



GUJARAT INFORMATICS LIMITED
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<https://www.gil.gujarat.gov.in>

**Request for Proposal(RFP) for Selection of Agency for Supply,
Installation, Commissioning, Testing, Operations and
Maintenance of PIM/PAM Solution in Aadhaar
Authentication Environment at GSDC for Department of
Science & Technology, Government of Gujarat
RFP# GIL/e-Gov/2026/UIDAI_PAM
GeM Bid No:- GEM/2026/B/7942460**

Earnest Money Deposit: Rs. 7,50,000 /- (Seven Lakhs Fifty Thousand only).
(Bidders can also submit the EMD with Payment online through RTGS / internet
banking in Beneficiary name **Gujarat Informatics Ltd.**, Account No.
50200010918090, IFSC Code **HDFC0000190**, Bank Name HDFC Bank Ltd. Branch
address Sector-16, Gandhinagar Branch)

Abbreviation

Abbreviation	Meaning
AD	Active Directory
AI	Artificial Intelligence
AMC	Annual Maintenance Contract
API	Application Programming Interface
ATS	Annual Technical Support
BFSI	Banking, Financial Services and Insurance
BoM / BOM	Bill of Material(s)
BoQ / BOQ	Bill of Quantity / Quantities
CA	Chartered Accountant
CAPEX	Capital Expenditure
CERT-In	Indian Computer Emergency Response Team
CIA	Confidentiality, Integrity and Availability
CTR	Call to Response
CV	Curriculum Vitae
DC	Data Centre
DPDP Act	Digital Personal Data Protection Act, 2023
DST	Department of Science & Technology
EMD	Earnest Money Deposit
FIPS	Federal Information Processing Standards
GeM	Government e-Marketplace
GIL	Gujarat Informatics Limited
GoG	Government of Gujarat
GoI	Government of India
GSDC	Gujarat State Data Centre
GST	Goods and Services Tax
GTC	General Terms & Conditions

HA	High Availability
HBOM	Hardware Bill of Materials
HLD	High-Level Design
IFSC	Indian Financial System Code
INR	Indian Rupees
IP	Internet Protocol
IPS	Intrusion Prevention System
ISO	International Organization for Standardization
IT	Information Technology
ITB	Instructions to Bidders
ITeS	Information Technology enabled Services
JIT	Just-in-Time (privileged access)
KT	Knowledge Transfer
LCBS	Least Cost Based Selection
LD	Liquidated Damages
LDAP	Lightweight Directory Access Protocol
LLD	Low-Level Design
LLP	Limited Liability Partnership
MAF	Manufacturer Authorization Form
MeitY	Ministry of Electronics and Information Technology
ML	Machine Learning
NCIIPC	National Critical Information Infrastructure Protection Centre
NDA	Non-Disclosure Agreement
NIB	Notice Inviting Bid
NIPS	Network Intrusion Prevention System
NIST	National Institute of Standards and Technology
O&M	Operations and Maintenance
OEM	Original Equipment Manufacturer

OIC	Officer-In-Charge
OPEX	Operational Expenditure
OS	Operating System
PAM	Privileged Access Management
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PCI-DSS	Payment Card Industry Data Security Standard
PIM	Privileged Identity Management
PQ	Pre-Qualification
PSU	Public Sector Undertaking
RACI	Responsible, Accountable, Consulted, Informed (matrix)
RBI	Reserve Bank of India
RCA	Root Cause Analysis
RDP	Remote Desktop Protocol
RFP	Request for Proposal
RTGS	Real Time Gross Settlement
SBOM	Software Bill of Materials
SEBI	Securities and Exchange Board of India
SHA	Secure Hash Algorithm
SI	System Integrator
SIEM	Security Information and Event Management
SLA	Service Level Agreement
SOP	Standard Operating Procedure
SPDX	Software Package Data Exchange
SPN	Service Principal Name
SPOC	Single Point of Contact
SQL	Structured Query Language
SSH	Secure Shell

SSMS	SQL Server Management Studio
SSO	Single Sign-On
TLS	Transport Layer Security
UAT	User Acceptance Testing
UDIN	Unique Document Identification Number
UIDAI	Unique Identification Authority of India
USB	Universal Serial Bus
VPN	Virtual Private Network
WAF	Web Application Firewall
WO	Work Order
WSFC	Windows Server Failover Clustering

Contents

GUJARAT INFORMATICS LIMITED.....	1
SECTION 1: INVITATION FOR BIDS.....	9
Fact Sheet	12
SECTION 2: INSTRUCTIONS TO BIDDERS	15
A. INTRODUCTION	15
Source of Funds.....	15
Pre-Qualification Criteria.....	16
Cost of Bidding	18
B. BIDDING DOCUMENTS	18
Contents of Bidding Documents.....	18
Clarification of Bidding Documents	18
Amendment of Bidding Documents	19
C. PREPARATION OF BIDS.....	19
Language of Bid	19
Documents Comprising the Bid.....	19
Bid Form	19
Bid Prices	20
Bid Currency	20
Period of Validity Bids	20
Format and Signing of Bid	20
D. SUBMISSION OF BIDS	20
Sealing and Marking of Bids	20
Deadline for Submission of Bids.....	20
Late Bids	21
Modification and Withdrawal of Bids	21
E. OPENING AND EVALUATION OF BID	21
Opening of Bids by GIL	21
Clarification of Bids	21
Preliminary Examination	22
Contacting GIL/ DST.....	22
F. AWARD OF CONTRACT.....	22
Notification of Awards	23
Corrupt or Fraudulent Practices.....	23
Interpretation of the clauses in the Tender Document / Contract Document	23
SECTION 3: GENERAL CONDITION CONTRACT	25
Definitions	25

3.1 Earnest Money Deposited (EMD)	26
3.2 Performance Security/Performance Bank Guarantee (PBG).....	26
3.3 Delivery and Documents	27
3.4 Incidental Services.....	27
3.5 Prices	27
3.6 Assignment	27
3.7 Delays in the Service Provider's Performance.....	27
3.8 Termination for Default or otherwise.....	28
3.9 Force Majeure	28
3.10 Termination for Insolvency	29
3.11 Termination for Convenience.....	29
3.12 Resolution of Disputes	29
3.13 Governing Language.....	29
3.14 Applicable Law.....	29
3.15 Taxes and Duties	29
3.16 Binding Clause	30
3.17 GIL/DST, Gandhinagar, reserves the right: -.....	31
SECTION 4: SCOPE OF WORK.....	32
a) Implementation of PIM/Pam Solution	32
4.1 Scope of Work	32
4.1.1 Key Functional and Technical Features:	32
4.1.2 System Requirement Specification and Documentation.	35
4.1.3 Implementation and Commissioning	36
4.1.4 Active Directory (AD) Bridging.....	39
4.1.5 Cybersecurity and Data Protection	40
4.1.7 Go-Live and Post-Implementation Support.....	42
4.1.8 Training.....	42
4.1.9 Governance and Compliance	42
4.1.10 Point of Contact.....	43
4.1.11 Documentation	43
4.1.12 General Requirement	43
b. Support and Facility Management Services	45
Payment Milestones and Deliverables (Table-1).....	45
Milestone-wise Applicable Penalty	47
Notes: (Applicable to Table-1: Payment Milestones & Deliverables and Table-2: Milestone-wise Applicable Penalties).....	47
Service Level Agreement	48
Service Level Standards (SLA).....	49

SECTION 1: INVITATION FOR BIDS

Gujarat Informatics Limited (GIL), on behalf of the Department of Science & Technology (DST), Government of Gujarat, invites online bids from eligible bidders for Selection of Agency for Supply, Installation, Commissioning, Testing, Operations and Maintenance of PIM/PAM Solution in Aadhaar Authentication Environment at GSDC for Department of Science & Technology, Government of Gujarat.

The objective of this project is to establish a secure, centralized, scalable and auditable Privileged Identity and Privileged Access Management ecosystem for managing privileged accounts, credentials, sessions and administrative access across servers, databases, applications, network devices, security devices and associated IT infrastructure hosted at GSDC and other connected environments.

The proposed solution shall provide centralized privileged account governance, password vaulting, session monitoring and recording, just-in-time privileged access, audit trail management, role-based access controls, integration with existing IT infrastructure and compliance with applicable Government of India cybersecurity guidelines and standards.

The selected bidder shall be responsible for Supply, Installation, Commissioning, Testing, Operations and Maintenance of PIM/PAM Solution in Aadhaar Authentication Environment at GSDC for Department of Science & Technology, Government of Gujarat.

Actual award of contract shall follow the conditions and procedures as specified in this RFP document.

1. The bidders may download the tender document from the website of Gujarat Informatics Limited (<https://gil.gujarat.gov.in>) as well as from <https://gem.gov.in>.
2. This RFP document is not transferable.
3. No Consortium will be allowed.
4. Bidders shall submit EMD of Rs. 7,50,000/- in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 6 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. FD/MSM/e-file/4/2024/2859/DMO dated 01.05.2025 issued by Finance Department or further instruction issued by Finance department time to time; **in the name of "Gujarat Informatics Ltd." payable at Gandhinagar and must be submitted along with the covering letter.** EMD exemption is applicable as per GeM GTC.

OR

Bidders can also submit the EMD with Payment Online through RTGS/internet banking in Beneficiary name Gujarat Informatics Ltd., Account No. 50200010918090, IFSC Code HDFC0000190, Bank Name HDFC Bank Ltd. Branch address Sector-16, Gandhinagar Branch.

5. The sealed cover should be super scribe as “EMD for the Request for Proposal for “Selection of Agency for Supply, Installation, Commissioning, Testing, Operations and Maintenance of PIM/PAM Solution in Aadhaar Authentication Environment at GSDC for Department of Science & Technology, Government of Gujarat” Bidder to submit AFFIDAVIT PHYSICALLY as per the prescribed format (To be submitted IN ORIGINAL on Non-Judicial Stamp Paper of Rs. 100/- duly attested by First Class Magistrate/ Notary public) along with the sealed cover. Bidder who have submitted EMD online has to follow the above process for Affidavit.
6. The selected bidder shall ensure deployment of enterprise-grade, on-premises PIM/PAM solution with high availability architecture and secure integration with existing infrastructure available at GSDC.
7. The complete solution shall comply with applicable security standards and guidelines including ISO 27001, CERT-In advisories, MeitY guidelines and Government of Gujarat cybersecurity requirements.

8. Important Information

Sl. No.	Information	Details
1.	Tender No:-	RFP# GIL/e-Gov/2026/UIDAI_PAM GeM Bid no:- GEM/2026/B/7942460
2.	Email id for submission of written queries for clarification as per predefined format.	Email: dgmapp-gil[at]gujarat[dot]gov[dot]in gm-sd-gil[at]gujarat[dot]gov[dot]in tse1-egov-gil[at]gujarat[dot]gov[dot]in
3.	Pre-bid meeting Date, Time and Venue.	As per GeM bid document at GIL. Venue: Gujarat Informatics Ltd. Block No. 2, 2nd Floor, C & D Wing, Karmayogi Bhavan, Sector - 10 A, Gandhinagar – 382010, Gujarat. Pre-bid queries must be submitted on or before pre-bid meeting date only Clarifications will be received after pre-bid meeting will not be considered.
4.	Last date and time for submission of EMD in GIL physically along with Self-Declaration .	As per GeM Bid at 1500 hrs.
5.	Last Date and Time for the Submission of Proposal (Online on GeM Portal)	As per GeM bid at 1500 hrs.
6.	Place, Date and Time for opening of Technical Proposals	As per GeM bid at 1530 hrs.

7.	Contact person for queries	(I/C) GM – Software Procurement e-Governance Division Gujarat Informatics Limited Email: dgmapp-gil[at]gujarat[dot]gov[dot]in
8.	Address for communication	Gujarat Informatics Ltd., Block no. 2, 2 nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar-382017, Gujarat
9.	Place, date and time for opening of financial/commercial proposal	Gujarat Informatics Ltd. Block no. 2, 2 nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar-382017, Gujarat. Date and time for opening of financial/commercial proposal will be intimated to the technically qualified bidder later on.
10.	Bid validity	180 days

Note:

- a. Financial bids of only eligible bidder matching the pre-qualification criteria of the bids will be opened.
- b. GIL/DST reserves the right to accept or reject any tender offer without assigning any reason.
- c. Use & Release of Bidder Submissions:
GIL/DST is not liable for any cost incurred by a bidder in the preparation and production of any proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the GIL/DST and may be returned at its sole discretion. The content of each bidder's proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process.
- d. The document/papers prepared in this connection shall be the property of the GIL/DST and will have to be deposited with the GIL/DST after the work is over.
- e. The bidder shall comply with all prevailing Government of Gujarat procurement policies, cybersecurity guidelines and applicable statutory requirements.
- f. Any corrigendum, clarification or amendment related to this RFP shall be published only on the official websites/GeM Portal and shall form part of this RFP.
- g. Bid validity period is 180 days.

Fact Sheet

#	Item	Description
1	Project Owning Agency	Department of Science & Technology, Government of Gujarat
2	Tender Inviting Authority	Managing Director, Gujarat Informatics Limited (GIL), Block No. 2, 2nd Floor, C & D Wing, Karmayogi Bhavan, Sector-10A, Gandhinagar – 382010, Gujarat, India
3	Name of the Project / Job Requirement	Selection of Agency for Supply, Installation, Commissioning, Testing, Operations and Maintenance of Privileged Identity Management (PIM) / Privileged Access Management (PAM) Solution for UIDAI Aadhaar Authentication Environment at GSDC
4	Method of Selection	L1 among technically qualified bidders
5	Earnest Money Deposit (EMD)	₹7,50,000/- (Rupees Seven Lakh Fifty Thousand only), being 3% of the estimated bid value, in the form prescribed in the GeM Bid/RFP.
6	Availability of RFP Documents	RFP Document shall be available as per the GeM Portal.
7	Last Date for Download of RFP	As per GeM Bid Schedule
8	Last Date for Submission of Pre-Bid Queries	As specified in the GeM Bid/RFP. Pre-Bid queries shall be submitted in the prescribed format through the designated communication channel/email specified in the RFP.
9	Pre-Bid Conference – Date, Time & Venue	As mentioned in the GeM Bid. Offline: Gujarat Informatics Limited, Karmayogi Bhavan, Gandhinagar.
10	Publication of Responses to Pre-Bid Queries / Corrigendum	As per the decision of the Tender Inviting Authority/competent authority. Responses and/or corrigendum, if any, may be published on the GeM Portal.
11	Last Date & Time for Bid Submission	As per GeM Bid Schedule. Bids shall be uploaded through the GeM Portal in the prescribed format and shall be digitally signed/submitted by the authorized signatory of the bidder.
12	Submission of EMD and Physical Documents	As per GeM Bid/RFP requirements. Where physical submission is specifically required, the original documents shall be submitted to GIL within the prescribed timeline and in the manner specified in the RFP/GeM Bid.
13	Pre-Qualification / Technical Bid Opening	As per GeM Bid Schedule
14	Technical Presentation / Demonstration / PoC	To be communicated to the bidders who qualify the applicable Pre-Qualification/Technical Evaluation stage, as and when required by GIL/DST/Technical Evaluation Committee.
15	Language of Bid Submission	The bid/proposal and all supporting documents shall be submitted in English language only, unless otherwise specified in the RFP.

