
22	The solution shall support single-pass backup, enabling both full image recovery and granular file/application restore from the same backup set.

18. Endpoint Anti-Virus

Sr. No.	Specification/Requirement
1	The proposed solution shall be an enterprise-grade endpoint security platform with centralized management for servers, and client systems.(For Windows/Linux)
2	The solution must provide comprehensive protection with NGAV against viruses, worms, Trojans, ransomware, spyware, rootkits, bots, and other advanced persistent threats.
3	The solution must support automated detection, cleaning, and removal of malware, including file-based, file-less and network-based threats, along with residual artifacts such as registry entries and hidden files.
4	The solution shall be capable of advanced malware remediation, including identification and removal of associated processes, services, and registry entries, even in the absence of dedicated clean-up signatures, by leveraging behavior-based and heuristic analysis to ensure complete and effective threat removal.
5	The solution must include behaviour-based threat detection (EDR capabilities) to monitor and block suspicious system activities in real time.
6	The solution shall have the capability to provide virtual patching and exploit protection to shield vulnerabilities in operating systems and applications, including support for legacy (Window 10) and the latest Windows operating systems, as well as Linux-based operating systems.

7	The solution shall allow manual outbreak control, including administrator-configurable port blocking, shared folder restrictions, and file write protection policies.
8	The solution shall support web threat protection, including URL filtering and blocking access to malicious or compromised websites based on reputation services.
9	The solution shall support rollback of antivirus signatures and scan engine versions through the management console if required.
10	The solution shall have the capability to prevent ransom ware attacks, including Crypto Locker-type malware, through regular security updates and built-in protection mechanisms such as behavior monitoring, real-time threat detection, and web reputation-based filtering.
12	The solution shall be lightweight, optimized for minimal CPU, memory, and disk usage.
13	The solution shall support multi-platform environments, including Windows (x86 and x64).
14	The solution shall include vulnerability assessment capability to identify unpatched or vulnerable systems within the network.
16	The solution shall provide email security features, including spam filtering and malware scanning for POP3, IMAP, MAPI, and SMTP traffic.
17	The solution shall have HIPS protection for processes, should scan all POP3, MAPI, IMAP, HTTP traffic and able to scan incoming POP and IMAP based mail traffic
18	The solution shall support network traffic scanning, including HTTP/HTTPS and email protocols, for detecting malicious content.
19	The solution shall support role-based access control (RBAC), audit logs, and reporting for security operations.
20	The solution shall include automatic updates for virus signatures, engines, and threat intelligence feeds.
21	The solution shall provide device control capabilities to restrict, monitor, and manage access to peripheral devices connected to endpoints, including but not limited to USB storage devices, USB tethering, external hard drives, optical drives, Bluetooth devices, and other removable media. It shall support policy-based control to allow, block, or read-only access at user, group, or device level, and shall log all device connection activities for audit and compliance purposes.
22	The SI shall provide an on-premise solution and OEM-supported licenses with 24x7 support, including updates, patches, and technical assistance.

19. Security Solution for Servers

Sr. No.	Minimum Specification/Requirement
1	The solution shall provide NGAV-based protection against malware, ransomware, Trojans, worms, spyware, crypto-malware, and fileless threats.
2	It shall leverage a combination of machine learning (pre-execution and runtime analysis), behavioral and anomaly detection, exploit prevention techniques, and file reputation-based cloud-assisted intelligence to provide comprehensive protection against known and unknown threats.
3	The solution shall provide protection against zero-day and unknown threats using non-signature-based techniques, including behavioral analysis, machine learning,

	and exploit mitigation.
4	The solution shall provide XDR capabilities with centralized detection, investigation, and response across servers and endpoints.
5	It shall correlate telemetry across servers (Windows and Linux), endpoints (where applicable), network activity, and file, process, and user behavior to provide unified visibility and advanced threat detection.
6	The solution shall support automated threat detection, investigation, and response (TDIR) workflows.
7	It shall provide real-time alert correlation and attack chain visualization to identify multi-stage attacks.
8	The solution shall detect and mitigate fileless attacks, in-memory threats, credential theft attempts, privilege escalation, lateral movement, persistence mechanisms, and command-and-control (C2) communications, and provide automated response actions such as process termination, quarantine, isolation, and network containment.
9	The solution shall be delivered through a single unified agent that provides NGAV, EDR/XDR capabilities, host-based intrusion prevention (HIPS), application control, device control, host firewall, and vulnerability protection through virtual patching (where supported).
10	The solution shall provide extended detection and response (XDR) capabilities with integrated or orchestrated intrusion prevention mechanisms (IPS/HIPS) to enable real-time attack prevention, detection, and automated response across endpoints and servers.
11	The solution shall provide exploit prevention and virtual patching capabilities using IPS mechanisms to mitigate exploitation attempts targeting known, unknown, and zero-day vulnerabilities without requiring immediate OS or application patching.
12	The solution shall provide centralized visibility and control through a single console to manage multiple security capabilities including antimalware, application control, vulnerability protection, device control, firewall, DLP, and EDR.
13	The solution shall provide a centralized XDR management console that integrates via syslog or connectors to enable security event correlation, incident investigation, policy management, and response orchestration, while delivering end-to-end attack chain visibility and forensic insights.
14	The solution shall provide advanced ransomware protection by monitoring suspicious file encryption activity, terminating malicious processes, isolating affected systems, and, where supported, restoring encrypted or modified files using rollback or recovery mechanisms.
15	The solution shall support agent deployment across Windows 10, Windows Server 2016/2019/2022 and latest Windows Server versions, as well as major Linux distributions such as RHEL, Ubuntu, and CentOS, ensuring consistent protection and visibility across all supported enterprise endpoints.
	Threat detection capabilities
16	High-fidelity machine learning (pre-execution and runtime)
17	Behavioural analysis (against scripts, injection, ransomware, memory and browser attacks)

