

**Request for Proposal (RFP) for Selection of a
System Integrator (SI) for CAMC/Refresh of the
existing GFGNL IT infrastructure.**

Understanding of Abbreviations

Abbreviation	Description
AMC	Annual Maintenance Contract
BOM	Bill of Material
BOQ	Bill of Quantities
CA	Chartered Accountant
CAMC	Comprehensive Annual Maintenance Contract
SITC	Supply, Installation
DC	Data Centre
DD	Demand Draft
EC	Electronics and Communication
EMD	Earnest Money Deposit
EOL	End-of-Life
EOS	End-of-Support
FAT	Factory Acceptance Test
GeM	Government e-Marketplace
GIL	Gujarat Informatics Limited
GoG	Government of Gujarat
GFGNL	Gujarat Fibre Grid Network Limited
HA	High Availability
IA	Implementing Agency
IT	Information Technology
KT	Knowledge Transfer
LAN	Local Area Network
LED	Light Emitting Diode
MAF	Manufacturer Authorization Form
NGFW	Next-Generation Firewall
NOC	Network Operations Centre
NVR	Network Video Recorder
NMS	Network Management System
OEM	Original Equipment Manufacturer
O&M	Operation and Maintenance
OFC	Optical Fibre Cable
OPEX	Operating Expenditure
OS	Operating System

P2V	Physical to Virtual
PAC	Precision Air Conditioning
PBG	Performance Bank Guarantee
PDF	Portable Document Format
PM	Preventive Maintenance
POE	Power over Ethernet
PSU	Public Sector Undertaking
RFP	Request for Proposal
SAN	Storage Area Network
SB	Selected Bidder
SD	Security Deposit
SDC	State Data Centre
SFP	Small Form-factor Pluggable
SI	System Integrator
SITC	Supply, Installation, Testing and Commissioning
SLA	Service Level Agreement
SOC	Security Operations Centre
SOP	Standard Operating Procedure
SPOC	Single Point of Contact
SSD	Solid State Drive
SSL	Secure Sockets Layer
UDIN	Unique Document Identification Number
URL	Uniform Resource Locator
V2V	Virtual to Virtual
VLAN	Virtual Local Area Network
VM	Virtual Machine
VPN	Virtual Private Network
WAN	Wide Area Network
WO	Work Order

1. Additional Eligibility Evaluation Criteria:

S/ N	Eligibility Criteria	Attachments
1.	The bidder should be a registered company (registered under Indian Companies Act, 1956 or Indian Companies Act, 2013) in India and must have 3 years of existence in India as on bid submission.	Copy of certificate of Incorporation, PAN and GST registration Certificate.
2.	The bidder should have a total sum of turnover of Rs. 2 Cr. (Minimum) in the last three financial years (FY2022-23, FY2023-24, FY 2024-25) as on bid submission.	The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last three financial years as on bid submission shall be attached along with the bid. UDIN number should available in CA certificate.
3.	The bidder must have experience in providing Back-to-back OEM support services or Execution with AMC of IT infrastructure during the last three (3) years preceding the bid submission deadline for Central Government, State Government, PSU, BFSI, or Listed Company organizations, meeting any one of the following criteria.: a) One (1) similar project having a contract value of not less than ₹80 Lakhs; OR b) Two (2) similar projects each having a contract value of not less than ₹50 Lakhs; OR c) Three (3) similar projects each having a contract value of not less than ₹40 Lakhs.	Details of such projects undertaken along with work order/purchase order copy/ on-going project (along with client certificate)/ completion certification.

	Similar Project shall mean execution of IT infrastructure projects involving SITC and/or CAMC/O&M support of Network, Server, Storage, Virtualization, Firewall, Backup and Security solutions	
4.	The OEM must have experience in Virtualization of physical environment. - minimum 2 WO and Work completion certi. Of for Central Government, State Government, PSU This eligibility criteria are only applicable in case the bidder opts for migration from old virtualization SW to new one.	Current: Details of such projects undertaken along with work order/purchase order copy/ on-going project (along with client certificate)/ completion certification. Modification: Details of such projects undertaken along with work order/purchase order copy/ on-going project (along with client certificate) and completion certification.
5.	The proposed OEM for virtualization must have experience in execution of Supply, Installation, Testing and Commissioning (SITC) of virtualization license/ platform last three (3) years preceding the bid submission deadline for Central Government/State Government/ PSU/Telecom or BFSI organizations and must satisfy any one of the following criteria: A. One (1) similar project Supply, Installation, Testing and Commissioning (SITC) of virtualization license/ platform having a minimum of 250 Virtual Machines ; Or B. Two (2) similar projects, each involving Supply, Installation, Testing and Commissioning (SITC) of virtualization license/ platform having a minimum of 156 Virtual Machines ; Or C. Three (3) similar projects, each involving Supply, Installation, Testing and Commissioning (SITC) of virtualization license/ platform having a minimum of 125 Virtual Machines .	1. Work Order / Purchase Order / Contract Agreement copy; and 2. Completion Certificate issued by the client; Or For ongoing projects, Client Certificate clearly indicating project scope and status of execution. Note: The submitted documents showcasing the experience in compliance with the VM migration from VMware. Note: This Eligibility criteria is only applicable in case the bidder opt for migration from Old virtualization SW to new one.
6.	Bidder and OEM should not be debarred in last two years by any Ministry of the Government of India or by any State	Self-Declaration/Certificate/affidavit mentioning that the Bidder is not blacklisted as per the clause.

	Government of India or any of the Government PSUs at the time of bidding.	
7.	The bidder should be authorized by the OEMs of the proposed equipment/devices or back-to-back CAMC support for existing hardware and software in this tender.	MAF for Authorized partner. Self-declaration if the bidder is an OEM.
8.	The Bidder should have at least one office in Gujarat. If the Bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 45 days from the date of award.	The copy of Property tax bill/Electricity Bill/Telephone Bill/GST/CST should be enclosed. Registration/Lease agreement should be submitted as proof. Or Undertaking Letter should be enclosed.

Note:

1. All the details and the supportive documents for the above-mentioned items should be uploaded in the bid.
2. Bidder's experience, bidder's turnover criteria will not be considered for the GeM bid; the bidder must match the eligibility criteria, experience, and bidder's turnover criteria, as mentioned in this document, and will be considered for evaluation.
3. Bidder should be authorized by the OEM to quote this bid.

2. Pre-bid Meeting

Pre-Bid Meeting will be held at:

- Gujarat Informatics Limited, Block No. 2, 2nd Floor, C & D Wing, Karmayogi Bhavan, Sector-10A, Gandhinagar – 382010, Gujarat.

Queries to be submitted to:

- GM (Networking), Gujarat Informatics Limited, Sector-10A, Gandhinagar 382010.
- Email: mgrhninfra1-gil@gujarat.gov.in | dgmtech-gil@gujarat.gov.in | gm-tech@gujarat.gov.in

Bidders must submit queries at least 1 working day before the pre-bid meeting in the format below:

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

- Queries not submitted in the prescribed format or received after the pre-BID meeting date may not be entertained.

3. Scope of Work

- I. GFGNL has implemented Network Management System (NMS) which acts as an integrator for various element management system (EMS) for active elements involved in the project execution. In order to cater the requirements for hosting of above-mentioned applications and similar other relevant applications like ERP, GIS, BSS etc, GFGNL intends to procure AMC of existing System and Networking Hardware installed at State Data Center (SDC), Gandhinagar. These Applications shall have mix of Solaris, RHEL, Linux, Unix, CentOS and Windows platforms. The prospective bidders should have proper experience and competence in the field to successfully complete the Scope of Work as mentioned in this RFP. The scope of work under this RFP is broadly given as below.
- II. Bidder may perform the survey of existing infra mentioned in Annexure F and assess the requirement of scope of work.
- III. O&M for a period of two years extended upto 1 year from the date of Work order.
- IV. Existing Inventory Details with Support requirement from bidder:

SN	Component	Model	Qty	EoS Date	Hardware Support Requirement
1	Server	Dell PowerEdge FC640	7	22-10-2028	1. Support service that includes 24x7 access to technical experts 2. If a hardware/software issue cannot be resolved remotely, OEM Onsite support require for repair/replacement within define SLA
2	Chassis	Dell PowerEdge FX2	2	22-10-2028	1. Support service that includes 24x7 access to technical experts

