

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 (GEM/2026/B/7466944)

Corrigendum

Sr. No.	RFP Page No.,Section No. , Clause No.	Existing Clause as per RFP	Revised Clause / Specification / Requirement
1	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.1 - Rack Server; Sr. No.7; Page No.86	The specification at Sr. No. 7 – "Primary Storage: 4 TB Enterprise NVMe SSD"	The specification under Sr. No. 7 – "Primary Storage" shall stand revised as: "3.84 TB or higher Enterprise NVMe SSD".
2	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.1 - Rack Server; Sr. No.9; Page No.86	The specification at Sr. No. 9 – "RAID Controller: Enterprise Hardware RAID Controller with Cache & BBU"	The specification at Sr. No. 9 – "RAID Controller" shall stand revised as: "Enterprise PCIe 5.0 Hardware RAID Controller with Cache and Battery Backup Unit (BBU)".
3	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.6; Page No.87	The specification at Sr. No. 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"	The specification at Sr. No. 6 – "RAID Controller" shall stand revised as: "Integrated PCIe 5.0 12Gb/s SAS RAID Controller with minimum 8 GB Cache, supporting both internal hard drives and the hard disks in the storage enclosure/sled, and supporting RAID 0, 1, 5, 6, 10, 50 and 60".
4	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.7; Page No.87	The specification at Sr. No. 7 – "Disk Configuratio: 2 x 480 GB SSD SATA (RAID 1) for OS; Usable 3 TB SAS Storage (RAID 5)	The specification at Sr. No. 7 – "Disk Configuration" shall stand revised as: "2 x 480 GB SSD SATA (RAID 1) for OS; Usable 3 TB SAS/SSD Storage (RAID 5)".
5	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.10; Page No.87	The specification at Sr. No. 10 – "Certification and compliances: Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES)"	The specification at Sr. No. 10 – "Certification and Compliances" shall stand revised as: "Microsoft Windows Server, Hyper-V, VMware, and Red Hat Enterprise Linux (RHEL)".
6	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.5 - L2 Manageable Network Switch - 48 Port; Sr. No.4; Page No.90	The specification at Sr. No. 4 – "Uplink Ports: Minimum 2 × 10 Gbps Ethernet ports and Minimum 2 × 10 Gbps fiber ports along with require SFP"	The specification at Sr. No. 4 – "Uplink Ports" shall stand revised as: "Minimum 4 × 10 Gbps SFP+ uplink ports along with required fiber/copper SFP modules, as per deployment requirement".
7	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.5 - L2 Manageable Network Switch - 48 Port; Page No.91	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.	The Note under the "L2 Manageable Network Switch - 48 Port" shall stand revised as: "The switch shall be supplied with the required 10 Gbps SFP+ uplink modules (fiber and/or copper, as applicable to the proposed solution) and all of the same OEM/brand as the proposed switch".
8	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.11 - LED TV – 43 Inch; Sr. No.14; Page No.96	The specification at Sr. No. 14 – "RF Input: YES"	The specification at Sr. No. 14 – "RF Input: Yes" stands deleted.
9	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.3; Page No.98	The specification at Sr. No. 3 – "Doors: Dual front & dual rear doors"	The specification at Sr. No. 3 – "Doors" shall stand revised as: "Lockable single or dual front and rear doors".
10	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.15 - Virtualization Software; Sr. No.4; Page No.100	The specification at Sr. No. 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."	The specification at Sr. No. 4 shall stand revised as: "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 or datastore heartbeats".

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Sr. No.	RFP Page No.,Section No. , Clause No.	Existing Clause as per RFP	Revised Clause / Specification / Requirement
11	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.15 - Virtualization Software; Sr. No.8; Page No.100	The specification at Sr. No. 8 – "The solution shall provide simple and effective centralized management of VM templates, ISO images, and virtual appliances, with support for synchronization across sites"	The specification at Sr. No. 8 shall stand revised as: "The solution shall provide simple and effective centralized management of VM templates, ISO images, and virtual appliances, with support for future multi-site and Disaster Recovery (DR) scenarios through native features and/or OEM-supported tools and capabilities".
12	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.15 - Virtualization Software; Sr. No.11; Page No.100	The specification at Sr. No. 11 – "The virtualization platform shall natively support a distributed virtual switch spanning multiple hosts, enabling centralized network provisioning, monitoring, traffic management, and network aggregation."	The specification at Sr. No. 11 shall stand revised as: "The virtualization platform shall support a distributed virtual switch or equivalent network virtualization solution spanning multiple hosts, enabling centralized network provisioning, monitoring, traffic management, and network aggregation".
13	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.16 - Virtualization Management Suite; Sr. No.8; Page No.101	The specification at Sr. No. 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."	The specification at Sr. No. 8 shall stand revised as: "The platform, along with supported migration tools, shall support non-disruptive migration (P2V and/or V2V) of existing physical and virtual workloads (Windows and Linux) into the proposed virtualized environment".
14	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.16 - Virtualization Management Suite; Sr. No.15; Page No.101	The specification at Sr. No. 15 – "The platform shall provide Single Sign-On (SSO) with role-based access control (RBAC) for secure and simplified administration."	The specification at Sr. No. 15 shall stand revised as: "The platform shall support Single Sign-On (SSO) or integration with User Directory services (e.g., Active Directory/LDAP) with Role-Based Access Control (RBAC) for secure and simplified administration".
15	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.16 - Virtualization Management Suite; Sr. No.16; Page No.101	The specification at Sr. No. 16 – "The solution shall provide centralized content library management for VM templates, ISO images, and virtual appliances with multi-site synchronization capability."	The specification at Sr. No. 16 shall stand revised as: "The solution shall provide centralized content library management or equivalent capability for VM templates, ISO images, and virtual appliances. The solution shall support future integration and expansion for multi-site synchronization".
16	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.20 - Dome Camera; Sr.No.6 & 8; Page No.106	The specification at Sr. No. 6 – "Focal Length (mm): 3.6 ~ 12" The specification at Sr. No. 8 – " Field of View: Horizontal: 90° - 120°, Vertical: 45° - 60° "	The specification at Sr. No. 6 – "Focal Length (mm): 3.6 ~ 12" stands deleted. The specification at Sr. No. 8 – "Field of View" shall be revised as: "Minimum Horizontal: 75°; Minimum Vertical: 45° "
17	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.1; Page No.107	The specification at Sr. No. 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.	The specification at Sr. No. 1 – "Video Input & Storage Capacity" shall stand revised as: "16 Channels or better NVR with minimum 4 SATA hard drive bays, each supporting up to 10 TB HDD capacity. The NVR shall be supplied with 16 TB HDD storage. The NVR shall support RAID 0 & 1".
18	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.2; Page No.107	The specification at Sr. No. 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"	The specification at Sr. No. 2 – "Max Resolution" shall stand revised as: "Support Full HD (1920 × 1080) resolution or higher. Support 16-channel live view & recording, 120 Mbps or higher incoming bandwidth, and USB 2.0 / USB 3.0 ports".

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19	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.6; Page No.107	The specification at Sr. No. 6 – "Output port: VGA and HDMI, 2 nos. of USB port, e-SATA,"	The specification at Sr. No. 6 – "Output Port" shall stand revised as: "VGA and HDMI, 2 Nos. of USB ports".
20	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.7; Page No.107	The specification at Sr. No. 7 – "Backup Option: should support Network, USB & e-SATA data backup"	The specification at Sr. No. 7 – "Backup Options" shall stand revised as: "Should support Network and USB data backup".
21	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.8; Page No.107	The specification at Sr. No. 8 – "Alarms: Should support 16 in & 4 out Alarm interfaces and 2 serial interfaces (RS232/RS485)"	The specification at Sr. No. 8 – "Alarms" shall stand revised as: "Should support a minimum of 8 Alarm Inputs and 4 Alarm Outputs, along with 2 serial interfaces (RS232/RS485)".
22	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.6; Page No.108	The specification at Sr. No. 6 – "Output port: VGA and HDMI, 2 nos. of USB port, e-SATA,"	The specification at Sr. No. 6 – "Output Port" shall stand revised as: "VGA and HDMI, 2 Nos. of USB ports".
23	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.7; Page No.108	The specification at Sr. No. 7 – "Backup Option: should support Network, USB & e-SATA data backup"	The specification at Sr. No. 7 – "Backup Options" shall stand revised as: "Should support Network and USB data backup".
24	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.8; Page No.108	The specification at Sr. No. 8 – " Alarms: Should support 64 in & 4 out Alarm interfaces and 2 serial interfaces (RS232/RS485)"	The specification at Sr. No. 8 – "Alarms" shall stand revised as: "Should support a minimum of 32 Alarm Inputs and 4 Alarm Outputs, along with 2 serial interfaces (RS232/RS485)".

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
1	GeM Bid Document EMD Detail Page No.2	EMD Amount: 3300000	Please Exempt MSE System Integrators from EMD	As per the RFP
2	SECTION-I: INTRODUCTION; Item No.1.4 - Important Dates & Details; Sr. No.2; Page No.6	Work Duration: 5 Month for SITC & 5 Years of O&M Service after Go-Live	We request that the installation and commissioning timeline be extended from 5 months to 8 months	As per the RFP
3	SECTION-I: INTRODUCTION; Item No.1.4 - Important Dates & Details; Sr. No.2; Page No.6	Work Duration: 5 Month for SITC & 5 Years of O&M Service after Go-Live	The implementation period of 5 months for SITC appears insufficient considering the project scope, including assessment, design, procurement, installation, migration, testing and commissioning of the Data Centre infrastructure. We request BMC to extend the SITC duration to a minimum of 6 to 8 months to ensure successful project execution without compromising quality.	As per the RFP
4	SECTION-I: INTRODUCTION; Item No.1.9 - Location of Works; Page No.10	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]	Three zone locations are mentioned, but the device-wise installation locations are not specified. Kindly provide detailed deployment information	Bidders are advised to conduct the mandatory site visit for assessment of existing components before bid submission.
5	SECTION-I: INTRODUCTION; Item No.1.10 - Site Visit; Sr. No.a; Page No.10	All prospective bidders are required to conduct a mandatory site visit to the existing Data Centre at BMC before submitting their proposals.	Kindly clarify that the mandatory site visit is intended only for familiarization with the existing facilities. Since bidders are not permitted to dismantle or inspect concealed electrical, mechanical, utility or civil infrastructure during the pre-bid stage, the site visit shall not be construed as acceptance of all existing site conditions or transfer of associated risks to the bidder.	As per the RFP

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6	SECTION-II: SUBMISSION & EVALUATION OF BID; Item No.2.1 - Pre-Qualification/Eligibility Criteria for the Bidder; Sr. No.2; Page No.12	Financial Capabilities:– 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). b) The bidder must have positive net worth and should be profit making as on 31st March 2025.	We request the Purchaser to revise the Average Annual Turnover criteria to a minimum of ₹50 Crore from IT/ITeS business during the last three audited financial years.	As per the RFP
7	SECTION-II: SUBMISSION & EVALUATION OF BID; Item No.2.1 - Pre-Qualification/Eligibility Criteria for the Bidder; Sr. No.3; Page No.13	Similar Work Experience:– 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. • 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).	Request the Authority to revise the Similar Work Experience criteria to: (i) 1 project of ₹8 Crore or above, or (ii) 2 projects of ₹5 Crore or above each, or (iii) 3 projects of ₹4 Crore or above each (including GST), to encourage wider participation while maintaining competition.	As per the RFP
8	SECTION-II: SUBMISSION & EVALUATION OF BID; Item No.2.1 - Pre-Qualification/Eligibility Criteria for the Bidder; Sr. No.3; Page No.13	Similar Work Experience:– 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. • 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).	We request the Purchaser to revise the Similar Work Experience criteria as follows: The Bidder should have successfully completed SITC and/or O&M services for Data Centre / IT Infrastructure / ITeS projects during the last 7 years, with either (i) One project of value ₹30 Crore or above (including GST); OR (ii) Two projects, each of value ₹20 Crore or above (including GST); OR (iii) Three projects, each of value ₹15 Crore or above (including GST).	As per the RFP