16	Initial Contract Period	Three (3) Years, including implementation, OEM warranty/support and O&M services, as specified in the RFP.
17	Contract Extension Period	The Contract may be extended by GIL/DST, if required, on the terms and conditions specified in the RFP and at the rates quoted in BoQ-3, subject to approval of the competent authority.
18	Bid Evaluation Stages	Two (2) Stage Bid Evaluation: • Stage 1: Pre-Qualification and Technical Evaluation • Stage 2: Financial Evaluation
19	Proposal / Bid Validity	180 (One Hundred and Eighty) days from the last date of submission of bids, or as specified in the GeM Bid/RFP.
20	Currency	The currency for quotation and payment shall be Indian Rupees (INR) only.
21	Payment for BoQ-1 (CAPEX)	100% of the quoted/agreed amount of BoQ-1 shall be released after successful UAT & Go-Live, subject to fulfilment of the applicable conditions and deduction of applicable LD, if any.
22	Payment for BoQ-2 (O&M)	BoQ-2 payment shall be released quarterly in twelve (12) equal instalments during the Initial Contract Period, after deduction of applicable SLA penalties, manpower penalties and other recoveries, if any.
23	Payment for BoQ-3 (Contract Extension)	In case of extension, payment shall be released quarterly as per the rates quoted in BoQ-3, after deduction of applicable SLA penalties, manpower penalties and other recoveries, if any.
24	PAM Solution Capacity	The solution shall be sized for the number of privileged users specified in the RFP, including provisions for future scalability as specified in the Scope of Work and Technical Specifications.
25	Solution Deployment	The successful bidder/SI/OEM shall provide a complete end-to-end solution, including all required hardware, software, storage, licenses, appliances and other components required for successful deployment and operation, as specified in the RFP.
26	O&M / Support	OEM warranty/support, premium support, software updates/upgrades, technical support and O&M services shall be provided as specified in the RFP during the Initial Contract Period.
27	Name and Address for Communication	Gujarat Informatics Limited (GIL), Block No. 2, 2nd Floor, C & D Wing, Karmayogi Bhavan, Sector-10A, Gandhinagar – 382010, Gujarat, India. Designated contact details shall be as specified in the RFP/GeM Bid.

Notes:

1. The dates, time and venue specified in the above Fact Sheet may be modified by the Tender Inviting Authority/competent authority, as applicable, with due notice through the GeM Portal.
2. The information provided in this Fact Sheet shall be read in conjunction with the detailed provisions of the RFP, Scope of Work, Technical Specifications, SLA, Payment Terms and other applicable provisions of the Bid.
3. In case of any inconsistency between the Fact Sheet and the detailed provisions of the RFP/GeM Bid, the detailed provisions of the RFP/GeM Bid shall prevail, subject to applicable GeM terms and conditions.
4. The Tender Inviting Authority reserves the right to accept or reject any or all bids, cancel or modify the procurement process, in accordance with the applicable rules, terms and conditions.
5. No contractual obligation shall arise from the RFP/Bid process unless and until a formal contract/work order is issued in favour of the successful bidder in accordance with the applicable procurement procedure.

SECTION 2: INSTRUCTIONS TO BIDDERS

A. INTRODUCTION

Source of Funds.

The project shall be funded by Department of Science & Technology (DST), Government of Gujarat (GoG) under the Cyber Security Strengthening Initiative for critical State IT infrastructure. All expenditures related to procurement, implementation, configuration, integration, testing, training, and maintenance of the Privileged Identity Management (PIM) and Privileged Access Management (PAM) Solution shall be met from the approved budgetary provisions allocated for UIDAI Project.

The Work Order for the required services shall be issued by Gujarat Informatics Limited (GIL)/ Department of Science & Technology, Government of Gujarat directly to the selected bidder. Payments shall be released by DST/GIL directly to the selected agency as per the financial terms and conditions specified in this RFP and corresponding Work Order.

Objectives:

The Government of Gujarat intends to strengthen its cybersecurity posture by implementing an enterprise-grade Privileged Identity Management (PIM)/ Privileged Access Management (PAM) solution across its critical IT infrastructure hosted at Gujarat State Data Centre (GSDC), departmental data centres, and cloud environments.

The primary objective of this project is to secure, monitor, and control privileged access across servers, applications, databases, network devices, and cloud workloads in a centralized and governed manner.

The solution is intended to:

- Secure and manage privileged accounts across heterogeneous IT environments.
- Implement centralized privileged credential vaulting with automated password rotation.
- Enforce least privilege access and just-in-time (JIT) privileged access policies.
- Monitor, record, and audit privileged sessions in real time for compliance and forensic analysis.
- Detect and prevent misuse of privileged credentials and insider threats.
- Provide centralized reporting dashboards for audit and compliance requirements.
- Support high availability and scalability across mission-critical environments.
- Ensure compliance with Government of India cybersecurity guidelines and best practices.

The solution shall enhance visibility, control, and governance over privileged access activities and significantly reduce cybersecurity risks arising from misuse of administrative credentials.

Pre-Qualification Criteria

The firm/company meeting the following eligibility criteria will be considered for further evaluation.

S. No	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	The bidder must be a legally registered entity in India for at least the last three financial years (as on 31st March 2025). The entity can be: Company under Companies Act, 1956 / 2013 LLP under LLP Act, 2008 Partnership under Indian Partnership Act, 1932 and Bidder should have a registered number of, GST, Income Tax / PAN number.	a) Copy of certification of incorporation issued by competent authority/Registration Certificate/ Shop & Establishment certificate b) Copy of PAN card c) Copy of GST registration
2.	Financial: Turnover from IT/ ITeS	Average Annual Turnover of the bidder from IT/ITeS during any three financial years, i.e., 2022-23, 2023-24, 2024-25 and 2025-26, if 2025-26 is unaudited, should be at least Rs. 5 crores.	CA Certificate with CA's Registration Number/ Seal bearing UDIN
3.	Financial: Net Worth	The net worth of the bidder, should be Positive during any 03 (three) financial years, i.e. 2022-23, 2023-24, 2024-25 and 2025-26, if 2025-26 is unaudited.	CA Certificate with CA's Registration Number/ Seal bearing UDIN. If Bidder is not able to submit audited balance sheet for 2025-26, they should provide provisional balance sheet signed by CA with UDIN.
4.	Technical Capability - I	The bidder must have successfully completed or partially completed one work order/ contract of implementing Privileged Access Management (PAM) Solution of the value not less than the amount of ₹1.00 Crore in any Public Sector Bank / BFSI / PSU / Government	Work/ Phase Completion Certificate along with Work order/ Agreement from the client showing acceptance of completion of work. Note: Completion / Phase Completion Certificate should clearly depict the

		Organization /Telecom organization in India during the period from 01/04/2021 onwards.	start and end date of the project along with work completed in Annexure-3. (+ The date of such work orders should be from 01/04/2021 onwards)
5.	Technical Capability - II	The bidder must have successfully completed or partially completed one work order/ contract of implementing Privileged Access Management (PAM) Solution in any Public Sector Bank / BFSI / PSU / Government Organization / Telecom organization in India during the period from 01/04/2021 onwards for minimum 50 users.	Work/Phase Completion Certificate along with Work order/ Agreement from the client showing acceptance of completion of work. Note: Completion / Phase Completion Certificate shall clearly depict the start and end date (or phase completion date) the number of servers/devices and users covered under the project in Annexure-3. (+ The date of such work orders should be from 01/04/2021 onwards)
6.	Certifications	The bidder must possess at the time of bidding, following valid certifications: - • ISO 9001:2015 or latest • ISO 27001:2022 or latest	Copy of relevant Certificates/ Documents
7.	Mandatory Undertaking	As per Annexure- : Self-Declaration	A Self Certified letter
8.	Blacklisting	The bidder must not be blacklisted or debarred by any Central / State Government / PSU in India as on bid submission date.	Self-declaration
9.	Manufacture Authorization Form (MAF)	MAF is required at the time of Bid Submission.	OEM certified MAF as per Annexure-

Note: In case if Tenderer finds that submitted documents are insufficient then Bidder is expected to give additional documents to confirm eligibility based on request from Tenderer.

All Supporting Documents are to be uploaded on GeM portal <https://gem.gov.in>

Cost of Bidding

- 1.1.1 The bidder shall bear all costs associated with the preparation and submission of the bid, including presentations, demonstrations, Proof of Concept (PoC), clarifications, and negotiations. GIL/DST shall not be responsible for any such costs, irrespective of the outcome of the bidding process.

B. BIDDING DOCUMENTS

Contents of Bidding Documents

- 1.1.2 The bid shall be submitted electronically only through the Government e-Marketplace (GeM) portal at <https://gem.gov.in> or any other e-Procurement system as notified by GIL/DST, Government of Gujarat.
- 1.1.3 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents in format or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

Clarification of Bidding Documents

- 1.1.4 A prospective bidder requiring any clarification of the bidding documents may seek clarification of his/her query on the date indicated on the RFP clause of this document. GIL/DST will respond to any request for the clarification of any bidding documents, which it receives during the meeting on the date mentioned on the RFP clause of this document
- 1.1.5 The Bidders will have to ensure that their queries for pre-bid meeting should reach to Name, Address, and email id of the officer mentioned by post, facsimile or email on or before pre bid meeting.

Bidder's Request for Clarification			
Name of Organization submitting request		Name & position of person submitting request:	Address of organization including phone, fax, email points of contact
Sr. No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required
1			

GIL/DST shall not be responsible for ensuring that the bidder's queries have been received by them. **Any requests for clarifications post pre-bid meeting date and time may not be entertained by the GIL/DST.**

Amendment of Bidding Documents

- 1.1.6 At any time prior to the deadline for submission of bids, GIL/DST may, for any reason, whether on its own initiative or in response to the clarification may change their bidding document by amendment; the amendment will be uploaded online through <https://gil.gujarat.gov.in> & <https://gem.gov.in>.
- 1.1.7 In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, GIL/DST at its discretion, may extend the deadline for submission of bids.
- 1.1.8 At any time prior to the last date for receipt of bids, GIL may for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a corrigendum.
- 1.1.9 Any such corrigendum shall be deemed to be incorporated into this RFP.

C. PREPARATION OF BIDS

Language of Bid

- 1.1.10 The proposal prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and GIL shall be in English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an appropriate translation of the relevant document in the English language and in such a case, for purpose of interpretation of the Bid, the translation shall govern.

Documents Comprising the Bid

- 1.1.11 The bid prepared by the Bidder shall comprise of the following documents:
- Cover of EMD and Affidavit (Physically at GIL office, Gandhinagar)
 - Technical Bid and a Financial Bid completed in accordance with ITB Clauses
- 1.1.12 The bid documents and addendums (if any) together shall be considered as final and self-contained bid documents notwithstanding any previous correspondence or document issued by GIL/DST.

Bid Form

- 1.1.13 The Bidder shall complete the Technical Bid and a Financial Bid furnished with this document giving details as per the format mentioned on the GeM Portal <https://gem.gov.in>.

Financial bid shall include the following documents: -

S. No.	Documents Type	Document Format
1.	Financial Bid – Cover Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-9 (PDF)
2.	Financial Bid – Format	As per BoQ (.XLS) format available on GEM portal

The bidder should ensure that all the required documents, as mentioned in this bidding

document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejections of the Bid submitted by the bidder.

Bid Prices

1.1.14 The bidder shall indicate the prices in the format mentioned in the financial bid.

1.1.15 The following points need to be considered while indicating prices:

- a) The prices quoted should also include, applicable GST, inland transportation, insurance and other local costs incidental to delivery of the goods and services to their final destination within the state of Gujarat. **bidder has to quote with financial with GST in the online GeM portal.**
- b) Invoicing shall be from Gujarat only.

1.1.16 The Bidder's separation of the price components in accordance with the ITB Clause will be solely for the purpose of facilitating the comparison of bids by GIL and will not in any way limit the Client's right to contract on any of the terms offered.

Bid Currency

1.1.17 Prices shall be quoted in Indian Rupees only.

Period of Validity Bids

1.1.18 Bids shall be valid for 180 days after the date of bid opening. The GIL/DST shall reject a bid valid for a shorter period as non-responsive.

1.1.19 In exceptional circumstances, the tendering authority may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

1.1.20 Bid evaluation will be based on the bid prices without taking into consideration the above changes.

Format and Signing of Bid

1.1.21 Bidders have to submit the bids on the GeM portal website <https://gem.gov.in>. All supporting documents in the form of scanned copies submitted online should have sign and seal of the bidder.

1.1.22 Before filling in any of the details asked, bidders should go through the entire bid document and get the required clarifications from GIL/DST during the pre-bid conference.

D. SUBMISSION OF BIDS

Sealing and Marking of Bids

1.1.23 All bids must be submitted online through GeM portal <https://gem.gov.in> as per the formats mentioned therein.

1.1.24 Telex, cable, e-mailed or facsimile bids will be rejected.

Deadline for Submission of Bids

1.1.25 Bids must be submitted online not later than the time and date specified in the Invitation for Bids (Section I). In the event of the specified date for the submission of Bids being

declared as a holiday for GIL, the bids will be received up to the appointed time on the next working day.

- 1.1.26 GIL may, at its discretion, extend this deadline for submission of bids by amending the bid documents in accordance with ITB, in which case all rights and obligations of GIL and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

Late Bids

- 1.1.27 Any bid received by GIL after the deadline for submission of bids prescribed by GIL will be rejected and /or returned unopened to the bidder.

Modification and Withdrawal of Bids

- 1.1.28 The bidder may modify or withdraw his bid before the last date of submission of bids through the GeM portal website <https://gem.gov.in>
- 1.1.29 No bid may be modified subsequent to the deadline for submission of the bids.
- 1.1.30 No bid may be withdrawn in the interval between the deadline for submission of bids and the expiry period of the bid validity specified by the bidder on the bid form. Withdrawal of a bid during this interval shall result in the bidder's forfeiture of its bid security.

E. OPENING AND EVALUATION OF BID

Opening of Bids by GIL

- 1.1.31 GIL will open all bids (only pre-qualification at the first instance).
- 1.1.32 The Bidder's names, bid modifications or withdrawals, bid prices and the presence or and such other details, as DST/GIL, at his discretion, may consider appropriate. No Bid shall be rejected at the opening, except for late bids, which shall be returned unopened to the bidders.
- 1.1.33 Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.
- 1.1.34 Financial bids of only those bidders who qualify on the basis of pre-qualification & technical bid will be opened, which will be communicated to the qualified bidders well in advance (if required)
- 1.1.35 The bids will be evaluated on a **Least Cost Based Selection (LCBS) - L1**. L1 bidder shall be decided based on the lowest quoted Agency Service Charges quoted by the bidder under financial bid format, and Lol shall be issued to the L1 bidder. Prior to the issuance of Letter of Intent (Lol), The DST/GIL reserves the right to engage in negotiations with the successful bidder before awarding contract regarding the quoted price.