18	File reputation - Variant protection - Census check - Web reputation
19	Command-and-control (C2) blocking, device control, and file reputation-based trusted file validation.
20	Sandbox Analysis: Executes suspicious files in an isolated virtual environment to safely observe behavior before allowing execution.
Vulnerability Protection	
21	Provides timely vulnerability protection across endpoints, including support for end-of-support (EOS) operating systems where applicable.
22	Protects endpoints with minimal impact on network throughput, performance, or user productivity.
23	Blocks known exploit techniques using intrusion prevention signatures and behavioral exploit mitigation techniques.
24	Provides protection for operating systems and common applications against known and unknown exploitation attempts.
25	Helps mitigate zero-day threats at runtime on physical and virtual endpoints, both on and off the network.

20. Dome Camera

Sr. No.	Parameter	Specification/Requirement
1	Image Sensor Size	0.333/ 0.357
2	Camera Image Sensing capacity (Picture Mode)	2MP
3	Resolution	Full HD (1920 X 1080 Pixel) or Higher
4	Day-Night Capable	Yes
5	IR illumination Range(mtr)	30
6	Focal Length(mm)	3.6 ~ 12.0
7	Frame Rate (FPS)	25/30
8	Field of View	Horizontal: 90 ⁰ -120 ⁰ , Vertical: 45 ⁰ -60 ⁰
9	Video Compression	H.265, H.264
10	Video Streaming	Triple Compressed Stream
11	Audio Support	Yes, Built in Microphone
12	Alarm Support	Yes
13	Minimum Illumination for Capturing Color Image (L)	0.5 lux and 0.01 lux for B&W
14	WDR (Wide Dynamic Range)	120 DB
15	SNR (Signal to Noise Ratio)	50-60
16	Installation Type	Indoor
17	Material of the Housing construction	Metal
18	Protection	IP66, IK 10 rated housing
19	Mounting bracket	Wall Mounted

20	Power Input	PoE
21	Time for Replacement of Defective Product During Warranty Period (H)	72
22	Certification	BIS Registration for safety general requirements as per IS 13252 (Part 1), STQC
23	Lens Type	Motorized Vari focal
24	Type of Camera Housing	Dome CAMERA
25	IP Camera	Yes
26	Digital Zoom	10x or better
27	ONVIF Support	Yes, ONVIF S

21. Network Video Recorder with 16 TB Storage(NVR)

Sr. No.	Parameter	Specification/Requirement
1	Video Input & Storage Capacity	16 Channels or better NVR with supports up to 8 SATA hard drives each support up to 10TB, should be loaded with 16 TB Capacity of HDDs. Should support RAID 0, 1, 5, 6 & 10. Should have the option to increase 25% extra cameras in same NVR without adding any additional hardware.
2	Max Resolution	Support 4K streaming, Support 32 Channel up to (3840*2160) Resolution. Support 300 Mbps of incoming Bandwidth and support USB 2.0 & 3.0 ports
3	Video Compression	Support H.264 and H.265
4	Network port	No. 2 of Gigabit port with load balancing and failover
5	ONVIF & Remote access	Support ONVIF S, G & T and above cameras, should support Remote live view and remote playback
6	Output port	VGA and HDMI, 2 nos. of USB port, e-SATA,
7	Backup Options	should support Network, USB & e-SATA data backup
8	Alarms	Should support 16 in & 4 out Alarm interfaces and 2 serial interfaces (RS232/RS485)
9	NVR Display Features	Should support 16 Channels streaming @ 1080P in Single screen and 16 Channels synchronous Playback @ 1080P
10	Recording Feature	Should support ANR and Pre/Post recording
11	Certifications	Certification- FCC/ equivalent Indian Standard, CE/equivalent Indian Standard, UL 62368-1/ equivalent Indian Standard, BIS certified at the time of bidding The OEM should have ISO 9001:2008 and ISO 14001:2004 certificate for Manufacturing

12	Operating Temperature	Operating Temperature: 0-50 °C,
13	Form Factor	Rack mounted
14	Recording capability	Bidder has to ensure that the NVR is recording video and audio by 24 X 7, bidder can use additional tool if required for monitoring the same.
<p>Note:-</p> <ul style="list-style-type: none"> NVR Should be capable of recording both Audio and Video. NVR should be capable to Transfer the audio and video footage automatically (without manual intervention) to the central storage. In case connectivity is lost the NVR should be capable to transfer the video footage automatically (without manual intervention) from the connectivity failure point/time, once the connectivity is restored. The storage taken above is indicative. Bidder has to ensure that the proposed NVR is capable of storing 1 month's video and audio footage. In case there is requirement of more storage bidder will arrange at no extra cost to tenderer 		