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9	SECTION-II: SUBMISSION & EVALUATION OF BID; Item No.2.1 - Pre-Qualification/Eligibility Criteria for the Bidder; Sr. No.4; Page No.13	Certifications:- The Bidder must possess minimum one certification from below list as proof of their adherence to recognized standards: 1) ISO 9001 (Quality management systems) 2) ISO 27001 (For information security) or equivalent 3) ISO 20000-1 (For IT Service Management)	We request the Purchaser to include CMMI Level 3 (or higher) as an additional eligible certification or make it mandatory for bidders undertaking Data Centre implementation and managed services projects	As per the RFP
10	SECTION-II: SUBMISSION & EVALUATION OF BID; Item No.2.1 - Pre-Qualification/Eligibility Criteria for the Bidder; Page No.14	Important Note:- (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.).	"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, Laptops/Desktops, Workstations etc.).	As per the RFP
11	SECTION-III: SCOPE OF WORK; Item No.3.1 - 3.11; Page No.19 to 30	Scope includes assessment, migration, installation, integration and commissioning.	Please confirm whether application migration, database migration, OS migration, virtualization migration, storage migration, network migration, testing and rollback activities are entirely within SI scope.	Application, database, OS, virtualization, storage and network migration, along with testing and rollback planning, are within the SI's scope of work as specified in Sections 3.1 to 3.11 of the RFP.
12	SECTION-III: SCOPE OF WORK; Item No.3.1 - 3.11; Page No.19 to 30	SI shall perform migration and integration activities.	Kindly confirm whether third-party application vendors will be available during migration, integration and testing wherever required.	Third-party application vendor availability, where applicable, shall be facilitated by BMC to the extent feasible; however, coordination for migration/integration/testing remains the SI's responsibility as per Section-3 of the RFP.
13	SECTION-III: SCOPE OF WORK; Item No.3.1 - General; Sr. No.c; Page No.19	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.	Kindly clarify that the above provision shall be limited only to incidental accessories required for proper installation and commissioning of the specified BOQ items. Any additional electrical works, utility augmentation, civil modifications, structural changes or equipment not covered under the BOQ shall be treated as additional scope and paid separately.	Turnkey responsibility under Clause 3.1(c) includes all incidental accessories, tools and consumables required for successful commissioning of the specified BOQ items. Any major additional works beyond BOQ scope, if required due to genuine site limitations identified during As-Is Assessment, shall be dealt with through the change management/variation process.

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14	SECTION-III: SCOPE OF WORK; Item No.3.2 -Assessment of Existing Infrastructure (As-Is Study); Sr. No.a; Page No.19	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.	Kindly clarify that the detailed As-Is Assessment shall be carried out only by the successful bidder after award of contract for preparation of detailed engineering and implementation plan, and shall not be treated as a basis for imposing additional obligations beyond the scope defined in the RFP and BOQ.	The As-Is Assessment under Clause 3.1(b)/3.2 shall be prepared by the successful bidder post-award for detailed engineering; this does not relieve the SI of its obligation to complete the scope of work within the BOQ and RFP terms.
15	SECTION-III: SCOPE OF WORK; Item No.3.2 -Assessment of Existing Infrastructure (As-Is Study); Sr. No.a; Page No.19	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.	Kindly provide existing electrical Single Line Diagram (SLD), UPS distribution drawings, DG distribution drawings, PAC layout, earthing drawings, rack layouts and cable routing drawings to enable accurate estimation of work.	Existing electrical/UPS/DG/PAC drawings, rack layouts etc., to the extent available with BMC, may be reviewed by bidders during the mandatory site visit. No further data beyond RFP/Annexures is available.
16	SECTION-III: SCOPE OF WORK; Item No.3.2 -Assessment of Existing Infrastructure (As-Is Study); Sr. No.c; Page No.19	The SI shall submit a detailed report of the As-Is Assessment to the BMC, including findings, gaps, risks, and recommendations.	Kindly clarify that if discrepancies are observed between actual site conditions and the information provided in the RFP/BOQ after award of contract, such deviations shall be jointly verified by BMC and treated through a formal Change Request mechanism without imposing delay penalties on the successful bidder.	Discrepancies between actual site conditions and RFP/BOQ information, if identified post-award, shall be jointly verified by BMC and the SI and resolved through the applicable change management/variation mechanism under the Contract, without altering the SI's turnkey responsibility.
17	SECTION-III: SCOPE OF WORK; Item No.3.2 -Assessment of Existing Infrastructure (As-Is Study); Page No.19	Assessment of Existing Infrastructure (As-Is Study)	Please confirm whether the existing IT infrastructure components are presently under OEM warranty/support/AMC/CAMC. Kindly provide component-wise details including OEM name, model, support type, and support validity period.	Existing OEM warranty/AMC/CAMC status, to the extent available, is indicated in Annexure 'P' or may be verified during the mandatory site visit.

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18	SECTION-III: SCOPE OF WORK; Item No.3.4 - Supply, Installation, Integration and Commissioning; Page No.19	Supply, Installation, Integration and Commissioning	Kindly clarify that any augmentation of existing electrical infrastructure such as LT Panels, UPS capacity, PDBs, earthing network, electrical feeders or civil strengthening, if required due to existing site limitations, shall be considered additional work unless specifically included in the BOQ.	The scope of the SI shall remain as defined in the RFP. The SI shall be responsible for the complete design, supply, installation, integration, testing, commissioning, and maintenance of the proposed electrical infrastructure, including all internal electrical distribution, LT Panels, Power Distribution Boards (PDBs), cabling, earthing, protection systems, UPS, DG integration, and all other allied electrical works required for successful implementation and operation of the upgraded Data Centre. Bidders shall quote accordingly after assessing the site conditions.
19	SECTION-III: SCOPE OF WORK; Item No.3.4 - Supply, Installation, Integration and Commissioning; Sr. No.b(3); Page No.19	Installation and Integration: • The SI shall ensure seamless interoperability between new and existing infrastructure components.	Kindly clarify that seamless interoperability shall be subject to the health, capacity and compatibility of the existing infrastructure. Any deficiencies identified in the existing installation shall be rectified through mutually agreed additional scope.	The SI shall ensure seamless interoperability between the newly procured infrastructure and the existing infrastructure to the maximum extent technically feasible. Any limitations arising due to the health, hardware obsolescence, OEM restrictions, firmware/software incompatibility, or unsupported configurations of the existing infrastructure shall be identified and brought to the notice of BMC during the implementation phase. Such deficiencies rectified through mutually agreed.
20	SECTION-III: SCOPE OF WORK; Item No.3.4 - Supply, Installation, Integration and Commissioning; Sr. No.a(3); Page No.20	Supply of Equipment: All equipment supplied shall be accompanied by valid OEM warranty certificates, licenses (where applicable), and support entitlements.	Kindly clarify whether any existing hardware/software components are presently covered under OEM Warranty/AMC and whether the SI is expected to coordinate with the respective OEMs during the contract period.	Existing OEM warranty/AMC status, where available, is indicated in Annexure 'P'. SI shall coordinate with respective OEMs during the warranty/AMC period for components under O&M scope, as part of its turnkey responsibility.
21	SECTION-III: SCOPE OF WORK; Item No.3.4 - Supply, Installation, Integration and Commissioning; Sr. No.a(5); Page No.20	Supply of Equipment: 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.	Equipment not older than 12 months, Request to increase manufacturing period to 18 months, as enterprise OEM products are supplied based on global manufacturing cycles.	As per the RFP

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Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
22	SECTION-III: SCOPE OF WORK; Item No.3.4 - Supply, Installation, Integration and Commissioning; Sr. No.b(1) & b(3); Page No.20	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. The SI shall ensure seamless interoperability between new and existing infrastructure components.	The tender does not clearly specify the new/existing infrastructure components and the required integration scope. Complete details for servers, storage, network, firewall, UPS, DG, cooling, and security systems should be provided.	Kindly refer Annexure-'P' and 'Q' of the RFP. Additionally, bidders are advised to conduct the mandatory site visit for assessment of existing components before bid submission.
23	SECTION-III: SCOPE OF WORK; Item No.3.4 - Supply, Installation, Integration and Commissioning; Sr. No.c; Page No.20	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.	Kindly provide existing rack utilization details, available rack space (in U), available power capacity per rack and cooling capacity to enable proper estimation.	Existing rack utilization, available rack space, power and cooling capacity, to the extent available, may be assessed by bidders during the mandatory site visit.
24	SECTION-III: SCOPE OF WORK; Item No.3.4 - Supply, Installation, Integration and Commissioning; Page No.20	Supply, Installation, Integration and Commissioning	Kindly confirm that BMC shall provide uninterrupted access to all work areas, required electrical shutdown permissions and utility isolation required for execution. Delays due to non-availability of such permissions shall qualify for extension of time without levy of Liquidated Damages.	BMC shall provide reasonable access, electrical shutdown and utility isolation permissions required for execution, subject to advance coordination by the SI; delays solely attributable to BMC's non-availability of such permissions shall be considered for timeline relief on a case-to-case basis.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
25	SECTION-III: SCOPE OF WORK; Item No.3.4 - Supply, Installation, Integration and Commissioning; Page No.20	Supply, Installation, Integration and Commissioning	Kindly clarify ownership and disposal responsibility of dismantled equipment, cables, racks and scrap if any generated during execution.	Ownership and disposal of dismantled equipment/scrap generated during execution vests with BMC unless otherwise specified (e.g., buyback items as per Clause 3.12/3.14); SI to hand over such items to BMC as directed.
26	SECTION-III: SCOPE OF WORK; Item No.3.5 - Compute and Virtualization; Sr. No.c(2); Page No.22 SECTION-III: SCOPE OF WORK; Item No.3.6 -Integration, Migration, and Facility Support for Existing Non-O&M Infrastructure; Sr. No.a; Page No.49	3.5 (c) Workload Migration: Migration of workloads from existing legacy servers to the upgraded environment shall be executed without data loss, corruption, or unauthorized access. 3.6 (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.	We request you to disclose the OEM, model, generation and age of existing blade servers, blade chassis, SAN storage and backup solution, along with the current hypervisor brand/version and production VM count, in view of the workload migration obligation under Section 3.5(c) which requires cross-platform compatibility assessment before the proposed virtualization platform can be selected.	Details of existing blade servers, chassis, SAN storage, backup solution and hypervisor, to the extent available, may be verified by bidders during the mandatory site visit.
27	SECTION-III: SCOPE OF WORK; Item No.3.6 - Storage Infrastructure; Sr. No.b; Page No.23	Storage Architecture and Features: • The solution shall provide the following minimum features: vi) Storage Quality of Service (QoS)	The proposed solution supports file-level QoS and network traffic control mechanisms that provide workload prioritization and bandwidth management. Since QoS implementations vary significantly across storage vendors (IOPS-based, throughput-based, file-system-based, or network-based), it is requested that equivalent QoS mechanisms be accepted rather than mandating a specific storage-controller-level QoS implementation.	As per the RFP

