



Directorate of ICT & e-Governance

Department of Science & Technology
Government of Gujarat

Directorate of ICT & e-Governance

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

Request for Proposal (RFP)
for
Supply, Installation, Testing and Commissioning (SITC)
of Enterprise Backup Solution with 5 Years
Comprehensive Onsite Warranty Support for Gujarat
State Data Centre (GSDC), Gandhinagar

1. DISCLAIMER:

Directorate of ICT & e-Governance (DIT)/GIL, through this RFP, invites proposals from reputed firms (hereafter referred to as 'Bidders') that meet the evaluation criteria and can be onboarded to offer an Enterprise Backup Solution for the Gujarat State Data Centre (GSDC), Gandhinagar.

The information contained in this Request for Proposal (RFP) document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the DIT/GIL/DST, Government of Gujarat or any of their employees or consultants, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

The purpose of this RFP is to provide interested parties with information that may be useful to them in eliciting their financial offers (the "Proposal") pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the TENDERER, in relation to the RFP. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the TENDERER, its employees, or Consultants to consider the investment objectives, financial situation and particular need of each party who reads or uses this RFP. The assumptions, assessments, statements, and information contained in this RFP may not be complete, accurate, adequate, or correct. Each Bidder should, therefore, conduct its own surveys and analysis and should check the accuracy, adequacy, correctness, reliability, and completeness of the assumptions, assessments, statements, and information contained in this RFP and obtain independent advice from appropriate sources before filling out the RFP. Any deviation in the specification or proposed solutions will be deemed as incapability of the respective Agency and shall not be considered for the final evaluation process.

Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depend upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The TENDERER accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

TENDERER- its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness, delay or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way during the Bidding process.

2. ABBREVIATIONS:

Abbreviation	Description
Authorized Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
Bid	"Bid" means the response to this document presented in Technical Bid and Financial Bid, which are submitted online with necessary documents and forms as given in Annexure, complete in all respects, adhering to the instructions and spirit of this document.
Bidder	"Bidder" means any company/firm/agency responding to this Request for Proposal and who submits their Bid.
BOM	Bill of Material
BOQ	Bill of Quantity
Client	User Department/User Department's Client
Contract/ Procurement Contract	Means the contract of service entered between the procuring entity and the "Service Provider" for SITC of SAN Storage Solution with Comprehensive Onsite Warranty Support for Gujarat State Data Centre (GSDC), Gandhinagar with the entire documentation specified in the RFP.
Consignee	User Department - Gujarat State Data Center
Day	"Day" means a working day as per the rules of the User Department.
DIT	Directorate of ICT & e-Governance
DST	Department of Science & Technology
GIL	Gujarat Informatics Limited
GSDC	Gujarat State Data Center
GoG	Government of Gujarat
EMD	Earnest Money Deposit
PBG	Performance Bank Guarantee
Purchaser	User Department
TC	Tender Committee
GST	Goods & Service Tax
Incident	"Incident" refers to any event/issue that affects the normal functioning of the services/infrastructure, reported by the Client to the Supplier.
Response Time	"Response time" is the time interval between Client-initiated event (e.g., logging of the request/mail) and the bidder-initiated event in response to that stimulus.
RPO	Recovery Point Objective is the maximum acceptable amount of data loss measured in time that an organization can tolerate following a disruption.
RTO	Recovery Time Objective is the maximum acceptable downtime for a system, application, or process after a disaster or failure.

OEM	Original Equipment Manufacturer
TPA	Third Party Auditor
SLA	Service Level Agreement
POA	Power of Attorney
UAT	User Acceptance Testing
PROD	Production (Environment)
DR	Disaster Recovery
BCP	Business Continuity Plan (or Business Continuity Planning)
TPS / RPS	Transactions Per Second / Requests Per Second

3. DEFINITIONS:

In this document, the following terms shall have the following respective meanings:

1. **"Acceptance Test (AT)"** means the acceptance testing of the ordered product & services on completion of installation and commissioning under the project.
2. **"Acceptance Test Document"** means a document, which defines procedures for testing the Gujarat State Data Centre against requirements laid down in the Agreement.
3. **"Agreement"** means the Service Level Agreement to be signed between the successful bidder and DIT/GIL/SDC/DST/GoG including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
4. **"Authorized Representative/Agency"** shall mean any person/agency authorized by either of the parties.
5. **"Bidder"** means any agency providing similar solutions as per the scope of work of RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom GoG signs the Service Level Agreement.
6. **"Contract"** is used synonymously with Agreement.
7. **"Corrupt Practice"** means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution.
8. **"Default Notice"** means the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
9. **"Fraudulent Practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (before or after Bid submission) designed to establish Bid prices at artificial non- competitive levels and to deprive GoG of the benefits of free and open competition.
10. **"Good Industry Practice"** means the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.
11. **"Law"** shall mean any act, notification, by-law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of Gujarat or any other Government or regulatory authority or political subdivision of government agency.
12. **"LoI"** means Letter of Intent, which constitutes the intention of the GoG to place the Purchase Order with the successful bidder.
13. **"LOA"** shall mean Letter of Award of work issued by GoG to the successful bidder. LOA will be issued after the successful bidder gives his acceptance to the LoI.
14. **"Request for Proposal"** means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.
15. **"Requirements"** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Agreement.
16. **"Service"** means provision of Contracted Services for purchaser, GoG.