22. Network Video Recorder with 64 TB Storage(NVR)

Sr. No.	Parameter	Specification/Requirement
1	Video Input & Storage Capacity	64 Channels or better NVR with supports up to 8 SATA hard drives each support up to 10TB, should be loaded with 64 TB Capacity of HDDs. Should support RAID 0, 1, 5, 6 & 10. Should have the option to increase 25% extra cameras in same NVR without adding any additional hardware.
2	Max Resolution	Support 4K streaming, Support 32 Channel up to (3840*2160) Resolution. Support 300 Mbps of incoming Bandwidth and support USB 2.0 & 3.0 ports
3	Video Compression	Support H.264 and H.265
4	Network port	No. 2 of Gigabit port with load balancing and failover
5	ONVIF & Remote access	Support ONVIF S, G & T and above cameras, should support Remote live view and remote playback
6	Output port	VGA and HDMI, 2 nos. of USB port, e-SATA
7	Backup Options	should support Network, USB & e-SATA data backup
8	Alarms	Should support 64 in & 4 out Alarm interfaces and 2 serial interfaces (RS232/RS485)
9	NVR Display Features	Should support 16 Channels streaming @ 1080P in Single screen and 16 Channels synchronous Playback @ 1080P
10	Recording Feature	Should support ANR and Pre/Post recording
11	Certifications	Certification- FCC/ equivalent Indian Standard, CE/equivalent Indian Standard, UL 62368-1/ equivalent Indian Standard, BIS certified at the

		time of bidding The OEM should have ISO 9001:2008 and ISO 14001:2004 certificate for Manufacturing
12	Operating Temperature	Operating Temperature: 0-50 °C,
13	Form Factor	Rack mounted
14	Recording capability	Bidder has to ensure that the NVR is recording video and audio by 24 X 7, bidder can use additional tool if required for monitoring the same.

Note:-

- NVR Should be capable of recording both Audio and Video. NVR should be capable to Transfer the audio and video footage automatically (without manual intervention) to the central storage. In case connectivity is lost the NVR should be capable to transfer the video footage automatically (without manual intervention) from the connectivity failure point/time, once the connectivity is restored.
- The storage taken above is indicative. Bidder has to ensure that the proposed NVR is capable of storing 1 month's video and audio footage. In case there is requirement of more storage bidder will arrange at no extra cost to tenderer

23. CAT-6 Factory Crimped Patch Cord 1 Feet

Sr. No.	Specification/Requirement
1	Factory Crimped Cat6 UTP Patch cord with 24 AWG 7/32 Round stranded copper wire. Length- 1 feet

24. CAT-6 UTP Cable (In mtrs.)

Sr. No.	Specification/Requirement
1	Category Cat6 Conductor 23AWG, Solid Bare Electrolytic Grade Copper Outer Sheath FRPVC Insulation HDPE Splitter X-Shaped Spine separator Tested Frequency 250Mhz Standards

25. PVC Pipe/Casing-Capping (In mtrs.)

Sr. No.	Specification/Requirement
1	1" or 25 MM or higher Size PVC pipe/casing capping, ISI mark (In mtrs.)

SECTION-VII : ANNEXURES

Annexure 'A' - Bid Submission Letter

(On bidder's letter head with duly seal and signed by authorized person)

Date: DD/MM/YYYY

To.
DGM (Tech.)
Gujarat Informatics Ltd.
Block-2, 2nd Floor, Karmayogi Bhavan,
Sector No.10-A, Gandhinagar.

Subject: Proposal for Selection of a System Integrator (SI) for Upgradation of the Data Centre at Bhavnagar Municipal Corporation (BMC) with Five (5) Years of Operation and Maintenance (O&M) Services.

Respected Sir,

We, the undersigned, hereby submit our proposal in response to the Request for Proposal (RFP) dated issued by Gujarat Informatics Ltd (GIL) on behalf of Bhavnagar Municipal Corporation (BMC) for the above-cited project.

We have thoroughly examined and understood the RFP document, including its terms, conditions, scope of work, and all corrigendum/clarification/addenda issued. We hereby confirm our unconditional acceptance of all the terms and conditions of the RFP and agree to abide by the same.

We hereby declare that:

1. We are submitting this proposal on our own behalf and not as an agent or representative for any other party.
2. All information provided in our bid is true and correct to the best of our knowledge.
3. Our bid is valid for a period of 180 days from the last date of submission as prescribed in the RFP.
4. We agree to provide any additional information or documents as required by BMC during the evaluation process.

We hereby submit our offer with the required documents, technical proposal, and financial proposal, as per the prescribed formats.

Yours faithfully,

Signature of the Authorized person

Name of the Authorized Person

Seal

Annexure 'B' - Letter of Authority

(On bidder's letter head with duly seal and signed by authorized person)

Date: DD/MM/YYYY

To.
DGM (Tech.)
Gujarat Informatics Ltd.
Block-2, 2nd Floor, Karmayogi Bhavan,
Sector No.10-A, Gandhinagar.

Subject: Letter of Authority for Authorized Representative

Respected Sir,

We, (Full Legal Name of the Bidder), do hereby authorize the following person to act on our behalf in all matters pertaining to the submission of our proposal in response to the "Request for Proposal (RFP) for Selection of a System Integrator (SI) for Upgradation of the Data Centre at Bhavnagar Municipal Corporation (BMC) with Five (5) Years of Operation and Maintenance (O&M) Services" issued by Gujarat Informatics Ltd (GIL) on behalf of Bhavnagar Municipal Corporation (BMC).