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
28	SECTION-III: SCOPE OF WORK; Item No.3.7 -Backup and Recovery Solution; Sr. No.b; Page No.24	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.	We request you to confirm the required backup architecture (D2D, D2T, D2C or a specific combination), whether an existing tape library must be retained and integrated, and provide current data volumes with daily change rate, in view of the substantial cost difference between D2D and D2T solutions and the pricing ambiguity created by the 'and/or' language.	The proposed backup solution shall support the backup and recovery requirements of the newly procured infrastructure as well as the existing infrastructure that continues to remain operational in the Data Centre, to the extent technically feasible and supported by the proposed solution. The backup architecture (D2D, D2T and/or D2C) shall be designed by the SI based on the proposed solution and the functional requirements of the RFP.
29	SECTION-III: SCOPE OF WORK; Item No.3.7 - Backup and Recovery Solution; Sr. No.d; Page No.25	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.	NMS, logging, monitoring, and reporting requirements are mentioned in the tender, but the NMS solution is not included in the BoM. Kindly clarify the scope and required components.	NMS/Monitoring solution is part of the Centralized Monitoring System covered under Section 3.16 of the RFP. Bidders shall include the necessary monitoring tool/license as part of their solution design and cost it within the relevant BOQ line item; no separate BOQ line is provided for NMS. No change in RFP.
30	SECTION-III: SCOPE OF WORK; Item No.3.9 -Firewall Systems; Page No.26	Redundant Internet Bandwidth links	Please clarify whether BMC provide the primary and redundant Internet bandwidth links or whether the successful bidder is required to procure, size, install and maintain the Internet connectivity. If BMC will provide the bandwidth, kindly share the existing ISP details, bandwidth capacity, redundancy architecture and public IP availability.	BMC shall provide the primary and redundant Internet bandwidth links. The SI shall coordinate with ISP.

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Response to Pre-Bid Queries

Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
31	SECTION-III: SCOPE OF WORK; Item No.3.9 -Firewall Systems; Sr. No.a(1); Page No.26 Sr. No.b(2); Page No.26 Sr. No.d(1); Page No.28	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. b) Design and Architecture • The two firewalls shall operate in High Availability (HA) mode (Active–Active). 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.	We request you to share the existing firewall OEM/model and current network topology diagram and clarify whether the NGFW deployment is a full replacement or addition to existing firewalls, in view of the fact that firewall design, rule-set migration scope and VPN architecture cannot be accurately proposed without knowledge of existing infrastructure.	Existing firewall OEM/model and network topology, to the extent available, may be reviewed during the mandatory site visit. NGFW deployment under Clause 3.9 is a fresh supply as per BOQ; SI to ensure integration with existing network as per Clause 3.4(b).
32	SECTION-III: SCOPE OF WORK; Item No.3.10 - Proxy Server Solution; Sr. No.a; Page No.28	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.	Please clarify whether the existing infrastructure includes a domain, DNS, SSL/TLS certificates, web portal/application, and subscriptions/licenses for the proposed proxy server solution.	Existing domain, DNS, and web portal/application, if any, are as available with BMC. The SI shall assess the same during the As-Is Assessment and provision the proxy server solution (including SSL/TLS certificates and required licenses) as per Clause 3.10 of the RFP. No change in RFP.

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
33	SECTION-III: SCOPE OF WORK; Item No.3.11 -Procurement of Software License/Subscription; Sr. No.c & g; Page No.30	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. 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.	We request you to clarify whether BMC will accept licenses registered in the SI's name with end-user authorization letters where OEM policy does not permit direct ULB registration, and confirm whether annual subscription renewal costs for licenses expiring during the 5-year O&M period are included in the SI's lump-sum or borne separately by BMC, in view of significant multi-year pricing uncertainty.	Licenses shall be registered in the name of BMC as specified in Clause 3.11(c); where OEM policy genuinely does not permit direct end-customer registration, the SI shall furnish an appropriate end-user authorization/entitlement in BMC's name to BMC's satisfaction.
34	SECTION-III: SCOPE OF WORK; Item No.3.12 - Cooling System Infrastructure; Sr. No.a; Page No.30	Buyback of Existing Precision Air Conditioners (PAC)	Kindly provide the make, exact model number, year of installation, and last service/AMC date of the 2 existing 3 TR PAC units. Also confirm whether existing refrigerant piping, drainage, and electrical supply can be reused for the new PAC installation.	<u>Precision Air Conditioner(PAC)-1:</u> Make: Schneider Model: Amico 3 Serial No.: C21738001903 Procurement Year: 2018. <u>Precision Air Conditioner(PAC)-2:</u> Make: Schneider Model: Amico 3 Serial No.: C21751001961 Procurement Year: 2018.
35	SECTION-III: SCOPE OF WORK; Item No.3.12 - Cooling System Infrastructure; Sr. No.a(1& 2); Page No.30 SECTION-III: SCOPE OF WORK; Item No.3.14 - Electric Power Supply System – Uninterruptible Power Supply (UPS); Sr. No.a(1 & 2); Page No.33	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. Buyback of Existing UPS System: • The existing UPS system (excluding battery	We request you to disclose the make, model, rated capacity and year of installation of the existing PAC units and UPS system to be taken on buyback, in view of the requirement to quote buyback value in the financial bid — which cannot be done accurately without OEM/age data.	<u>Precision Air Conditioner(PAC)-1:</u> Make: Schneider Model: Amico 3 Serial No.: C21738001903 Procurement Year: 2018. <u>Precision Air Conditioner(PAC)-2:</u> Make: Schneider Model: Amico 3 Serial No.: C21751001961 Procurement Year: 2018.

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
		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.		<u>UPS-1:</u> Make: Arrow Capacity & Type: 15KVA Online Serial No.: 18031215216001 Procurement Year: 2018. <u>UPS-2:</u> Make: Arrow Capacity & Type: 15KVA Online Serial No.: 18031215216002 Procurement Year: 2018.
36	SECTION-III: SCOPE OF WORK; Item No.3.12 - Cooling System Infrastructure; Sr. No.b; Page No.31	Supply, Installation and Commissioning of New PAC	Request clarification on scope boundary: Are civil modifications required for new PAC installation (floor strengthening, pipe routing, drainage redesign, wall penetrations for outdoor unit) within the SI's scope, or will these be handled by BMC/a separate civil contractor?	Civil modifications required for new PAC installation (floor strengthening, pipe routing, drainage redesign, wall penetrations for outdoor unit) within the SI's scope.
37	SECTION-III: SCOPE OF WORK; Item No.3.12 -Cooling System Infrastructure; Sr. No.c(1); Page No.31 Item No.3.13 -Electric Power Supply System – Grid Power; Sr. No.a; Page No.32	3.12 (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. 3.13 (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.	We request you to provide the DC heat load calculation (kW/TR), available floor space for PAC installation, and power supply specification (phases, voltage, amperage) at the BMC-provided power point, in view of the fact that incorrect PAC sizing is the leading cause of data centre thermal failure and SLA breach.	DC heat load, available floor space and power supply details, to the extent available, may be assessed by bidders during the mandatory site visit under Clause 1.10. No further data beyond RFP is available at this stage.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
38	SECTION-III: SCOPE OF WORK; Item No.3.14 - Electric Power Supply System – Uninterruptible Power Supply (UPS); Sr. No.a; Page No.33	Buyback of Existing UPS System	Request GIL/BMC to provide: (i) Make, exact model number, year of installation, and maintenance/service history of the existing Arrow 15 KVA UPS; (ii) Most recent battery discharge test report; (iii) Explicit confirmation: if the existing 144 batteries fail health testing during new UPS commissioning, is the replacement cost borne by BMC or the SI?	The Existing Arrow Make 15KVA UPS and procure in the year 2018 or batteries have been purchased in the year 2025. bidders to verify during mandatory site visit.
39	SECTION-III: SCOPE OF WORK; Item No.3.14 - Electric Power Supply System – Uninterruptible Power Supply (UPS); Sr. No.b(1); Page No.33	Use of Existing Battery Bank (144 Batteries): The existing battery bank comprising 144 batteries shall be used with the new UPS systems.	Request GIL/BMC to share: (i) Battery make, model, rated voltage (V), rated capacity (Ah) per cell, number of strings and cells per string; (ii) Year of battery installation; (iii) Most recent battery discharge test/health report; (iv) Explicit confirmation: is the cost of replacing incompatible or failed batteries borne by BMC or the SI?	144-battery bank is Exide make 12V 75AH has been procured in the year 2025. Above details may be verified during the mandatory site visit. The SI shall be responsible for testing the existing battery bank's health and compatibility with the new UPS as part of the As-Is Assessment; any battery found unserviceable shall be dealt with as per Clause 3.14 of the RFP.
40	SECTION-III: SCOPE OF WORK; Item No.3.14 - Electric Power Supply System – Uninterruptible Power Supply (UPS); Sr. No.b(2); Page No.33	Use of Existing Battery Bank (144 Batteries): The SI shall assess the health and compatibility of the existing batteries with the proposed UPS systems.	Request GIL/BMC to add an explicit clause clearly stating: "The SI shall be responsible for confirming compatibility of the existing 144-battery bank with the proposed new 20 KVA UPS system, and shall obtain an OEM compatibility certificate prior to installation. In the event of confirmed incompatibility between the existing batteries and the proposed UPS, the cost of battery replacement shall be borne by [BMC/SI – to be specified by GIL]."	144-battery bank is Exide make 12V 75AH has been procured in the year 2025. This responsibility is implicit under Clause 3.14 and the SI's overall turnkey responsibility under Clause 3.1(c)/3.4 of the RFP; SI shall confirm compatibility of the existing battery bank with the proposed UPS as part of its scope. Bidders to verify during mandatory site visit.

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
41	SECTION-III: SCOPE OF WORK; Item No.3.14 - Electric Power Supply System – Uninterruptible Power Supply (UPS); Sr. No.b; Page No.33	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.	We request you to disclose the make, model, age and latest health-test results of the 144 existing batteries and confirm whether replacement cost — if batteries are found defective or incompatible — is borne by BMC or the SI, in view of the potential cost impact for battery replacement cannot be assessed without this data.	144-battery bank is Exide make 12V 75AH has been procured in the year 2025. This responsibility is implicit under Clause 3.14 and the SI's overall turnkey responsibility under Clause 3.1(c)/3.4 of the RFP; SI shall confirm compatibility of the existing battery bank with the proposed UPS as part of its scope.
42	SECTION-III: SCOPE OF WORK; Item No.3.15 -Electric Power Supply System – Diesel Generator (DG); Sr. No.b,f,g & h; Page No.35 & 36	b) Supply, Installation and Integration of Diesel Generator Set f) Regulatory Compliance & Coordination g) Testing and Commissioning h) Fuel Charge	We request you to confirm the required DG capacity (kVA), whether a CPCB acoustic enclosure already exists on-site, the typical NOC processing timeline from the Bhavnagar electricity authority, and confirm that BMC will provide a formal support letter for the NOC application, in view of the risk that authority-driven NOC delays attract milestone penalties on the SI.	The required capacity of the Diesel Generator (DG) Set shall be 50 kVA, as specified in the BOQ and technical specifications of the RFP. The Selected Bidder (SI) shall provide and install a new CPCB-compliant acoustic enclosure along with the proposed DG Set. The timeline for obtaining statutory approvals/NOCs depends upon the concerned statutory authority and cannot be specified by BMC. BMC shall provide necessary authorization letters and reasonable administrative assistance, wherever required, to facilitate submission of applications before the concerned statutory