17. **"Termination Notice"** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
18. **"Uptime"** means the time period when specified services are available to GoG and its user organizations. The uptime will be calculated as follows:
 - Total time in a quarter (in minutes) less total Service Downtime (in minutes) in the quarter.
19. **"% Uptime"** means the ratio of 'uptime' (in minutes) in a quarter to total time in the quarter (in minutes) multiplied by 100.
20. **"Downtime"** means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the Scheduled Maintenance Time.
21. **"Incident"** refers to any event/abnormalities in the functioning of the State Data Center components & operations which may lead to disruption in normal operations of the SDC.
22. **"Support"** shall mean the 24x7x365 support which shall handle patch updates, Fault Reporting, Trouble Ticketing, and resolution of related enquiries during the contract period.
23. **"Scheduled Maintenance Time / Scheduled downtime"** shall mean the time that the System is not in service due to scheduled work. Scheduled maintenance time is planned downtime with the prior permission (Minimum 48 Hour prior Notice) of the GSDC Core Team.
24. **"Scheduled Operation Time"** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the solution will be 24x7x365.
25. **"GSWAN – Gujarat State Wide Area Network"** is the IT Backbone of the state of Gujarat.
26. **"GSDC- Gujarat State Data Centre"** is the central location where all the IT infrastructure of the State of Gujarat is hosted.

4. INTRODUCTION AND GENERAL INFORMATION:

This Request for Proposal (RFP) has been published for and on behalf of the Gujarat State Data Centre (GSDC), Directorate of ICT & e-Governance, Department of Science & Technology (DST), GoG, to select an Agency for Supply, Installation, Testing and Commissioning (SITC) of Enterprise Backup Solution with Comprehensive Onsite Warranty Support at GSDC, Gandhinagar & DR Site. The Successful Bidder will be liable for the entire scope of work mentioned/defined in this RFP document along with its corrigendum/clarifications etc.

Department of Science and Technology (DST), Government of Gujarat has established a State Data Centre (SDC) to cater to the need of having a Centralized Data Center for providing hosting infrastructure to all the line departments/organizations of GoG. The main objective of GSDC is to cater to the requirement of various state-level e-Governance applications and data to enable seamless delivery of Government to Government (G2G), Government to Citizen (G2C) and Government to Business (G2B) services. GSDC at Gandhinagar, Gujarat, is connected to all the Government offices through GSWAN infrastructure and has been operational since 2008.

The proposed Enterprise Backup Solution shall be used for centralized, secure, and automated backup and recovery of critical physical and virtual servers, databases, applications, file systems, and other IT workloads hosted at the SDC. The solution shall provide reliable data protection, point-in-time recovery, disaster recovery support, ransomware resilience, centralized monitoring and reporting, and shall meet the defined RPO, RTO, retention, and regulatory requirements. The solution shall support backup replication/copy to the designated Near DR and Far DR locations, wherever applicable.

Gujarat Informatics Limited (GIL), acting as the Bidding agency for the Government of Gujarat, hereby invites proposals from eligible bidders who meet the qualification criteria prescribed in this RFP and possess the requisite technical expertise, experience, and capabilities to deliver the required Enterprise Backup Solution and associated services in accordance with the requirements specified herein.

The selected bidder shall be responsible for providing the Enterprise Backup Solution, including all necessary hardware and its accessories, software, premium licenses, implementation services, integration, training, technical support, and maintenance services during the contract period, as detailed in this RFP document.

This RFP is neither an offer nor an agreement and is issued solely for inviting competitive bids from interested and eligible bidders. The selection of the successful bidder shall be carried out through the process specified in this RFP, on behalf of GSDC/DIT/DST, GoG.

GIL/DIT/DST reserves the right to amend, modify, supplement, or cancel this RFP, or to extend the bid submission deadline at any stage of the bidding process without assigning any reason. In such an event, all rights and obligations of GIL/DIT/DST and the bidders shall thereafter be subject to the revised terms and timelines as notified by GIL/DIT/DST.

5. INSTRUCTIONS TO THE BIDDERS REGARDING RFP:

A proposal in the form of a BID is requested for the item(s) in complete accordance with the documents/attachments as per the following guidelines:

1. The bidder shall upload their bids on GeM - <https://gem.gov.in>.
2. Bids complete in all respects should be uploaded on or before the bid due date.
3. Products & Services offered should be strictly as per requirements mentioned in this Bid document.
4. Once quoted, the bidder is not allowed to make any price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid. Such price changes shall render the bid liable for rejection.
5. No Consortium will be allowed. The Bidder must submit the bid and execute the contract as a single legal entity. Bids submitted by a consortium of companies, joint ventures, or partnerships will not be considered and will be deemed nonresponsive. The Bidder will be solely responsible for the execution of the contract and the delivery of all deliverables specified. Any attempt to subcontract or form a consortium will result in the immediate disqualification of the bid or termination of the contract.
6. Bidders shall submit EMD (Rs. 10,00,000/-) in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid for 12 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/4/2025/2712/DMO dated 01.04.2026 issued by the Finance Department or further instructions issued by the Finance Department from time to time; in the name of "Director, Directorate of ICT and e-Governance" payable at Gandhinagar (as per prescribed format given) and must be submitted along with the covering letter in a sealed cover at GIL. The sealed cover should be superscribed as "EMD for the Request for Proposal for Supply, Installation, Testing and Commissioning (SITC) of Enterprise Backup Solution with Comprehensive Onsite Warranty Support for Gujarat State Data Centre (GSDC), Gandhinagar."

OR

Bidders can also submit the EMD with Payment Online through RTGS/Internet Banking in the beneficiary's name Gujarat Informatics Ltd., Account No. 50200010918090, IFSC Code HDFC0000190, Bank Name HDFC Bank Ltd., Sector-16, Gandhinagar Branch.

7. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the Purchaser shall be final and binding on the agency.
8. If the Bidder fails to complete the due performance of the contract in accordance with the specifications and conditions of the offer document, the Purchaser reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty/Liquidated damage for non-performance.
9. GIL/DIT/DST reserves the right to accept or reject any tender offer without giving any reason.
10. Financial bids of only those bidders who qualify based on evaluation of eligibility & technical bids will be opened.
11. The Successful bidder will have to submit Performance Bank Guarantee of an amount equal to 10% of the total order value (including 5 years' comprehensive warranty and OEM Support)

within 15 calendar days (including holidays) from the issuance of the Work Order/Contract, for the duration of the contract period + 6 months from banks (operating in India having a branch at Ahmadabad/Gandhinagar) as per the G.R. no. FD/MSM/e-file/4/2024/2859/D.M.O. dated 01.05.2025 issued by the Finance Department or further instructions issued by the Finance Department from time to time.

12. GIL/DIT/DST/GoG 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 before the execution of a formal contract. All materials submitted become the property of the DIT/GIL & 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.

13. The Bid will be valid for a period of 180 days from the last date of bid submission.

14. Important Information:

1	GeM Bid Number	As per GeM
2	Date & Time of Pre-Bid Meeting	As per GeM
3	Venue of Pre-Bid Meeting	Gujarat Informatics Limited Block No. 2, 2 nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar 382 010
4	Last Date & Time for submission of written pre-bid queries for clarification (Only by e-mail as per predefined format)	As per GeM E-mail: dgmtech-gil@gujarat.gov.in , mgrhninfra1-gil@gujarat.gov.in gm-tech@gujarat.gov.in
5	Last Date & Time for Submission of Bids electronically on https://gem.gov.in	As per GeM
6	Last Date and time for submission of EMD in person/physically along with original Affidavit of Self Declaration	Within 7 days from the last Date of bid submission.
7	Date & Time of Opening of Bids (Un-priced Bids)	As per GeM
8	Date & Time of Opening of Commercial Stage	Will be intimated to the qualified bidders at a later date.
9	Earnest Money Deposit (E.M.D.)	Rs. 10,00,000/-
10	GIL Contact Person	GM/Manager (Hardware & Networking)

Note: Please specify RFP/Bid Number in all your correspondence.

6. GENERAL TERMS AND CONDITIONS:

1. Instructions to the Bidders for Online Bid Submission:
 - 1) Tender documents are available only in electronic format, which Bidders can download free of cost from the website <https://gil.gujarat.gov.in> and <https://gem.gov.in>.
 - 2) The bids have been invited through GeM portal, i.e., the eligibility criteria, technical and financial stages shall be submitted online on the GeM portal <https://gem.gov.in>.
 - 3) Interested and eligible Bidders are required to upload the eligibility-related document in the eligibility bid section, Technical-related document in the Technical bid section & Commercial Bid in the Commercial bid section. The Technical & Commercial Bid must be uploaded to <https://gem.gov.in>.
2. In the technical bid section of GeM, the bidder is required to upload the following documents.
 - 1) OEM MAF, Brochure, and OEM Compliance on the Offered product (with remarks of Yes/no only) on both OEM and Bidder Letterhead. Any partial remarks are not allowed.
 - 2) Compliance of the SOW, SLA, and Payment terms, etc., to be uploaded as part of the GeM Bid on bidder's letterhead.
 - 3) Supporting documents for the Eligibility & Technical Criteria as specified in the RFP.
 - 4) Undertaking as per guidelines published by the Ministry of Finance, Dept. of Expenditure, Public Procurement Division dated 23.07.2020 in the given format by Bidder as well as OEM.
 - 5) Other documents asked in the RFP.

7. ELIGIBILITY CRITERIA

Sr. No	Eligibility Criteria	Attachments
1.	The bidder should be a Registered Company (registered under the Indian Companies Act, 1956 or Indian Companies Act, 2013)/LLP Act in India. The bidder should have been in operation for at least five financial years. AND Bidder should be an established IT System Integrator and should have been engaged in similar IT projects/solutions business for a period of at least five years as on the bid issuance date.	Copy of valid Certificate of Incorporation, PAN and GST registration Certificate. AND Work Orders / Client Certificates confirming year and area of activity should be enclosed.
2.	The bidder should have an Average Turnover of Rs. 10 Crore (Minimum) in the last three financial years (i.e., FY 2023-24, 2024-25 and 2025-26) as on the last date of bid submission.	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years. CA certificate clearly certifying the turnover requirements as per the clause along with UDIN NUMBER.
3.	The OEM of the proposed product should have an Average Turnover of Rs. 50 Crore (Minimum) in the last three financial years (i.e., 2023-24, 2024-25 and 2025-26) as on the last date of bid submission.	Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years. CA certificate clearly certifying the turnover requirements as per the clause along with UDIN NUMBER.
4.	The Bidder should have experience of SITC of Enterprise Backup Solution with the following capacity in the last three financial years in any Central / State Government Organization / PSU/ Public Listed as on last date of bid submission. 1. At least 1 order of minimum Rs. 4 Crore for SITC of Storage Solution or 2. At least 2 orders each of minimum Rs. 2.5 Crore for SITC of Storage Solution or 3. At least 3 orders each of minimum Rs. 2 Crore for SITC of Storage Solution. All work orders/contracts should be in the name of the bidder.	The bidder shall submit copies of Purchase Order/Work Order and Project Go-Live/FAT Certificate from the respective institutions.
5.	OEM should have supplied Backup Solution(s) having a value of minimum Rs. 12.5 Crore in the last three financial years in any Central / State Government Organization / PSU/ Public Listed Company as on last date of bid submission.	The bidder shall submit copies of Purchase Order/Work Order and Project Go-Live/FAT Certificate from the respective institutions.
6.	The bidder must be an authorized partner of the OEM. In cases where the proposed Enterprise Backup Solution comprises software and	The Bidder should submit the tender-specific MAF from OEM(s).