SN	Component	Model	Qty	EoS Date	Hardware Support Requirement
					2. If a hardware/software issue cannot be resolved remotely, OEM Onsite support require for repair/replacement within define SLA
3	Storage	Dell EMC Unity 380	1	22-10-2028	1. Higher tier support including proactive monitoring and predictive failure alerts 2. If a hardware/software issue cannot be resolved remotely, OEM Onsite support require for repair/replacement within define SLA
4	SAN Switch	DS-6610R-B (8/24P, 16G SFP)	2	22-10-2028	1. Higher tier support including proactive monitoring and predictive failure alerts 2. If a hardware/software issue cannot be resolved remotely, OEM Onsite support require for repair/replacement within define SLA
5	Network Switch	Cisco Catalyst C9300L-24T-4X-A	2	-	1. If a hardware/software issue cannot be resolved remotely, OEM Onsite support require for

SN	Component	Model	Qty	EoS Date	Hardware Support Requirement
					repair/replacement within define SLA
6	Firewall	Fortinet FC-10-F100F-950-0212	2	28-02-2028	1. IPS: Intrusion Prevention System. 2. Advanced Malware Protection: Detects and blocks malware. 3. Application Control: Controls which apps can run. 4. URL/DNS Filtering: Blocks malicious websites. 5. Antispam Service: Filters spam emails. 6. FortiCare Premium: Premium support from Fortinet.
7	Virtualization	VMware vSphere Foundation 8	312 licenses	20-12-2028	1. Virtualization platform for managing virtual machines. 2. Includes updates, patches, and technical support for multiple years.

Note: Above requirement tentative and may change in future.

V. System Integration Component:

- a. Bidder is required to renew the licenses already procured and should be in the name of GFGNL. In case OEM is not providing support, Bidder may propose a alternate vitalization software.
- b. The bidder should maintain hardware and software components which include Server Virtualization Layer, Servers, Physical Server management

Module, Networking components like LIU, L2/L3 switch, SAN Switch, Storage, Firewall, etc. with appropriate licenses perpetual for life.

- c. The support including patch updates for the quoted products shall be available for the entire period of the Project without any additional cost.
- d. The bidder shall provide comprehensive support services for the entire ICT Infrastructure covered under this RFP for a period of two (02) years, extendable up to one (01) additional year from the date of Work Order. Wherever OEM support is available, the bidder shall provide back-to-back OEM support (24x7x365).

In case OEM support is not available for any existing component and the bidder proposes a refresh/replacement solution as per Clause 3(V)(e), the bidder shall ensure that the newly deployed solution is covered under valid OEM warranty/support for the entire contract period. The bidder shall be solely responsible for maintaining the prescribed SLA and ensuring uninterrupted services without any additional cost to GFGNL.

Bidder may propose support of existing infrastructure or propose a refresh/replacement solution, whichever is commercially and technically most advantageous to GFGNL during the contract period.

For any proposed refresh/replacement solution, the bidder shall submit all requisite documents as specified in the RFP, including MAF, Land Border compliance, Bidder and OEM Compliance Undertaking, and other applicable documents. The proposed solution shall meet or exceed the functionality, performance, capacity, availability, interoperability, security, and technical requirements of the existing infrastructure and shall be subject to approval by GFGNL.

The bidder shall remain fully responsible for ensuring uninterrupted operations, support, maintenance, and compliance with all service levels under the contract, irrespective of whether the existing infrastructure is retained or replaced.

Any assessment, migration, integration, licensing, subscription, configuration, data migration, testing, commissioning, training, support, or other activities required for the proposed solution shall be carried out by the bidder without any additional cost to GFGNL.

- e. Bidder is required to share SPOC person's details as per shifts. Any change in delegation, must be informed to GFGNL team in advance.

VI. Migration of Virtual Server:

In case virtualization is to be migrated from VMware to new OEM,
Following activities are to be done by SI to make this migration seamless.

- a. Create Network subnet as per requirement and as per OEM'S best practices.
- b. Hardware patching/firmware need to be done on SETUP Provided as a Part of this RFP.
- c. Install and Configure newly procure virtualization platform on all the nodes with requirement management console.
- d. Install and Configure management console in the new environment
- e. Add newly created virtualized environment nodes in management console and create a cluster as per GFGNL requirement.
- f. Migration Activity of Virtual Servers from existing environment to new Converged Infrastructure environment
- g. Install and configure required convertor/migration utility for physical as p2v migration and virtual machine as v2v Migration. (Providing Converter/Migration utility is in OEM's scope)
- h. Migrate existing environment to newly created virtualized environment.
- i. Create Additional Virtual Machines (VMs) as per any additional requirement and provision storage from new datastore as per GFGNL's requirement
- j. Install and configure new virtualized environment tools on all the Virtual Machines (VMs) and check everything is working as per best practices.
- k. Storage Provisioning Activity to be carried out by OEM.
- l. Create & Assign storage policy for all the workloads as per GFGNL's guidelines and requirement of the Setup.
- m. Install and Demonstrate required features of procured software

licenses

- n. Create & Submit complete installation activity & site specific documentation as per requirement
- o. Observe and Test environment for 10 working days before handover to GFGNL NOC team
- p. Knowledge Transfer prior to Sign off
- q. GFGNL NOC team (min 2 participants) to be provided by OEM Instructor lead training for the proposed solution.
- r. Above is high level SOW and may have some changes prior to project kick off, in case required.
- s. Note:
 - i. Kindly note that above mentioned Virtualized software licenses and support/subscription must be independent of the hardware OEM.
 - ii. The virtualized software licenses must be inter-operable from one hardware OEM to any other hardware OEM of GFGNL choice in future at no extra charges to GFGNL.
 - iii. Warranty/support has to be provided by original software OEM irrespective of the hardware OEM.
 - iv. The bidder shall propose Support & Subscription services from original software OEM with unlimited number of support requests, remote support, access to product updates/upgrades and 24x7 support for Severity 1 issues
 - v. Support mechanism to be issued from original software OEM to GFGNL team for raising tickets irrespective of severity of the problem
 - vi. Kindly note that prior to above mentioned SOW project implementation activity, proposed Virtualized Software OEM has to provide high level Plan and Design document from their own Professional Services' team for the GFGNL project. This Plan & Design activity shall not be outsourced to any other 3rd party but shall be done by Virtualization Software OEM's Professional Services team.

- vii. This Plan & Design recommendations and report needs to be followed by the selected System Integrator (SI) for the implementation as per best practices.

VII. Server Monitoring, Administration:

- a. Configuration of server parameters, operating systems administration, and tuning.
- b. Operating system administration, including but not limited to resource contention, preventive maintenance and management of updates & patches to ensure that the system is up to date.
- c. Re-installation in the event of system crash/failures.
- d. Maintenance of a log of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc.
- e. Event log analysis generated in all the sub systems including but not limited to servers, operating systems, applications, etc.
- f. Ensuring that the logs are backed up and truncated at regular intervals.
- g. Periodic health check of the systems, troubleshooting problems, analyzing and implementing rectification measures.
- h. Ensuring the upkeep of existing systems that would be reused and also incorporate necessary changes for new applications if any during the tenure of the contract.
- i. Preparing, Implementation and maintenance of standard operating procedures for maintenance of the infrastructure based on the State's policies.

VIII. Rollback and Recovery Requirement:

- a. Prior to commencement of any virtualization migration, infrastructure refresh, hardware replacement, storage migration, or software platform migration activity, the Selected Bidder shall prepare and submit a detailed Rollback Plan for approval by GFGNL. The Rollback Plan shall include backup procedures, restoration procedures, validation checkpoints, rollback triggers, responsible personnel, communication matrix, and recovery timelines.

- b. In the event of migration failure, service disruption, data inconsistency, application malfunction, or infrastructure instability, the Selected Bidder shall restore the complete environment to the last known stable state within **four (04) hours** of rollback declaration without any additional cost to GFGNL.
- c. All costs associated with rollback, restoration, reconfiguration, re-migration, and service recovery shall be borne by the Selected Bidder. The rollback process shall not result in any loss of data, configuration, licenses, or functionality.