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
				applications before the concerned statutory authorities. However, preparation, submission, follow-up, obtaining statutory approvals/NOCs, and compliance with applicable regulations shall remain the responsibility of the Selected Bidder (SI). Any delay attributable solely to the concerned statutory authority, despite timely submission of complete applications and diligent follow-up by the SI, shall be considered in accordance with the relevant provisions of the Contract and shall not be treated as a delay attributable to the SI, subject to submission of satisfactory documentary evidence and approval by BMC.
43	SECTION-III: SCOPE OF WORK; Item No.3.16 -Centralized Monitoring System; Sr. No.a; Page No.36	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.	We request you to clarify (a) whether a specific monitoring platform is mandated or any industry-standard tool is acceptable, (b) whether monitoring must cover non-O&M existing components (Section 3.26), and (c) the mandatory log retention period under applicable Government regulations, in view of their significant impact on platform selection, licensing cost and storage sizing.	No specific monitoring platform is mandated; any industry-standard tool meeting the functional requirements of Clause 3.16 is acceptable. Monitoring scope shall cover components under Section 3.26 (non-O&M existing infrastructure) as well, to the extent integration is feasible.
44	SECTION-III: SCOPE OF WORK; Item No.3.16 -Centralized Monitoring System; Sr. No.a; Page No.36	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.	It requires centralized monitoring of servers, storage, network, security, backup, power etc. However, no NMS or SIEM solution appears to be included in the BOQ/BOM. Kindly clarify whether BMC intends to provide an existing monitoring platform or whether bidders should include the required centralized monitoring solution.	NMS/monitoring tool is to be provisioned by the SI as part of its overall solution cost; no separate BOQ line item for NMS/SIEM is provided.

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
45	SECTION-III: SCOPE OF WORK; Item No.3.16 - Centralized Monitoring System; Sr. No.a ,b & c; Page No.36	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 RFP for Selection of a System Integrator for Upgradation of the Data Centre at BMC with 5 Years of O&M Services Page 37 of 131 • 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.	NMS, logging, monitoring, and reporting requirements are mentioned in the tender, but the NMS solution is not included in the BoM. Kindly clarify the scope and required components.	NMS/Monitoring solution is part of the Centralized Monitoring System covered under Section 3.16 of the RFP. Bidders shall include the necessary monitoring tool/license as part of their solution design and cost it within the relevant BOQ line item; no separate BOQ line is provided for NMS. No change in RFP.
46	SECTION-III: SCOPE OF WORK; Item No.3.17 - CCTV Surveillance System for Zonal Offices; Sr. No.a; Page No.37	SITC of CCTV Surveillance System	Request GIL/BMC to provide: (i) Number of zonal offices to be covered and their addresses; (ii) Number of CCTV cameras required at each location (indoor/outdoor, fixed/PTZ); (iii) Basic site layout/floor plan drawings for each location; (iv) Confirm whether LAN/POE network connectivity is available at each zonal office or is to be provided by the SI.	Number of zonal offices and indicative camera requirement are as specified in Clause 3.17 and the BOQ of the RFP. Bidders are advised to conduct the mandatory site visit for site layout and detailed camera positioning assessment.

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
47	SECTION-III: SCOPE OF WORK; Item No.3.17 -CCTV Surveillance System for Zonal Offices; Sr. No.a(1 & 2); Page No.37 Item No.3.18 -Network Setup at both Zonal Offices; Sr. No.c; Page No.38	3.17 (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. 3.17 (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. 3.18 (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.	We request you to specify the required number and type (fixed/PTZ, indoor/outdoor) of cameras per Zonal Office, and clarify whether existing NVRs being relocated under Section 3.18 are to be reused for new cameras or replaced under this contract, in view of the fact that camera count and NVR compatibility are the primary determinants of CCTV SITC and storage cost.	Camera type/quantity per Zonal Office is as specified in the BOQ/Clause 3.17. Reuse/replacement of existing NVRs at Zonal Offices shall be as per Clause 3.18 of the RFP; SI to assess during site visit.
48	SECTION-III: SCOPE OF WORK; Item No.3.18 - Network Setup at both Zonal Offices; Sr. No.c; Page No.38	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.	Dismantling of the old rack and reinstallation at a new location is required, but costing details are not provided. Kindly clarify and include BOQ and pricing.	Dismantling, safe shifting and re-installation of existing NVR as per Clause 3.18 is part of the SI's turnkey scope of work and shall be quoted within the relevant Installation/O&M cost heads of the Financial Bid. No separate BOQ line item shall be provided. No change in RFP.
49	SECTION-III: SCOPE OF WORK; Item No.3.21 - System Stabilization or Trial Period; Sr. No.d; Page No.39	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.	Kindly specify the expected manpower count, minimum skill sets and qualification requirements during the stabilization period.	Bidder shall deploy adequate skilled manpower during stabilization to ensure defect-free operation as per Clause 3.21 of the RFP; specific headcount and qualification is left to the bidder's execution methodology, subject to meeting SLA.

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
50	SECTION-III: SCOPE OF WORK; Item No.3.21 - System Stabilization or Trial Period; Sr. No.e; Page No.39	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.	Kindly specify the expected duration of Go-Live support and whether dedicated onsite engineers are required throughout the Go-Live period.	Go-Live and stabilization support duration is as specified in Clause 3.21 of the RFP (Stabilization Period); dedicated onsite engineer(s) shall be deployed during this period to ensure defect-free operation.
51	SECTION-III: SCOPE OF WORK; Item No.3.21 - System Stabilization or Trial Period; Sr. No.e & f; Page No.39 SECTION-IV: TERMS AND CONDITIONS; Item No.4.6 - Project Timeline and Payment Terms; Sr. No.a(C4); Page No.55	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. System Stabilization (Trial Run) Period: T + 5 Months : 20% of the value of all new equipment, software and other components as per Project	We request you to clarify (a) whether there is a maximum cap on the stabilization period extension duration, and (b) whether O&M payment for new components will be withheld for any BMC-initiated extension beyond T+5 months, in view of the risk that an open-ended extension compels the SI to operate new DC infrastructure without corresponding payment.	Stabilization Period extension, if invoked, shall be at BMC's sole discretion based on demonstrated performance/benchmarks as specified in Clause 3.21(e)(f)/4.6 of the RFP; no fixed cap is prescribed.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
52	SECTION-III: SCOPE OF WORK; Item No.3.23 - Quality of Materials and Workmanship; Sr. No.b(1); Page No.41	Workmanship: All installation, integration, configuration, and commissioning activities shall be carried out by qualified and experienced personnel.	Kindly specify the minimum number of key personnel, their roles, qualifications, certifications, experience requirements and deployment duration expected under this project.	Kindly refer Section-5 (Personnel of System Integrator) of RFP for detailed manpower requirement during project period.
53	SECTION-III: SCOPE OF WORK; Item No.3.24 - Operations & Maintenance (O&M) Services; Sr. No.a; Page No.42	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.	Kindly clarify whether BMC will provide any IT operations team for first-level coordination or whether the SI shall be responsible for complete monitoring, ticket logging and incident management.	The SI shall be responsible for complete monitoring, ticket logging, and incident management under Clause 3.24 of the RFP; BMC's IT team, if any, may coordinate but the primary O&M responsibility rests with the SI.
54	SECTION-III: SCOPE OF WORK; Item No.3.24 - Operations & Maintenance (O&M) Services; Sr. No.a(1); Page No.42	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.	We request you to provide Annexure-'P' with the complete list of existing components with Ageing EOL, EOS & Current Status (under OEM support or warranty) in view of the fact that bidders cannot assess spares, or price of the existing-infrastructure O&M component without this inventory.	Annexure 'P' provides the list of existing equipment as available with BMC. Ageing/EOL/EOS/warranty status, to the extent available, may be assessed by bidders during the mandatory site visit under Clause 1.10. No further data beyond RFP/Annexures is available.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
55	SECTION-III: SCOPE OF WORK; Item No.3.24 - Operations & Maintenance (O&M) Services; Sr. No.a(3); Page No.42	Comprehensive O&M Service: 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.	Kindly clarify whether 24x7 support requires round-the-clock onsite manpower in shifts or onsite support during office hours with remote/on call support outside business hours shall be acceptable.	Kindly refer clause No. 5.4 of section-V for presence and leave of onsite deployed personnel. 24x7x365 O&M support as specified in Clause 3.24 means round-the-clock availability of support (onsite/remote/on-call, as appropriate to severity) to meet the SLA response/resolution times specified in Section 4 of the RFP; the mandatory onsite System Administrator is required during business hours as a minimum, with remote/on-call escalation for off-hours.
56	SECTION-III: SCOPE OF WORK; Item No.3.24 - Operations & Maintenance (O&M) Services; Sr. No.e(1); Page No.44	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.	Kindly specify the mandatory onsite spare inventory to be maintained by the SI and identify the critical equipment for which standby units are expected during the O&M period.	SI shall maintain adequate onsite spares for critical components to meet the SLA/uptime requirements specified in Section-4 of the RFP; specific spare inventory is left to the bidder's execution methodology.
57	SECTION-III: SCOPE OF WORK; Item No.3.24 - Operations & Maintenance (O&M) Services; Sr. No.n; Page No.47	Onsite Manpower - System Administrator	Kindly clarify the complete manpower requirement expected during Implementation, Go-Live, Stabilization and 5-Year O&M. Apart from the mandatory onsite System Administrator, how many additional onsite/offsite technical resources are expected?	Kindly refer Section-5 (Personnel of System Integrator) of RFP for detailed manpower requirement during project period.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
58	SECTION-III: SCOPE OF WORK; Item No.3.26 - Integration, Migration, and Facility Support for Existing Non-O&M Infrastructure; Page No.49	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 Integration, Migration, and Facility Support of existing non-O&M infrastructure, the existing network layout/diagram and architecture details should be provided for proper planning and execution.	Bidders are advised to conduct the mandatory site visit for assessment of existing network layout/architecture details before bid submission.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
		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.		
59	SECTION-III: SCOPE OF WORK; Item No.3.27 - DR Integration; Page No.50	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.	We request you to define the maximum scope of 'coordination and support' expected from the SI for DR integration (e.g., configuration, travel to DR site, application-level integration, testing), and share BMC's estimated timeline for DR implementation, in view of the open-ended no-additional-cost obligation creating unquantifiable bid exposure.	The DR site is not part of the current scope of this RFP. The provision under Clause 3.27 is intended only to ensure future coordination and reasonable technical support by the Selected Bidder (SI), if BMC establishes a Disaster Recovery (DR) site during the contract period. The SI's responsibility shall be limited to providing necessary technical coordination, configuration support, documentation, knowledge sharing, interface details, participation in integration, testing, and commissioning activities, and reasonable assistance required for integration of the proposed solution with the DR site. Any additional hardware, software, licenses, third-party products/services, civil/electrical works, network connectivity, travel, accommodation, or implementation activities beyond the scope of this RFP shall be arranged separately by BMC or the agency appointed for the DR project, as applicable.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
60	SECTION-III: SCOPE OF WORK; Item No.3.27 - DR Integration; Page No.50	Addition of Clause	We request the authorities to include a Cloud-based Disaster Recovery (DR) Site as part of the project scope. The DR environment should be hosted on a MeitY Empanelled Government Community Cloud and GCC platform and should include replication of critical applications, databases, virtual machines, storage, backup, and network services with clearly defined RPO and RTO requirements.	As per the RFP
61	SECTION-IV: TERMS AND CONDITIONS; Page No.51	Addition of Clause	Requesting the Authority for Addition of the Below Clause: Event of Default by BMC:If BMC fails to make payments due to the Selected Bidder for a continuous period of two (2) consecutive calendar months after the respective due dates as stipulated under Clause 4.6 and such failure is not remedied within fifteen (15) days of a written notice issued by the Selected Bidder specifying the payment default, then such failure shall constitute an 'Event of Default by BMC.Upon the occurrence of an Event of Default by BMC, the Selected Bidder shall have the right, without prejudice to any other rights or remedies available under this Agreement or in law, to terminate this Agreement by issuing a thirty (30) day written termination notice to BMC. It is respectfully requested that the following Clause be inserted under Schedule IV as an Event of Default by BMC, for the following reason: The Selected Bidder makes substantial upfront investment in this Project. Sustained non-payment by BMC would cause severe financial prejudice to the Selected Bidder while the Selected Bidder remains contractually obligated to continue service delivery. This would be commercially unjust and unsustainable.	As per the RFP