Clarification of Bids

- 1.1.36 During evaluation of bids GIL/DST may, at its discretion, ask the bidder for a clarification of its bid. GIL/DST may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

Preliminary Examination

- 1.1.37 GIL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 1.1.38 If a bid is not substantially responsive, it will be rejected by GIL and may not subsequently be made responsive by the bidder by correction of the non-conformity.
- 1.1.39 Conditional bids are liable to be rejected.

Contacting GIL/ DST

- 1.1.40 No Bidder shall contact GIL/DST on any matter relating to its bid, from the time of the bid opening to the time of contract is awarded. If he wishes to bring additional information to the notice of GIL/DST, he should do so in writing. GIL/DST reserves its right as to whether such additional information should be considered or otherwise
- 1.1.41 Any effort by a bidder to influence GIL in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the bidder's bid and forfeiture of his bid security amount.

F. AWARD OF CONTRACT

1.1.42 Final Negotiations

After completion of the evaluation process, GIL/DST may enter into negotiations with L1 Bidder if required. GIL/DST reserves the right to award the contract, based on initial offers received or otherwise, without discussion and without conducting any further negotiations. Further, the successful bidder shall not reassign any award made as the result of this bid, without prior written consent from GIL/DST.

1.1.43 Award Criteria

- The L1 bidder shall be determined based on the lowest quoted Agency submitted in the Financial Bid.
- No Letter of Intent (LoI) shall be issued necessary approvals from the competent authority, the contract shall be awarded directly to the L1 bidder through the GeM portal, in accordance with the applicable GeM procedures and guidelines.
- The successful bidder shall be required to comply with all GeM portal formalities and conditions for acceptance and execution of the order.

DST/GIL's Right to Accept Any Bid and to reject any or All Bids

- 1.1.44 GIL/DST reserve the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for GIL' action.

Notification of Awards

- 1.1.45 Prior to the expiration of the period of the bid validity, DST/GIL will notify the successful bidders in writing, to be confirmed in writing by registered letter, that his bid has been accepted.
- 1.1.46 The notification of award will constitute the formation of the Contract.

Corrupt or Fraudulent Practices

- 1.1.47 DST/GIL requires that the bidders under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, GIL/DST defines for the purposes of this provision, the terms set forth as follows:
- a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution: and
 - b) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or an execution of a contract to detriment of the GIL/DST and includes collusive practice among the bidders (Prior to or after the bid submission) designed to establish bid prices at artificial non-competitive level and to deprive the GIL/DST of the benefit of the free and open competition.
- 1.1.48 DST/GIL shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices and same shall be conveyed to GIL/DST or black listed by any of the Department of Government of Gujarat in competing for the contract in question.
- 1.1.49 GIL/DST shall declare a firm ineligible, and black listed either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract. The same shall be conveyed to the GIL/DST.
- 1.1.50 If any of the qualifying documents submitted by the bidder are found to be fraudulent or bogus at any time after the award of contract, the contract shall be terminated with immediate effect.
- 1.1.51 If it is found that the bidder has violated/ infringement of any Indian or foreign trademark, patent register, design, or other intellectual property rights, the department shall terminate the contract of bidder and / or declare a firm ineligible and black listed either indefinitely or for a stated period.

Interpretation of the clauses in the Tender Document / Contract Document

- 1.1.52 In case of any ambiguity in the interpretation of any of the clauses in Bid Document or the Contract Document, GIL's interpretation of the clauses shall be final and binding on all parties.
- 1.1.53 However, in case of doubt as to the interpretation of the bid, the bidder may make a written request prior to the pre-bid conference to;

Gujarat Informatics Limited
Block No. 2, 2nd Floor, C & D Wing,
KARMAYOGI BHAVAN, Sector 10A,

Sector 10, Gandhinagar, Gujarat 382010.

GIL/DST may issue clarifications to all the bidders as corrigendum. Such corrigendum shall form a part of the bid document.

SECTION 3: GENERAL CONDITION CONTRACT

Definitions

In this Contract, unless the context otherwise requires, the following terms shall have the meanings assigned to them below:

- **“Client/Department”** means Gujarat Informatics Limited (GIL), Department of Science & Technology (DST), Government of Gujarat.
- **“Project Owner”** means the Department of Science & Technology (DST), Government of Gujarat and/or the designated authority responsible for implementation and management of the Cyber Security Infrastructure Strengthening Initiative.
- **“Agency” / “Selected Bidder”** means the successful bidder selected through the bidding process for Supply, Installation, Commissioning, Testing, Operations and Maintenance of PIM/PAM Solution under this contract.
- **“Contract”** means the Agreement entered into between GIL/DST and the Selected Bidder, together with the RFP document, corrigenda, appendices, schedules, annexures, Work Orders, and all documents incorporated by reference therein.
- **“GSDC”** means Gujarat State Data Centre located at Gandhinagar, Gujarat
- **“Services”** means all deliverables, activities, obligations, implementation, configuration, integration, migration, training, warranty, operations, maintenance, technical support, and other responsibilities to be provided by the Selected Bidder under the Scope of Work of this RFP.
- **“Work Order (WO)”** means the formal order issued by GIL/DST to the Selected Bidder for execution of the project and associated services.
- **“OEM”** means Original Equipment Manufacturer of the proposed PIM/PAM solution and associated components.
- **“Solution”** means the proposed Privileged Identity Management (PIM) and Privileged Access Management (PAM) platform, including software, licenses, tools, modules, dashboards, APIs, integrations, and related components proposed by the bidder.
- **“Deliverables”** means all documents, reports, software, configurations, implementation artifacts, training materials, and outputs to be submitted by the Selected Bidder under the project.
- **“Acceptance”** means formal approval/sign-off provided by GIL/DST after successful completion of installation, configuration, testing, commissioning, and verification of deliverables.
- **“Go-Live”** means successful commissioning and operationalization of the proposed solution in the production environment after acceptance by GIL/DST.
- **“Initial Contract Period”** means a period of three (3) years commencing from the date of Go-Live (T2), as certified vide the Go-Live Certificate under Table-1 (Payment Milestones and Deliverables), during which the Selected Bidder shall provide Operations, Maintenance and Support services as specified in this RFP
- **“SLA”** means the Service Level Agreement defining service obligations, uptime requirements, response timelines, resolution timelines, and penalties applicable under the contract.

- **“Confidential Information”** means all information, data, records, credentials, configurations, network diagrams, security policies, audit logs, user information, and any other material disclosed by GIL/DST to the Selected Bidder in connection with the project.
- **“Force Majeure”** means any event beyond the reasonable control of either party, including natural disasters, war, terrorism, epidemic, government restrictions, strikes, or other unforeseen circumstances preventing performance of contractual obligations.
- **“Applicable Law”** means all laws, rules, regulations, notifications, policies, and guidelines issued by Government of India and Government of Gujarat applicable to this contract.
- **“Subcontracting”** means assignment or delegation of any part of the project work to another entity by the Selected Bidder. Unless specifically permitted by GIL/DST in writing, subcontracting shall not be allowed.
- **“Change Request”** means any written request initiated by GIL/DST for modification, enhancement, deletion, or alteration in project scope, deliverables, timelines, or specifications after award of contract.
- **“Incident”** means any event affecting confidentiality, integrity, availability, or security of the IT infrastructure, privileged accounts, or services covered under the project scope.

3.1 Earnest Money Deposited (EMD)

- 1.1.54 The bidder shall furnish, as part of its bid, an Earnest Money Deposit as asked in the bid.
- 1.1.55 Proposals not accompanied by EMD shall be rejected as non-responsive.
- 1.1.56 The successful bidder’s EMD will be discharged from GIL only after the signing of the contract and submission of performance security.
- 1.1.57 Unsuccessful bidder’s EMD will be discharged / refunded as promptly as possible, but not later than 30 days of the validity period of the bid.
- 1.1.58 The EARNEST MONEY DEPOSIT shall be forfeited:
- 1.1.58.1 If a bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form;
 - 1.1.58.2 Or in case of a successful Bidder, if the Bidder fails to sign the Contract; or to furnish the performance security.
 - 1.1.58.3 Exemption from submission of EMD shall be applicable only to eligible bidders as per the prevailing GeM General Terms & Conditions (GTC). No other exemption shall be permitted

3.2 Performance Security/Performance Bank Guarantee (PBG)

- 1.1.59 The successful Bidder has to furnish a security deposit so as to guarantee his/her (Bidder) performance of the contract.
- 1.1.60 The Successful bidder has to submit **Performance Bank Guarantee @ 5%** of total order value within 15 days from the receipt of notification of award/Contract signing for the duration of warranty/contract period from banks (operating in India having branch at Ahmedabad/Gandhinagar) as per the G.R. no. FD/MSM/e-file/4/2024/2859/D.M.O. dated 01.05.2025 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is as per Section 10).

- 1.1.61 The Performance Security shall be in the form of Bank Guarantee valid until 6 months from the date of contract expiry.
- 1.1.62 The proceeds of the performance security shall be payable to the GIL/DST as compensation for any loss resulting from the Service provider's failure to complete its obligations under the Contract.
- 1.1.63 The Performance Security will be discharged by GIL/DST and returned to the Bidder on completion of the bidder's performance obligations under the contract.
- 1.1.64 No interest shall be payable on the Performance Bank Guarantee amount. GIL/DST may invoke the above bank guarantee for any kind of recoveries, in case; the recoveries from the bidder exceed the amount payable to the bidder.

3.3 Delivery and Documents

- 1.1.65 Delivery of the Goods shall be made by the Service Provider in accordance with the terms specified by GIL/DST in the Notification of Award.

3.4 Incidental Services

- 1.1.66 The Service Provider is required to provide the following services, including additional services, if any.
- 1.1.67 Performance or supervision of the on-site assembly of the supplied Goods;
- 1.1.68 furnishing of tools required for assembly and/or maintenance of the supplied Goods;
- 1.1.69 furnishing of detailed operations and maintenance manual for each appropriate unit of supplied Goods;
- 1.1.70 Performance or supervision or maintenance and/or repair of the supplied Goods, for the period mentioned in the tender notification.

3.5 Prices

- 1.1.71 Prices payable to the service provider as state in the contract shall be fixed during the performance of the contract.

3.6 Assignment

- 1.1.72 The service provider shall not assign, in whole or in part, its obligations to perform under the Contract, except with prior written consent of Gujarat Informatics Limited.

3.7 Delays in the Service Provider's Performance

- 1) Delivery of the Goods and performance of the Services shall be made by the Service Provider in accordance with the time schedule specified by GIL/DST.
- 2) If at any time during performance of the Contract, the Service Provider or his sub-contractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Service Provider shall promptly notify GIL/DST in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, GIL/DST shall evaluate the situation and may, at its discretion, extend the Service Provider's time for performance with or without a penalty, in which case the extension shall be ratified by the parties by amendment of the Contract.

- 3) The bidders shall read & understand the requirements thoroughly & shall adhere to the schedule strictly.

3.8 Termination for Default or otherwise

3.8.1 GIL/DST may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the service provider, terminate the Contract in whole or part:

- a) if the service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by DST/GIL; or
- b) If the service provider fails to perform any other obligation(s) under the Contract.
- c) If the service provider has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this Clause:

“Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

“Fraudulent practice: a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;”

- d) If the Service Provider fails to conform to the quality requirement laid down/third party inspection/consultants opinion.

3.8.2 If Bidder has violated / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights. Certificate/affidavit regarding non-violation / infringement of any Indian or foreign trademark, patent, registered design or other intellectual property rights.

3.9 Force Majeure

3.9.1 Notwithstanding anything contained in the tender, the SP shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

3.9.2 For purposes of this clause, “Force Majeure” means an event beyond the control of the service provider and not involving the service provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchase either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

3.9.3 If a force Majeure situation arises, the service provider shall promptly notify to GIL/DST in writing within 10 days of such conditions and the cause thereof. Unless otherwise directed by GIL/DST in writing, the service provider shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure.

3.10 Termination for Insolvency

GIL/DST may at any time terminate the Contract by giving written notice to the Supplier/ service provider, if the Supplier / service provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier / service provider, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to GIL/DST

3.11 Termination for Convenience

3.11.1 GIL/DST by written notice sent to the service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for GIL/DST Department's convenience, the extent to which performance of the service provider under the Contract is terminated, and the date upon which such termination becomes effective.

3.11.2 The services / software that is complete and ready for rendering / deployment within 30 days after the service provider's receipt of notice of termination shall be accepted by GIL/DST at the Contract terms and prices. For the remaining services, GIL/DST may elect:

- a) To have any portion completed and delivered at the Contract terms and prices; and/or
- b) To cancel the remainder and pay to the service provider an agreed amount for partially completed services / software and for services / software previously procured by the service provider.

3.12 Resolution of Disputes

In this regard, GIL/DST doesn't go for any arbitration on dispute and GIL/DST decision will be final and binding on the service provider.

3.13 Governing Language

The contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

3.14 Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India and that of the State of Gujarat.

3.15 Taxes and Duties

Service providers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted software/ services to GIL/DST. However, GST in respect of the transaction between GIL/DST and the service provider shall be payable extra as on actual at the time of invoicing.

3.16 Binding Clause

All decisions taken by GIL/DST regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

Confidential Information, Security and Data: -

The selected bidder will promptly on the commencement of the exit management period supply to GIL/DST, Gujarat or its nominated agencies the following:

- i. The selected bidder shall maintain strict confidentiality of all data, credentials, configurations, documentation, and any other information accessed or generated during the course of this project.
- ii. The bidder shall not share, reproduce, transmit, or disclose any project-related data or information to any third party without prior written consent from Gujarat Informatics Limited (GIL) or the concerned Government authority.
- iii. All data, configurations, and materials remain the exclusive property of the Government of Gujarat (GoG) / GIL.
- iv. Any breach of confidentiality or misuse of data will result in immediate termination of the contract and may invite legal proceedings under applicable laws, including but not limited to:
 - The Information Technology Act, 2000 (and its amendments)
 - The Digital Personal Data Protection Act, 2023 (DPDP Act)
 - The Indian Penal Code, 1860 (Sections relating to data and computer misuse)
 - Any other laws or Government of India directives relevant to data security and protection
- v. The selected bidder shall sign a Non-Disclosure Agreement (NDA) with GIL at the time of contract execution, binding all project staff and subcontractors associated with the project.
- vi. The bidder shall ensure that:
 - All project personnel follow data classification and handling policies.
 - Systems and devices used are secure and comply with GoG's Information Security Policy.
 - Access logs and credentials are handed over to GIL upon project completion
 - The bidder has to ensure this that implementation is inline with Audit requirements
- vii. The selected bidder shall provide GIL/DST or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.