IX. Backup and Restore Services:

- a. Bidder should provide backup of operating system, Virtual Machines and application as per stipulated policies of GSDC/GFGNL.
- b. Bidder should also provide prompt problem resolution in case of failures in the backup processes

d. Existing infra specifications are mentioned as per below just for your reference

Component	Specification
Blade Server	Dell PowerEdge FC640 – Latest x86 architecture, 2.4 GHz or above, 16 cores, 256 GB RAM per server, RAID support, 2x10GbE LAN ports, N+1 redundant power supply, OS compatibility: Windows Server, RHEL, Linux, Solaris
Chassis	Dell PowerEdge FX2 – Compatible with blade servers, built-in KVM, centralized management
Storage	Dell EMC Unity 380 – 100 TB usable, Active-Active controllers, RAID support, 64 GB cache (scalable to 128 GB), modular design, IP/iSCSI/FC support
SAN Switch	DS-6610R-B – 8/24 ports, 16G SFP, wire-speed switching, redundant power supply
Network Switch	Cisco Catalyst C9300L-24T-4X-A – 24x1G ports, 4x10G uplinks, supports VLAN, LACP, OSPF, BGP, SNMP v1/v2/v3
Firewall	Fortinet FC-10-F100F – Unified Threat Protection (IPS, Malware Protection, URL Filtering, DNS Filtering, Antispam), 12x1G ports, 2x10G ports, 10 Gbps throughput
Virtualization	VMware vSphere Foundation 8 – Supports Windows/Linux VMs, VLAN isolation, API integration with NMS, snapshot capability
Rack	42U Rack – 750x1070x1991 mm, IPDU as per IT equipment, perforated for ventilation

e. Warranty and Services:

- a. The successful bidder shall provide on-site comprehensive warranty for 2Years extendable upto 1 year from the date of work order at no cost to GFGNL within 24 hours of reporting, hardware related software updates; upgrades; patches and bug fixes for hardware and related Software from OEM for 24 x 7 x 365 days and operating support as and when required
- b. On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back supported by the OEM. The bidder will warrant all the hardware against defects arising out of faulty design, materials and workmanship etc. 2 Years extendable up to 1 year from the work order. Free maintenance services will be provided during the period of warranty. Professionally qualified engineer who have expertise in the System and Networking Hardware supplied by the bidder will provide these services.
- c. The maximum response time for a maintenance complaint shall not exceed 2 hours.
- d. The Bidder shall provide replacement equipment if any equipment is taken out of the premises for repairs.

4. Service Level Agreement (SLA) (Post Go-Live)

Incident Classification and Resolution Time

Type	Priority Level	Target	Penalty
Incident Resolution	Level-1: Complete failure or not in working condition or not accessible Level-2: Not functioning properly due to failure of any hardware/ software/part(s)/ component(s) or performance is down (in terms of latency and response time) Level-3: Any other issues except Level 1 & 2 above.	• Level 1 Incident - Within 1 hr. • Level 2 Incident - Within 6 hr. • Level 3 Incident - Within 12 hr.	• Level 1 Incident 0.25% of QP for every 2-hr. delay in resolution; • Level 2 Incident 0.25% of QP for every 3-hr. delay in resolution; • Level 3 Incident 0.25% of QP for every 6 hrs. delay in resolution

System Uptime SLA

Component	Minimum Uptime SLA	Measure ment Period	Penalty if Below SLA
Servers (Blade)	99.5% per month	Monthly	0.5% of Quarterly CAMC Payment for every 0.1% shortfall below SLA
SAN Storage	99.9% per month	Monthly	0.5% of Quarterly CAMC Payment for every 0.1% shortfall below SLA
Firewall	99.9% per month	Monthly	0.5% of Quarterly CAMC Payment for every 0.1% shortfall below SLA
Network Switches	99.5% per month	Monthly	0.5% of Quarterly CAMC Payment for every 0.1% shortfall below SLA

Component	Minimum Uptime SLA	Measure ment Period	Penalty if Below SLA
Server virtualization platform	99.9% per month	Monthly	0.5% of quarterly CAMC payment for every 0.1% shortfall below SLA
Overall ICT Infrastructure	99.0% per month	Monthly	Cumulative penalty based on component-wise SLA violations

SLA Penalty Calculation

- a. Uptime shall be calculated on a monthly basis; however, penalties shall be accumulated and deducted from the subsequent Quarterly CAMC Invoice.
- b. For every 0.1% reduction in uptime below the prescribed SLA, a penalty equivalent to 0.5% of the Quarterly CAMC Payment shall be levied for the affected component.
- c. The cumulative penalty for all SLA violations during a quarter shall be deducted from the corresponding quarterly payment.
- d. The maximum penalty applicable during any quarter shall be limited to 10% of the Quarterly CAMC Payment.
- e. Repeated failure to meet the SLA requirements for three (03) consecutive months or four (04) months during the contract period may be treated as a material breach of contract and may lead to termination of the contract and/or forfeiture of Performance Security at the sole discretion of GFGNL.

Uptime Calculation Formula

$$\text{Uptime (\%)} = [(\text{Total Time} - \text{Downtime}) \div \text{Total Time}] \times 100$$

Scheduled downtime approved in writing by GFGNL shall not be considered for SLA calculations.

Documentation and Reporting Requirements

The SI shall submit the following deliverables to GFGNL throughout the contract period:

SN	Document / Report	Frequency	Remarks
1	Monthly Health Check Report (servers, storage, network, firewall)	Monthly	To be submitted by 5th of following month
2	SLA Compliance Report	Monthly	Incident summary, resolution time, penalty (if any)
3	Backup and Restore Log	Monthly	Success/failure status of all backup jobs
4	Patch and Update Log	Quarterly	All patches/updates applied during the quarter
5	Inventory/Asset Register (updated)	Quarterly	Any additions/removals/replacements
6	Annual Performance Review Report	Annual	Comprehensive review of all KPIs and SLAs
7	Incident Log / Ticketing Report	Monthly	All open and closed tickets with RCA
8	Site-specific Installation and Configuration Document (Virtualization Migration)	Once (post-migration)	Mandatory if migration is executed

Preventive Maintenance

The SI shall carry out scheduled Preventive Maintenance (PM) visits as follows:

- Quarterly PM for all servers, storage, network switches, and firewall.
- PM schedule to be agreed with GFGNL at least 7 days in advance.
- PM report to be submitted within 3 working days of each visit.
- All consumables (cleaning materials, replacement fans, screws, etc.) for PM are in scope at no additional charge.

5. Annexure F: Detailed list of Material

Build No:	Description:	QTY
1	PowerEdge FX2	1
2	PowerEdge FX2	1
3	PowerEdge FC640 Server Node	5
4	PowerEdge FC640 Server Node	2

Blade 1:

Description:	Qty:
PowerEdge FX2	1
PowerEdge FX2 Chassis for up to 4 Half-Width Nodes	1
FX2S Chassis Configuration Label	1
PowerEdge FX2S Chassis Configuration with Flexible IO (up to 8 PCIe Slots)	1
Flex Address Plus Enabled,8GB	1
8X DVD-ROM, USB, EXTERNAL	1
Power Supply, Redundancy Alerting Enabled Configuration	1
Jumper Cord - C19/C20, 2.5M, 250V, 16A (India BIS)	2
Dual, Hot-plug, Redundant Power Supply, 2000W, C19/C20 Power Cord Required for Use	1
PowerEdge FX2 1Gbe Pass Through Module, Internal 8 ports to External 8 ports	2
No Installation Services Selected	1
PowerEdge-SE04 Handling & Insurance Charges(India)	1
FX2 ReadyRails Sliding Rails	1

Basic Next Business Day 36 Months	1
ProSupport and Next Business Day Onsite Service Initial, 36 Month(s)	1
ProSupport and Next Business Day Onsite Service Extension, 24 Month(s)	1

Blade 2:

Description:	Qty:
PowerEdge FX2	1
PowerEdge FX2 Chassis for up to 4 Half-Width Nodes	1
FX2S Chassis Configuration Label	1
PowerEdge FX2S Chassis Configuration with Flexible IO (up to 8 PCIe Slots)	1
Flex Address Plus Enabled,8GB	1
8X DVD-ROM, USB, EXTERNAL	1
Power Supply, Redundancy Alerting Enabled Configuration	1
Jumper Cord - C19/C20, 2.5M, 250V, 16A (India BIS)	2
Dual, Hot-plug, Redundant Power Supply, 2000W, C19/C20 Power Cord Required for Use	1
PowerEdge FX2 1Gbe Pass Through Module, Internal 8 ports to External 8 ports	2
No Installation Services Selected	1
PowerEdge-SE04 Handling & Insurance Charges(India)	1
FX2 ReadyRails Sliding Rails	1
Basic Next Business Day 36 Months	1
ProSupport and Next Business Day Onsite Service Initial, 36 Month(s)	1
ProSupport and Next Business Day Onsite Service Extension, 24 Month(s)	1