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
62	SECTION-IV: TERMS AND CONDITIONS; Item No.4.5 - Sub-Contracting and Consortium; Sr. No.a; Page No.54	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.	We request you to clarify whether engagement of OEM-authorized field engineers for warranty/AMC servicing of servers, storage, NGFW, PAC and UPS constitutes 'sub-contracting' under this clause, in view of the fact that OEM warranties/ Support mandatorily require OEM-certified engineers for on-site hardware replacements, making strict prohibition operationally unworkable.	OEM support/warranty service arrangement shall not be treated as subcontracting.
63	SECTION-IV: TERMS AND CONDITIONS; Item No.4.6 - Project Timeline and Payment Terms; Sr. No.a(A1); Page No.54	Onsite Manpower Support: Throughout Contract Period: Quarterly payment based on attendance records. Payment applicable from deployment date till completion of contract period.	Request the Authority to amend the payment terms for Onsite Manpower Support from quarterly to monthly payments based on actual attendance and deployment.	As per the RFP
64	SECTION-IV: TERMS AND CONDITIONS; Item No.4.4 - Signing of Contract; Sr. No.c; Page No.54	Withholding of Payment: In case the execution of the contract agreement is pending, 100% of the total contract value will be withheld as payment.	Request the Authority to specify a reasonable timeline for execution of the Contract Agreement, beyond which payment may be withheld. The provision for withholding 100% of the contract value may be revised accordingly.	Withholding of payment pending execution of the Contract Agreement shall remain as specified in Clause 4.4 of the RFP.
65	SECTION-IV: TERMS AND CONDITIONS; Item No.4.7 - Service Level Agreement (SLA); Sr. No.f(1); Page No.60	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.	We request you to clarify whether the 3-replacement cap applies regardless of cause (including involuntary departures such as resignation or illness), and confirm the consequence and exception process if the cap is exceeded due to circumstances beyond the SI's control.	Kindly refer clause No. 5.6 of section-5. Additionally, The 3-replacement cap per role under Clause 4.7(f) applies regardless of cause; any exception beyond the cap shall be considered by BMC on a case-to-case basis at its discretion.
66	SECTION-IV: TERMS AND CONDITIONS; Item No.4.7 - Service Level Agreement (SLA); Sr. No.h; Page No.61	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.	We request you to provide a pre-agreed Incident Classification SOP with specific system/scenario criteria for each severity level, and confirm an escalation mechanism for the SI to formally contest a classification before the penalty clock is applied, in view of the ₹1,000/hr penalty differential between Sev-1 and Sev-2 and the absence of any review process under current RFP language.	Clarification of severity is clearly mentioned in clause No. 4.7(h) of section-4.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
67	SECTION-IV: TERMS AND CONDITIONS; Item No.4.7 - Service Level Agreement (SLA); Sr. No.m; Page No.63	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.	Request the Authority to revise the clause such that the total cumulative penalties under all heads shall be capped at 10% of the total contract value under all circumstances, with no provision for penalties exceeding this limit.	As per the RFP
68	SECTION-IV: TERMS AND CONDITIONS; Item No.4.10 - Third Party Inspection; Sr. No.a; Page No.63	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.	We request you to confirm GIL's committed turnaround time for conducting TPI after submission of the Installation & Commissioning Report, and confirm that delays attributable to GIL's scheduling shall be excluded from penalty computation against the SI, in view of the 0.1%/day penalty clock running continuously against the T+2.5 and T+4 month supply milestones.	Upon supply of the material by the SI, GIL shall carry out material verification and inspection and submit the inspection report to BMC. Thereafter, the SI shall complete the installation and commissioning of the procured infrastructure. Prior to Go-Live, GIL representatives shall conduct the Final Acceptance Test (FAT) to verify compliance with the RFP specifications. Any delay arising from deficiencies, non-compliance, or rectification attributable to the SI during inspection or FAT shall be considered the responsibility of the SI, and applicable penalties shall be determined by BMC as per the RFP provisions.
69	SECTION-IV: TERMS AND CONDITIONS; Item No.4.10 - Third Party Inspection; Sr. No.a; Page No.63	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.	Request the Authority to specify that the Third-Party Inspection shall be completed within 15 days from the date of the SI's inspection request, failing which the relevant milestone shall be deemed accepted for payment and project progression.	TPI timelines shall be governed as per Clause 4.10(a) of the RFP; no fixed 15-day deemed-acceptance clause shall be added.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
70	SECTION-IV: TERMS AND CONDITIONS; Item No.4.18 - Risk Purchase; Page No.67	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.	It is respectfully submitted that Clause 4.18 be deleted in its entirety for the following reason: There are already penalty provisions under the RFP ranging from LD, to PBG. Therefore, it would be inequitable to impose an additional and open ended financial burden on the Bidder over and above the Performance Security and Liquidated Damages already stipulated under the Agreement/RFP.	As per the RFP
71	SECTION-IV: TERMS AND CONDITIONS; Item No.4.20 - Contract Duration and Extension Terms; Sr. No.b & d; Page No.67	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. 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.	We request you to clarify (a) whether the SI may decline the extension citing prior commitments, (b) the minimum advance notice BMC will provide before invoking extension, and (c) whether the 10% higher rate applies to the original contract monthly rate or the rate prevailing at the end of 5 years, in view of significant operational planning and resource implications for the SI.	Extension requirements are clearly mentioned in clause No. 4.20 of section-4.
72	SECTION-IV: TERMS AND CONDITIONS; Item No.4.22 - Termination of Contract; Sr. No.d; Page No.69	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.	It is respectfully submitted that there seems an error in drafting of this clause, it intends to convey that if due to Legal or Regulatory Reason the Selected Bidder is not able to render its Services then BMC shall have the right to termination the Agreement	As per the RFP

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
73	SECTION-IV: TERMS AND CONDITIONS; Item No.4.33 - Professional Project Management; Sr. No.b; Page No.74	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.	Is the Project Manager required to be stationed full-time at Bhavnagar throughout implementation, or can the Project Manager operate from our Ahmedabad office with periodic site visits and review meetings?	Kindly refer Section-5 (Personnel of System Integrator) of RFP for detailed manpower requirement during project period.
74	SECTION-IV: TERMS AND CONDITIONS; Item No.4.38 - Limitation of liability towards BMC; Page No.77	Addition of Clause	In no event shall the Selected Bidder be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) nor for any third-party claims (other than those set-forth in Clause (a) above) even if it has been advised of their possible existence. Respectfully submitting the addition of following standard disclaimer clause as the Sub Clause (c) to the limitation of liability	As per the RFP
75	SECTION-IV: TERMS AND CONDITIONS; Item No.4.39 - Resolution of Disputes; Page No.77	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.	It respectfully submitted that the current dispute resolution provision is not as per the jurisprudence of having a complete neutral party as the adjudicator of a dispute. Thereby, we are herewith providing the following Arbitration Clause: 4.39 Resolution of Dispute: Either party may invoke arbitration by issuing a written Notice of Arbitration to the other party. The arbitration shall be conducted by a Sole Arbitrator, appointed as follows: Both parties shall, by mutual consent, endeavour to agree upon and appoint a Sole Arbitrator within 30 (thirty) days from the date of the Notice of Arbitration. In the event the parties fail to mutually agree on the appointment of a Sole Arbitrator within the said period, either party may approach the Hon'ble High Court of Gujarat	As per the RFP

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
			may approach the Hon'ble High Court of Gujarat or any other competent authority under the Arbitration and Conciliation Act, 1996, for appointment of a Sole Arbitrator in accordance with the procedure prescribed thereunder. The arbitration proceedings shall be conducted in the English language. The venue and seat of arbitration shall be Bhavnagar. The arbitration shall be governed by and conducted in accordance with the Arbitration and Conciliation Act, 1996, including all amendments thereto and the rules framed thereunder. The substantive governing law of this Agreement shall be the laws of India.	
76	SECTION-V: PERSONNEL OF SYSTEM INTEGRATOR; Item No.5.1 - Assignment of Project Personnel; Sr. No.b; Page No.79	The SI shall assign the key personnel within 15 days from the date of issuance of the Work Order.	Please confirm whether the onsite System Administrator is required to remain deployed continuously from the 15th day of Purchase Order until completion of the entire 5-year O&M period, including the implementation phase.	Yes, The onsite System Administrator shall be deployed continuously from the 15th day of the Work Order until completion of the entire 5-year O&M period from the Go-Live date, including the implementation phase.
77	SECTION-V: PERSONNEL OF SYSTEM INTEGRATOR; Item No.5.2 - Availability of Key Personnel during Implementation Phase; Sr. No.d; Page No.79	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.	Kindly clarify whether competent supervision is required on a full-time onsite basis throughout implementation or only during critical installation, integration and commissioning activities.	Complete onsite supervision is required for all onsite activities throughout implementation phase.
78	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.1 - Rack Server; Sr. No.2; Page No.86	Processor: Latest Gen Intel® Xeon® Platinum Scalable Processors	Kindly confirm whether we can offer the latest Gen6 CPU in the rack server; Kindly confirm whether an AMD-based processor is acceptable	As per the RFP
79	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.1 - Rack Server; Sr. No.2; Page No.86	Processor: Latest Gen Intel® Xeon® Platinum Scalable Processors	Kindly confirm whether (i) the latest Gen 6 Intel Xeon Scalable Processor, and (ii) an equivalent AMD EPYC processor (latest generation, minimum 32 cores per CPU) are acceptable in place of Intel Xeon Platinum specifically.	As per the RFP