- viii. A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
- ix. Plans for the communication with such of the selected bidder/authorised partner's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on GIL/DST operations as a result of undertaking the transfer; and
- x. If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to GIL/DST or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
- xi. The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.
- xii. Each Exit Management Plan shall be presented by the selected bidder to and approved by GIL/DST or its nominated agencies.
- xiii. In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- xiv. During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- xv. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- xvi. It would be the responsibility of the selected bidder to support new operator during the transition period.

3.17 GIL/DST, Gandhinagar, reserves the right: -

- 1.1.1 To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or
- 1.1.2 To reject any or all the tender/s without assigning any reason whatsoever thereof or may terminate the tender process midway without assigning any reason.
- 1.1.3 The decision regarding acceptance of tender by GIL/DST will be full and final.
- 1.1.4 Conditional tenders shall be summarily rejected.
- 1.1.5 GIL/DST is free to phase out the work if it feels it necessary.

SECTION 4: SCOPE OF WORK

a) Implementation of PIM/Pam Solution

4.1 Scope of Work

The selected bidder shall be responsible for Selection of Agency for Supply, Installation, Commissioning, Testing, Operations and Maintenance of PIM/PAM Solution in Aadhaar Authentication Environment at GSDC for Department of Science & Technology, Government of Gujarat.

The proposed solution shall provide centralized management, monitoring, governance, and security of privileged accounts, privileged sessions, administrative credentials, and privileged access activities across the Government IT infrastructure hosted at Gujarat State Data Centre (GSDC), departmental environments, cloud workloads, and associated infrastructure.

The bidder shall ensure installation, deployment, and integration of the PAM solution in line with the defined requirements, timelines, and Service Level Agreements (SLAs) specified in this RFP. The bidder must also provide a 24x7x365 support contact service centre for logging service requests to OEM Portal, along with an escalation matrix containing the name, designation, and contact details of concerned personnel.

Scope of work encompasses the Supply, Installation, Commissioning, Testing, Operations and Maintenance of PIM/PAM Solution by the successful bidder, in accordance with the agreed architecture and component specifications defined by the GIL/DST. The bidder shall ensure that the entire solution implementation adheres to industry best practices and deployment standards as recommended by the Original Equipment Manufacturer (OEM).

The SI/OEM shall provide the complete end-to-end PIM/PAM Solution, including all required hardware, software, storage, operating system, database (if required), licenses, accessories, networking components (if required), and any other components necessary for successful deployment, operation and maintenance of the solution. No dependency shall be placed on the existing Gujarat State Data Centre (GSDC) infrastructure unless specifically approved by GIL/DST.

The detailed scope of work shall include, but not be limited to, the following activities:

4.1.1 Key Functional and Technical Features:

1. Single Sign-On (SSO) for privileged accounts (root, Administrator, sys, sa) across Windows, Linux, Unix, Database Servers, Network Devices, Security Devices (Firewalls, IPS, WAF, Proxy etc.), and Storage devices within the Department environment.
2. SSO for client applications (Toad, PL/SQL, Oracle, Microsoft Term Serv,

- VMware vSphere, Putty, RDP, SSMS, etc.) and browser-based applications.
3. Support for virtualized environments including VMware, OpenStack, Microsoft Hyper-V.
 4. High Availability (HA) architecture with Active-Active or Active-Passive modes at DC site in standalone mode.
 5. Command-level logging, keystroke capture, full session video recording for SSH and database access.
 6. Password vault with secure storage, rotation, retrieval, and expiration policies for privileged accounts.
 7. Support for two-factor authentication (2FA) and dual control/four-eyes principle for password access.
 8. Main password repository must be highly secure, encrypted, tamper-proof.
 9. Capability to retain logs and recordings for at least 6 months as per UIDAI/CERT-In guidelines for forensic and audit purposes.
 10. Integration capability with devices like routers, switches, firewalls, NIPS, DDoS appliances, SIEM, load balancers, etc., with API support for existing security tools.
 11. Integration with centralized Active Directory (AD) infrastructure at distributed locations with secure, multi-location integration and intelligent routing.
 12. Support seamless integration with GIL/DST's EMS/NMS Tool for service request/change request validation, workflow, approvals, and ticket management.
 13. Compliance reporting customizable per GIL/DST's requirements, aligned with Gol, MeitY, UIDAI, CERT-In, ISO 27001, and other relevant guidelines.
 14. Solution should be modular, scalable horizontally and vertically, and ready for IPv6 and TLS 1.3.
 15. Bidder must indicate the necessary hardware and Storage size which would be capable of holding 6 Month logs as per UIDAI/CERT-In guidelines and recording for forensic and investigation purpose.
 16. Bidder must specify hardware requirements (necessary hardware and Storage size which would be capable of holding 6 months' logs and recording for forensic and investigation purpose) based on their understanding of the overall solution architecture based on requirement. The same must be documented and shared with GIL/DST along with justification/ reasonability.
 17. The bidder shall ensure the availability of a minimum required manpower, including a dedicated Project Manager, throughout all project phases: Design, Deployment, and User Acceptance Testing (UAT). Furthermore, the same core

team members shall be retained for the subsequent Operations and Maintenance (O&M) phase at GIL/DST.

18. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the requirements of GIL/DST. The RFP scope of work and annexures together constitute the overall requirements of the solution.
19. Bidder has to quote for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features, etc. for OEMs.
20. The bidder shall clearly specify the hardware and storage requirements necessary to support the proposed solution, including capacity to retain at least 6 month's logs and recordings for forensic and investigation purposes.
21. All the licenses provided as part of BoM should strictly adhere to requirements of the RFP. If during the Contract period, it is observed by the GIL/DST that provided licenses are not adhering to the RFP requirements then all the additional software/licenses should be provided and configured without any additional cost to the GIL/DST.
22. The solution must be entirely on-premises. All the features requested in the RFP, shall operate within the on-premises environment without the need for any external internet or cloud connectivity. Internet access will be permitted for the following purposes, adhering to the state data center policy:
 - Signature updates
 - Hotfix application
 - System upgrades
 - Accessing native threat intelligence feeds, etc.
23. The SI will provide weekly progress updates to GIL/DST, discussing the governance structure and project milestones.
24. The requirements must be based on the bidder's understanding of the overall solution architecture and project scope.
25. A detailed document specifying these requirements, along with proper justification and reasonability, must be submitted to GIL/DST.
26. The successful bidder shall be solely responsible for supply, installation, configuration, integration, testing, commissioning, operation and maintenance of the complete solution without dependency on GSDC infrastructure.
27. The proposed PIM/PAM Solution shall support integration with Active Directory (AD) as well as standalone/workgroup-based systems (non-AD),

enabling centralized privileged access management across both environments.

28. The supplied software's (wherever applicable) should include appropriate number of genuine OEM perpetual licenses (as applicable as per OEM licensing policy).
29. All the licenses provided as part of BoM should strictly adhere to requirements of the RFP. If during the Contract period, it is observed by the GIL/DST that provided licenses are not adhering to the RFP requirements then all the additional hardware/software/licenses should be provided and configured without any additional cost to the GIL/DST.
30. The SI will provide bi-weekly progress updates to GIL/DST, discussing the governance structure and project milestones.
31. The bidder shall size and supply all hardware, storage and software required for the proposed solution considering the project requirements and future growth during the Initial Contract Period.

4.1.2 System Requirement Specification and Documentation.

The bidder shall provide detailed documentation including but not limited to:

4.1.2.1 Architecture & Design

- Architecture and Design Document with detailed traffic flow diagrams between devices.
- Infrastructure Build and Deployment Topology with complete hardware and software specifications.

The bidder is mandated to engage OEM professional services to design the solution document for GIL/DST along with as-built configurations. OEM to incorporate all industry best practices in the design of PAM.

- OEM professional services will provide High-Level Design (HLD) and Low-Level Design (LLD) documents. These designs will consider the technologies being procured within this RFP and integrate seamlessly with the existing security infrastructure (e.g., SIEM, EMS/NMS Tool, etc.).

4.1.2.2 Testing & Validation

- OEM professional services will oversee the implementation phase and provide necessary guidance and support throughout.
- Test Cases and Test Results for both pre-implementation and post-implementation phases.
- The PAM solution's alerting framework should encompass advanced analytics capabilities, including AI/ML-driven behaviour monitoring, anomaly detection, and threat-hunting use cases, in addition to traditional

signature-based alerts for known threats.

- Comprehensive Testing Documentation, including validation of system performance and security controls.
- Optimizing & Deployment Validation: Solutions will be fine-tuned to meet technical specifications, ensuring a false positive rate of no more than 10% after one year. The implemented solution will undergo rigorous validation and certification by the respective OEM Professional Services, adhering to industry best practices. This assessment will include a comprehensive review to ensure the solution meets all defined requirements.
- If any discrepancies or issues are identified during this process, the OEM will provide a detailed report with specific recommendations for corrective actions. The SI is responsible for implementing the necessary changes to address all identified issues and achieve successful certification.
- Successful completion of this rigorous assessment and the implementation of all recommended changes are prerequisites for final sign-off and acceptance of the solution.

4.1.2.3 Operations & Support

- User Manuals, Run Books, Standard Operating Procedures (SOPs), and Frequently Asked Questions (FAQs).
- Application Upgrade and Patch Management Documentation.
- Support and Escalation Matrix for both the OEM and the selected bidder.

4.1.2.4 Project Management & Reporting

- Project Plan with milestones, resource allocation, and deliverables.
- Comprehensive list of reports related to modules, customizations, and interfaces.
- Industry best practice use cases, along with GIL/DST specific customizations.

4.1.3 Implementation and Commissioning

The selected bidder shall be responsible for the end-to-end installation, commissioning, configuration, and stabilization of the proposed Privileged Access Management (PAM) solution for **GIL on behalf of Department of Science & Technology, Government of Gujarat**. The scope of work shall include, but not be limited to, the following:

Solution Provisioning

- Supply, installation, configuration, testing, and commissioning of the on-premises PAM solution as per the specifications outlined in Annexure B – Technical Specifications.

- The PAM solution must support at least 50 concurrent users across the State Data Centre (GSDC), Gandhinagar.
- High Availability (HA) shall be maintained at the GSDC in either Active–Active or Active–Passive mode, as finalized during design.

Hardware & Software Components

- Hardware: The SI/OEM shall provide the complete end-to-end PIM/PAM Solution, including all hardware, software, storage, operating system, database (if required), licenses, accessories, networking components (if required), and all other components necessary for successful deployment, operation and maintenance of the solution. No dependency shall be placed on the existing Gujarat State Data Centre (GSDC) infrastructure unless specifically approved by GIL/DST.
- The successful bidder shall carry out proper sizing of the complete PIM/PAM Solution considering the requirements specified in this RFP and the projected workload for the entire Initial Contract Period of Three (3) Years, including future growth. The bidder shall supply all hardware, storage, software, licenses and associated infrastructure required to meet the prescribed performance, availability and scalability requirements.
- Software: The bidder shall supply all required software licenses for successful deployment of the PAM solution, including (but not limited to) PAM application licenses, Vault licenses, OS licenses, database licenses, and any other associated middleware/software components.
- The proposed solution must include licensing support for database clustering (e.g., Always On, Pacemaker, or equivalent). In case additional database licenses are required for each cluster node, whether on Windows Server Failover Clustering (WSFC) or Linux-based clustering environments, the bidder shall provision and include the same in their proposal. The bidder shall include all required licenses in the proposal to ensure there are no hidden or additional costs.

Installation & Configuration

- Installation and deployment of the PAM solution at DC site.
- Configuration of HA at the State Data Centre.
- Configuration of all features, modules, and functionalities as specified in this RFP, ensuring full compliance with GIL/DST requirements.
- The selected bidder shall strictly adhere to the Gujarat State Data Centre Policy and Guidelines throughout the contract period.

Integration

- Solutions will be integrated with existing infrastructure, including security solutions, servers, network devices, endpoints, and other IT assets.
- The bidder will recommend secure communication methods and assist DST/GIL in defining use cases. All configurations and changes will be documented as part of the

policy and process documentation.

- Use cases will undergo the full lifecycle, including creation, testing, fine-tuning of false positives, automation, and notifications.
- The SI will provide detailed documentation on scripts and configurations, including their purpose, functionality, and relevance.

Optimizing & Deployment Validation

- Solutions will be fine-tuned to meet technical specifications, ensuring a false positive rate of no more than 10%.
- The implemented solution will undergo rigorous validation and certification by the respective OEM Professional Services, adhering to industry best practices. This assessment will include a comprehensive review to ensure the solution meets all defined requirements.
- If any discrepancies or issues are identified during this process, the OEM will provide a detailed report with specific recommendations for corrective actions. The SI is responsible for implementing the necessary changes to address all identified issues and achieve successful certification.
- Successful completion of this rigorous assessment and the implementation of all recommended changes are prerequisites for final sign-off and acceptance of the solution.

Documentation & Knowledge Transfer

- Preparation of complete project documentation covering architecture, design, deployment, integration, configuration, SOPs, operational procedures, and handover.
- Stepwise documentation of all administrative and operational activities.
- Delivery of User Manuals, Run Books, SOPs, and FAQs to support day-to-day operations by GIL/DST teams.

Compliance & Security

- The PAM solution shall comply with all relevant Government of India and State Government cybersecurity frameworks.
- Implementation of rules, reports, dashboards, and alerts based on advisories issued by NCIIPC, CERT-In, MeitY, UIDAI, and DST/GIL.

Project Delivery & Sign-off

- End-to-end completion of the project, including system testing, user acceptance testing (UAT), and performance validation.
- Formal handover and project sign-off upon successful deployment, validation, and acceptance by GIL/DST.

Support & Maintenance

- Post-implementation support for a minimum of three (3) years (+2 years extendable at the discretion of tenderer) from the date of Go-Live (T2), as defined in Table-1: Payment Milestones and Deliverables.
- After receiving sign-off from GIL/DST, the bidder will take responsibility for managing and monitoring the deployed solutions. This includes ensuring continuous operation, performance optimization, and regular updates.
- Onsite support shall be provided for the entire contract period whenever issues cannot be resolved remotely.
- All support engineer deployed for GIL/DST shall be direct employees of the bidder. The bidder shall provide a Single Point of Contact (SPOC) to coordinate delivery, installation, support, SLA adherence, and closure of all contractual obligations.
- The successful bidder shall be solely responsible for supply, installation, configuration, integration, testing, commissioning, operation and maintenance of the complete solution without dependency on GSDC infrastructure.
- Bidder shall be responsible to develop and maintain Standard Operating Procedures (SOP) as per industry best practices.
- A RACI matrix will be created to clearly define roles and responsibilities for all stakeholders involved in the operation and maintenance of the solutions.

Reporting

- Regular submission of compliance reports, SLA performance reports, and audit documentation as required by GIL/DST.
- Participation in periodic reviews and audits conducted by GIL/DST or designated third parties.
- Continuous enhancement of the PAM solution based on evolving threat landscapes, government advisories, and operational needs.