Authorized Representative Details:

- 1) Name:
- 2) Designation:
- 3) Contact Number:
- 4) Email ID:
- 5) Specimen Signature:

The above person is hereby authorized to sign documents, submit proposals, make representations, respond to queries, and attend meetings or negotiations on behalf of the company in connection with the RFP and all related matters.

We hereby affirm that all acts undertaken by the authorized representative shall be binding on us.

Yours faithfully,

Signature of Bidder:

Full Name:

Designation:

Seal:

Annexure 'C' – Details of the Bidder Firm/Company

(On bidder's letter head with duly seal and signed by authorized person)

Sr. No.	Particulars	Details(to be filled by the Bidder)
1	Name of the Firm/Company	
2	Type of Firm (Govt/PSU/Public Ltd./Private Ltd./Partnership/Proprietorship)	
3	Year of Establishment / Incorporation	
4	Registration Number and Date	
5	Registered Office Address	
6	Correspondence Address (if different)	
7	Contact Number	
8	Email Address	
9	Website (if any)	
10	GST Registration Number	
11	PAN Number	
12	Annual Turnover (last 3 financial years)	FY 22-23: ₹..... FY 23-24: ₹..... FY 24-25: ₹.....
13	Brief Description of Core Business Areas	
14	Certifications (if any)	
15	Blacklisting/Debarment History (if any)	
16	Any other relevant information	

Declaration:

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. In case any information is found false or misleading, the proposal is liable to be rejected.

Date:.....

Place:

Signature with seal:

Name & Designation of Authorized Signatory:.....

Note:- Please submit the relevant proofs for all the details mentioned above along with your bid response.

Annexure 'D' - Non-Blacklisting Certificate

(On Non judicial Stamp paper of ₹100/- duly attested by the First class Magistrate / Notary Public)

Declaration of Non-Blacklisting

We, [Full Legal Name of the Bidder], having our registered office at [Registered Address], do hereby confirm and declare that we are not currently blacklisted, debarred, or disqualified by any Central Government, State Government, Government Agency, Public Sector Undertaking, Urban Local Body, or Autonomous Body in India or abroad as on the date of submission of this proposal.

We further declare that there are no any on-going investigations or inquiries against our organization by any regulatory authority that may result in such disqualification or blacklisting.

Should any such information come to light during the evaluation or execution of the contract, we understand that our proposal is liable to be rejected and/or the contract may be terminated.

This declaration is made in accordance with the terms of the Selection of a System Integrator (SI) for Upgradation of the Data Centre at Bhavnagar Municipal Corporation (BMC) with Five (5) Years of Operation and Maintenance (O&M) Services

Signature of the Authorized person

Name of the Authorized Person

Seal

Annexure 'E' – Experience Detail of Bidder
(To be provided for each eligible project undertaken)

Sr. No.	Item	Details
1	Name of the Project	
2	Name of the Client	
3	Client Contact Details	Name: Phone: Email:
4	Location of the Project	
5	Project Duration	From: [Month/Year] , To:..... [Month/Year]
6	Project Value(in INR)	
7	Scope of Work	[Brief description – planning, design, implementation, O&M etc.]
8	Status of the Project	[Completed / Ongoing]
9	Work Order/LoI/LoA/PO Reference No. & Date	[Mention document reference and attach copy]
10	Completion/Go-Live/Performance Certificate Reference No. & Date	[Mention document reference and attach copy]

Important Note:

- Please fill this form and attach copy of **work order / letter of intent / letter of Acceptance / contract agreement** and **work completion / go-live / performance certificate** issued by client.
- Ongoing or incomplete projects shall not be considered for eligibility evaluation. However, in cases where the project includes Operation & Maintenance (O&M) or Annual Maintenance Contract (AMC) phase, such projects shall be considered eligible, provided that the Implementation/Execution phase has been successfully completed and is supported by a work completion certificate or Go-Live certificate or equivalent proof from the concerned client/authority confirming successful completion of the Implementation/Execution phase.
- This format should be **repeated for each relevant project** to establish experience criteria.

Signature of the Authorized person

Name of the Authorized Person

Seal

Annexure 'F' – Submission of OEM Authorization Letter (MAF)

Sr. No.	Item/Product	Make	Model	OEM Authorization (MAF) Submitted? (Yes/No)
1	Rack Server			
2	Backup Server			
3	SAN Storage			
4	L3 Manageable Network Switch - 48 Port			
5	L2 Manageable Network Switch - 48 Port			
6	Next Generation Firewall			
7	Tape Library			
8	Online UPS (without Battery)			
9	DG-SET			
10	Precision AC System			
11	Smart Rack			
12	Virtualization Software with Virtualization Management Suite			
13	Backup Software			
14	Endpoint Anti-Virus			
15	Security Solution for Servers			
16	Network Video Recorder with 16 TB Storage(NVR)			
17	Network Video Recorder with 64 TB Storage(NVR)			

Date:.....

Signature with Seal:

Name & Designation of Authorized Signatory:.....

Important Note:-

- 1) Please fill out this form and attach copy of the MAF from the respective OEMs.
- 2) The MAF must:
 - Clearly mention the name of the client (Bhavnagar Municipal Corporation), tender name, and tender number.
 - Clearly mention the proposed product(s) and their model number(s), if applicable.
 - Authorize the bidder to supply, install, integrate, commission, and provide warranty and support services for the proposed products under this tender.