	target hardware storage from two distinct OEMs, the bidder must submit a Joint Manufacturer Authorization Form (Joint MAF) signed by authorized signatories of both OEMs.	
7.	Bidder and OEM should not be blacklisted by any Ministry of the Government of India or by any State Government of India or any of the Government PSUs at the time of bidding.	Self-Declaration / Certificate / Affidavit mentioning that the Bidder and OEM are not blacklisted as per the clause.
8.	No Consortium or Subletting will be allowed.	Bidder's Self Declaration.
9.	The Bidder should have at least one office in Gujarat. If the Bidder does not have any office in Gujarat, then the Bidder should submit a letter of undertaking to open the office in Gujarat within 45 calendar days (including holidays) from the date of award.	The copy of Registration of Incorporation/ Lease agreement/ Property Tax Bill/ Electricity Bill/ Telephone Bill/ GST/ CST should be submitted, or an Undertaking Letter should be submitted.

Note:

- Bidder must match the eligibility criteria, experience, bidder's turnover criteria, etc. as mentioned in the RFP document and time to time published corrigendum, and will be considered for evaluation.
- All the details and the supportive documents for the above-mentioned items should be uploaded in the bid.
- EMD and PBG should be submitted by the bidder as mentioned in the RFP.

8. PRE-BID MEETING

1. The Pre-bid meeting will be held at the GIL Office.
2. A prospective Bidder requiring any clarification of the bidding documents may seek clarifications by submitting their queries to the email ID: mgrhninfra1-gil@gujarat.gov.in & dgmtech-gil@gujarat.gov.in prior to the date of the Pre-Bid Meeting. No bid queries would be entertained post completion of the Pre-Bid Meeting.
3. The interested vendors submitted their queries in writing at least 3 days before the date of pre-bid meeting date.
4. The interested bidder should send the queries as per the following format:

Bidder's Request for Clarification			
Name of Organization submitting the request		Name & position of the person submitting the request	Address of the Organization including phone, email & contact person details
Sr. No.	Bidding Document Reference (Clause/Page)	The content of the RFP requiring	Points of Clarification Required
1			
2			
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5. Tenderer will discuss the queries received from the interested bidders/vendors in the Pre-Bid Meeting and respond to the clarifications by publishing/uploading on the website <https://gil.gujarat.gov.in> and <https://gem.gov.in>.
6. No further or new clarification whatsoever shall be entertained after the Pre-Bid Meeting.

9. SCOPE OF WORK

The proposed solution should include hardware, software, necessary licenses, etc. to meet the technical and functional requirements and specifications mentioned in this RFP document. At present, Gujarat State Data Center uses an existing enterprise backup solution for centralized backup of critical data, databases, applications, virtual machines, file systems, and physical servers. However, in order to meet future requirements, GSDC plans to add additional enterprise backup solution, which will be mainly used for centralized, secure, and automated backup and recovery of critical physical and virtual servers, databases, applications, file systems, and other IT workloads hosted at the SDC.

The broad scope of work for the proposed solution will be as under:

- 1) The Successful Bidder is required to supply, install, configure, test, commission and provide comprehensive warranty & support for the hardware, software (including all active and passive components and sub-components) and necessary licenses, for the proposed solution for the period of five (5) years from the date of successful completion of Factory Acceptance Test (FAT).
- 2) The Successful Bidder will have to provide the Enterprise Backup Solution (Including Hardware (Storage & other), Software & Licenses) with Net Usable Capacity 400 TB (Distributed as 300 TB Net Usable Capacity at DC (GSDC) and 100 TB Net Usable Capacity at DR (Faridabad)), and with 5 Years Comprehensive Onsite Warranty Support each at Locations, i.e., Primary Data Center site at Gandhinagar & Far DR site at Faridabad. Necessary Hardware, Software & Licenses to be considered as defined Net Usable Capacity on each site.
- 3) The proposed Enterprise Backup Solution shall include all necessary storage media (or any OEM-compatible storage), software components, connectors, agents, databases, operating system dependencies, and any other ancillary items required for successful implementation and operation of the solution.
- 4) **Total Net Usable Physical Target Storage Capacity of 400 TB (after RAID 6 or equivalent redundancy and formatting loss)**, distributed as **300 TB Net Usable Physical Storage at Primary DC (GSDC)** and **100 TB Net Usable Physical Storage at Far DR (Faridabad)**. The enterprise backup software shall include unlimited or unconstrained Front-End Terabyte (FETB) processing capability to support all current and future workloads ingested into this physical target storage.
- 5) The licenses should be in the name of the Gujarat State Data Center, Department of Science and Technology, Government of Gujarat, valid perpetual for life.
- 6) Back-to-back OEM premium (highest category) support (24x7x365) for 5 years from the date of successful completion of FAT. This should be visible on the OEM portal, and SI should submit evidence.
- 7) The OEM support credentials should be in the name of GSDC/DIT/DST and handed over to GSDC/DIT/DST.
- 8) The Successful Bidder is responsible for physical connectivity of the proposed solution. The required ports on the switch for such connectivity will be provided.
- 9) The Successful Bidder shall be solely responsible for supplying, installing, integrating, configuring, testing, and maintaining all hardware, software, licenses, networking components, accessories, cables, etc., or any other infrastructure or ancillary components necessary for commissioning the solution at both locations in accordance with the respective capacity requirements. No additional cost shall be payable by the Purchaser for providing a complete and fully operational backup solution meeting the specified capacity at both sites.