Power EdgeFC640 Server node: Qnt 5

Description:	Qty:
PowerEdge FC640 Server Node	1
Intel Xeon Gold 6240R 2.4G, 24C/48T, 10.4GT/s, 35.75 M Cache, Turbo, HT (165W) DDR4-2933	2
Chassis with up to 2 SAS or SATA Hard Drives (PERC required) MLK	1
32GB RDIMM, 2933MT/s, Dual Rank	16
iDRAC9,Enterprise	1
1.2TB 10K RPM SAS 12Gbps 512n 2.5in Hot-plug Hard Drive	2

Description:	Qty:
Emulex LPE 31002 Dual Port 16Gb Fibre Channel HBA, PCIe Low Profile	1
H330 Controller	1
Performance BIOS Settings	1
2 CPU Heatsink	1
Redundant Power Supply on Chassis (X+1 PSU Configuration)	1
PowerEdge FC PCIE Mezzanine Adapter	1
Intel X550 Dual Port 10GbE BASE-T Adapter, PCIe Low Profile	1
Broadcom 5720 1Gb Quad Port KR Blade Network Daughter Card	1
No Operating System	1
No Systems Documentation, No OpenManage DVD Kit	1
PowerEdge-002 Handling & Insurance Charges(India)	1
RAID 1	1
UEFI BIOS Boot Mode with GPT Partition	1
OpenManage Enterprise Advanced	1
ProSupport and Next Business Day Onsite Service Initial, 36 Month(s)	1
ProSupport and Next Business Day Onsite Service Extension, 27 Month(s)	1

Power EdgeFC640 Server node: Qnt 2

Description:	Qty:
PowerEdge FC640 Server Node	1
Intel Xeon Gold 6240 2.6G, 18C/36T, 10.4GT/s, 24.75M Cache, Turbo, HT (150W) DDR4-2933	1
Chassis with up to 2 SAS or SATA Hard Drives (PERC required) MLK	1
32GB RDIMM, 2933MT/s, Dual Rank	8
iDRAC9,Enterprise	1
1.2TB 10K RPM SAS 12Gbps 512n 2.5in Hot-plug Hard Drive	2
Emulex LPE 31002 Dual Port 16Gb Fibre Channel HBA, PCIe Low Profile	1
H330 Controller	1
Performance BIOS Settings	1
2 CPU Heatsink	1
Redundant Power Supply on Chassis (X+1 PSU Configuration)	1

PowerEdge FC PCIE Mezzanine Adapter	1
Intel X550 Dual Port 10GbE BASE-T Adapter, PCIe Low Profile	1
Broadcom 5720 1Gb Quad Port KR Blade Network Daughter Card	1
No Operating System	1
No Systems Documentation, No OpenManage DVD Kit	1
PowerEdge-002 Handling & Insurance Charges(India)	1
RAID 1	1
UEFI BIOS Boot Mode with GPT Partition	1
OpenManage Enterprise Advanced	1
ProSupport and Next Business Day Onsite Service Initial, 36 Month(s)	1
ProSupport and Next Business Day Onsite Service Extension, 27 Month(s)	1

Storage: -

Description	Qty
Unity 380 DPE 25 x 2.5 Dell FLD RCK[Unity 380 Hybrid DPE	1
Unity SYSPACK 4X600GB 10K SAS 25X2.5	1
Unity CNA 4x16Gb FC SFPs	1
ProSupport Mission Critical Software Support, 60 Month(s)	1
ProDeploy Plus for Unity Dell EMC X80 DPE Hybrid and All Flash	1
Unity HFA Base Software+ D@RE=IC	1
ProSupport and 4Hr Mission Critical Initial, 12 Month(s)	1
ProSupport and 4Hr Mission Critical Extension, 48 Month(s)	1
Unity 3U 15x3.5 DAE FLD RCK[Unity 15x3.5 Hybrid DAE	1
D4 12TB NLSAS 15X3.5 DRIVE	1
ProDeploy Plus for Dell EMC Unity 15 25 Drive DAE Deployment Verification	1
ProDeploy Plus for Dell EMC Deployment Unity 15 25 Drive DAE	1
ProSupport and 4Hr Mission Critical Initial, 12 Month(s)	1
ProSupport and 4Hr Mission Critical Extension, 48 Month(s)	1
AppSync Unity Hybrid	1
AppSync Bsc for Unity 300/380=IC	1
ProSupport Mission Critical AppSync Basic, 60 Month(s)	1

RecoverPoint for Unity XT Hybrid[Dell EMC RecoverPoint for Unity XT Hybrid	1
RP Basic for Unity 380/480/680/880=IC	1
ProSupport Mission Critical, RecoverPoint Basic, 60 Month(s)	1
CTX DS-6610B 8P/24P switch w/rear to front airflow	2
Connectrix DS-6610B 8 Port 16G SFP Port on Demand Upgrade Kit	1
Dell Networking Cable, OM4 LC/LC Fiber Cable, (Optics required), 5 Meter	8
ProDeploy Plus Connectrix Fibre Channel Switch Deployment (up to 4 new hosts)	1
ProDeploy Plus Connectrix Fibre Channel Switch Deployment Verification (up to 4 new hosts)	1
ProSupport and 4Hr Mission Critical Initial, 12 Month(s)	1
ProSupport and 4Hr Mission Critical Extension, 48 Month(s)	1

Firewall: -

SKU	Description	Qty.
FG-100F	22 x GE RJ45 ports (including 2 x WAN ports, 1 x DMZ port, 1 x Mgmt port, 2 x HA ports, 16 x switch ports with 4 SFP port shared media), 4 SFP ports, 2x 10G SFP+ FortiLinks, dual power supplies redundancy.	2
FC-10-F100F247-02-60	24x7 FortiCare Contract	2
FG-TRAN-SX	1 GE SFP SX transceiver module for all systems with SFP and SFP/SFP+ slots	16
FG-TRAN-SFP+SR	10 GE SFP+ transceiver module, short range for all systems with SFP+ and SFP/SFP+ slots	4

L3 Switch:

Part Number	Part Description	Service Duration	Quantity
C9300L-24T-4X-A	Catalyst 9300L 24p data, Network Advantage ,4x10G Uplink	-	2

CON-SNT-C00L2XAL	SNTC-8X5XNBD Catalyst 9300L 24p data, Network Advanta	60	2
C9300L-STACKBLANK	Catalyst 9300L Blank Stack Module	-	4
S9300LUK9-1612	Cisco Catalyst 9300L XE 16.12 UNIVERSAL	-	2
C9300L-NW-A-24	C9300L Network Advantage, 24-port license	-	2
FAN-T2	Cisco Type 2 Fan Module	-	6
PWR-C1-350WAC-P	350W AC 80+ platinum Config 1 Power Supply	-	2
PWR-C1-350WAC-P/2	350W AC 80+ platinum Config 1 Secondary Power Supply	-	2
CAB-TA-IN	India AC Type A Power Cable	-	4
C9300L-SSDNONE	No SSD Card Selected	-	2
C9300L-DNA-P24	C9300L Cisco DNA Premier, 24-port Term Licenses	-	2
NETWORK-PNPNONE	Network Plug-n-Play Opt Out SKU	-	2
C9300L-DNA-P24-5Y	C9300L Cisco DNA Premier, 24-port, 5 Year Term license	60	2
SFP-10G-SR	10GBASE-SR SFP Module		8

Server Virtualization Solution:

Product	Description	Part no.	Qty
VMware vCloud Suite 2019 Standard	SnS is required and sold separately.	CL19-STD-C	10
Production Support/Subscription for VMware vCloud Suite 2019 Standard for 5 year	Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	CL19-STD-P-SSS-C	50
VMware vCenter Server 7	Subscription & Support	VCS7-STD-C	2

Standard for vSphere 7 (Per Instance)	(SNS) is Required.		
Production Support/Subscription for vCenter Server 7 Standard for vSphere 7 for 5 year	Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	VCS7-STD-P-SSS-C	10

In case the bidder proposes an alternate virtualization platform in lieu of the existing virtualization software, the bidder shall submit an OEM Compliance Certificate on the OEM's letterhead, duly signed and stamped by the authorized signatory of the OEM (as per Annexure 1: OEM Compliance Certificate (For Alternate Virtualization Platform)).

42 Inch Rack:

ZIPRAK Make 42U Network Rack Wall Mount type (INDOOR)	
Size	750W x 1070D x 1991H (in mm)
Material	CRC MS Steel 1mm
Surface protection	Polyester Epoxy Powder Coating
Colour	Black Colour
Front Door	Acrylic or Glass with metal trims with lock & key.
Side Panels	Fixed Panel
Rear	Open able type with lock
Top	CNC Punched Ventilations with fan exhaust Cut-out and 2 cable entry Glands of 50mm with rubber grommet.
Bottom	CNC Punched Ventilations with fan exhaust Cut-out and 2 cable entry Glands of 50mm with rubber grommet.
19" Rails	two pairs of 19" equipment mounting rails front & back adjustable.