4.1.4 Active Directory (AD) Bridging

1. The PAM solution shall enable secure, seamless, and encrypted integration of applications with DST/GIL's centralized Active Directory (AD).
2. The proposed PIM/PAM Solution shall support integration with Active Directory (AD) as well as standalone/workgroup-based systems (non-AD), enabling centralized privileged access management across both environments.
3. GIL maintains a distributed AD infrastructure at Gujarat State Data Centre (GSDC). DC has separate AD configurations with respect to servers and storage, and AD IDs are maintained independently without interconnection. The PAM solution must provide centralized integration of all AD IDs across these locations.
4. The solution shall support multi-location/distributed architectures and provide intelligent routing capabilities, ensuring users are seamlessly

connected to the intended target system in the most secure and efficient manner. The design should prioritize security, simplicity, and user experience.

4.1.5 Cybersecurity and Data Protection

Cyber Security Requirements

1. The successful bidder shall ensure that the proposed solution and associated services comply with the cybersecurity requirements of GIL/DST, Government of Gujarat, in order to safeguard the confidentiality, integrity, and availability (CIA) of information systems.
2. The successful bidder shall not copy, transfer, or extract any data obtained while performing services under this RFP onto any media (including hard drives, flash drives, cloud storage, or other electronic devices), except where express written approval has been provided by GIL/DST.
3. The successful bidder acknowledges that the Government of India has declared certain critical computer resources as “Protected Systems” under the Information Technology Act, 2000. Accordingly, the bidder agrees and undertakes to report to GIL/DST and its designated advisory bodies the occurrence of all Cyber Incidents. For the purpose of this RFP, “Cyber Incidents” shall mean any attempted or successful breach of GIL/DST’s information systems, unauthorized access, malware infection, denial of service, or compromise of IT-based resources.
4. In the event that the bidder detects malware and/or a Cyber Incident, the bidder shall immediately notify GIL/DST in writing, and in no case later than 24 hours of detection.
5. All communications regarding Cyber Incidents shall be clear, factual, and concise, providing complete details of:
 - The nature and scope of the incident,
 - Steps taken to mitigate the impact,
 - Measures initiated to prevent recurrence, and
 - Any guidance required from DST/GIL.
6. The bidder shall also provide a post-incident report highlighting root cause analysis, corrective actions, and recommendations to further strengthen GIL/DST’s cybersecurity posture.
7. The successful bidder agrees to strictly comply with these obligations and shall ensure that all security practices are aligned with advisories issued by CERT-In, NCIIPC, MeitY, and GIL/DST from time to time.

Data Privacy and Confidentiality Requirements

1. The successful bidder shall undertake that it will not disclose, share, or part with any data made available to it in any form by GIL/DST. This obligation extends to the bidder’s agents, representatives, and/or employees engaged

in connection with the execution of this contract. The bidder shall also obtain appropriate undertakings from all employees and resources engaged in the project regarding strict maintenance of confidentiality of any data collected, processed, stored, archived, or logged on devices/endpoints.

2. Any data collected, processed, stored, archived, or logged on devices/endpoints during the contract period and thereafter shall be governed by the applicable provisions of the Information Technology Act, 2000, its amendments, and other relevant laws of India, and shall remain the property of GIL/DST, Government of Gujarat.
3. The bidder shall comply with all applicable laws, rules, and regulations relating to privacy, confidentiality, and security of information, including but not limited to the Information Technology Act, 2000, rules and guidelines issued by the Government of India, Government of Gujarat, CERT-In, MeitY, NCIIPC, and any other competent authority from time to time (collectively referred to as "Privacy Laws"). The bidder shall also follow best industry practices and standards relating to data protection, privacy, confidentiality, and information security.
4. In accordance with industry best practices and applicable Privacy Laws, the bidder shall implement appropriate controls, processes, and safeguards to ensure confidentiality, integrity, and availability of all confidential information belonging to GIL/DST.
5. The bidder shall establish and maintain an information security risk management framework and operational processes that are compliant with applicable laws, rules, and guidelines issued by the Government of India, Government of Gujarat, and other regulatory authorities.
6. The bidder shall be responsible for immediate reporting of any suspected or confirmed fraud, cyber-attack, data breach, or suspicious activity that occurs during the execution of the project or in relation to GIL/DST's confidential information. Such reporting must be made to GIL/DST within the prescribed timelines and in the prescribed format.

4.1.6 Knowledge Transfer (KT) and Training

1. A Knowledge Transfer (KT) plan shall be defined, covering solution architecture, software components, integration, customization, deployment, troubleshooting, policy creation, reporting, and administration.
2. The successful bidder shall provide structured training programs for GIL/DST personnel to ensure independent operation, administration, and management of the solution.
3. The bidder shall also provide end-user manuals, administrator manuals, and FAQs for reference and self-learning.
4. A detailed implementation strategy and plan outlining deployment, integration, and management requirements shall be submitted by the bidder along with the KT plan and training agenda as part of the bid.

5. The KT sessions must comprehensively cover architecture, integration, customization, deployment guidelines, troubleshooting, reporting, and other relevant aspects.
- Post-implementation, the successful bidder shall train GIL/DST personnel on:
 - Independent operation of the solution
 - Policy/rule creation and configuration
 - Report generation and analysis
 - Troubleshooting and issue resolution
 - Familiarization with all major features and administrative functions

4.1.7 Go-Live and Post-Implementation Support

- Completion of customization as per GIL/DST technical specifications.
- End-to-end responsibility of successful bidder for planning, execution, and handholding during Go-Live.
- Fixing all implementation issues without additional cost post Go-Live.
- Operation support for 4 to 12 weeks post-Go-Live for stabilization.
- Deployment of 24x7x365 support service center team for logging service requests to OEM Portal, along with an escalation matrix.
- OEM premium support and full facility management services for a minimum of three years (+2 years extendable at the discretion of GIL/DST) .
- Proactive monitoring, preventive maintenance, patching, upgrades, and capacity management.
- Regular governance and compliance reporting.
- On-boarding of devices and users added post go-live in state data center.

4.1.8 Training

- Training to designated GIL/DST and monitoring agency personnel delivered in three phases:
 - Pre-deployment overview training.
 - Detailed post-installation training covering installation, configuration, maintenance, and troubleshooting.
 - Final system training during solution handover.
- Recurring 7-day Onsite refresher training sessions scheduled at the end of the 1st and 2nd year of operation for 8-10 officials.
- Onsite OEM certification training for at least 5 GIL/DST officials must be included to ensure certified competency in the PAM solution.

4.1.9 Governance and Compliance

- Adherence to guidelines and standards by Government of India, MeitY, UIDAI, CERT-In, GIL/DST, and other regulatory bodies.
- Audit-ready system with session logs, access reports, and evidence artefacts maintained.
- No deviation allowed from BoM or agreed specifications; unauthorized

substitutions may lead to bid rejection.

- Periodic governance reports including SLA compliance, incident management, and usage analytics.
- Hardware/Software Bill of Materials (HBOM/SBOM) in SPDX or CycloneDX format.

4.1.10 Point of Contact

- The bidder shall appoint a Technical Account Manager for all correspondence and coordination with GIL/DST for project and support phases.

4.1.11 Documentation

General Documentation Requirements:

- All documentation must be provided in properly bound volumes using A4-size sheets.
- Three sets of hard copies and one soft copy (on USB) of the final documentation must be submitted.

Documentation Content:

- The documentation must include high-level design, detailed design, and configuration details for individual features set on various appliances. It should also cover general testing, scenario-based failover testing, Standard Operating Procedures (SOPs), best practices, and any other relevant materials to fulfill the documentation criteria.
- The bidder is responsible for creating SOPs for all in-scope solutions and processes. These documents should be reviewed and updated semi-annually or whenever there are changes in laws or regulatory requirements.

Delivery and Installation Reports:

- The vendor must submit Delivery and Installation Reports, including part numbers for all components supplied.
- Warranty certificates and license copies for all items supplied must also be provided.

Process Documentation:

- The vendor must document all processes related to the PIM/PAM.
- All process documentation should be included as part of the final submission.

Ongoing Documentation Updates:

- All documentation created as part of this RFP must be updated annually or whenever there are changes to regulatory requirements or any other legal requirements.

4.1.12 General Requirement

- a) Escalation Matrix: The vendor must provide an escalation matrix in consultation with GIL/DST for different categories of support calls to ensure timely resolution of issues.

- b) Dedicated Support Personnel:** Support personnel must be dedicated resources assigned exclusively to GIL/DST, ensuring consistent and reliable service.
- c) Support Personnel Expertise:** Support personnel should be skilled in regular configuration tasks, integration with other log sources, rule and policy creation as per GIL/DST's requirements, administration tasks, patch management, user management, and backup procedures.
- d) Troubleshooting and Reporting:** On-site support personnel must be capable of troubleshooting issues, maintaining logs of reported problems, and providing root cause analysis and resolution reports to GIL/DST.
- e) Change and Configuration Management:** The vendor must implement proper change, configuration, backup, and security management procedures in alignment with CERT-IN guidelines. These procedures must be documented, followed, and maintained, with a copy submitted to GIL/DST.
- f) Reinstallation and Reconfiguration:** On-site support personnel should be able to reinstall or reconfigure security components in the event of system failures, crashes, or upgrades. They should also support any third party security installations, if applicable.
- g) Product Upgrades:** The vendor is responsible for upgrading products to the latest version, following a risk based approach. Upgrade procedures must be documented and submitted to GIL/DST for approval before implementation.
- h) Business Continuity Implementation:** The vendor must ensure all necessary business continuity implementations are performed for the solutions as required.
- i) Root Cause Analysis and Corrective Actions:** The vendor must conduct root cause analysis for any incidents, take corrective actions, and provide recommendations for improving policies, procedures, tools, and other aspects. Information must be shared with GIL/DST officials.
- j) Compliance with GIL/DST Policies and Security Standards:** The vendor must comply with the following requirements:
 - GIL/DST has the right to review the vendor's processes and SOPs.
 - GIL/DST can assess the skill sets of vendor resources.
 - Advance notice of deployed resources is required, and a proper handover process must be followed for new personnel.
 - All necessary changes must be made to the security infrastructure in compliance with ISO 27001 or other relevant security standards and audit requirements.

b. Support and Facility Management Services

- From the 'Date of commissioning/Go-Live' of project, the bidder shall deploy on-site technical resources as per RFP for a period of three (3) years (+2 years extendable from the date of successful commissioning (Go-Live, T2, as certified under Table-1)
- The Maintenance & Support Service shall commence for a period as specified in relevant BoM / technical specifications for all software products. During this period, the SI shall manage operations for Govt. of Gujarat broadly based on SOP developed on NIST Framework along with providing ATS/AMC for the deployed devices.
- 24x7x365 dedicated support contact service centre for logging service requests to OEM, along with an escalation mechanism.
- Highest available OEM support tier to be procured and maintained.
- Comprehensive onsite facility management including resource deployment, monitoring, issue resolution.
- Software lifecycle management including patching, bug fixes, upgrades throughout contract period.
- SLA adherence with performance and availability targets.
- In addition to the government holidays, each resource is entitled to 18 Leaves for a calendar year on pro rata basis with prior approval from Project Head/ Nodal Officer /Designated Official. However, leave is not a right and, as per requirement of the project, Project Head may deny leave(s) to resource(s).
- In case of an emergency, the resource may work remotely for up to three days in a month; however, prior approval must be obtained from the Project Head.
- Deployed resources may be required to work on weekends, holidays, or beyond office hours with advance notice.
- The deployed technical resources from SI shall provide required technical support for the installed hardware/software/solution/ integrated infrastructure and shall be responsible for deploying the latest updates, patches and upgrades as and when released by respective OEM in consultation with the designated officer/ GIL Team. The technical resources shall carryout day-to-day operations as mentioned in the clause but not limited to it.

Payment Milestones and Deliverables (Table-1)

a) Payment Schedule – Payments to the successful bidder, after successful completion of the target milestones (including specified project deliverables), shall be made as under: -

S. No.	Milestone / Phase	Deliverables	Timelines (T = Date of Work Order)	Payment
1	Completion of Activities applicable and as mentioned in Chapter-4 (A)	• HLD & LLD Document. • Delivery of complete PIM/PAM Solution with High Availability (HA) as per Scope of Work, fully operational at GSDC. • OEM Warranty/Support Certificates of all components. • OEM Certification confirming implementation in accordance with the Scope of Work and industry best practices. • Request for UAT along with Test Case Report. • Support Escalation Matrix. • Installation, Configuration & Integration Documents. • CVs along with Qualification & Experience documents of deployed resources. • Deployment of resources.	T1 = T + 90 Days	Nil
2	UAT & Go-Live	• Signed UAT Certificate. • Successful Go-Live Certificate.	T2 = T1 + 30 Days	100% of the total quoted/agreed amount of BoQ-1 (CAPEX) shall be released after successful UAT & Go-Live, after deduction of applicable Liquidated Damages (LD), if any.
3	Completion of activities applicable and as mentioned in Chapter-4 (B) during the Initial Contract Period	• SLA Report along with Manpower SLA Report. • Updated SOP and Rule Review Report (where applicable). • OEM Support/Warranty Certificate (where applicable). • Satisfactory Performance	At the end of each completed quarter during the Initial Contract Period.	Payment of BoQ-2 (Initial Contract Period O&M) shall be released quarterly in twelve (12) equal instalments, after deduction of applicable SLA penalties, manpower

		Report from the OIC/Designated Officer.		penalties and other recoveries, if any.
4	Completion of Activities during the Contract Extension Period <i>(Applicable only if the Contract is extended by GIL/DST)</i>	• SLA Report along with Manpower SLA Report. • Updated SOP and Rule Review Report. • OEM Support/Warranty Certificate (where applicable). • Satisfactory Performance Report from the OIC/Designated Officer.	At the end of each completed quarter during the Contract Extension Period.	Payment shall be released quarterly as per the rates quoted in BoQ-3, after deduction of applicable SLA penalties, manpower penalties and other recoveries, if any.

Milestone-wise Applicable Penalty

S. No.	Milestone / Phase	Applicable Penalty for Delay / Non-Compliance
1	Completion of Activities under Chapter-4 (A)	Delay beyond T + 90 Days, attributable to the bidder, shall attract Liquidated Damages (LD) @ 0.5% of the total BoQ-1 (CAPEX) value per week or part thereof, subject to a maximum of 10% of the total BoQ-1 (CAPEX) value.
2	UAT & Go-Live	Delay beyond T1 + 30 Days, attributable to the bidder, shall attract Liquidated Damages (LD) @ 0.5% of the total BoQ-1 (CAPEX) value per week or part thereof, subject to a maximum of 10% of the total BoQ-1 (CAPEX) value.
3	Initial Contract Period (Quarterly O&M)	Failure to submit the required deliverables within the prescribed timeline and/or failure to meet the prescribed SLA requirements shall attract SLA penalties, manpower penalties and other recoveries as specified in this RFP. The corresponding quarterly payment may be withheld until submission of all required deliverables and certification by the OIC/Designated Officer.
4	Contract Extension Period <i>(if exercised by GIL/DST)</i>	Failure to submit the required deliverables within the prescribed timeline and/or failure to meet the prescribed SLA requirements shall attract SLA penalties, manpower penalties and other recoveries as specified in this RFP. Payment shall be released only after submission of all required deliverables and certification by the OIC/Designated Officer.