- 10) The proposed solution should be seamlessly integrated with the existing infrastructure of GSDC, including various tools like NMS, Helpdesk Tool, SIEM, etc.
- 11) The Successful Bidder is required to submit the Network design document, HLD, LLD, and as-built documentation.
- 12) The Successful Bidder shall configure the proposed solution and integrate with the existing SDC infrastructure in such a way that it should comply with all the policies of the GSDC as it is an ISO Certified Data Center.
- 13) The Successful Bidder along with the OEM professional should be available onsite for solution design, Installation, and implementation.
- 14) The Successful Bidder is required to submit the certification from the OEM of the proposed solution confirming successful implementation, testing, commissioning, and satisfactory deployment of the proposed solution based on industry best practices as a part of FAT.
- 15) The Successful Bidder shall have to provide various documents like the technical document of the delivered product, Standard Operating Procedures Templates, Troubleshooting Guide, "How-To" knowledge base, Escalation Matrix, etc.
- 16) The Successful Bidder, in coordination with the representatives from the GSDC/DIT/GIL, is required to conduct FAT of the proposed solution at the designated site.
- 17) The Successful Bidder shall be responsible for obtaining an installation and commissioning certificate (Sign-off) & FAT Certificate on completion of the work as per the scope of work, functional and technical requirements. The installation and commissioning of the solution shall be carried out by the OEM.
- 18) The Successful Bidder must take all necessary precautions to prevent damage to any other equipment, structures, or setups during their work. If any tenderer's property is damaged due to the SI negligence or carelessness, the Successful Bidder will be held financially responsible, and the cost of repairs or replacements for such damages will be charged to the Successful Bidder.
- 19) The Successful Bidder shall be responsible for rectification of discrepancies identified by the TPA/any other authorized representative while conducting FAT. Further, on rectification of all the discrepancies identified during the FAT, GSDC/DIT/GIL representatives will re-conduct the FAT, or if agreed, the FAT will be signed.
- 20) After successful completion of FAT, the successful bidder is required to hand over the complete solution to the existing GSDC Operator (DCO) for Operations and Maintenance (O&M) of the same with all the required support information, etc.
- 21) The Successful Bidder & OEM will be responsible for providing comprehensive warranty and on-site support (24x7x365) for the period of five years from the date of successful completion of FAT.
- 22) **Final Acceptance Test:** FAT will be carried out based on the following, but not limited to:
 - a. Verification of installation and commissioning (Hardware, Software and Licenses).
 - b. Successful implementation, compliance with the scope mentioned in the RFP.
 - c. OEM Certifications.

- d. All Functional and Technical requirements as specified in RFP.
 - e. Successful data backup of Two Enterprise Applications provided by DST/DIT/GSDC for the verification regarding functionality as mentioned in the RFP.
 - f. The date on which the Acceptance Certificate is issued shall be deemed to be the date of successful commissioning of the System. Warranty and Licenses should be valid for a period of 5 years from the date of issuance of Final Acceptance Certificate (FAT).
 - g. Any delay by the successful bidder in the Acceptance Testing shall render the successful bidder liable to the imposition of appropriate Penalties.
- 23) If the solution does not meet the required specifications or has significant discrepancies, the tenderer maintains the right to nullify the entire contract. Any amount paid at this point would be recovered from the PBG (Performance Bank Guarantee). In such a case, the Successful Bidder must remove their equipment at their own expense and risk.
- 24) The Bidder shall ensure that the products quoted should not be declared **“End of Production” for the next 2 years and “End of Support” for the next 7 years by the OEM from the date of bid submission**. However, if the OEM declares any equipment as end of support for any reason, then in that case the OEM has to replace that equipment with better or equivalent products without any additional cost to GSDC/DIT/GIL/DST/GoG. OEM will have to submit the undertaking for the same on their letterhead. OEM has to also submit, on their letterhead, complete details on the support available for the equipment, their end of support dates and replacement model, if any.
- 25) The support, including spares, patch updates, for the quoted products shall be available for the entire period of the Project/contract period without any additional cost.
- 26) In case any fault arises in the installed items during the contract period, the successful bidder is required to either repair the faulty items or will have to install the replacement (complying with the RFP specification) for the faulty material without any additional cost to the purchaser.
- 27) During the term of the contract, if any disk is required to be replaced for any reason, then the existing disk needs to be kept with GSDC and won't be returned back.
- 28) The Successful Bidder, in coordination with OEM, will have to carry out quarterly preventive maintenance activities/services during the period of contract. Professionally qualified personnel who have expertise in the hardware and software and application(s) supplied by the Successful Bidder will provide these services and report. No additional payment will be made for the same.
- 29) The bidder should be authorized by its OEM to quote this bid for the authenticity, authorized representation and after-sales support. The maximum response time to attend any onsite call should not exceed 4 hours from the initial call to the bidder/response center. The bidder is required to arrange a back-to-back support agreement/arrangement for services including supply of spare parts with 24 hours' repair/replacement time commitment.
- 30) In cases where the proposed backup solution comprises software and target hardware storage from two distinct OEMs, the bidder must submit a Joint Manufacturer Authorization Form (Joint MAF) signed by authorized signatories of both OEMs. The Joint MAF shall confirm joint architectural validation, end-to-end performance compliance, and back-to-back OEM warranty/support SLAs for the entire contract period.

31) The contact center numbers should be provided to the tenderer along with the escalation matrix mentioning the contact person's name, number, Mail ID and designation in the company.