- Confirm that the proposed products shall not be End-of-Life (EoL) for a minimum period of three (3) years from the date of MAF.
 - Confirm that the proposed products shall not be End-of-Support (EoS) for a minimum period of five (5) years from the date of MAF.
 - Be duly signed and stamped by an authorized signatory of the OEM.
- 3) Conditional MAF shall not be accepted and may lead to rejection of the bid.
- 4) The MAF must be specific to this tender; generic authorization letters will not be accepted.

Annexure 'G' - Submission of Technical Compliance Sheet

Sr. No.	Item/Product	Make	Model	Technical Compliance Sheet on OEM's Letterhead Submitted? (Yes/No)	Technical Compliance Sheet on Bidder's Letterhead Submitted? (Yes/No)
1	Rack Server				
2	Backup Server				
3	SAN Storage				
4	L3 Manageable Network Switch - 48 Port				
5	L2 Manageable Network Switch - 48 Port				
6	Next Generation Firewall				
7	Tape Library				
8	LTO Data Cartridge				
9	Online UPS (without Battery)				
10	DG-SET				
11	LED TV - 43 Inch				
12	Precision AC System				
13	Split AC System				
14	Smart Rack				
15	Virtualization software with Virtualization Management Suite				
16	Backup Software				
17	Endpoint Anti-Virus				
18	Security Solution for Servers				
19	Dome Camera				
20	Network Video Recorder with 16 TB Storage(NVR)				
21	Network Video Recorder with 64 TB Storage(NVR)				

Date:.....

Signature with Seal:

Name & Designation of Authorized Signatory:.....

Important Note:- Please fill out this form and attach a copy of the compliance sheet as per Annexure-'H' on the bidder's and SI's letterheads.

Annexure 'H' – Format for Compliance Sheet of Technical Specification

Product/Equipment Name :-

Proposed Make :-

Proposed Model :-

Sr. No.	Parameter as per RFP (If Applicable)	Specification/Requirement as per RFP	Compliance (Yes/No)	Deviation (if any)

Date:.....

Signature with Seal:

Name & Designation of Authorized Signatory:.....

Important Note:-

- 1) **Format:** The Technical Compliance Sheet shall be prepared in accordance with the above format and shall be submitted on both the Bidder's and OEM's letterheads. This format should be repeated for each relevant product to establish compliance of technical specification / requirement criteria.
- 2) **Make & Model:** Enter the exact make and model of the quoted product.
- 3) **Parameter:** Copy exactly from the RFP for each parameter name, if any.
- 4) **Minimum Specification / Requirement:** Copy exactly from the RFP for each item.
- 5) **Compliance:**
 - Enter "Yes" if the offered product meets or exceeds the RFP specification/requirement. Otherwise, enter "No".
 - Partial words, abbreviations, symbols, or any other variations (e.g., "Y," "N," "Compliant," "Not Compliant," "Partial," "OK") are not acceptable.
 - Any entries other than "Yes" or "No" in the Compliance column will be considered non-compliant.
 - Blank entries in the Compliance column are also strictly not allowed and will render the bid non-compliant.
- 6) **Deviation:** Clearly specify any deviation from the minimum specification/requirement. If none, write "Nil" or leave the column blank.

Annexure 'I' - ISO 9001:2015 Certification for Manufacturing

Sr. No.	Item/Product	Name of OEM	ISO Certificate Submitted? (Yes/No)
1	Rack Server		
2	Backup Server		
3	SAN Storage		
4	L3 Manageable Network Switch - 48 Port		
5	L2 Manageable Network Switch - 48 Port		
6	Next Generation Firewall		
7	Tape Library		
8	Online UPS (without Battery)		
9	DG-SET		
10	Precision AC System		
11	Smart Rack		
12	Virtualization software with Virtualization Management Suite		
13	Backup Software		
14	Endpoint Anti-Virus		
15	Security Solution for Servers		
16	Network Video Recorder with 16 TB Storage(NVR)		
17	Network Video Recorder with 64 TB Storage(NVR)		

Date:.....

Signature with Seal:

Name & Designation of Authorized Signatory:.....

Important Note:- Please fill out this form and attach a copy of the ISO certificate.

Annexure 'J' - Undertaking

(On bidder's letter head with duly seal and signed by authorized person)

Date: DD/MM/YYYY

To.
DGM (Tech.)
Gujarat Informatics Limited,
Block No. 2, 2nd Floor, Karmayogi Bhavan,
Sector-10-A, Gandhinagar-382010.

Subject: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement Division

Respected Sir,

We, (Full Legal Name of the Bidder/SI) have read and understood the provisions of the above-mentioned Office Memoranda regarding restrictions on procurement from bidders of countries sharing a land border with India.

We certify that:

- We am/are not from such a country; OR
- If from such a country, we are duly registered with the competent authority and valid registration proof is enclosed.

We confirm that the OEM(s) whose products are being quoted also comply with the above-mentioned Office Memoranda and have submitted the required undertaking.

Sr. No.	Item Name/Category	Make & Model No.

We confirm that the information furnished is true and correct. In case of any false declaration, the bid shall be liable for rejection and action as per Government rules.

Yours faithfully,

Signature of Bidder:

Full Name:

Designation:.....