Notes: (Applicable to Table-1: Payment Milestones & Deliverables and Table-2: Milestone-wise Applicable Penalties)

T = Date of Work Order (WO).

1. The successful bidder shall provide OEM Warranty/Support, Premium Support, Software Updates (where applicable), and Technical Services throughout the Initial Contract Period of Three (3) Years. In the event the Contract is extended by GIL/DST, the successful bidder shall continue to provide OEM Support and Technical Services during the Contract Extension Period at the commercial rates quoted in BoQ-3.
2. The successful bidder shall submit payment claims in writing, along with the applicable invoice(s), milestone deliverables, supporting documents, certificates, and any other documents specified under this RFP and the Contract. Payment shall be processed only after satisfactory verification and acceptance by GIL.
3. Payments shall ordinarily be released within Thirty (30) days from the date of receipt and acceptance of the invoice and all supporting documents by GIL.
4. All payments under the Contract shall be made in Indian Rupees (INR) only.
5. All bank/remittance charges shall be borne by the successful bidder.
6. In case of any disputed invoice, milestone, deliverable, or amount, the disputed portion shall be withheld and released only after resolution of the dispute, without affecting payment of the undisputed portion, if applicable.
7. Payments for deliverables requiring inspection, testing, UAT, Go-Live, or acceptance shall be released only after successful completion of such activities and acceptance by GIL/DST.
8. Liquidated Damages (LD), SLA penalties, manpower penalties, and any other contractual recoveries, as applicable under this RFP, shall be deducted from the respective milestone payments.
9. Taxes, duties, and statutory deductions shall be applicable as per the prevailing Government rules and regulations.
10. The successful bidder shall deploy and maintain the required OEM-certified technical manpower possessing the qualifications and experience prescribed in this RFP throughout the Initial Contract Period and, where applicable, during the Contract Extension Period.
11. Deployment of manpower not meeting the prescribed qualifications and experience, or failure to maintain the minimum required manpower, shall be treated as non-deployment/absence and shall attract penalties as specified in this RFP.
12. Failure to achieve any milestone or submit the prescribed deliverables within the stipulated timelines shall attract Liquidated Damages (LD), SLA penalties, manpower penalties, or other contractual recoveries, as applicable under this RFP.
13. Levy of Liquidated Damages (LD) or any other penalty shall not relieve the successful bidder from fulfilling its contractual obligations or meeting the applicable Service Level Requirements (SLAs).

Service Level Agreement

The successful bidder shall ensure uninterrupted operation and support of the complete **Privileged Identity Management (PIM) / Privileged Access Management (PAM) Solution** throughout the Initial Contract Period of **Three (3) Years** and, where applicable, during the Contract Extension Period. The Initial Contract Period of Three (3) Years shall commence from

the date of Go-Live (T2) and shall end on the date falling three years thereafter, unless extended by GIL/DST as per the Contract Extension Period provisions. The solution shall be maintained in efficient working condition to achieve the prescribed Service Level Requirements (SLRs).

Service Level Standards (SLA)

Parameter	Service Level Requirement / Standard
Support Coverage	24 × 7 support throughout the Initial Contract Period and, where applicable, during the Contract Extension Period.
Call to Response (CTR)	Response shall be initiated within 15 Minutes from reporting of the incident, and support engineer assignment shall be ensured accordingly.
Solution Uptime	The bidder shall guarantee 99.95% uptime per year (calculated quarterly) for the complete PIM/PAM Solution, including software, licenses, services, and all associated components.
Uptime Calculation	$\text{Uptime (\%)} = (\text{Total Minutes in a Quarter} - \text{Downtime Minutes during the Quarter}) \times 100 \div \text{Total Minutes in a Quarter}$
Illustration	For a quarter consisting of 92 days, the total available time shall be 1,32,480 minutes.
Severity Levels	Service incidents shall be classified and addressed as per the Severity Matrix below.

Severity Matrix

Severity	Customer Impact	Response Time (CTR)	Turnaround Time (TAT)	Penalty
S1 (Critical)	Complete outage of the PAM Solution, users unable to authenticate, or any issue causing disruption to critical production services.	15 Minutes	30 Minutes	₹2,500/- for every 30 minutes (or part thereof) of delay beyond the prescribed TAT of 30 minutes, subject to the maximum SLA penalty specified in this RFP.
S2 (Major)	Significant degradation of service where the PAM Solution is operational but major functionality is impacted and a workaround is available.	30 Minutes	2 Hours	Each S2 incident not resolved within the prescribed TAT shall attract a penalty equivalent to 0.25% of the applicable quarterly O&M payment. The cumulative penalty for S2 incidents shall be capped at 3% of the applicable quarterly O&M payment.
S3 (Minor)	Minor issues, general queries, enhancement	Best Effort	1 Business Day	No direct monetary penalty. Persistent non-compliance

	requests, documentation support, or non-critical issues not affecting production services.			shall be recorded and considered during quarterly performance evaluation.
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Note:

- SLA performance shall be monitored and evaluated on a quarterly basis.
- The cumulative SLA penalties applicable for each quarter shall be deducted from the corresponding quarterly O&M payment.
- The maximum cumulative SLA penalty shall be capped at 10% of the applicable annual O&M payment for the respective contract year, excluding manpower penalties.
- The successful bidder shall submit a Root Cause Analysis (RCA) report for every S1 (Critical) incident and any outage exceeding the prescribed Turnaround Time (TAT) within seven (7) calendar days from the date of occurrence of the incident.
- SLA penalties may be waived only under extraordinary circumstances beyond the control of the successful bidder, subject to prior written approval of GIL/DST based on adequate justification.
- Levy of SLA penalties shall not relieve the successful bidder from fulfilling its contractual obligations or meeting the prescribed Service Level Requirements under the Contract.

Penalty, Reporting & Performance Compliance

Parameter	Requirement / Penalty
Downtime Penalty	Downtime exceeding one (1) hour in a quarter shall attract a penalty of ₹2,500/- for every 30 minutes (or part thereof) of additional downtime.
SLA Monitoring	SLA performance shall be monitored quarterly. Applicable SLA penalties shall be deducted from the corresponding payment milestone.
Maximum SLA Penalty	The cumulative SLA penalty shall not exceed 10% of the applicable annual O&M payment for the respective contract year, excluding manpower penalties.
Root Cause Analysis (RCA)	For every outage exceeding one (1) hour of unscheduled downtime, the bidder shall submit a detailed RCA report, including corrective and preventive actions, within seven (7) calendar days from the date of the incident.
Minimum Manpower Availability	The bidder shall maintain the minimum required manpower throughout the Initial Contract Period and, where applicable, during the Contract Extension Period, as specified in this RFP.
Non-compliant Resource	Deployment of manpower not meeting the prescribed qualification and experience shall be treated as non-deployment.
Manpower Penalty	A penalty equivalent to 1.5 times the per-day payable amount of the concerned deployed resource, based on the quoted rates, shall be levied

	for each day of absence or non-compliance until a suitable replacement is deployed.
Contract Extension Period	If the Contract Extension Period is exercised by GIL/DST, the above SLA, monitoring, reporting, and penalty provisions shall continue to remain applicable.
Exemption	SLA penalties may be waived only under extraordinary circumstances beyond the control of the bidder, subject to prior written approval of GIL based on adequate justification.

Change Requests/ Management

- a) GIL may at any time, by a written order given to the bidder/authorised partner, make changes within the general scope of the Agreement in any one or more of the following:
 - o Designs, specifications, requirements which software or service to be provided under the Agreement are to be specifically developed and rendered for GIL.
 - o The method of deployment, shipping or packing.
 - o Schedule for Installation Acceptance.
 - o The place of delivery and/or the services to be provided by the bidder/authorised partner.
- b) The change request/management procedure will follow the following steps: -
 - Identification and documentation of the need for the change - The information related to the initiator, initiation date, details of the change required and priority of the change shall be documented by GIL.
 - Analysis and evaluation of the Change Request - The impact of the change in terms of estimated effort, revised schedule, cost implications and affected deliverables shall be analysed and documented by the bidder/authorised partner.
 - Approval or disapproval of the Change Request - GIL shall approve or disapprove the requested change, including any additional payment, wherever applicable. For software development or enhancement activities arising out of the approved Change Request, the quoted man-month rate shall be used for cost estimation. The efforts of all technical resources such as Project Manager, Business Analyst, Software Developer, Testing Engineer, Database Administrator/Architect and other technical personnel shall be considered for total man-month estimation. For all technical resources, irrespective of their experience or specialization, the quoted man-month rate shall be applicable. Efforts of support staff shall not be considered for this purpose.
 - Implementation of the Change - The approved change shall be implemented by the selected bidder in accordance with the agreed cost, effort and schedule.
 - The implemented change shall be verified and accepted by GIL.
- c) All changes outside the agreed scope of work which may have financial implications or impact the project schedule shall be undertaken by the bidder only after obtaining the prior

written approval of GIL. In the absence of such approval, the change shall not be carried out.

- d) While approving any Change Request, if required, GIL may direct the bidder to deploy additional or replacement resources at the project site.
- e) If any approved change outside the agreed scope of work causes an increase or decrease in the cost of, or the time required for, the bidder's performance of any provision of the Agreement, an equitable adjustment shall be made to the Agreement Price and/or Delivery Schedule, and the Agreement shall be amended accordingly. Any claim for such adjustment shall be submitted by the bidder within 30 (thirty) days from the date of receipt of the Change Order issued by GIL.
- f) The provisions relating to Change Request/Management shall remain applicable throughout the **Initial Contract Period of Three (3) Years** and shall continue to apply during the **Contract Extension Period of up to Two (2) Years**, if exercised by GIL/DST. Any approved Change Request during the Contract Extension Period shall be governed by the terms and conditions of this Agreement and the commercial rates quoted by the successful bidder, wherever applicable.

Section-5 Price Bid Format

(To be submitted & uploaded online only)

RFP Title:

Selection of Agency for Supply, Installation, Commissioning, Testing, Operations and Maintenance of PIM/PAM Solution in Aadhaar Authentication Environment at GSDC for Department of Science & Technology, Government of Gujarat.

Financial Bid Format (BoQ1) : - Complete End-to-End PIM/PAM Solution for Three (3) Years- (CAPEX)

(to be submitted by the bidder only in BoQ format (.XLS) available at GEM portal)

#	Name of Item	Qty.	Unit Rate including all taxes, Govt. levies and duties but except GST	Applicable GST' (in Rs.) on Column-4	Unit Rate including all taxes & GST (in Rs.)	Total Amount inclusive of all taxes, levies and GST (in Rs.)
1	2	3	4	5	6=4+5	7 = 6 x 3
1.	PAM Software User Licenses for 50 Users, including perpetual user licenses and applicable OEM support/ software updates for the initial three (3) years	50				
2.	Complete Hardware/Appliance and Infrastructure required for End-to-End PIM/PAM Solution, including storage, operating system, database (if required), accessories, networking components (if required), and all other components required	1				

	for successful deployment, commissioning, operation and maintenance of the solution, with three (3) years comprehensive onsite OEM warranty & premium support					
3.	Implementation Service (One time)	1				
Total Amount (In Figures):						
Total Amount (In Words):						

Financial Bid Format (BoQ2):- Manpower BoQ

{to be submitted by the bidder only in BoQ format (.XLS) available at GEM portal}

Sr. No	Name of Item	Qty (Man-Month)	Unit Man-Month Rate (₹, incl. all taxes, levies & duties but excl. GST)	Applicable GST (in Rs.) on Col-4	Unit Rate including all taxes & GST (in Rs.)	Total Amount (₹, incl. all taxes, levies & GST) (OPEX)
1	2	3	4	5	6=4+5	7 = 6 x 3
1.	OEM Certified 2 Resources – PIM/PAM Solution – for operation, administration and technical support of the complete implemented solution	72 Man-Month				
Total Amount (In Figures):						

Total Amount (In Words):	
---------------------------------	--

Financial Bid Format (BoQ3):- Extendable at the discretion of GIL/DST (Up to 2 Years)

{to be submitted by the bidder only in BoQ format (.XLS) available at GEM portal}

Sr. No	Name of Item	Qty	Unit Rate (₹, incl. all taxes, levies & duties but excl. GST)	Applicable GST (in Rs.) on Col-4	Unit Rate including all taxes & GST (in Rs.)	Total Amount (₹, incl. all taxes, levies & GST) (OPEX)
1	2	3	4	5	6=4+5	7 = 6 x 3
1.	OEM Premium Support / Comprehensive Warranty / Software Updates for the Complete PIM/PAM Solution (Years 4 & 5)	2 Years				
2.	OEM Certified 2 Resources – PIM/PAM – 48 Man-Month	48 Man-Month				
Total Amount (In Figures):						
Total Amount (In Words):						

Financial Bid Format (BoQ4):- Summary BoQ

{to be submitted by the bidder only in BoQ format (.XLS) available at GeM portal}

Sr. No	Name of Item	Total Amount inclusive of all taxes, levies and GST
1	2	3
1.	Total of (BoQ1):	
2.	Total of (BoQ2):	

Total Amount (In Figures):	
Total Amount (In Words):	

Note:

- a. The quoted price shall include all hardware/appliance, software, storage, operating system, database (if required), licenses, accessories, networking components (if required), and all other components required for successful deployment, commissioning, operation and maintenance of the complete PIM/PAM solution.
- b. The SI/OEM shall be solely responsible for providing, supplying, integrating, configuring, commissioning and supporting all such components required for the complete end-to-end solution. No dependency shall be placed on the existing Gujarat State Data Centre (GSDC) infrastructure unless specifically approved by GIL/DST. The applicable GST rate shall be as per the prevailing statutory rates.
- c. The bidder shall quote a separate unit rate per PAM software user license in BoQ-1. The quoted per-user license rate shall remain firm and fixed throughout the entire initial contract period of five (5) years. (If contract period extended by GIL/ DST) The quoted rate shall include all applicable software license rights and OEM support/software updates as specified in the scope of work. No upward revision in the quoted per-user license rate shall be permitted during the initial contract period.
- d. The quoted per-user PAM software license rate shall also remain firm and fixed for procurement of any additional PAM user licenses, if required by GIL/DST during the initial contract period, subject to the terms and conditions of the Contract and issuance of the applicable Purchase/Work Order.
- e. The L1 bidder shall be evaluated on the sum of the Total Amount of BoQ1 and Total Amount of BoQ2, as reflected in BoQ4 – Summary BoQ.
- f. The BoQ shall be deemed to include all hardware, software, storage, operating system, database (if required), licenses, accessories, networking components and all other components required for successful implementation, commissioning, operation and maintenance of the complete solution. No additional payment shall be made for any item omitted by the bidder but required for successful commissioning, operation and maintenance of the solution.
- g. Bidders are required to quote for all the item categories mentioned in BoQ1 and BoQ2. In case a bidder does not quote for any of the prescribed item categories, the bid shall be liable for rejection.
- h. In case of any discrepancy between BoQ4 (Summary BoQ) and the respective BoQ1/BoQ2, the rates and amounts quoted in the respective BoQ1/BoQ2 shall prevail and the L1 bidder shall be evaluated accordingly.
- i. In case a bidder fails to indicate the amount of GST in the prescribed column, the bid value shall be considered without including the component of GST for the purpose of bid evaluation, and the total bid price shall be considered accordingly.
- j. The bidder shall deploy a minimum of two (2) dedicated technical resources for operation, administration and technical support of the implemented solution during the contract period.
- k. The bidder shall ensure that its Price Bid contains reasonable and commercially

justifiable unit rates for all CAPEX and OPEX items. GIL/DST may identify abnormally high or low unit rates of individual line items and seek appropriate justification from the bidder.