32) MIS Reports:

Sr. No.	Types of Reports	Periodicity
1	• System performance report which includes CPU, memory, Cache, Disks, etc. • All types of event reports • SLA Compliance report • Reports as directed by the GSDC/DIT/GIL for SLA calculation • Summary of system reboot • Summary of issues/complaints logged with the OEMs • Patch update status as notified by the OEM	Weekly, Monthly, Quarterly
2	• Log of preventive / scheduled maintenance undertaken • Details of Patch, Updates, Vulnerability fixes released, and implementation status of the same • Details of break-fix maintenance undertaken	Monthly, Quarterly
3	• Any other report asked by GSDC	As and when required

33) O&M Handover:

- a. The bidder will have to hand over all the details of Hardware, Software, Licenses, etc. to the GSDC O&M team after completion of installation, commissioning and successful completion of FAT.
- b. The successful bidder is required to hand over the Operation and Maintenance of the solution to the existing Data Center Operator of the GSDC on completion of successful FAT.
- c. The successful bidder is responsible for complete knowledge transfer, Operating Manuals and SOP's including, but not limited to:
 - Various checklists for provisioning of storage volumes.
 - Details of users/application to whom the storage has been allotted
 - Installation and configuration details of solution deployed by the bidder
 - Contact details of OEM and bidder representative for warranty and OEM support.
 - Any other details that may be required/asked by existing O&M of GSDC
- d. DCO-GSDC will be responsible for end-to-end O&M of the proposed solution once O&M has been handed over to him.

34) Training:

The Successful Bidder is required to provide comprehensive on-site training on each and every aspect of the deployed solution, like management, processes, industry best practices, operations, etc., to a team of around 10 members nominated by GSDC/DIT/GIL/DST/GOG. The Successful Bidder will have to coordinate with the GSDC Core Team for the finalization of the Training Content & Schedule before conducting the training. It will be Hands-on Training, including but not limited to the following:

- Solution architecture, configuration, monitoring, troubleshooting, alert tuning

- Case studies
- Individual hands-on exercises (LAB)
- Best practices
- Other related tool topics, etc.
- Training material (soft and hard copy) to be provided
- Certification or attestation of training to be issued by the OEM.

35) Warranty Support:

As part of the warranty services, the bidder shall provide:

- 1) The Bidder shall provide a comprehensive on-site free warranty for 5 years from the date of completion of successful FAT for the proposed solution at both the locations, i.e., Primary Data Center site at Gandhinagar & Far DR site at Faridabad.
- 2) The Bidder shall procure and maintain/provide five (5) years of Back-to-back OEM premium (highest category) support (24x7x365) for all supplied hardware, software, licenses, storage, and other associated components from the date of successful Factory Acceptance Test (FAT).
- 3) The OEM support shall be the highest available support tier, providing 24x7x365 technical assistance throughout the contract period. The support shall include, but not be limited to:
 - Unlimited technical support from the OEM through web, email, and telephone.
 - Access to OEM technical experts for incident resolution and troubleshooting.
 - Software updates, patches, bug fixes, security updates, firmware upgrades, and major/minor version upgrades released during the support period, at no additional cost.
 - Hardware replacement and on-site support, wherever applicable, in accordance with the OEM's premium support entitlement.
 - Proactive support services and escalation to OEM engineering teams for critical issues.
 - Remote diagnostics and health checks, wherever supported by the OEM.
 - The proposed Enterprise Backup Solution (including Storage) shall be covered under the OEM's Premium (highest-level) 24x7x365 support program for the entire five-year warranty/support period from the date of successful FAT. The Bidder shall ensure seamless coordination with the OEM for incident management and shall remain solely responsible for meeting the SLA commitments specified in this RFP, irrespective of the OEM's response timelines.
- 4) The Bidder shall provide the comprehensive manufacturer's warranty and support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the bid. Bidder must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this bid against any manufacturing defects during the warranty period.
- 5) Bidder shall provide the performance warranty in respect of performance of the installed hardware and software to meet the performance requirements and service levels in the bid.
- 6) Bidder is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the bid. During the contract period bidder, shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost in case the procured hardware or software is not adequate to meet the service levels.

- 7) Mean Time between Failures (MTBF): If during the contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level of new equipment by the bidder at no cost. For any delay in arrangement of replacement / repaired equipment's for inspection, delivery of equipment, or for commissioning of the systems or for acceptance tests/checks at each/ any site; DST/DIT reserves the right to charge a penalty.
- 8) During the warranty period, the bidder shall maintain the systems and repair / replace the components to keep the solution operational at the installed site at no extra charges to the organization.
- 9) The bidder shall, as far as possible, repair/ replace the equipment at site.
- 10) Warranty should not become void if GSDC/DIT/DST buys any other supplemental hardware from a third party and installs it within these machines under intimation to the bidder. However, the warranty will not apply to such supplemental hardware items installed.
- 11) The bidder shall carry out quarterly Preventive Maintenance (PM), including cleaning of interior and exterior, of all hardware, and should maintain proper records at each site for such PM. Failure to carry out such PM will be a breach of warranty and the warranty period will be extended by the period of delay in PM.
- 12) Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
- 13) Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- 14) Bidder shall have to stock and provide adequate on-site and off-site spare parts and spare components to ensure that the uptime commitment as per SLA is met.
- 15) Any component that is reported to be down on a given date should be either fully repaired or replaced by a temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).
- 16) Bidder shall develop and maintain an inventory database to include the registered hardware warranties.
- 17) To provide warranty support effectively, OEM should have a spare depot in India and will be asked to deliver spares as per SLA requirement.
- 18) After completion of 5 years Comprehensive Warranty and OEM Support period, if required, DST/DIT may extend the Warranty/CAMC support for a further period of 2 years (6th year and 7th year) on the derived rates of average cost of 5 years CAMC cost quoted. Bidder is required to provide the undertaking for the same, mentioning that they will provide 6th year and 7th year Warranty/CAMC support.