Existing BOQ Items:

Sr. No.	Component	Make / Model	Qty.	EoS Date	Serial No
1	Server	Dell PowerEdge FC640	6	22-10-2028	1KSVB33, 6BZTB33, 2KSVB33, 3K5VB33, 4K5VB33, 5K5VB33, 7BZTB33, 8EZTB33, 9BZTB33
2	Chassis	Dell PowerEdge FX2	2	22-10-2028	SFNS243204AR, SFNS2432071X, SFNS2432071Z, SFNS2432073], SFNS2432073U, SFNS2432074D, SFNS2432075F, SFNS243203TS
3	Storage	Dell Unity 380	1	22-10-2028	PSICK203302612
4	SAN Switch	DS-6610B-8/24P RTF W/8 16G SFP Switch	2	22-10-2028	BRCEZL1932R01B, BRCEZL1932R01A
5	Network Switch	Cisco Catalyst C9300L-24T-4X-A	2	-	FOC2438L9CY, FOC2441L2YK
6	Firewall	Fortinet FC-10-F100F-950-02-12	2	28-2-2028	FG100FTK20014087, FG100FTK20014121
7	VMware Licenses & Support	VCF-VSP-FND-8	312 Cores	20-12-2028	-

6. IMPLEMENTATION TIMELINES & PENALTIES (for refresh the product/software/solution):

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

S/n	Work type	Time Limit for Execution	Penalty for Delay	Maximum Penalty	Overall Penalty Cap
1	Submission of PBG and HLD to be submitted to the committee for the approval	Within 07 working Days from date of issuance of GEM contract	EMD will be forfeited and contract will be terminated or part thereof	-	Overall Penalty CAP not be more than 10 % of the order value for IMPLEMENTATION TIMELINES & PENALTIES:
2	Supply of the material including Licenses & OEM Warranty Certificate.	T1=T+30 days from the date of issuance of work order	0.5% of order value of delayed/pending work per week or part thereof	10% of order value	
3	Installation, commissioning integration , and migration (if applicable)	T2=T1+30	0.5% of order value of delayed/pending work per week or part thereof	10% of order value	
4	Final Acceptance Testing (FAT)	T3=T2+15 days	0.5% of order value of delayed/pending work per week or part thereof	10% of order value	
5	Training	15 Days from T3	Rs. 1000/- day.	Rs. 25000/-	

Refresh Material supplied, installed and commission as per this Bid/contract should be covered under the warranty till the contract period.

7. GENERAL CONDITIONS OF CONTRACT (GCC)

Standards of Performance

The Successful Bidder shall perform the services and discharge its obligations under the Contract with due diligence, efficiency, professionalism, and in accordance with generally accepted industry standards and best practices applicable to Data Centre, Server, Storage, SAN, Network, Security, Firewall, and Virtualization Infrastructure. The Successful Bidder shall comply with all applicable laws, regulations, standards, and guidelines issued by the Government of India, Government of Gujarat, and statutory authorities from time to time.

Intellectual Property Rights

The Successful Bidder shall indemnify and hold harmless GFGNL against all third-party claims relating to patent, copyright, trademark, industrial design, software licensing, or intellectual property rights infringement arising from the use of products, software, services, or deliverables supplied under the Contract.

Incidental Services

The Successful Bidder shall provide all incidental services necessary for successful execution of the Contract, including preventive maintenance, corrective maintenance, OEM coordination, technical support, firmware updates, software patches, security updates, documentation, reporting, and knowledge transfer activities. Such services shall be deemed to be included within the scope of the Contract unless specifically excluded.

Documentation and Deliverables

The Successful Bidder shall submit all reports, documentation, manuals, preventive maintenance reports, incident reports, root cause analysis reports, inventory records, configuration backups, and other deliverables as required by GFGNL. All documents, reports, configurations, records, and deliverables prepared under the Contract shall become the property of GFGNL. The Successful Bidder shall not use or disclose such documents without prior written approval from GFGNL.

Change Management

GFGNL reserves the right to make reasonable changes within the general scope of the Contract during its validity period. Such changes may include addition or deletion of covered assets, modification of support requirements, enhancement of infrastructure, migration to alternate virtualization platforms, or changes in reporting and monitoring requirements. Any commercial impact arising from such changes shall be mutually agreed upon in writing between the parties.

Assignment

The Successful Bidder shall not assign, transfer, pledge, or otherwise dispose of any of its rights, obligations, or interests under the Contract without obtaining prior written approval from GFGNL. Any unauthorized assignment shall be considered a material breach of the Contract.

Sub-Contracting

The Successful Bidder shall execute and manage the services under this Contract on its own and shall remain solely responsible for the performance of all contractual obligations. Sub-contracting of the entire scope of work shall not be permitted. However, specialized OEM support services or professional services may be availed only after obtaining prior written approval from GFGNL. Such approval shall not relieve the Successful Bidder from any responsibility or liability under the Contract.

Right of Intervention

GFGNL reserves the right to engage any OEM, third-party agency, or alternate service provider to ensure continuity of services if the Successful Bidder fails to meet the prescribed Service Levels, contractual obligations, or support commitments. Any expenditure incurred by GFGNL in this regard shall be recoverable from the Successful Bidder without prejudice to any other rights available under the Contract.

Use of Infrastructure

The Successful Bidder shall use the ICT Infrastructure, software, tools, credentials, and access privileges provided by GFGNL solely for the purpose of performing

obligations under this Contract. The Successful Bidder shall not use the infrastructure for any unauthorized purpose or permit any unauthorized access to the systems and facilities of GFGNL

Termination for Default

GFGNL may terminate the Contract, in whole or in part, by giving thirty (30) days prior written notice if the Successful Bidder fails to perform any contractual obligations, repeatedly violates Service Level Agreements, fails to provide the required support services, or commits any material breach of the Contract which remains unrectified during the notice period.

Termination for Insolvency

GFGNL may terminate the Contract by giving written notice to the Successful Bidder if the Successful Bidder becomes insolvent, bankrupt, enters into liquidation proceedings, or otherwise becomes incapable of fulfilling its obligations under the Contract. Such termination shall not prejudice any rights or remedies available to GFGNL.

Force Majeure

Neither party shall be liable for failure to perform its obligations under the Contract if such failure is caused by an event beyond its reasonable control, including but not limited to natural disasters, floods, earthquakes, fires, epidemics, pandemics, war, civil unrest, acts of terrorism, government restrictions, or other events of similar nature. The affected party shall notify the other party in writing within five (5) working days of the occurrence of such event and shall take all reasonable measures to mitigate its impact.

Resolution of Disputes

Any dispute arising out of or relating to the Contract shall first be resolved through mutual consultation and amicable settlement between the parties. If the dispute remains unresolved for a period of sixty (60) days, either party may refer the matter to arbitration in accordance with the Arbitration and Conciliation Act, 1996 and amendments thereto. The venue of arbitration shall be Gandhinagar, Gujarat and the proceedings shall be conducted in English language.

Governing Law and Jurisdiction

The Contract shall be governed by and construed in accordance with the laws of India and the State of Gujarat. Subject to the arbitration provisions, the courts at Gandhinagar, Gujarat shall have exclusive jurisdiction over matters arising out of or in connection with the Contract.

Notices

Any notice, communication, approval, or consent required under the Contract shall be in writing and shall be delivered by registered post, courier, hand delivery, or official email to the designated representatives of the respective parties. Such notice shall be deemed effective upon receipt.

Payment Terms

Payments under the Contract shall be released on a quarterly basis upon satisfactory completion of services during the respective quarter and submission of invoices along with supporting documents prescribed by GFGNL. The payment shall be subject to verification of services rendered, review of SLA compliance, and adjustment of applicable penalties, recoveries, and statutory deductions. Applicable GST shall be paid as per prevailing rules.

Taxes and Duties

The Successful Bidder shall be responsible for payment of all applicable taxes, duties, levies, cess, and statutory obligations arising from execution of the Contract. Any variation in applicable GST rates during the Contract period shall be dealt with in accordance with Government rules and regulations.

Inspection, Audit and Verification

GFGNL or its authorized representatives may inspect, audit, verify, and review the services, records, reports, configurations, and support activities carried out by the Successful Bidder at any time during the Contract period. The Successful Bidder shall provide all necessary cooperation and access required for such inspection or audit.