- l. The bidder shall quote rates for the Contract Extension Period of up to two (2) years in BoQ-3. The rates quoted in BoQ-3 shall remain firm and fixed during the initial contract period.
- m. The rates quoted in BoQ-3 shall become applicable only if GIL/DST extends the contract beyond the initial period of three (3) years. If exercised, the extension shall be on the same terms, conditions, scope of work and commercial rates quoted in BoQ-3.
- n. The unit rate quoted for manpower under BoQ-3 shall not exceed the corresponding unit manpower rate quoted in BoQ-2 by more than 7%. The applicable rate shall remain firm and fixed during the extension period.
- o. The total value quoted in BoQ-3 shall not be considered for financial evaluation or determination of the L1 bidder.
- p. The rates quoted for the Contract Extension Period under BoQ-3 shall remain firm and fixed and shall be applicable if the contract is extended by GIL/DST. No upward revision in the quoted rates shall be permitted during the extension period, except where specifically provided under the Price Variation Clause of the Contract.
- q. The Bidder shall strictly ensure that the quoted amount under the Implementation Service component (BoQ-1, Sr. No. 3) shall not, under any circumstances, exceed 50% of the Total Contract Value. Any bid quoting Implementation Cost beyond the prescribed limit shall be liable for rejection.
- r. The currency in which payments shall be made to the selected bidder under this Contract shall be Indian Rupees (INR) only.

Authorized Signatory:

Name:

Designation:

Company Seal:

Date:

ANNEXURE-1: BILL OF MATERIAL (BoM)

Description of Items Required (CAPEX):

S. No.	Item	Qty required at GSDC	MAF required (Y/N)	Compliance (Yes/No)
1.	End to End Privileged Access Management (PAM) Solution	1 Nos.	Y	

Technical Manpower (OPEX)

S. No.	Type of Resources	Qty.	Contract Period	MAF Required (Y/N)	Compliance (Yes/No)
1	OEM Certified Resources – PIM/PAM (Regular Day Shift)	2 Nos.	Initial Contract Period of Three (3) Years , extendable for a further period of up to Two (2) Years at the sole discretion of GIL/DST	NA	NA

Note: -

- All items specified in Annexure-1 shall be supplied with Comprehensive OEM Onsite/Remote Support, Premium Support (24x7), Software Updates/Upgrades (where applicable) and Technical Assistance from the date of Go-Live for an **initial contract period of Three (3) Years**.
- The Contract may be extended by **Gujarat Informatics Limited (GIL)/Department of Science & Technology (DST)** for a further period of **up to Two (2) Years**, in one or more spells, at the sole discretion of GIL/DST, subject to satisfactory performance of the successful bidder, operational requirements and availability of funds. During the extended period, the successful bidder shall continue to provide OEM support/services (where applicable) and deploy the required technical resources on the commercial rates quoted in the Price Bid for the Contract Extension Period.
- All software shall be **On-Premises** in nature and shall be supplied with **Perpetual Licenses**. In case the OEM does not provide perpetual licensing for the quoted software as per its licensing policy, subscription-based licensing may be accepted, provided the bidder submits documentary evidence from the OEM along with the Technical Bid.
- All licenses shall be issued in the name of "**Gujarat Informatics Limited, Department of Science & Technology, Government of Gujarat.**"
- The bidder shall size and supply all hardware, storage and software required for the proposed solution considering the project requirements and future growth during the Initial Contract Period.

- f) All quoted software components shall be IPv6-ready from the date of commissioning/Go-Live and shall be supported with Comprehensive OEM Support, Premium Support and Technical Assistance throughout the contract period.
- g) The deployed technical manpower shall be on the permanent payroll of the bidder.
- h) To ensure the required minimum quality of technical resources, the following minimum compensation shall be considered while quoting the manpower cost:
 - i) The bidder shall deploy a minimum BE/ B. Tech (Computer Engineering / Information Technology / Electronics & Communication or equivalent) qualified OEM-certified PIM/PAM resource having relevant experience in implementation, operation, administration, and support of PIM/PAM solutions as specified in this RFP.
Note: GIL/DST reserves the right to verify the same at any stage during the contract period.
- i) GIL/DST reserves the right to conduct interviews, technical assessments, background verification or any other evaluation process to assess the competency and suitability of the proposed resources before deployment and during the contract period. GIL/DST may require replacement of any resource whose performance or competency is found unsatisfactory.
- j) The technical specifications provided in Annexure-1 are the **minimum requirements**. Bidders may offer products with higher specifications; however, **no additional payment** shall be made for higher specifications than those specified in the RFP.
- k) If the Contract Extension Period is exercised by GIL/DST, the successful bidder shall continue to deploy OEM-certified technical resources possessing qualifications, certifications, experience and skill sets equivalent to or better than those deployed during the initial contract period and shall comply with all applicable Service Levels (SLAs) and contractual obligations.

Regular Day Shift: Monday to Friday – 09:30 AM to 06:10 PM

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

ANNEXURE-2: TECHNICAL SPECIFICATION

Sr. No.	Specification	Compliance (Y/N)	Reference
1	General Specification		
1.1	The proposed solution should be 100% agent less solution for password and session management. There should not be a need to install agents on target devices.		
1.2	The proposed solution should be on many marketplace to support integrations and plugins for connecting to huge variety of target devices along with that it should provide plugin generator utility which should enable customer to build own plugins for customized target devices.		
1.3	The proposed solution should support Ad Hoc Just-in- Time Access to servers: - Only permit access when it is requested and granted, which should be governed by workflows and policies.		
1.4	The proposed solution should allow users/admins to use their native client like RDP and Putty to connect target machines on-boarded in PAM.		
1.5	The proposed solution should support complete active configuration at all infrastructure components. It should support high-availability Vault environment since this is crucial for the Vault availability.		
1.6	The proposed OEM solution should have capability for securing end-points, securing cloud, workforce lifecycle management, securing develops, etc. as a pre-integrated but loosely coupled solution for easy administration from future projects/ initiatives around identity security.		
1.7	The OEM must have completed a minimum of three work orders in India within the last five years, each involving at least 50 Privileged Access Management (PAM) licenses, for customers in Public Sector Banks, Financial Institutions, BFSI, PSUs, Government Organizations/ Telecom		

	organization.		
2	AD Bridging		
2.1	Solution should allow you to easily link applications to the centralized AD in a secure, encrypted way.		
2.2	Solution should Centrally control access to non-Windows systems i.e. Unix and Linux servers by defining which users are permitted to log on to which systems via AD.		
2.3	Solution should attain consistent configuration by extending native group policy management tools to include settings for Unix, Linux servers.		
2.4	Solution should able to Audit logs of multiple Active Directory events in real time, report on exceptions, and provide easy access to results.		
3	Access Control		
3.1	The solution should be able to restrict usage of critical commands over a SSH based console based on any combination of target account, group or target system and end-user.		
3.2	The solution should restrict privileged activities on a server (e.g. host to host jumps, cmd/telnet access, application access, tab restrictions) from session initiated with PAM.		
3.3	The solution should provide for inbuilt database management utility to enable granular control on database access for Sql, my Sql, DB2, Oracle etc.		
3.4	The solution enables an administrator to restrict a group of commands using a library and define custom commands for any combination of target account, group or target system and end user.		
3.5	The solution should provide secure mechanism for blacklisting/whitelisting of commands for any combination of target account, group or target system and end user.		
3.6	The solution should have workflow control built in for critical administrative functions over SSH including databases (example user		

	creation, password change etc) and should be able to request for approval on the fly for those commands which are critical.		
3.7	Solution should provide for a script manager to help in access controlling scripts and allow to run the scripts on multiple devices at the same time.		
4	Remote Access, Mobile Support, and Notification Engine		
4.1	The proposed solution should support capability for Remote users to be given access to target machines without need of VPN, Agent and corporate laptops.		
4.2	The proposed solution should support Just-In-Time provisioning and Password less authentication.		
4.3	The proposed solution should support Offline PAM Access (Password Retrieval via mobile app in case of emergency purpose or Break Glass Scenario).		
5	Password Management		
5.1	The solution shall perform password change options which is parameter driven and should set password options every x days, months, years and compliance options via the use of a policy.		
5.2	The solution should be able to authenticate and trust the application requesting the privileged password based on various authentication methods.		
5.3	The solution should be able to manage SSH Keys and for Linux/Unix servers, the solution should have an option to generate the SSH key pair directly from tool.		
5.4	The solution should automatically reconcile passwords that are detected 'out of sync' or lost without using external restore utilities		
5.5	Files uploaded in Vault for secured and encrypted storage should be allowed to be shared between PAM user & Server.		

5.6	Solution should enable an administrator to define different password formation rules for target accounts on different target systems and supports the full character set that can be used for passwords on each target system.		
6	Threat Analytics		
6.1	The proposed solution should have User Based Analytics so that it can trigger a real-time alerts in case of any unusual behaviour of user or anomalous activities. For example, alert in case any admin tries to access target machine during irregular hours, irregular IP, Dormant user, Anomalous access to multiple machines, unusual geographical region etc.		
6.2	The proposed solution should have detection, alert and automatic real-time response capabilities so that it can trigger immediate alert as soon as users tries to execute any risky commands or malicious activities and as responsive action, solution should be able to suspend or terminate the session immediately. Solution must allow customer to amend the suspicious commands or activity list as per their organization need.		
6.3	The proposed solution must detect and alert immediately in case of any credential theft and can able to take immediate response actions by triggering immediate password change for theft account leveraging integration with SIEM solution		
6.4	The proposed solution must able to control backdoor access, it must alert in case any user tries to connect target machines after bypassing PAM tool. And as responsive action, it should trigger password change for the account and block backdoor access leveraging integration with SIEM solution		
6.5	The proposed solution should be able to detect and alert backdoor access even for unmanaged accounts (which are not on boarded in PAM solution) and as responsive action, solution		

	should be having capability to onboard and trigger password change immediately leveraging integration with SIEM solution		
6.6	The proposed solution must raise immediate alert in case of suspicious password change, like request to change or reset a password after bypassing the Password Manager. Automatic Remediation by rotating credentials.		
6.7	The proposed solution must detect and raise alert immediately in case any service accounts gets logged in interactively leveraging integration with SIEM solution		
6.8	The proposed solution must able to identify Risky SPN (Service Principal Name). Privileged accounts with SPN configuration can be vulnerable to offline brute-forcing and dictionary attacks, allowing a malicious insider to recover the account's clear-text password.		
7	PAM Security and Administrator		
7.1	The solutions should use minimum FIPS 140-2 validated cryptography for all data encryption.		
7.2	The Solution should be TLS 1.2 and SHA-2 compliant for PCI-DSS compliance and Administrator user cannot see the data (passwords) that are controlled by the solution.		
7.3	All communication between the client endpoints and the target server should be completely encrypted using secured gateway. (Example: a telnet session is encrypted from the client PC through the secured gateway).		
7.4	All communication between system components, including components residing on the same server should be encrypted.		
7.5	The solution should offer secure browser to enhance security, privacy, and productivity for enterprises. It boosts security, privacy, and productivity by protecting against cookie theft from end-user laptop/ desktop, preventing data		

	exfiltration, offering quick access, and incorporating built-in identity security controls.		
7.6	The proposed solution vault should have flexibility to be deployed across multiple data centres without any licensing impact		
7.7	The proposed solution should be able to cover security of all privilege accounts, endpoints across DC servers, network devices, applications, databases, etc.		
7.8	The proposed solution should cover user based licenses for min 50 users extendable up to 150 users without any restriction on the no. of devices, endpoints, privilege accounts, sessions, storage, etc.		
7.9	The proposed solution shall provide the capability to discover, inventory, and monitor digital certificates within its managed environment.		
7.10	The solution shall generate advance alerts and notifications for certificate expiry to enable administrators to take timely corrective action.		

ANNEXURE-3: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE QUALIFICATION EXPERIENCE – PIM/PAM SOLUTION

Part A: Project Information (Table-1)

S. No.	Description	Details
1	Project Name	
2	Country	
3	Project Location (within Country)	
4	Project Duration	
5	Name of Customer	
6	Total Staff-Months Deployed on Assignment	
7	Customer's Contact Person (Name, Designation, Address, Phone, Email)	
8	Project Timelines	Start Date (MM/YYYY): Completion Date (MM/YYYY):
9	Project Nature	Similar PIM/PAM Solution implemented for (BFSI/PSU/Government): (Yes/No)
10	Project Description	(Briefly describe scope, objectives, and PIM/PAM services delivered by Bidder)

Part B: Project Covers (Table-2)

Component	Yes/No
1. Deployment of PIM/PAM solution to manage and monitor privileged accounts/access	
2. Integration with enterprise systems (Active Directory/LDAP, Workgroup users, Databases etc.)	
3. Implementation of key features (Session Monitoring, Password Vaulting, Access Controls)	
4. Support for Regulatory Compliance (e.g., Audit Logs, RBI/SEBI/Government Reporting)	
5. Large-scale Implementation (e.g., management of 200+ privileged accounts/licenses)	

Note: Bidder must attach supporting documents for each project reference as per Pre-Qualification (PQ) criteria mentioned in the RFP, specifically evidencing implementation of PIM/PAM requirements.

Name & Signatures of the Bidder along with
Seal

ANNEXURE-4: BIDDER'S AUTHORIZATION CERTIFICATE (to be filled by the bidder on his letter head)

To,
{Procuring entity},

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No. _____ dated _____. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

Verified Signature:

ANNEXURE-5: SELF-DECLARATION

(TO BE SUBMITTED PHYSICALLY ALONG WITH EMD)

I/We, _____, age _____ years residing at _____
in capacity of _____ M/s. _____
hereby solemnly affirm that

All General Instructions, General Terms and Conditions, as well as Special Terms & Conditions laid down on all the pages of the Tender Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same.

I / We have submitted following Certificates / Documents for T.E. as required as per General Terms & Conditions as well as Special Terms & Conditions of the tender

Sr. No.	Name of the Document
1	
2	

All the Certificates / Permissions / Documents / Permits / Affidavits are valid and current as on date and have not been withdrawn / cancelled by the issuing authority.