Seal:

Annexure 'K' - Undertaking

(On OEM's letter head with duly seal and signed by authorized person)

Date: DD/MM/YYYY

To.
DGM (Tech.)
Gujarat Informatics Limited,
Block No. 2, 2nd Floor, Karmayogi Bhavan,
Sector-10-A, Gandhinagar-382010.

Subject: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement Division

Respected Sir,

We, (Full Legal Name of the OEM) have read and understood the provisions of the above-mentioned Office Memoranda regarding restrictions on procurement from bidders of countries sharing a land border with India.

We certify that:

- We are not from a country sharing a land border with India; **OR**
- If from such a country, we are duly registered with the competent authority, and valid registration proof is enclosed.

We confirm that the products offered against this tender are manufactured by us.

Sr. No.	Item Name/Category	Make & Model No.

We confirm that the information furnished is true and correct. In case of any false declaration, the bid shall be liable for rejection and action as per Government rules.

Yours faithfully,

Signature of Authorised Person:

Full Name:

Designation:.....

Seal:

Note :- The above undertaking from the OEM should be submitted for the all items mentioned in Annexure 'F'.

Annexure 'L' - Escalation Matrix

The following table provides details of the key personnel proposed by the System Integrator (SI) for the execution and supervision of the project:

Level	Role / Designation	Name	Contact No.	Email Address	Escalation Criteria
1					Initial contact; handles routine issues
2					Issues unresolved from Level 1 within defined SLA
3					Final escalation for unresolved issues

Signature of the Authorized person

Name of the Authorized Person

Seal

Important Note:-

- 1) The Bidder shall provide a detailed Escalation Matrix for all key personnel directly involved in the project.
- 2) The SI shall ensure the Escalation Matrix is kept updated throughout the contract period and shall be submitted along with the technical proposal.

Annexure 'M' – Pre-Bid Query Format

Bidder requiring specific points of clarification may communicate with DGM(Tech), GIL, Gandhinagar during the specified period using the following format:

Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder

Signature of the Authorized Person

Name of the Authorized Person

Seal

Annexure 'N' - Commercial/Financial Bid Format

Table No.1

Sr. No.	Item Description	UoM	Qty.	Unit Rate (Incl. of all Taxes)	Total Cost (Incl. of all Taxes)
1	<p>1. Procurement of new IT and Non-IT infrastructure / components includes end-to-end design, supply, installation, configuration, integration, testing, commissioning, migration, documentation, and training.</p> <p style="text-align: center;">+ (<i>Plus</i>)</p> <p>2. Operations & Maintenance (O&M) services of newly procured IT and Non-IT infrastructure / components for a period of 5 years from go-live of upgraded DC.</p> <p style="text-align: center;">+ (<i>Plus</i>)</p> <p>3. Operations & Maintenance (O&M) services of existing infrastructure / components outlined in Annexure- 'P' for entire contract period (i.e. 65 months) from the date of work order.</p> <p style="text-align: center;">+ (<i>Plus</i>)</p> <p>4. Deployment of full time onsite manpower resource (System Administrator) for entire contract period (i.e. 65 months) from the date of work order.</p> <p style="text-align: center;">- (<i>Minus</i>)</p> <p>5. Buyback of PAC (2 Nos.), 15 KVA UPS (2 Nos.) and Tap Library (1 Nos.)</p>	Lot	1		
Total Cost (Inclusive of all Taxes)					

Important Notes:

1. The commercial/financial bid must be submitted only through the GeM Portal. Submission in hard copy or via email will not be accepted or considered.
2. All quoted items shall include the complete scope of work, i.e., supply, installation, configuration, integration, testing, commissioning, and warranty support.

3. The quoted rate should be inclusive of all costs including personnel deployment, travel, administrative overheads, documentation, and other out-of-pocket expenses.
4. The quoted rate shall be inclusive of all duties, taxes, charges etc.
5. No hidden cost shall be allowed.
6. Quantities are indicative and may vary at the time of issuance of the work order. Payment will be made based on actual quantities executed and verified by BMC/GIL.
7. This financial bid is valid for a period of 180 days from the bid submission date.
8. L1 will be the lowest sum total of rates of all line items including GST.
9. RA has been enabled in the GeM Bid.
10. After RA, L1 bidder has to provide the price breakup for below mentioned table-2 format.

Table No.2 – Detailed Price-Breakup

Sr. No.	Item Description	UoM	Qty.	Unit Rate (Incl. of all Taxes)	Total Cost (Incl. of all Taxes)
A. New Procurement - CAPEX					
A1	Rack Server	Nos.	5		
A2	SAN Storage with 50 TB usable disk space along with SAN switches in HA	Nos.	1		
A3	L3 Manageable Network Switch - 48 Port	Nos.	2		
A4	L2 Manageable Network Switch - 48 Port	Nos.	2		
A5	Backup Server	Nos.	1		
A6	Firewall	Nos.	2		
A7	Tape Library with 2 Tape Drive	Nos.	1		
A8	Data Cartridge for Tape library	Nos.	50		
A9	Smart Rack 42U	Nos.	1		
A10	43 inch LED Smart TV	Nos.	2		
A11	20 KVA UPS (Without Battery Bank)	Nos.	2		
A12	DG-Set (50 kVA)	Nos.	1		
A13	Precision Air Conditioner (PAC)	Nos.	2		
A14	Split Air Conditioner	Nos.	2		
A15	Virtualization Software License with Management Suite	Physical Core	320		
A16	Backup Software License	Nos.	1		
A17	Latest Microsoft Windows Server OS Software License (datacenter edition stable version)for 204 Physical Cores	Physical Core	204		
A18	Latest Microsoft SQL Server Software License (Enterprise Edition)	Physical Core	10		
A19	Proxy Software License	Nos.	1		