Confidentiality

The Successful Bidder acknowledges that during execution of the Contract it may have access to confidential information, system configurations, network architecture, security policies, user information, application data, and other proprietary information belonging to GFGNL. The Successful Bidder shall maintain strict confidentiality of all such information and shall not disclose, reproduce, distribute, or use the same for any purpose other than performance of obligations under the Contract without prior written approval of GFGNL. These obligations shall survive for a period of five (5) years after expiry or termination of the Contract.

Limitation of Liability

Except in cases involving fraud, wilful misconduct, gross negligence, breach of confidentiality obligations, intellectual property infringement, or deliberate security compromise, the aggregate liability of the Successful Bidder arising out of or in connection with the Contract shall not exceed the total Contract Value. Neither party shall be liable for indirect, incidental, consequential, special, or punitive damages.

Exit Management

Upon expiry, termination, or completion of the Contract, the Successful Bidder shall provide all necessary assistance for smooth transition of services to GFGNL or any agency nominated by GFGNL. The Successful Bidder shall hand over all documentation, configuration details, inventory records, maintenance history, reports, backups, licenses, access credentials, and operational knowledge relating to the ICT Infrastructure covered under the Contract. Such transition shall be completed without disruption to the services and operations of GFGNL.

8. Payment Schedule

Schedule-I of financial bid (CAMC of existing infra support		
Sl. No.	Activity	Payment
1	CAMC Support Services for Existing ICT Infrastructure of GFGNL during the contract period of Two (02) Years.	Payment shall be released at the end of each quarter equal instalments, subject to satisfactory completion of services, submission of quarterly reports, certification by GFGNL, and compliance with the prescribed SLA requirements.

Schedule-II of Financial Bid (Payment Schedule for Proposed Refresh / Replacement Solution)		
S/N	Activity / Milestone	Payment (%)
1	Submission and approval of Project Plan, Design Document, BOM, OEM Compliance Certificate, and delivery of all proposed hardware, software, licenses, and subscriptions at GFGNL site	40%
2	Successful Installation, Configuration, Integration, Testing, and Commissioning of the proposed refresh/replacement solution.	20%
3	Successful Migration (P2V/V2V) (if applicable), Cutover, Go-Live, and completion of all activities as specified in the RFP, including OEM-led Knowledge Transfer and Training Successful stabilization, acceptance, and continuous operation of the proposed solution for ten (10) working days after Go-Live, certified by GFGNL.	40%
Total		100%

Note: Bidder has to provide OEM warranty support for refresh of Devices till the contract period.

9. Price/Financial Bid

Sr. No.	Line Items	Total Price (in Rs. with Taxes)
1	Comprehensive Back to Back CAMC of Existing ICT Infrastructure of GFGNL during the Contract Period	
2	Refresh / Replacement Solution, including supply, installation, migration, integration, licensing, training, testing, commissioning, and support as per RFP requirements (if proposed by bidder)	
	Grand Total (1 + 2)	

Note:

- L1 will be the lowest sum total of rates with taxes.
- RA has been enabled in the GEM Bid.
- After completion of RA, Bidder has to submit a detailed price break up of each line item under GFGNL IT infra.

Financial Bid is to be kept as it is. Price breakup to be submitted after RA mentioning each BoQ line item separately.

Sr. No.	Component	Qty.	Unit AMC Cost for 2 years (₹) or Refreshed price with 2 years warranty	Total AMC Cost for 2 years (₹) or Refreshed price with 2 years warranty	Unit AMC Cost for additional 1 year (₹) or Refreshed price with 1 year's warranty	Total Unit AMC Cost for additional 1 year (₹) or Refreshed price with 1 year's warranty
1	Server	6				
2	Chassis	2				
3	Storage	1				

4	SAN Switch	2				
5	Network Switch	2				
6	Firewall	2				
7	VMware Licenses & Support	312 Cores				
Total				A		B

Particulars	Amount (₹)
Total AMC Cost – 2 Years	A
GST (%)	
GST Amount	
Grand Total Including Taxes	

Annexure 1: OEM Compliance Certificate (For Proposed Refresh / Replacement solution)

(To be provided on OEM Letterhead, duly signed and stamped by OEM's Authorized Signatory)

To,
The Director (Technical & Infrastructure)
Gujarat Fibre Grid Network Limited (GFGNL)
Block No. 6, 5th Floor,
Udyog Bhavan,
Sector-11, Gandhinagar – 382011, Gujarat

Subject: OEM Compliance Certificate for Proposed Refresh / Replacement Solution against RFP No. _____

We, _____ (Name of OEM), hereby certify that the hardware, software, virtualization platform, licenses, subscriptions, and support services proposed by _____ (Name of Bidder) under the above-mentioned RFP are equivalent to or superior to the existing infrastructure deployed at GFGNL.

We further certify that the proposed solution meets or exceeds the existing infrastructure in terms of capacity, functionality, performance, availability, reliability, scalability, security, manageability, and operational requirements.

We confirm that the proposed solution is fully compatible with the existing ICT environment of GFGNL and is capable of supporting migration, integration, and replacement of the existing infrastructure without degradation of services, functionality, performance, or availability.

We further confirm that OEM support, software updates, patches, bug fixes, and replacement support for the proposed solution shall be available throughout the contract period.

We hereby certify that:

"The proposed refresh/replacement solution offered by us is functionally equivalent to or superior to the existing infrastructure and is capable of meeting all

technical, operational, management, security, availability, scalability, and service requirements specified in the RFP. We further confirm that the proposed solution has been evaluated against each technical specification and performance benchmark of the existing infrastructure, and it meets or exceeds those requirements in all respects, including but not limited to processing capacity, memory, storage throughput, network performance, virtualization density, firewall throughput, and high-availability configuration. The solution is fully compatible with the existing ICT environment of GFGNL, supports seamless migration and integration without any degradation in service continuity, and shall be covered under valid OEM warranty and support throughout the contract period. All licensing, configuration, migration, and post-deployment support shall be carried out at no additional cost to GFGNL."

We further confirm that the proposed solution can be deployed and operated without requiring any additional hardware, software, license, subscription, or support cost to GFGNL beyond the bidder's quoted price.

Authorized Signatory: _____

Name: _____

Designation: _____

OEM Name: _____

OEM Address: _____

Date: _____

Company Seal: _____

Annexure 2: RFP Document Acknowledgement Form

To,
The Director (Technical & Infrastructure)
Gujarat Fibre Grid Network Limited (GFGNL)
Block No. 6, 5th Floor,
Udyog Bhavan, Sector-11,
Gandhinagar – 382011, Gujarat
Subject: Acknowledgement of RFP Document and Site Visit Confirmation

Dear Sir,

We hereby acknowledge receipt of a complete set of Request for Proposal (RFP) Documents, including all Sections, Annexures, Appendices, Corrigenda, Clarifications and Amendments, if any, pertaining to:

"Comprehensive Annual Maintenance Contract (CAMC) and Support Services for ICT Infrastructure at GFGNL"

RFP Reference No.: _____

We have carefully examined and understood the contents of the RFP document and agree to abide by all the terms, conditions, specifications, service levels, and requirements contained therein.

We further confirm that our authorized representative has visited and inspected the project site, examined the existing ICT Infrastructure, operational environment, accessibility requirements, and all other factors that may affect the execution of the work. We acknowledge that no additional claim arising due to lack of knowledge of site conditions shall be entertained by GIL/GFGNL at any stage of the contract.

We further undertake that the contents of the RFP document shall be treated as confidential and shall be used solely for the purpose of preparation and submission of our bid. The RFP document and associated information shall remain the property of GIL/GFGNL.

Yours faithfully,

Note: this form should be returned along with offer duly signed

Annexure 3: Format for MAF / OEM Authorization.

Format of MAF/OEM Authorization

No. _____ dated _____
To _____

Ref: Tender No. _____
Subject: _____

Dear Sir,
We, _____
who are established and reputed manufacturers of _____
_____ having factories at _____

(address of factory)
do hereby authorize M/s. _____

(Name & Address of Agent)
to submit a bid, and sign the contract with you against above mentioned Tender No.
_____.

We authorize _____ (Name of the Bidder) for the
following modules/products:

Sr. No.	Product Name	Make & Model	

We hereby confirm that the offered Product in the referenced RFP will be provided unconditionally with a back-to-back warranty, maintenance, support services and parts availability etc. for proposed product etc. available for the contract period

through M/s. _____ (SI/Bidder). We certify that the proposed solution is a not announced for End-of-Sale (EOS) or End-of-Support (EOS) during the intended contract period.