10. ROLES & RESPONSIBILITIES

Stake Holder	Activity
Successful Bidder	• Supply, installation, configuration, testing and commissioning of all required Hardware, Software, Licenses, inclusive of accessories and cabling, etc. • Provide comprehensive warranty & support for the duration of contract period • Integrate with the existing GSDC Infrastructure • Conduct UAT and assist in FAT • Handover to SDC Operator (DCO) for O&M
DCO Team	• Integrate with the existing GSDC Infrastructure: Responsible for activities related to existing GSDC Infrastructure. • Co-ordinate and assist during the Integration with Third party services/ applications of SDC like Helpdesk, EMS, SIEM, Security Solution, etc. • Taking Over of O&M
TPA Team	• Verify the key deliverables & Reports • Co-ordinate/Assist in UAT and provide required support • Conduct FAT in co-ordination with DCO, GSDC Team and DST/GIL • Co-ordinate Handover & Taking over
GSDC/DST/GIL	• Permissions and assistance wherever required

11.KEY DELIVERABLES

Sr. No.	Deliverables	Activity
1	Kick-off Meeting	• Project Implementation Plan
2	Delivery of Components	• Hardware Components • Software License documents • Hardware warranty certificate
3	Installation	• HLD and LLD design documents • Installation of proposed solution (H/w & S/w) • Application architecture documents
4	Commissioning	• GUI design (screen design, navigation, etc.) • Completion of UAT and closure of observations • Integration Testing Report • Test cases & SOPs for the product
5	FAT	• As defined in the RFP and successfully complying with its requirements.
6	Training	• Material • Plan • Completion
7	O&M Handover	• Issues logging and resolution report • MIS Reports • SLA reports • Preventive Maintenance plan • Operations manual for all components

Note: GSDC/DIT/DST/GIL or their designated officer will carry out the inspection of the material/components at the time of delivery for the BoQ of Hardware Components, Software Licenses & Warranty Certificates as per the Scope of Work and Technical & Functional requirements specified in the RFP.

12. TECHNICAL SPECIFICATIONS

Minimum Technical Specifications of Enterprise Backup Solution - Net Usable Physical Target Storage Capacity of 400 TB across both sites (300 TB at Primary DC and 100 TB at Far DR site)

Sr. No.	Parameter	Specification	
		Primary Data Centre	Far Disaster Recovery Site
1.	Usable Physical Storage (after RAID 6 or equivalent redundancy and formatting loss)	Minimum 300 TB Net Usable	Minimum 100 TB Net Usable
2.	Usable Storage Expandability	Expandable up to minimum 1 PB Usable	Expandable up to minimum 350 TB Usable
3.	Architecture / Controller	Minimum 2 Controllers/Engines configured in Active-Active or Active-Passive HA mode	Minimum 2 Controllers/Engines configured in Active-Active or Active-Passive HA mode
4.	Cache / RAM per Site	Minimum 256 GB RAM/Cache per Controller	Minimum 256 GB RAM/Cache per Controller
5.	High-Performance SSD / NVMe Tier (In addition to specified net usable payload capacity)	Minimum 10% of Usable HDD Capacity (Minimum 30 TB SSD/NVMe) for metadata, deduplication index, and write acceleration	Minimum 10% of Usable HDD Capacity (Minimum 10 TB SSD/NVMe) for metadata, deduplication index, and write acceleration
6.	Backend Disk Drives	Enterprise-grade High-Density Storage Media (SAS/NL-SAS/Enterprise NVMe/SSDs) (Minimum 8 TB)	Enterprise-grade High-Density Storage Media (SAS/NL-SAS/Enterprise NVMe/SSDs) (Minimum 8 TB)
7.	Minimum Connectivity Ports	Minimum 4x10 GbE SFP+ & Minimum 8x16/32Gbps FC (Supports LACP/Port Aggregation)	Minimum 4x10 GbE SFP+ & Minimum 8x16/32Gbps FC (Supports LACP/Port Aggregation)
8.	Ingest Throughput (Standard)	Minimum 15 TB/hr	Minimum 15 TB/hr
9.	Ingest Throughput (Optimized Protocol)	Minimum 37.5 TB/hr	Minimum 37.5 TB/hr
10.	Throughput (using Optimized Source-Side / Client-Direct Deduplication Protocol):	Minimum 50 TB/hr (combined aggregate across sites)	
11.	Overall Data Reduction Ratio (inclusive of deduplication and compression)	Minimum 5:1	
12.	Form Factor	Max 42 U	
13.	Backup & Replication	Should be Concurrent	
14.	Encryption	Should support 256-bit AES/IPSEC encryption for data for primary and during replication at DR. The solution shall provide end-to-end encryption for data at rest and data in transit.	
15.	DB/APP	MS SQL, PGSQL, MySQL, DB2, MariaDB, MongoDB, Oracle, Tibero, SAP, containerized environment on different orchestration and hypervisors like Hyper-V, VMware, KVM, OpenShift, etc.	
16.	Management	a) Single Console b) CLI c) SNMP for availability d) SMTP integration required for e-mail alerting e) Forecasted Capacity Report f) Capacity, Performance, Replication reports g) Display Real-time De-Dup ratio h) Threshold Alert i) Must have capability to do trend analysis for capacity planning of backup environment not limiting to Backup	