A20	Team Viewer Software License (Basic)	Nos.	2		
A21	Endpoint Anti-Virus Software License	Nos.	400		
A22	Endpoint Anti-Virus Software License for VM	Nos.	50		
A23	Dome Camera	Nos.	28		
A24	Network Video Recorder 16 CH with 16 TB HDD	Nos.	2		
A25	Network Video Recorder 64 CH with 64 TB HDD	Nos.	1		
A26	Cat-6 Factory Crimped Patch Cord - 1 Feet	Nos.	28		
A27	Cat-6 Cable (In meter)	Nos.	1400		
A28	25mm PVC pipe with casing & capping with laying	Nos.	700		
				Sub Total (A)	
B. Operation & Maintenance (O&M) Service Support - OPEX					
B1	Operations & Maintenance (O&M) service support for existing IT and Non-IT components mentioned in Annexure-'P' from the date of work order.	Month	65		
B2	Deployment of onsite manpower resource (System Administrator) from the date of work order.	Month	65		
B3	Operations & Maintenance (O&M) services support for newly procured IT and Non-IT infrastructure component from Go-live date	Month	60		
				Sub Total (B)	
C. Buyback					
C1	Precision Air Conditioner (Schneider 3 TR PAC)	Nos.	2		
C2	UPS 15 KVA(Arrow)	Nos.	2		
C3	Tap Library (Dell TL4000)	Nos.	1		
				Sub Total (C)	
				GRAND TOTAL (A + B - C)	

Important Notes for Table-2:

1. To ensure the sustainability and quality of post-implementation support services, the price quoted for Operations & Maintenance services for newly procured IT and Non-IT infrastructure components (B3), shall not be less than 10% of the cost of the newly procured IT and Non-IT infrastructure components (Sub-Total A).
2. If the quoted O&M services cost (B3) for the newly procured IT and Non-IT infrastructure components is found to be less than 10% of the cost of the newly procured IT and Non-IT infrastructure components (Sub-Total A), the bid shall be deemed non-responsive and shall be summarily disqualified from further process.

Annexure 'O' - Format of EMD in the Form of Bank Guarantee

BG Number:

Issuance Date:

To,
DGM (Technical)
Gujarat Informatics Limited,
2nd Floor, Block No.2, Karmayogi Bhavan,
Sector No.10-A, Gandhinagar – 382010,
Gujarat, India

Whereas (here in after called "the Bidder") has submitted its bid dated in response to the Tender no: XXXXXXXXXXXXX for the "Selection of a System Integrator (SI) for Upgradation of the Data Centre at Bhavnagar Municipal Corporation (BMC) with Five (5) Years of Operation and Maintenance (O&M) Services" issued by Gujarat Informatics Ltd (GIL) on behalf of Bhavnagar Municipal Corporation (BMC) KNOW ALL MEN by these presents that WE having our registered office at (hereinafter called "the Bank") are bound unto the Gujarat Informatics Limited in the sum of for which payment well and truly to be made to Gujarat Informatics Limited, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this day of YYYY.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:
 - a. if a Bidder withdraws its bid during the period of bid validity
 - b. Does not accept the correction of errors made in the tender document;
 - c. In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
 - (iv) If the bidder fails to submit the copy of purchase order & acceptance thereof.
 - (v) If the successful bidder fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the

successful bidder will be forfeited. GIL also reserves the right to blacklist such bidder from participating in future tenders if sufficient cause exists.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 6 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that if this guarantee is extended for a period as mutually agreed between bidder & owner/purchaser, the guarantee shall be valid for a period so extended provided that a written request for such extension is received before the expiry of validity of guarantee.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER / PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Signed and delivered by

.....

For & on Behalf of

Name of the Bank & Branch &

Its official Address

Approved Bank: All Nationalized Bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/Gandhinagar) as per the G.R. No. FD/MSM/e-file/4/2025/2712/D.M.O. dated 01.04.2026 issued by Finance Department or further instruction issued by Finance department time to time.