Yours faithfully,

For and on behalf of Manufacturer/OEM

Authorized Signatory

Signature : _____

Name : _____

Designation : _____

OEM Name : _____

Seal of Company

Date : _____

Place : _____

Annexure 4: Bidder Undertaking for Proposed Refresh / Replacement Solution

**To,
The Director (Technical & Infrastructure)
Gujarat Fibre Grid Network Limited (GFGNL)
Block No. 6, 5th Floor,
Udyog Bhavan, Sector-11
Gandhinagar – 382011, Gujarat**

Subject: Bidder Undertaking for Proposed Refresh / Replacement Solution

We, _____ (Name of Bidder), hereby confirm that the existing infrastructure proposed for refresh/replacement under this RFP shall be replaced with the make and model proposed in our bid. We further confirm that the Manufacturer's Authorization Form (MAF), OEM Compliance Certificate, and all supporting documents, wherever applicable, have been submitted along with the bid.

We certify that the proposed products, software, licenses, subscriptions, and support services are functionally equivalent to or superior to the existing infrastructure and meet or exceed the technical requirements specified in the RFP.

Sr. No.	Hardware / Software Type	Qty.	Existing Make & Model	Proposed Make & Model	Equivalent / Higher Specification (Yes/No)

We further undertake that:

1. The proposed refresh/replacement solution shall be fully compatible with the existing ICT Infrastructure and operational environment of GFGNL.
2. The proposed solution shall support migration, integration, testing, commissioning, and Go-Live without degradation of functionality, performance, availability, security, or service levels.

3. All activities related to supply, installation, migration, integration, configuration, licensing, testing, commissioning, documentation, training, and support shall be carried out by us at no additional cost to GFGNL.
4. In the event that the proposed refresh/replacement solution fails to meet the requirements specified in the RFP or does not perform satisfactorily after deployment, we shall rectify, replace, upgrade, or reconfigure the solution, including replacement with suitable hardware/software, at our own cost and within the timelines prescribed by GFGNL.
5. We shall remain fully responsible for meeting all SLA requirements and contractual obligations irrespective of the proposed refresh/replacement solution.

For and on behalf of the Bidder

Authorized Signatory: _____

Name: _____

Designation: _____

Organization Name: _____

Date: _____

Company Seal

Annexure 5: Undertaking for Proposed Refresh / Replacement Solution

**To,
The Director (Technical & Infrastructure)
Gujarat Fibre Grid Network Limited (GFGNL)
Block No. 6, 5th Floor,
Udyog Bhavan, Sector-11,
Gandhinagar – 382011, Gujarat**

**Subject: Undertaking for Refresh / Replacement of Existing ICT Infrastructure
under RFP No. _____**

We hereby confirm that **M/s _____** shall refresh/replace the following existing ICT Infrastructure components during the mentioned milestone in the RFP, in accordance with the terms and conditions of the RFP and our submitted technical bid.

Sr. No.	Description	UOM	Qty.	Existing Make & Model	Proposed Make & Model
--------------------	--------------------	------------	-------------	--------------------------------------	--------------------------------------

We further undertake that:

1. The proposed refresh/replacement solution shall be functionally equivalent to or superior to the existing infrastructure.
2. The proposed solution shall meet or exceed the capacity, performance, availability, security, and operational requirements specified in the RFP.
3. All supply, installation, migration, integration, configuration, testing, commissioning, licensing, documentation, training, and support activities required for the refresh/replacement solution shall be carried out at no additional cost to GFGNL.
4. The refresh/replacement activities shall be completed within the timelines specified in the RFP and approved project plan.
5. In the event that the proposed solution fails to meet the requirements of the RFP or does not perform satisfactorily, we shall rectify, replace, or upgrade the solution at our own cost and risk without any additional financial implication to GFGNL.

6. We shall remain fully responsible for maintaining the prescribed SLA, uptime commitments, and support obligations throughout the contract period.

For and on behalf of the Bidder

Authorized Signatory: _____

Name: _____

Designation: _____

Organization Name: _____

Date: _____

Company Seal

Annexure-06 NDA format for OEM and Bidder for migration activities.

NON-DISCLOSURE AGREEMENT (NDA) AND DATA CONFIDENTIALITY UNDERTAKING

Non-Disclosure Agreement for Data Migration Activities at Gujarat State Data Centre (GSDC)

This Non-Disclosure Agreement ("NDA") is executed on _____ day of _____ 20____ between:

Gujarat Fibre Grid Network Limited (GFGNL), having its registered office at 5th Floor, Block-6, Udyogbhavan, Gandhinagar, hereinafter referred to as "**GFGNL**", which expression shall, unless repugnant to the context, include its successors and permitted assigns;

AND

M/s _____, having its registered office at _____, acting as Bidder/System Integrator, hereinafter referred to as the "**Bidder**", which expression shall include its successors and permitted assigns;

AND

M/s _____, being the OEM of the proposed Virtualization Solution, having its registered office at _____, hereinafter referred to as the "**OEM**", which expression shall include its successors and permitted assigns.

The Bidder and OEM shall hereinafter collectively be referred to as the "**Receiving Party**".

1. Purpose

The Receiving Party may be granted access to GFGNL's infrastructure, systems, applications, databases, virtual machines, storage systems, backup systems, network components, logs, configurations, and information assets for the purpose of:

- Virtualization platform deployment;
- Migration of virtual machines and applications;
- Temporary hosting of workloads during migration;
- Data migration and replication;
- Testing, commissioning, and cut-over activities; and
- Related implementation activities at Gujarat State Data Centre (GSDC).

2. Definition of Confidential Information

Confidential Information shall include, but not be limited to:

- Government data and records;
- Citizen-related information;
- Application data;
- Databases and backups;
- Virtual Machine images;
- Operating system files;
- Network architecture documents;
- Security policies and configurations;
- User credentials and authentication information;
- Infrastructure diagrams;
- IP addressing schemes;
- Audit logs;
- Business continuity and disaster recovery information; and
- Any information designated as confidential by GFGNL.

3. Confidentiality Obligations

The Bidder and OEM shall:

- a) Maintain strict confidentiality of all information accessed during the project.
- b) Use such information solely for execution of migration activities under the project.
- c) Not disclose, copy, publish, reproduce, transfer, sell, share, or communicate any confidential information to any third party without prior written approval from GFGNL.
- d) Ensure that access to confidential information is restricted only to authorized

personnel directly involved in the migration activities.

e) Implement adequate administrative, physical, and technical safeguards to prevent unauthorized access to data.

f) Comply with all applicable Government of India, Government of Gujarat, CERT-In, and GSDC security policies and guidelines.

4. Temporary Migration Infrastructure

In cases where the Bidder/OEM deploys temporary servers, storage systems, virtualization hosts, backup appliances, migration tools, or any other infrastructure during migration:

a) Such infrastructure shall be used exclusively for migration purposes.

b) No migrated data shall be retained beyond the approved migration period.

c) Data caching, snapshots, backups, replicas, or archives created during migration shall be securely deleted immediately after successful migration and acceptance by GFGNL.

d) The Bidder and OEM shall provide a written certificate confirming secure deletion of all Government data from the temporary infrastructure.

e) GFGNL reserves the right to audit and verify deletion activities at any stage.

5. Data Retention Prohibition

Upon successful completion of migration:

The Bidder and OEM shall certify that:

- No Government data is retained on any server, storage, laptop, workstation, removable media, cloud repository, backup device, migration tool, or third-party platform.
- No copy of databases, virtual machine images, backups, logs, configuration files, or application data exists in their possession or control.

- All temporary storage locations used during migration have been securely sanitized.

6. Personnel Confidentiality

The Bidder and OEM shall ensure that:

- All personnel engaged for migration activities sign individual confidentiality undertakings.
- Personnel are properly vetted and authorized.
- Access rights are revoked immediately upon project completion or personnel exit.

7. Audit Rights

GFGNL or its authorized representatives shall have the right to:

- Audit migration infrastructure;
- Verify compliance with confidentiality requirements;
- Inspect deletion records and audit logs;
- Conduct security assessments; and
- Seek documentary evidence of data destruction.

The Bidder and OEM shall fully cooperate during such audits.

8. Breach of Confidentiality

Any of the following shall constitute a breach:

- Unauthorized disclosure of Government data;
- Retention of data after migration completion;
- Unauthorized copying or transfer of data;
- Access by unauthorized personnel;
- Use of Government data for any purpose other than project execution;
- Failure to delete data from temporary infrastructure.