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries

Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
80	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.1 - Rack Server; Sr. No.7; Page No.86	Primary Storage: 4 TB Enterprise NVMe SSD	Kindly clarify whether 3.84 TB storage can be offered against the specified 4 TB storage requirement	Kindly see corrigendum
81	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.1 - Rack Server; Sr. No.7; Page No.86	Primary Storage: 4 TB Enterprise NVMe SSD	Kindly clarify whether 3.84 TB Enterprise NVMe SSD is acceptable against the specified 4 TB requirement. This is not a reduction —3.84 TB is the standard industry capacity designation for what is commonly marketed as "4 TB" enterprise NVMe storage.	Kindly see corrigendum
82	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.2; Page No.86	Processor: Latest Gen Dual 12-Core Intel® Xeon® Gold Scalable Processors; Fully configured with usable 24 cores; clock speed $\geq$ 2.6 GHz	Kindly confirm whether we can offer the latest Gen6 CPU in the backup server; Kindly confirm whether an AMD-based processor is acceptable	As per the RFP
83	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.2; Page No.86	Processor: Latest Gen Dual 12-Core Intel® Xeon® Gold Scalable Processors; Fully configured with usable 24 cores; clock speed $\geq$ 2.6 GHz	Kindly confirm whether (i) latest Gen 6 Intel Xeon Gold Scalable Processor, and (ii) equivalent AMD EPYC processor (minimum 12 cores per CPU, 24 cores total, clock speed $\geq$ 2.6 GHz equivalent) are acceptable for the Backup Server.	As per the RFP
84	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.7; Page No.87	Disk Configuration: 2 x 480 GB SSD SATA (RAID 1) for OS; Usable 3 TB SAS Storage (RAID 5)	Kindly clarify whether 3 TB SATA SSD can be offered against the specified 3 TB usable SAS SSD requirement	Kindly see corrigendum
85	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.7; Page No.87	Disk Configuration: 2 x 480 GB SSD SATA (RAID 1) for OS; Usable 3 TB SAS Storage (RAID 5)	Kindly clarify whether 3 TB usable SATA SSD internal storage (RAID 5 configuration) can be offered in place of 3 TB SAS HDD storage for the Backup Server.	Kindly see corrigendum
86	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.9; Page No.87	Network Interface: 2 x Dual Port 25G Port; 2 x Single Port 32G Port; Dedicated Management Port	Kindly confirm whether one dual-port 32GB HBA card is acceptable against the requirement of 2 x Single 32GB HBA cards	As per the RFP

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
87	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.9; Page No.87	Network Interface: 2 x Dual Port 25G Port; 2 x Single Port 32G Port; Dedicated Management Port	Kindly confirm whether 1 x Dual-Port 32G Fibre Channel HBA card is acceptable in place of 2 x Single-Port 32G HBA cards, given that both configurations provide exactly 2 independent 32G FC ports.	As per the RFP
88	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.10; Page No.87	Certification and compliances: Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES)	Kindly confirm whether SUSE certification is compulsory if the offered system is fully compatible with SUSE OS	Kindly see corrigendum
89	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.10; Page No.87	Certification and compliances: Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES)	Kindly confirm whether SUSE Linux Enterprise Server (SLES) OS certification is mandatory or desirable, given that SLES is not mentioned anywhere else in the RFP as a required deployment OS, and the primary platforms are Windows Server, VMware, and RHEL.	Kindly see corrigendum
90	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.12; Page No.87	Management Features: 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	The offered server platform complies with all essential server hardware management requirements including secure remote management, remote KVM, virtual media, out-of-band administration, health monitoring, telemetry, firmware lifecycle management, standards-based Redfish API integration, and cryptographically signed firmware updates. Point Number 3, 4, 5, 7, 8, 13 and 14. These requirements prescribe specific centralized infrastructure management, automated provisioning, policy deployment, analytics, and orchestration capabilities that are generally delivered through separate enterprise management software platforms rather than being inherent server hardware capabilities	As per the RFP

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
		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	being inherent server hardware capabilities. Modern data centers commonly utilize vendor-neutral orchestration, automation, and configuration management frameworks such as Ansible, Puppet, Chef, Terraform, OpenStack, VMware vCenter, Microsoft System Center, Nutanix Prism, or equivalent tools. Such functions can be implemented independently of the server hardware platform through standards-based interfaces. Mandating these specific capabilities at the server hardware level may unnecessarily restrict participation by solutions that fully support open management standards such as DMTF Redfish, IPMI, SNMP, and Syslog while enabling integration with existing management ecosystems already deployed by the customer. Therefore, compliance should be evaluated based on standards-based interoperability and integration capability rather than the availability of a particular centralized management software suite. Point No. 10. Alerts related to non-OEM hardware components are not essential to server functionality, performance, reliability, or security. Industry-standard components that comply with recognized specifications such as JEDEC, NVMe, SATA, PCIe, and related standards can operate reliably when validated for compatibility. Compliance requirements should focus on adherence to applicable industry standards and interoperability rather than vendor-specific component identification mechanisms.	

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
91	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.12; Page No.87	Management Features: 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	Point No. 1, 2, 6, 9, 11, 12 and 15 These requirements can be fulfilled through industry-standard server management technologies without requiring proprietary implementation approaches. The offered platform provides: 1. Secure web-based management over SSL/TLS 2. Remote KVM and Virtual Media 3. Out-of-Band management 4. Hardware health monitoring 5. Telemetry and event logging 6. RESTful management APIs 7. Firmware management 8. Inventory and utilization monitoring 9. Real-time alerting and diagnostics These capabilities are available through open industry standards including DMTF Redfish, IPMI, SNMP, Syslog, and REST APIs, allowing integration into existing enterprise monitoring and management tools. Features such as custom dashboards, widgets, proprietary SDKs, or vendor-specific visualization layers should be considered value-added software features rather than essential server hardware requirements.	As per the RFP

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
92	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.12; Page No.87	Management Features: 5. Analytics-driven simplified management with actionable intelligence 13. Single pane of glass for auto-provisioning across multi-vendor and multi-hypervisor platforms 14. Self-service portal for automated provisioning	Request to revise the management suite specification to outcome/technology-neutral language and add the following critical security management features that are available across all major OEM platforms: (13) Stop execution of applications/hypervisor/OS on predefined security breach; (14) Secure/automatic BIOS recovery; (15) Network card secure firmware boot; (16) System lockdown on security breach.	As per the RFP
93	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.13; Page No.87	Security Features: 1. Secure Boot (Firmware & BIOS level), system lock on breach 2. Hardware Root of Trust / Dual Root of Trust 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	Point No. 1, 2 and 8 Terminologies such as "Hardware Root of Trust," "Dual Root of Trust," and "System Lockdown" may represent implementation-specific approaches to achieving platform security. Equivalent security objectives can be achieved through industry-standard technologies such as: 1. TPM 2.0 2. UEFI Secure Boot 3. Intel Boot Guard / AMD Platform Security technologies 4. Cryptographic firmware validation 5. Secure credential management 6. Role-Based Access Control (RBAC) Procurement specifications should focus on the desired security outcomes rather than requiring specific implementation terminology	As per the RFP

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
			specific implementation terminology. Point No. 3 and 5. Requirements involving automatic execution blocking, hypervisor interruption, or platform shutdown based on predefined security events should be carefully evaluated in the context of operational continuity. In enterprise environments, security controls are typically implemented through coordinated security monitoring, endpoint protection, identity management, and incident response mechanisms. Automated hardware-level interruption of active workloads may not be appropriate for all deployment scenarios and could impact service availability. Therefore, security requirements should focus on detection, logging, alerting, and policy enforcement capabilities while allowing flexibility in implementation methodology.	
94	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.13; Page No.87	Security Features: 1. Secure Boot (Firmware & BIOS level), system lock on breach 2. Hardware Root of Trust / Dual Root of Trust 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	Point No. 1, 4, 6 and 7. The underlying security objectives represented by these requirements are already addressed through widely adopted industry standards and ecosystem-supported technologies, including: 1. UEFI Secure Boot 2. TPM 2.0 3. NIST-aligned firmware protection mechanisms 4. Cryptographically signed firmware updates 5. Secure BIOS recovery processes 6. Network adapter firmware security mechanisms provided by component manufacturers Compliance should therefore be assessed based on adherence to recognized industry security standards and security outcomes rather than vendor-specific branding or terminology.	As per the RFP

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
95	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.2 - Backup Server; Sr. No.13; Page No.87	Security Features: 1. Secure Boot (Firmware & BIOS level), system lock on breach 2. Hardware Root of Trust / Dual Root of Trust 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	Points 5–8 of this Security Features clause (Stop execution on breach, Secure BIOS recovery, Network card secure firmware boot, System lockdown on breach) are also being added to the Management Suite clause in Query #8. Request confirmation that these 4 features belong under the Security Features specification only, and that they should be removed from the Management Suite clause to eliminate duplicate compliance requirements.	As per the RFP
96	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.3 - SAN Storage; Sr. No.9; Page No.88	Resilience: Supports sub-component level failures (CPU, memory, front-end/back-end ports) without controller reboot	Offered solution provides dual-controller high-availability architecture with automatic failover and online controller replacement capability, which is the industry-standard approach adopted by leading enterprise storage platforms. Storage services continue through the redundant controller without requiring reboot of the operational controller, ensuring business continuity and high availability.	As per the RFP
97	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.3 - SAN Storage; Sr. No.9; Page No.88	Resilience: Supports sub-component level failures (CPU, memory, front-end/back-end ports) without controller reboot	Request to revise this clause to: "The storage system shall maintain continuous I/O operations and zero service interruption in the event of sub-component failures (CPU, memory, front-end/back-end ports) within one controller. The partner controller in the Active- Active HA pair shall continue serving all I/O without interruption. Replacement of a failed controller or sub-component shall not require a complete storage system reboot or service outage."	As per the RFP

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Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
98	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.3 - SAN Storage; Sr. No.12; Page No.88	Backend Connectivity: 12 Gbps FC Port	We request GIL/BMC to change this to 25GbE/100GbE back-end connectivity as 12Gbps SAS is OLD Architecture and becomes bottleneck in performance of storage array, as NVMe Drives works better with GbE connectivity delivering End to End NVMe experience. Also this is limiting OEM participation	As per the RFP
99	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.3 - SAN Storage; Sr. No.14; Page No.88	Encryption: Self-Encryption capability for data at rest	Request to enhance this clause to: "Self-Encryption capability for data at rest (SED support). The storage system shall additionally provide: (i) Data-in-flight encryption for all replication traffic over WAN links; (ii) Built-in AI/ML-based ransomware detection and protection as a standard feature of the storage OS from Day 1, capable of detecting anomalous data write patterns, generating real-time alerts, and enabling rapid data recovery from immutable snapshots." (iv) NO ADDITIONAL COST: These features are included in the storage OS of leading platforms — BMC gains significant security enhancement at zero extra cost.	As per the RFP
100	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.3 - SAN Storage; Sr. No.16; Page No.88	Quality of Service: Support for IOPS and throughput (MB/s) control	We request GIL/BMC to specify the IOPS in number like 50,000 or 75000 IOPS with 70:30 Read Write Ratios and < 3 ms latency . So that same can be demonstrated during FAT	As per the RFP

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
101	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.3 - SAN Storage; Sr. No.17; Page No.88	Replication: Support for both synchronous and asynchronous replication to DR site	Request to enhance this clause to: "Support for both synchronous and asynchronous replication to DR site. All replication traffic shall be secured with end-to-end encryption and shall support WAN bandwidth optimization (inline deduplication and compression). All required hardware (including FCIP routers/gateways or equivalent WAN extension hardware) and software licenses for HA replication shall be included and quoted from Day 1 of the project."	As per the RFP
102	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.3 - SAN Storage; Page No.89	Note:- SAN switch with redundancy should be supplied as part of the solution.	How many existing servers and other components listed in Annexure 'P' are planned to connect to the new SAN storage? Please provide the total count of FC-connected devices (servers, backup appliances, tape library) so bidders can correctly size the SAN switch port count.	Kindly refer clause No. 3.26 of RFP for the integration of existing component.
103	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.5 - L2 Manageable Network Switch - 48 Port; Sr. No.4; Page No.90	Uplink Ports: Minimum 2 × 10 Gbps Ethernet ports and Minimum 2 × 10 Gbps fiber ports along with require SFP	Request to revise uplink port specification to: "Minimum 4 × 10 Gbps SFP+ uplink ports with required fiber/copper SFP modules as per deployment requirement." This replaces the current specification of 2 × 10G copper Ethernet + 2 × 10G fiber as separate port types.	Kindly see corrigendum
104	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.11 - LED TV – 43 Inch; Sr. No.11; Page No.96	Energy Star Rating: 3 Star or above	Request you to remove the star rating requirement from the LED TV specifications, as star ratings are primarily applicable to consumer-grade displays and are generally not available for professional/commercial display solutions.	As per the RFP
105	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.11 - LED TV – 43 Inch; Sr. No.14; Page No.96	RF Input: YES	Request you to please remove RF Input as this is an old technology.	Kindly see corrigendum