Annexure 'P' – List of Existing Equipment/Component Covered Under O&M

Sr. No.	Description	Make & Model	Quantity
1. Electrical Infrastructure			
1.1	Electrical Cabling for Racks and Lightings.	-	1
1.2	Ceiling Mount LED Lighting Systems using 2 ft x 2 ft panel	-	4
1.3	Switch board of 2*15 Plug (15 Amp.) with switch	-	10
1.4	Chemical earthing from server room to ground	-	1
1.5	MCB	-	20
1.6	DB box	-	2
2. Security Surveillance Systems			
2.1. Access Control			
2.1.1	Access Control Systems Bio metric + Pin (with software subscription/ license)	Smart-I SBLNG130-AC	1
2.1.2	EM lock with Push button switch with complete cabling fitting & integration with Access device	Algatech	1
2.2. Rodent Repellent System			
2.2.1	Master Console without satellites for Rodent Repellent system	Maser	1
2.2.2	Satellites to be installed with the Rodent Repellant System	-	4
2.2.3	Supply and surface laying of 2 core x 1 Sq.mm PVC shethed cable in 20mm dia PVC conduit (In Mtr)	-	22
2.3. Fire Detection & Prevention System			
2.3.1	Smoke Detection System (VESDA)	FAAST	1
2.3.2	Conventional Fire Alarm System (Set)	Ravel RE102 + Siemens OP121	1
2.3.3	Fire Suppression Gas Refilling	Simens Novec 1230 Gas Refilling	1
2.4. Water Leak Detection System			
2.4.1	Water leakage detection system with cable, end connections, and hooter (Set)	-	1
3. Networking Requirements			
3.1	L3 Core Switch – 48 Ports	Cisco N9K-C93180YC-FX	2
3.2	L2 Switch (Access Switch)	WS-C2960X-24TD-L	19
3.3		Cisco C9200L-24T-4X-E	4
3.4		WS-C2960X-48TD-L	2
3.5		Cisco C9200L-48T-4X-E	2

3.6	Cat 6 UTP shuttered patch panel 24 port	Plexonics PL-0624-ULPP+24 PL-0601-UKJW	44
3.7	24 port RM LIU - LIU loaded with adapter plate (with multi mode adapters)	Plexonics PL-LUN00+PLSPTL-24 +PL-CPD1-LC-06+PL-CMD-LC+PL-PTFS-LCP-01	13
3.8	1G SFP module for CCTV central and POE access switch	Cisco GLC-SX-MMD=	14
3.9	10G SFP module for access switch and core switch	Cisco SFP-10G-SR=	22
3.10	40G QSFP Module for Core Switch	Cisco QSFP-40G-SR-BD=	4
3.11	Rack 15U	APW- President	12
3.12	42U Network Racks	APW- President	1
3.13	42U Server Rack	APW- President	1
3.14	34U Network Rack	-	2
3.15	LAN/Fiber/Electric cable laying with complete fitting materials using high quality UPVC trunking of required size (In Mtr)	-	20000
3.16	2.5 sq. mm. 3 core armed electrical cable (In Mtr)	KunthCab	590
3.17	2 x 5/15 amp plug with switch fixed in 8 moduler face place and co box	-	12
4. CCTV Surveillance			
4.1	24 port central layer 2 switch for CCTV	Cisco WS-C3850-24P-E	1
4.2	Network Video Recorder (32-CH)	Plexonics PL-7436ENVR	4
4.3	Surveillance hard disk 4TB capacity	Toshiba MG04ACA400E	29
4.4	8 Port POE Switch	Cisco WS-C3560CX-8PC-S	5
4.5	24 Port POE Switch	Cisco WS-C3850-24P-E	4
		Cisco CBS350-24P-4X-IN	2
4.6	2 MP IP IR fixed WDR Dome Camera with minimum 30 Mtr IR Range	Plexonics PL-7274RVP-VW	50
4.7	2 MP IP IR Fixed WDR Bullet Camera with minimum 30 Mtr IR Range	Plexonics PL-7273RVP	20
4.8	4 MP IP IR VF WDR Bullet Camera with minimum 30 Mtr IR Range	Plexonics PL-7573RVP	16
4.9	2 MP IP IR PTZ Camera with minimum 100 Mtr IR Range, mounting stand, high POE supported with minimum IP 66 rated outdoor weather proof housing	Plexonics PL-7375HP-33	3

Annexure 'Q' – Bill of Material (BOM) for New Procurement

Sr. No.	Item Description	Unit of Measurement	Quantity
1	Rack Server	Nos.	5
2	SAN Storage with 50 TB usable disk space along with SAN switches in HA	Nos.	1
3	L3 Manageable Network Switch - 48 Port	Nos.	2
4	L2 Manageable Network Switch - 48 Port	Nos.	2
5	Backup Server	Nos.	1
6	Firewall	Nos.	2
7	Tape Library with 2 Tape Drive	Nos.	1
8	Data Cartridge for Tape library	Nos.	50
9	Smart Rack 42U	Nos.	1
10	43 inch LED Smart TV	Nos.	2
11	20 KVA UPS (Without Battery Bank)	Nos.	2
12	DG-Set (50 kVA)	Nos.	1
13	Precision Air Conditioner (PAC)	Nos.	2
14	Split Air Conditioner	Nos.	2
15	Virtualization Software License with Management Suite	Physical Core	320
16	Backup Software License	Nos.	1
17	Latest Microsoft Windows Server OS Software License (Datacenter edition stable version) for 204 Physical Cores	Physical Core	204
18	Latest Microsoft SQL Server Software License (Enterprise Edition)	Physical Core	10
19	Proxy Software License	Nos.	1
20	Team Viewer Software License (Basic)	Nos.	2
21	Endpoint Anti-Virus Software License	Nos.	400
22	Endpoint Anti-Virus Software License for VM	Nos.	50
23	Dome Camera	Nos.	28
24	Network Video Recorder 16 CH with 16 TB HDD	Nos.	2
25	Network Video Recorder 64 CH with 64 TB HDD	Nos.	1
26	Cat-6 Factory Crimped Patch Cord - 1 Feet	Nos.	28
27	Cat-6 Cable (In meter)	Nos.	1400
28	25mm PVC Pipe with Casing & Capping with laying	Nos.	700