9. Penalties and Blacklisting

In the event of any proven data breach, unauthorized retention, disclosure, copying, transfer, leakage, or misuse of Government data by the Bidder, OEM, their employees, representatives, subcontractors, or affiliates:

1. GFGNL shall be entitled to initiate immediate contractual action, including termination of the contract.
2. All pending payments may be withheld until completion of investigation.
3. Performance Security / Bank Guarantee may be invoked.
4. The Bidder and OEM shall indemnify GFGNL against all losses, damages, claims, costs, and liabilities arising from such breach.
5. The Bidder and OEM shall be liable for civil, criminal, and statutory actions under applicable laws.
6. GFGNL reserves the right to recommend and/or initiate **blacklisting/debarment of the Bidder and OEM from participation in GFGNL projects and other Government/Government-owned organization projects for a period as per prevailing Government of Gujarat / Government of India blacklisting policies and procedures.**
7. Such action shall be in addition to any other legal remedy available under law.

10. Survival Clause

The obligations under this NDA shall survive:

- Completion of migration activities;
- Expiry of the contract;
- Termination of the contract; and
- Exit of Bidder/OEM personnel.

The confidentiality obligations shall remain valid for a period of **seven (7) years** from project completion or such longer period as prescribed by law.

11. Indemnity

The Bidder and OEM shall jointly and severally indemnify and hold harmless GFGNL against any loss, damage, cost, claim, penalty, litigation, or regulatory action arising due to breach of confidentiality or data protection obligations.

12. Declaration

We hereby certify that we have read and understood all confidentiality and data protection requirements and agree to comply with them without exception.

For GFGNL	For Bidder	For OEM
Authorized Signatory	Authorized Signatory	Authorized Signatory
Name:	Name:	Name:
Designation:	Designation:	Designation:
Date:	Date:	Date:
Seal	Seal	Seal

Note: This undertaking shall be submitted on the letterhead of both the Bidder and the OEM and shall form an integral part of the Contract Agreement.

PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with the applicable Stamp Act)

Ref: _____ Bank Guarantee No.: _____

Date: _____

To,
The Director (Technical & Infrastructure)
Gujarat Fibre Grid Network Limited (GFGNL)
Block No. 6, 5th Floor,
Udyog Bhavan,
Sector-11,
Gandhinagar – 382011, Gujarat

Dear Sir,

1. WHEREAS M/s _____ (hereinafter called "the Bidder") has undertaken, pursuant to the Agreement/Work Order dated _____ (hereinafter referred to as "the Agreement") for providing **Comprehensive Annual Maintenance Contract (CAMC) and Support Services for ICT Infrastructure at GFGNL**, Gujarat Fibre Grid Network Limited (GFGNL), and whereas it has been stipulated in the said Agreement that the Bidder shall furnish a Bank Guarantee ("the Guarantee") from a Scheduled Bank for the sum specified therein as security for due performance of the Contract.
2. WHEREAS we _____ ("the Bank"), which expression shall unless repugnant to the context or meaning thereof include its successors and permitted assigns, have agreed to provide this Guarantee in favour of Gujarat Fibre Grid Network Limited (GFGNL).

THEREFORE, the Bank hereby irrevocably and unconditionally guarantees payment of all sums due and payable by the Bidder to GFGNL under the terms of the Agreement dated _____.

Provided, however, that the maximum liability of the Bank towards GFGNL under this Guarantee shall not, under any circumstances, exceed:

₹ _____ (Rupees _____
Only).

3. In pursuance of this Guarantee, the Bank shall immediately upon receipt of a written demand from GFGNL and without any demur, reservation, contest, recourse or protest, pay to GFGNL any amount so demanded, subject to the maximum amount specified above.

A notice from GFGNL to the Bank shall be sent at the following address:

Attention: _____

4. This Guarantee shall come into effect immediately upon its execution and shall remain valid up to _____. The Bank further undertakes to extend the validity of this Guarantee as may be required under the terms of the Agreement.

The liability of the Bank under this Guarantee shall not be affected, modified, discharged or impaired by reason of:

- (a) Any amendment, modification, variation or extension of the Agreement.
- (b) Any waiver, concession or indulgence granted by GFGNL to the Bidder.
- (c) Any change in the constitution, ownership or legal status of the Bidder.
- (d) Any dispute between GFGNL and the Bidder pending before any Court, Tribunal or Arbitrator.

5. The Bank further agrees that GFGNL shall have the fullest liberty, without affecting in any manner the obligations of the Bank under this Guarantee, to vary any of the terms and conditions of the Agreement or to extend the time for performance by the Bidder.
6. The Bank agrees that GFGNL may enforce this Guarantee against the Bank as a principal debtor in the first instance without proceeding against the

Bidder and notwithstanding any other security or guarantee available to GFGNL.

7. The Bank shall not be released from its obligations under this Guarantee by reason of any act, omission, forbearance, waiver or other indulgence granted by GFGNL to the Bidder or by any other matter or thing whatsoever which would otherwise have the effect of releasing the Bank.
8. This Guarantee shall be irrevocable and shall remain in full force and effect until all obligations of the Bidder under the Agreement have been duly fulfilled or until discharged by GFGNL in writing.
9. This Guarantee shall be governed by and construed in accordance with the laws of India and the Courts at Gandhinagar, Gujarat shall have exclusive jurisdiction in respect of any matter arising hereunder.

Dated this _____ day of _____, **20**.

Witness for and on behalf of the Bank

(Signature) (Authorized Signatory)

Name: _____ Name: _____

Address: _____ Designation: _____

Bank Seal & Stamp

Power of Attorney No.: _____

Date: _____

FORMAT OF EARNEST MONEY DEPOSIT (EMD) BANK GUARANTEE

(To be executed on non-judicial stamp paper of appropriate value)

Ref: _____ Bank Guarantee No.: _____

Date: _____

To,
The Director (Technical & Infrastructure)
Gujarat Fibre Grid Network Limited (GFGNL)
Block No. 6, 5th Floor,
Udyog Bhavan, Sector-11,
Gandhinagar – 382011,
Gujarat

Dear Sir,

WHEREAS M/s _____ (hereinafter referred to as "the Bidder") has submitted its bid dated _____ against RFP No. _____ for **Comprehensive Annual Maintenance Contract (CAMC) and Support Services for ICT Infrastructure at GFGNL.**

KNOW ALL MEN BY THESE PRESENTS that we, _____ having our Registered Office at _____ (hereinafter referred to as "the Bank"), are bound unto Gujarat Fibre Grid Network Limited (GFGNL) in the sum of ₹ _____ (Rupees _____ Only) for which payment shall be made to GFGNL, the Bank hereby binds itself, its successors and assigns by these presents.

The conditions of this obligation are as follows:

1. The Earnest Money Deposit (EMD) may be forfeited by GFGNL if:
 - a) The Bidder withdraws its bid during the period of bid validity;
 - b) The Bidder does not accept correction of errors in the bid, if any;
 - c) In the case of a successful Bidder, the Bidder fails:
 - i. To sign the Contract/Agreement within the prescribed time;
 - ii. To furnish the Performance Bank Guarantee within the stipulated period;

iii. To comply with the terms and conditions of the RFP;

iv. To submit any document or clarification required by GFGNL;

v. If the bidder is found to have submitted false information, forged documents, or engaged in fraudulent, corrupt, collusive, coercive, or unethical practices.

2. We undertake to pay to GFGNL, upon receipt of its first written demand and without any demur, reservation, protest, or contest, any amount up to the aforesaid guaranteed amount without requiring GFGNL to substantiate its claim.
3. The Bank further agrees that the decision of GFGNL regarding the occurrence of any of the above events shall be final and binding on the Bank.
4. This Guarantee shall remain valid up to the Bid Validity Period plus ninety (90) days and shall not be revoked without prior written consent of GFGNL.
5. The Bank shall not be discharged from its obligations under this Guarantee by reason of any extension of time granted to the Bidder, amendment to the bidding documents, waiver by GFGNL, or any other act or omission on the part of GFGNL.
6. The Bank agrees that GFGNL may invoke this Guarantee without first proceeding against the Bidder and that the liability of the Bank shall be absolute and unconditional.
7. This Bank Guarantee shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of the Courts at Gandhinagar, Gujarat.

Dated at _____ on this _____ day of _____, **20**.

For and on behalf of the Bank

Authorized Signatory

Name: _____

Designation: _____

Bank Seal & Stamp

Witness:

1. _____
2. _____

Power of Attorney No.: _____ Date: _____

On letterhead of Bidder

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

Ref: Bid Number: _____

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

No.	Item Category	Quoted Make & Model

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

(Signature)

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

On letterhead of OEM

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

Ref: Bid Number: _____

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted product 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>>**