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
106	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.1; Page No.98	Rack Form Factor & Dimensions: 42U rack; Maximum 950 mm × 1200 mm (width × depth); Minimum 34U usable space for IT equipment.	Request to revise to: "Minimum 42U rack (43U acceptable); Width: 800 mm to 1000 mm; Depth: 1200 mm; Minimum 32U usable space for IT equipment."	As per the RFP
107	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.3; Page No.98	Doors: Dual front & dual rear doors	Request to revise to: "Front: Lockable perforated glass or mesh door; Rear: Lockable perforated metal or mesh door. Dual/split doors are also acceptable."	Kindly see corrigendum
108	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.3; Page No.98	Doors: Dual front & dual rear doors	we request you to amend the specification to provide a single front glass door with complete 42U height visibility and a rear split door with stiffeners to ensure adequate structural strength and rigidity	Kindly see corrigendum
109	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.5; Page No.98	Cooling Capacity: Up to 7 kW per rack	Request to revise to: "Cooling Capacity: Minimum 3.5 kW per rack (scalable to 7 kW if required)."	As per the RFP
110	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.6(4); Page No.98	Smart Infrastructure: 4. Security devices: biometric access control, door sensors, rodent repellent system	Request to revise to: "Security devices: HID proximity card-based access control OR biometric access control (both acceptable); door sensors with alarm; rodent-proof cable entry glands/seals."	As per the RFP
111	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.7; Page No.99	Cooling System: 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	Request the following 4 revisions: (i) Allow N+1 redundancy with Emergency Free Cooling Unit (EFC) as an alternative to N+N. (ii) Revise minimum airflow to ≥700 CMH (from >2000 CMH). (iii) Allow Inverter Rotary Compressor as an alternative to Variable Capacity Scroll Compressor. (iv) Revise maximum piping distance to 20 m (from 30 m).	As per the RFP

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
112	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.7(4); Page No.99	Cooling System: Variable capacity scroll compressor (time-modulated loading)	The requirement for a Variable Capacity Scroll Compressor is generally applicable for high-capacity Smart Rack cooling systems (typically above 10 kW). Since the tender specifies a cooling capacity of 7 kW, this requirement unnecessarily restricts OEM participation. We kindly request that the clause be amended to read: "Variable Capacity Scroll Compressor / Digital Scroll Compressor".	As per the RFP
113	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.8; Page No.99	Power Distribution (iPDU): 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	Request to revise to: "2 × Intelligent PDUs per rack; Single-phase 32A 230V; Minimum 24 hybrid C13/C19 outlets per PDU (12 × C13 + 12 × C19); Outlet-level monitoring with configurable alarms via email/SNMP trap; IPv4/IPv6, HTTPS, SSH, SNMP, Syslog, NTP protocols."	As per the RFP
114	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.11; Page No.99	Access Control: Biometric-based front door access, magnetic locks front, mechanical locks rear	Request to revise to: "Front door access: HID proximity card-based access control OR biometric-based access (both acceptable); Magnetic lock on front door; Mechanical lock on rear door."	As per the RFP
115	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Sr. No.12; Page No.99	IP KVM with Console: 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	Request to revise to: "16-port IP KVM switch with external 17" LCD console; USB-powered KVM cables; IP-based remote console access (AES/SSL encrypted); Cascadeable to support minimum 16 servers; 1U or 2U rack-mountable."	As per the RFP

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
116	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.14 - Smart Rack; Page No.99	Note:- All critical components of smart rack (rack, cooling, iPDU, IP KVM, monitoring system) from same OEM for seamless integration & service support	As per the current tender condition, the Smart Rack and IP KVM are required to be from the same OEM. However, most Smart Rack OEMs do not manufacture IP KVM solutions, which restricts participation by otherwise eligible OEMs. Therefore, we kindly request that the tender be amended to allow the IP KVM to be from a different OEM, provided it is fully compatible with the Smart Rack solution	As per the RFP
117	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.15 - Virtualization Software; Sr. No.4; Page No.100	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.	Request to revise "using both network and datastore heartbeats" to "using network OR datastore heartbeats (or both where available)."	Kindly see corrigendum
118	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.15 - Virtualization Software; Sr. No.4; Page No.100	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.	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 OR datastore heartbeats.	Kindly see corrigendum
119	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.15 - Virtualization Software; Sr. No.8; Page No.100	The solution shall provide simple and effective centralized management of VM templates, ISO images, and virtual appliances, with support for synchronization across sites	Request to remove "with support for synchronization across sites." Revised clause: "The solution shall provide simple and effective centralized management of VM templates, ISO images, and virtual appliances."	Kindly see corrigendum
120	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.15 - Virtualization Software; Sr. No.8; Page No.100	The solution shall provide simple and effective centralized management of VM templates, ISO images, and virtual appliances, with support for synchronization across sites	The solution shall provide simple and effective centralized management of VM templates, ISO images, and virtual appliances. Request: Requesting customer to change the rfp point to above.	Kindly see corrigendum

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Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
121	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.15 - Virtualization Software; Sr. No.11; Page No.100	The virtualization platform shall natively support a distributed virtual switch spanning multiple hosts, enabling centralized network provisioning, monitoring, traffic management, and network aggregation.	Request to add "or equivalent network virtualization solution" after "distributed virtual switch." Revised: "The virtualization platform shall provide a distributed virtual switch or equivalent network virtualization solution spanning multiple hosts, enabling centralized network provisioning, monitoring, traffic management, and network aggregation."	Kindly see corrigendum
122	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.15 - Virtualization Software; Sr. No.11; Page No.100	The virtualization platform shall natively support a distributed virtual switch spanning multiple hosts, enabling centralized network provisioning, monitoring, traffic management, and network aggregation.	The virtualization platform shall provide a distributed virtual switching capability, or an equivalent solution, spanning multiple hosts to enable centralized network provisioning, monitoring, traffic management, and network aggregation. Request : Distributed Switching is a vendor-specific term; therefore, we request a change.	Kindly see corrigendum
123	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.16 - Virtualization Management Suite; Sr. No.8; Page No.101	The platform shall support non-disruptive migration (P2V and V2V) of existing physical and virtual workloads (Windows and Linux) into the proposed virtualized environment.	The platform shall support non-disruptive migration (P2V OR V2V) of existing physical and virtual workloads (Windows and Linux) into the proposed virtualized environment.	Kindly see corrigendum
124	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.16 - Virtualization Management Suite; Sr. No.8; Page No.101	The platform shall support non-disruptive migration (P2V and V2V) of existing physical and virtual workloads (Windows and Linux) into the proposed virtualized environment.	The platform shall support non-disruptive migration (P2V OR V2V) of existing physical and virtual workloads (Windows and Linux) into the proposed virtualized environment.	Kindly see corrigendum
125	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.16 - Virtualization Management Suite; Sr. No.15; Page No.101	The platform shall provide Single Sign-On (SSO) with role-based access control (RBAC) for secure and simplified administration.	Request to revise to: "The platform shall support Single Sign-On (SSO) or integration with enterprise User Directory (Active Directory/LDAP) with role-based access control (RBAC) for secure and simplified administration."	Kindly see corrigendum
126	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.16 - Virtualization Management Suite; Sr. No.15; Page No.101	The platform shall provide Single Sign-On (SSO) with role-based access control (RBAC) for secure and simplified administration.	The platform shall provide with Single Sign-On (SSO) /Integration with any User Directory with role-based access control (RBAC) for secure and simplified administration.	Kindly see corrigendum

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
127	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.16 - Virtualization Management Suite; Sr. No.16; Page No.101	The solution shall provide centralized content library management for VM templates, ISO images, and virtual appliances with multi-site synchronization capability.	Request to revise to: "The solution shall provide centralized content library management or equivalent capability for VM templates, ISO images, and virtual appliances." (Remove "with multi-site synchronization capability.")	Kindly see corrigendum
128	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.16 - Virtualization Management Suite; Sr. No.16; Page No.101	The solution shall provide centralized content library management for VM templates, ISO images, and virtual appliances with multi-site synchronization capability.	The solution shall provide centralized content library management or Equivalent for VM templates, ISO images, and virtual appliances. Request: Requesting the customer to change the RFP point to the above.	Kindly see corrigendum
129	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.19 - Security Solution for Servers; Page No.104	Security Solution for Servers	We request to clarify and define the qty for Security Solution for Servers in Price BOQ	The quantity specified under Item No. A22 – "Endpoint Anti-Virus Software License for VM" shall be considered as per the BOQ. Bidders shall quote for the quantity specified in the BOQ.
130	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.20 - Dome Camera; Sr.No.6 & 8; Page No.106	Focal Length (mm): 3.6 ~ 12 Field of View: Horizontal: 90°-120°, Vertical: 45°-60°	As per the RFP, the camera is required to support a 3.6 ~ 12.0 mm lens, which is a motorized varifocal (VF) lens. With a motorized varifocal lens, increasing the optical zoom (focal length) naturally reduces both the Horizontal and Vertical Field of View (FoV). Therefore, it is technically not possible to achieve a wide FoV across the entire focal length range as specified in the RFP. Hence, we kindly request you to amend the FoV requirement to align with the optical characteristics of a 3.6 ~ 12.0 mm motorized varifocal lens. Requested Amendment: Field of View: Horizontal: 90°–20°, Vertical: 45°–15° or better.	Kindly see corrigendum

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
131	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.20 - Dome Camera; Sr.No.6 & 8; Page No.106	Focal Length (mm): 3.6 ~ 12 Field of View: Horizontal: 90°-120°, Vertical: 45°-60°	As per the RFP, the camera is required to support a 3.6 ~ 12.0 mm lens, which is a motorized varifocal (VF) lens. With a motorized varifocal lens, increasing the optical zoom (focal length) naturally reduces both the Horizontal and Vertical Field of View (FoV). Therefore, it is technically not possible to achieve a wide FoV across the entire focal length range as specified in the RFP. Hence, we kindly request you to amend the FoV requirement to align with the optical characteristics of a 3.6 ~ 12.0 mm motorized varifocal lens. Requested Amendment: Field of View: Horizontal: 90°–20°, Vertical: 45°–15° or better.	Kindly see corrigendum
132	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.4; Page No.107	Network port: No. 2 of Gigabit port with load balancing and failover	Load balancing and failover are network switch functionalities and are not applicable to the NVR. Therefore, kindly remove this point from the compliance/requirement.	As per the RFP
133	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.6; Page No.107	Output port: VGA and HDMI, 2 nos. of USB port, e-SATA	VGA and eSATA are legacy technologies and are no longer commonly used in modern NVRs. The proposed NVR supports HDMI for video output, which provides better performance and compatibility. Therefore, kindly remove this point from the requirement.	Kindly see corrigendum