It is clearly and distinctly understood by me that the tender is liable to be rejected if on scrutiny at any time, any of the required Certificates / Permissions / Documents / Permits / Affidavits is / are found to be invalid / wrong / incorrect / misleading / fabricated / expired or having any defect.

I / We further undertake to produce on demand the original Certificate / Permission / Documents / Permits for verification at any stage during the processing of the tender as well as at any time asked to produce.

I / We also understand that failure to produce the documents in "Prescribed Performa" (wherever applicable) as well as failure to give requisite information in the prescribed Performa may result in to rejection of the tender.

My / Our firm has not been banned / debarred / blacklisted at least for three years (excluding the current financial year) by any Government Department / State Government / Government of India / Board / Corporation / Government Financial Institution in context to purchase procedure through tender.

I / We confirm that I / We have meticulously filled in, checked and verified the enclosed documents / certificates / permissions / permits / affidavits / information etc. from every aspect and the same are enclosed in order (i.e. in chronology) in which they are supposed to be

enclosed. Page numbers are given on each submitted document. Important information in each document is "highlighted" with the help of "marker pen" as required.

The above certificates/ documents are enclosed separately and not on the Performa printed from tender document.

I / We say and submit that the Permanent Account Number (PAN) given by the Income Tax Department is _____, which is issued on the name of _____ [Kindly mention here either name of the Proprietor (in case of Proprietor Firm) or name of the tendering firm;1, whichever is applicable].

I / We understand that giving wrong information on oath amounts to forgery and perjury, and I/We am/are aware of the consequences thereof, In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/PBG/cancel the award of contract. In this event, this office reserves the right to take legal action on me/us.

I / We have physically signed &stamped all the above documents along with copy of tender documents (page no. ---- to --).

I / We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliment with specification mentioned in the bid document.

My / Our Company has not filed any Writ Petition, Court matter and there is no court matter filed by State Government and its Board Corporation, is pending against our company.

I / We hereby commit that we have paid all outstanding amounts of dues/ taxes/ cess/ charges/ fees with interest and penalty.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of Tender Committee for disqualification will be accepted by us.

Whatever stated above is true and correct to the best of my knowledge and belief.

Date:

Stamp & Sign of the Tenderer

Place:

(Signature and seal of the Notary)

ANNEXURE-6: MANUFACTURER'S AUTHORIZATION FORM (MAF)

(On OEM's Letterhead with Seal & Signature)

Date: ____/____/20__

To,

The Managing Director

Gujarat Informatics Ltd,

Block no. 2, 2nd floor, Karmayogi Bhavan, Sector-10A, Gandhinagar.

Subject: Manufacturer Authorization for Supply, Installation & Support of

Dear Sir/Madam,

This is to certify that:

1. We, M/s _____ (OEM Name), having our registered office at _____, are the Original Equipment Manufacturer (OEM) of the following product(s):

- _____
- _____

2. We hereby authorize M/s _____ (Bidder/Partner Name) having office at _____, to quote, supply, install, commission, configure, integrate, warranty support, and provide after-sales service for the above product(s) against your tender/RFP:

Tender No.: _____

Title of Tender: _____

3. We confirm that the above-mentioned bidder is our authorized partner/system integrator for the said product(s) and is competent to deliver and support the solution as per OEM standards.

4. We also confirm that:

- The quoted product(s) are genuine, new, and original OEM-certified.
- We shall provide back-to-back warranty support, software/firmware updates, patches, security

advisories, and technical support to the bidder and/or purchaser.

- In case the bidder fails to meet warranty/support obligations, the OEM shall ensure uninterrupted support to the purchaser.

5. We undertake that the product(s) quoted comply with all technical specifications and standards listed in the tender.

For and on behalf of

M/s _____ (OEM Name)

Authorized Signatory: _____

Name: _____

Designation: _____

Email: _____

Contact: _____

OEM Seal & Signature

ANNEXURE-7: UNDERTAKING ON AUTHENTICITY OF COMPUTER EQUIPMENTS

{To be filled by the bidder (On Rs. 100/- Non-judicial stamp paper)}

To,
{Procuring Entity},

Reference: NIB No. : _Dated: .

This has reference to the items being supplied/quoted to you vide bid ref. no. _____dated
_____.

We hereby undertake that all the components/parts/assembly/ software used in the equipment shall be genuine, original and new components /parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/ parts/ assembly/ software are being used or shall be used. In respect of licensed operating system, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo. Also, that it shall be sourced from the authorized source for use in India.

In case, we are found not complying with above at the time of delivery or during installation, for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our Bid Security/ EMD/ PBG for this bid or debar/ black list us or take suitable action against us.

Authorized Signatory Name:
Designation:

ANNEXURE-8: COMPONENTS OFFERED – BOM (to be filled by the bidder)

1. Please fill the following BOM for all the offered components.

Sl. No.	Product Details (Only one make and model)	OEM Part Code (OEM Part code Datasheet shall be enclosed in the bid)	Detailed Technical Specification Reference**	OEM Details (Name: Address: E-Mail: Mobile No.:)
			{Item No. xx} {Item No. xx} {Item No. xx} {Item No. xx}	

** Please attach technical specifications compliance sheet (only on OEM's letter-head / OEM email as specified in Annexure-2) and provide reference number in this column. (Deviations, if any, should be appropriately mentioned & highlighted in the compliance/ deviation column of the respective table as provided in Annexure-2: Technical Specifications of this bidding document)

2. Submit Solution design document along with project plan.

ANNEXURE-9: FINANCIAL BID COVER LETTER & FORMAT

COVER LETTER {to be submitted by the bidder on his Letter head}

To,
The Managing Director,

NIB No. : _____ Dated: _____

Dear Sir,

We, the undersigned bidder, Having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties as mentioned in the financial bid (BoQ).

I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of _____ days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory Name:

Designation:

FORM 10: Non-Disclosure Agreement
(Submitted during acceptance of contract)

CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT

THIS CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT (the "Agreement")

Made this ____ day of __, ____ (the "Effective Date") by and between ____ a
____ Corporation, and ____ a ____ corporation,
(collectively, the "Parties" and each individually a "Party").

The Parties are exploring the possibility of engaging in one or more mutually beneficial business relationships (collectively, the "Business Relationship"). The Parties recognize that in the course of their discussions to further the Business Relationship, it will be necessary for each Party to disclose to the other certain Confidential Information (as defined below). Each Party desires to set forth the terms that apply to such Confidential Information.

NOW, THEREFORE, for and in consideration of the foregoing, of the promises and covenants set forth herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties do hereby agree as follows:

1. The Parties shall (i) use reasonable efforts to maintain the confidentiality of the information and materials, whether oral, written or in any form whatsoever, of the other that may be reasonably understood, from legends, the nature of such information itself and/or the circumstances of such information's disclosure, to be confidential and/or proprietary thereto or to third parties to which either of them owes a duty of nondisclosure (collectively, "Confidential Information"); (ii) take reasonable action in connection therewith, including without limitation at least the action that each takes to protect the confidentiality of its comparable proprietary assets; (iii) to the extent within their respective possession and/or control, upon termination of this Agreement for any reason, immediately return to the provider thereof all Confidential Information not licensed or authorized to be used or enjoyed after termination or expiration hereof, and (iv) with respect to any person to which disclosure is contemplated, require such person to execute an agreement providing for the treatment of Confidential Information set forth in clauses (i) through (iii). The foregoing shall not require separate written agreements with employees and agents already subject to written agreements substantially conforming to the requirements of this Section nor with legal counsel, certified public accountants, or other professional advisers under a professional obligation to maintain the confidences of clients.

2. Notwithstanding the foregoing, the obligation of a person to protect the confidentiality of any information or materials shall terminate as to any information or materials which: (i) are, or become, public knowledge through no act or failure to act of such person; (ii) are publicly disclosed by the proprietor thereof; (iii) are lawfully obtained without obligations of confidentiality by such person from a third party after reasonable inquiry regarding the authority of such third party to possess and divulge the same; (iv) are independently developed by such

person from Sources or through persons that such person can demonstrate had no access to Confidential Information; or (v) are lawfully known by such person at the time of disclosure other than by reason of discussions with or disclosures by the Parties.

3. All Confidential Information delivered pursuant to this Agreement shall be and remain the property of the disclosing Party, and any documents containing or reflecting the Confidential Information, and all copies thereof, shall be promptly returned to the disclosing Party upon written request, or destroyed at the disclosing Party's option. Nothing herein shall be construed as granting or conferring any rights by license or otherwise, express or implied, regarding any idea made, conceived or acquired prior to or after the Effective Date, nor as granting any right with respect to the use or marketing of any product or service. The Parties shall use the Confidential Information only for the Business Relationship.

The obligations of the Parties under this Agreement shall continue and survive the completion or abandonment of the Business Relationship and shall remain binding for a period of three (03) years with extended contract period (if applicable) from the Effective Date.

4. As a violation by either Party of this Agreement could cause irreparable injury to the other Party and as there is no adequate remedy at law for such violation, the non-breaching Party may, in addition to any other remedies available to it at law or in equity, enjoin the breaching Party in a court of equity for violating or threatening to violate this Agreement. In the event either Party is required to enforce this Agreement through legal action, then it will be entitled to recover from the other Party all costs incurred thereby, including without limitation, reasonable attorney's fees.

5. Neither Party makes any representation or warranty with respect to any Confidential Information disclosed by it, nor shall either Party or any of their respective representatives have any liability here under with respect to the accuracy or completeness of any Confidential Information or the use thereof.

6. Any provision of this Agreement held or determined by a court (or other legal authority) of competent jurisdiction to be illegal, invalid, or unenforceable in any jurisdiction shall be deemed separate, distinct and independent, and shall be ineffective to the extent of such holding or determination without (i) invalidating the remaining provisions of this Agreement in that jurisdiction or (ii) affecting the legality, validity or enforceability of such provision in any other jurisdiction.

7. Any notice required or permitted to be given here under shall be (a) in writing, (b) effective on the first business day following the date of receipt, and (c) delivered by one of the following means: (i) by personal delivery; (ii) by prepaid, overnight package delivery or courier service; first class, certified mail, return receipt requested, postage prepaid. All notices given under this Agreement shall be addressed to the addresses stated at the outset of this Agreement, or to new or additional addresses as the Parties may be advised in writing.

8. This Agreement is to be governed by and construed in accordance with the laws of the state of Neither Party shall be deemed to waive any of its rights, powers or remedies

here under unless such waiver is in writing and signed by said Party. This Agreement is binding upon and inure to the benefit of the Parties and their successor and assigns.

9. This Agreement constitutes the entire agreement and understanding of the Parties with respect to the subject matter hereof and is intended as the Parties' final expression and complete and exclusive statement of the terms thereof, superseding all prior or contemporaneous agreements, representations, promises and understandings, whether written or oral for the said subject matter. Neither Party is to be bound by any pre-printed terms appearing in the other Party's form documents, tariffs, purchase orders, quotations, acknowledgments, invoices, or other instruments. This Agreement may be amended or modified only by an instrument in writing signed by both Parties.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be executed by their duly authorized officers on the day and year first above written.

By:

By:

Name:

Name:

Title:

Title:

SECTION 11: FORMAT OF EARNEST MONEY DEPOSIT IN FORM OF BANK GUARANTEE

Ref:

Bank

Guarantee No.

Date:

To,

The Managing Director

Gujarat Informatics Limited

Block no. 2, 2nd Floor, Karmayogi Bhavan

Sector-10A, Gandhinagar-382017,

Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the GeM Bid no: GEM/XXXX/B/XXXXX dated XX.XX.XXXX for RFP for "Request for Proposal(RFP) for Selection of Agency for Supply, Installation, Commissioning, Testing, Operations and Maintenance of PIM/PAM Solution in Aadhaar Authentication Environment at GSDC for Department of Science & Technology, Government of Gujarat" KNOW ALL MEN by these presents that WE ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the _____, Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of ----- ----2025.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:

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

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

This guarantee will remain valid up to 6 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee

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

The Bank also agree that the OWNER/PURCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and notwithstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 2025.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

Approved Bank: Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. FD/MSM/e-file/4/2024/2859/D.M.O. dated 01.05.2025 issued by Finance Department or further instruction issued by Finance department time to time.

FORM 12: PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To,
The Managing Director
Gujarat Informatics Limited
2nd Floor, Block No. 2,
Karmayogi Bhavan, C&D Wing,
Sector 10-A, Gandhinagar - 382010
Gujarat, India

Dear Sir,

In consideration of Name & Address of the Purchaser/Indenter, Government of Gujarat, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having awarded to M/s.

.....having
Principal Office at (hereinafter referred to as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply of _____ by issue of Purchase Order No...Dated issued by Gujarat Informatics Ltd. ,Gandhinagar for and on behalf of the OWNER/PURCHASER and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipment as mentioned in the said purchase order and the SELLER having agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the OWNER/PURCHASER, _____ having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs. _____(Rupees _____) to the OWNER/PURCHASER on demand at any time up to _____without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be conclusive and binding notwithstanding any difference between Tribunals, Arbitrator, or any other authority.

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/ PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have

against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER. The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

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

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. _____ (Rupees _____) and it shall remain in force up to and including _____ and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.

Dated at _____ on this _____ day of _____ 2025.

Signed and delivered by

For & on Behalf of
Name of the Bank & Branch & Its official Address

List of approved Banks:

All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. No. EMD/10/2020/42/DMO dated 19.10.2020 issued by Finance Department or further instruction issued by Finance department time to time.

FORM 13: Performa of Compliance Letter

(Submit copy on Bidder's letterhead duly signed by Authorized signatory)

Date: *dd /mm /yyyy*

To,

The Managing Director

Gujarat Informatics Ltd,

Block no. 2, 2nd floor, Karmayogi Bhavan, Sector-10A, Gandhinagar.

Sub.: Compliance with the tender terms and conditions, specifications and Eligibility Criteria.

Dear Sir,

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity

of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder>>. We have to inform you that we have read and understood the qualification criteria, scope of work and all other requirements of the above-mentioned bid submitted by us on <<Date>>. We hereby confirm that all our bid proposal is absolutely compliant with the requirements, specifications mentioned in the bid document. We also explicitly understand that our bid proposal meets technical & other specifications of the bid.

We are not banned or blacklisted by any Government institution of India. In case of breach of any of the terms and conditions of the tender or deviation from bid specifications other than already specified as mentioned above, the decision of GIL Tender Committee for disqualification will be final and accepted by us.

Thanking you,

For <Name of the bidder>>

<<Authorized Signatory>>

<<Stamp of the bidder>>

Form 14: On letterhead of Bidder

Please submit the undertaking letter as per Ministry of Finance Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 as per Performa given below on OEM letterhead as well as on bidder's letterhead.

On Letterhead of Bidder

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

Ref: Bid Number: _____

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

No.	Item Category	Quoted Make & Model

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

(Signature)

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

On Letterhead of OEM

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

Ref: Bid Number: _____

Dear Sir,

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

No.	Item Category	Quoted Make & Model

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

(Signature)

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