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
134	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.7; Page No.107	Backup Options: should support Network, USB & e-SATA data backup	VGA and eSATA are legacy technologies and are no longer commonly used in modern NVRs. The proposed NVR supports HDMI for video output, which provides better performance and compatibility. Therefore, kindly remove this point from the requirement.	Kindly see corrigendum
135	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.8; Page No.107	Should support 16 in & 4 out Alarm interfaces and 2 serial interfaces (RS232/RS485)	The requirement for 16 alarm inputs, 4 alarm outputs, and 2 serial ports is not applicable. Alarm devices can be connected directly to the camera, which simplifies installation and reduces cabling. Additionally, the proposed NVR already provides 2 alarm inputs and 1 alarm output, which are sufficient for the proposed solution. Therefore, kindly remove this point from the requirement.	Kindly see corrigendum
136	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.10; Page No.107	Recording Feature: Should support ANR and Pre/Post recording	ANR (Automatic Network Replenishment) is a feature used to recover recordings during temporary network interruptions by storing data on the camera and synchronizing it once the connection is restored. In a stable and reliable network environment, this feature is generally not required. Therefore, kindly remove this point from the requirement.	As per the RFP
137	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.21 - Network Video Recorder with 16 TB Storage(NVR); Sr. No.11; Page No.107	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	The UL certification for the NVR is not mandatory, as the NVR will be installed in the server room and mounted in a rack. Therefore, we kindly request that this point be removed from the compliance requirements.	As per the RFP
138	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.4; Page No.108	Network port: No. 2 of Gigabit port with load balancing and failover	Load balancing and failover are network switch functionalities and are not applicable to the NVR. Therefore, kindly remove this point from the compliance/requirement.	As per the RFP

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
139	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.6; Page No.108	Output port: VGA and HDMI, 2 nos. of USB port, e-SATA	VGA and eSATA are legacy technologies and are no longer commonly used in modern NVRs. The proposed NVR supports HDMI for video output, which provides better performance and compatibility. Therefore, kindly remove this point from the requirement.	Kindly see corrigendum
140	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.7; Page No.108	Backup Options: should support Network, USB & e-SATA data backup	VGA and eSATA are legacy technologies and are no longer commonly used in modern NVRs. The proposed NVR supports HDMI for video output, which provides better performance and compatibility. Therefore, kindly remove this point from the requirement.	Kindly see corrigendum
141	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.8; Page No.108	Alarms: Should support 64 in & 4 out Alarm interfaces and 2 serial interfaces (RS232/RS485)	The specified requirement appears to be restrictive and limited to a few OEM models. Moreover, a large number of alarm inputs may not be required, as the proposed front-end devices (cameras) are equipped with built-in Alarm I/O interfaces and can directly handle alarm integration requirements. In view of the above, we request you to amend this clause to a practical minimum requirement. This will promote wider participation from reputed OEMs while ensuring compliance with the project's functional and operational requirements. Request Suggestion: Alarms: Should support a minimum of 32 Alarm Inputs and 4 Alarm Outputs and 2 serial interfaces (RS232/RS485), or better.	Kindly see corrigendum
142	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.8; Page No.108	Alarms: Should support 64 in & 4 out Alarm interfaces and 2 serial interfaces (RS232/RS485)	Request you to change and consider 16 in & 4 out Alarm interfaces or better	Kindly see corrigendum

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
143	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.8; Page No.108	Alarms: Should support 64 in & 4 out Alarm interfaces and 2 serial interfaces (RS232/RS485)	The requirement for 16 alarm inputs, 4 alarm outputs, and 2 serial ports is not applicable. Alarm devices can be connected directly to the camera, which simplifies installation and reduces cabling. Additionally, the proposed NVR already provides 2 alarm inputs and 1 alarm output, which are sufficient for the proposed solution. Therefore, kindly remove this point from the requirement.	Kindly see corrigendum
144	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.10; Page No.108	Recording Feature: Should support ANR and Pre/Post recording	ANR (Automatic Network Replenishment) is a feature used to recover recordings during temporary network interruptions by storing data on the camera and synchronizing it once the connection is restored. In a stable and reliable network environment, this feature is generally not required. Therefore, kindly remove this point from the requirement.	As per the RFP
145	SECTION-VI: MINIMUM TECHNICAL SPECIFICATION; Item No.22 - Network Video Recorder with 64 TB Storage(NVR); Sr. No.11; Page No.108	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	The UL certification for the NVR is not mandatory, as the NVR will be installed in the server room and mounted in a rack. Therefore, we kindly request that this point be removed from the compliance requirements.	As per the RFP

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
146	Annexure 'F': Submission of OEM Authorization Letter (MAF); Page No.115	Item/Product: 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)	Request to add Microsoft Corporation as a mandatory OEM in Annexure 'F' (MAF list) for: (i) Microsoft Windows Server OS – 204 Physical Cores, Datacenter Edition, and (ii) Microsoft SQL Server Enterprise – 10 Physical Cores.	As per the RFP
147	Annexure 'F': Submission of OEM Authorization Letter (MAF); Page No.115	Item/Product: 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	Specific designated OEM provide MAF as per their standard format, but Brand Name and model can be mentioned on OEM letterhead as undertaking. So request to amend this clause.	The Manufacturer Authorization Form (MAF) may be submitted in the respective OEM's standard format. However, if the OEM's standard MAF does not contain all the requirements stipulated in the RFP, the bidder shall additionally submit an undertaking/certificate issued by the respective OEM on its official letterhead, duly signed by an authorized signatory, confirming the proposed product(s) and model number(s), End-of-Life (EoL) commitment, End-of-Support (EoS) commitment, and all other applicable requirements specified in the RFP. The MAF and the accompanying OEM undertaking/certificate shall collectively satisfy all the requirements of the RFP.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
		15 Security Solution for Servers 16 Network Video Recorder with 16 TB Storage(NVR) 17 Network Video Recorder with 64 TB Storage(NVR)		
148	Annexure 'N': Commercial/Financial Bid Format; Table No.2 – Detailed Price-Breakup; Sr. No.A9; Page No.125	Smart Rack 42U	1.Required heat load OR cooling Capacity 2.Room Layout Required for Smart Rack Placement 3.Drain Point Location Required 4.ODU Location Required and distance from smart rack 5.Input UPS power source with earthing required	Heat load/cooling capacity is as specified in the BOQ/Minimum Technical Specification; room layout, drain point, ODU location and power source details for the Smart Rack, to the extent available, may be assessed by bidders during the mandatory site visit; incidental installation requirements are part of SI's turnkey scope.
149	Annexure 'N': Commercial/Financial Bid Format; Table No.2 – Detailed Price-Breakup; Sr. No.A11; Page No.125	20 KVA UPS (Without Battery Bank)	1.Battery make and rating required for 144 battery 2.distribution required for 2 qty UPS 3.UPS installation Location with Layout distribution panel and switchgear Components scope -if any 4.Input row power source with earthing required 5.UPS Power distribution Cabling scope with termination scope -if any	144-battery bank is Exide make 12V 75AH has been procured in the year 2025. Above details may be verified during the mandatory site visit. The SI shall be responsible for testing the existing battery bank's health and compatibility with the new UPS as part of the As-Is Assessment; any battery found unserviceable shall be dealt with as per Clause 3.14 of the RFP.
150	Annexure 'N': Commercial/Financial Bid Format; Table No.2 – Detailed Price-Breakup; Sr. No.A12; Page No.125	DG-Set (50 kVA)	1.Installation Location required 2.input raw power and DG Power cabling and Automatic change over switch scope with DB Panel 3.earthing required	DG installation location, power cabling/ATS scope and earthing requirement, to the extent available, may be assessed during the mandatory site visit; this is part of SI's turnkey scope under Clause 3.15.
151	Annexure 'N': Commercial/Financial Bid Format; Table No.2 – Detailed Price-Breakup; Sr. No.A13; Page No.125	Precision Air Conditioner (PAC)	1.Cooling capacity required 2.Distribution required for 2 Qty with mounting Location 3.Drain Point Location Required	PAC cooling capacity is as specified in the BOQ/Minimum Technical Specification; distribution and drain point details to be assessed by the bidder during the mandatory site visit.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries				
Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
152	Annexure 'N': Commercial/Financial Bid Format; Table No.2 – Detailed Price-Breakup; Sr. No.A14; Page No.125	Split Air Conditioner	1.Cooling capacity required 2.Distribution required for 2 Qty with mounting Location 3.Drain Point Location Required	Split AC cooling capacity is as specified in the BOQ/Minimum Technical Specification; distribution and drain point details to be assessed by the bidder during the mandatory site visit.
153	Annexure 'N': Commercial/Financial Bid Format; Table No.2 – Detailed Price-Breakup; Sr. No.A23; Page No.126	Dome Camera	1.Back Box required or Not ?- Please confirm 2.Rack side and camera side Up Cable termination 3.components Required Or Not ? - Please confirm with line item and qty	Back box and cable termination requirements for Dome Cameras are part of SI's turnkey installation scope and shall be assessed/quoted by the bidder based on site conditions verified during the mandatory site visit.
154	Annexure 'N': Commercial/Financial Bid Format; Table No.2 – Detailed Price-Breakup; Sr. No.C1; Page No.126	Precision Air Conditioner (Schneider 3 TR PAC)	1.Existing PAC Make model and serial number required with ODU 2.Photograph required for existing PAC with ODU	<u>Precision Air Conditioner(PAC)-1:</u> Make: Schneider Model: Amico 3 Serial No.: C21738001903 Procurement Year: 2018. <u>Precision Air Conditioner(PAC)-2:</u> Make: Schneider Model: Amico 3 Serial No.: C21751001961 Procurement Year: 2018.
155	Annexure 'N': Commercial/Financial Bid Format; Table No.2 – Detailed Price-Breakup; Sr. No.C2; Page No.126	UPS 15 KVA(Arrow)	1.Existing UPS Make model and serial number required 2.Photograph required for existing UPS	<u>UPS-1:</u> Make: Arrow Capacity & Type: 15KVA Online Serial No.: 18031215216001 Procurement Year: 2018. <u>UPS-2:</u> Make: Arrow Capacity & Type: 15KVA Online Serial No.: 18031215216002 Procurement Year: 2018.
156	Annexure 'P': List of Existing Equipment/Component Covered Under O&M; Page No.129	Annexure 'P' – List of Existing Equipment/Component Covered Under O&M	Request GIL/BMC to: (i) Enhance Annexure P with make, model, year of purchase/installation, and current warranty/AMC status for each listed item; (ii) Permit a pre-bid physical site inspection at BMC Data Centre, Bhavnagar (combined with Pre-Bid Meeting on 29- June-2026 if possible).	Annexure-'P' contains the list of existing equipment covered under O&M as available with BMC. Bidders are advised to conduct the mandatory site visit under Clause 1.10 for physical verification / assessment; a facilitated site inspection with BMC's coordination shall be arranged during the pre-bid period as per the RFP schedule.

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 (GEM/2026/B/7466944)

Response to Pre-Bid Queries

Sr. No.	RFP Page No., Section No. , Clause No.	Existing Clause as per RFP	Query/Suggestion of Bidder	Clarification
157	Annexure 'Q': Bill of Material (BOM) for New Procurement; Sr. No.16; Page No.131	Backup Software License	We request you to kindly clarify and define the exact quantity in price BoQ for the required for the Backup Software License for Servers in the Price BOQ. Currently, the BOQ specifies a quantity of one (1) only. However, backup software licensing is generally based on the number of physical servers and/or virtual machines (VMs) to be protected. Therefore, please provide the exact quantity or the total number of physical servers and virtual machines to be covered under the backup solution so that an accurate and compliant commercial proposal can be submitted.	As per the RFP