17.	The proposed backup solution shall provide a minimum Net Usable Physical Target Storage Capacity of 400 TB across both sites (300 TB at Primary DC and 100 TB at Far DR) after applying RAID 6 or equivalent protection , inclusive of VTL/PBBA/storage-based backup appliance, enterprise backup software with required licenses, and complete hardware, software, rack with iPDU, cables, and accessories with 24x7x365 OEM-supported onsite warranty for five (5) years from the date of successful completion of FAT.
18.	Proposed solution should support any storage (any compatible)
19.	Backup Solution shall support an Optimized Source-Side / Client-Direct Deduplication Protocol (or equivalent vendor API integration/LAN-free backup technology) over SAN & LAN to eliminate network bottlenecks and offload inline deduplication processes from backup servers.
20.	High-Performance SSD/NVMe Caching Tier: To achieve the required ingest throughput performance 20 TB/hr to 50 TB/hr and sustain low-latency inline deduplication indexing on SAS/NL-SAS primary storage tiers, the proposed backup appliance architecture must incorporate a dedicated SSD/NVMe storage tier equivalent to a minimum of 10% of the net usable physical HDD capacity (i.e., Min. 30 TB Flash/SSD/NVMe at DC and Min. 10 TB Flash/SSD/NVMe at DR). This tier must be dedicated to deduplication metadata, index trees, and write-path caching. The 10% SSD/NVMe caching tier (Min. 30 TB at DC and 10 TB at DR) must be provided over and above the required 400 TB Net Usable Physical Storage Capacity. The 400 TB net usable capacity (300 TB at DC / 100 TB at DR) shall be strictly dedicated to backup payload storage after RAID 6 or equivalent protection and formatting overhead. 10% cache must be added irrespective of disk type for deduplication metadata, index trees, and write-path caching and should match disk type in case SSD or NVME disk is used for Net Usable Physical Storage.
21.	Successful Bidder will have to follow the Existing Retention Policy as per below details: a) 37 Days Retention - Full backup on weekend - Approximately 400 TB of data and daily incremental - Approximately 20 TB b) 61 Days Retention - Monthly Full Backup of few DBs - Approximately 4 TB c) 100 Days Retention - Quarterly Full backup of few DBs - Approximately 8 TB d) 2 Years Retention - Log files – Weekly Full - Approximately 40 TB and Daily Incremental - 2 TB e) One-time backup of VHDs and few static DBs – Approximately 15 TB forever retention
22.	The SI must submit the sizing certificate/detail report on OEM's letterhead with seal & sign from the authorized signatory at the time of bid. Any additional capacity of any other component apart from 400 TB source/frontend data minimum usable capacity must be offered by the OEM/ bidder at the time of bid.
23.	Should have the ability to perform different backup, restore, replication jobs simultaneously
24.	Support for transmitting only de-duplicated unique data in encrypted format (256-bit AES encryption/IPSEC) to DR.
25.	Solution should support retention lock-Write Once Read Many feature which ensures that data is not deleted accidentally or deliberately. Only a super user (Even backup admin should not be capable) can delete/modify the data once retention is locked.
26.	Solution should be offered with battery backed up RAM/SSD/NVRAM for protection against data loss in a power failure scenario and continuous automated file system check to ensure data integrity.
27.	Solution should support Multi-Tenancy features providing logical isolation, access control, and dedicated storage quotas per tenant. Global deduplication across tenants shall be supported as a configurable option per tenant policy.
28.	Solution should be able to dynamically break up large save sets into smaller save sets to be backed up in parallel to allow backups to complete faster for Windows, Unix, Ubuntu and Linux clients.
29.	Backup Solution should also have configurable REST API support for management, administration and reporting
30.	Backup solution should provide capability from a web portal to allow search & restore a single file from complete backup and single table from DB backup.
31.	Should support deduplication at backup server/host/application level so that only changed blocks travel.
32.	Backup software should be available on OS Windows and Linux. The backup server should be compatible to run on both OS Windows & Linux.
33.	Proposed backup software should include a file archival feature to move historical data based on file attributes for long-term retention
34.	Proposed backup software should have a feature to replicate backup copy to one or multiple sites in the proposed license.
35.	Proposed backup software should be used on multiple Backup Servers

36.	The proposed backup solution shall support both hardware-based and software-based compression mechanisms to optimize storage utilization and ensure predictable performance at scale, as well as both hardware and software compression must be simultaneously available.
37.	Solution must provide comprehensive Cyber-Resilience and Ransomware Protection, including: a) Immutable Storage / Compliance WORM: Backup copies must be locked against modification or deletion by any user, including Backup Administrators or compromised credentials, until the retention period expires. b) Air-Gapped / Isolated Replication: Secure, encrypted replication to DR with isolated authentication. c) Anomaly Detection: AI/ML-driven or signature-free detection of unexpected data encryption/deletion during backup ingest. d) Multi-Factor Authentication (MFA) & Dual-Authorization: Requiring mandatory multi-person authorization for destructive actions like cluster deletion or retention reduction.
38.	Solution must handle ≥ 2 PB front-end input data.
39.	The backup solution shall support standard disk-based target protocols including NFS, SMB/CIFS, S3/Object API, and OST / Client-Direct protocols, as well as VTL (Virtual Tape Library) emulation.
40.	The backup solution shall support multi-drive and multi-library VTL emulation profiles over Fibre Channel (FC) and iSCSI, including standard LTO (LTO-3 through LTO-8/9). The bidder/OEM shall ensure compatibility with GSDC's existing host operating systems (Windows, Linux,) and enterprise backup applications without requiring changes to existing tape backup scripts or licensing.

Enterprise Backup Software Licensing & Target Storage Sizing Model

1. Mandatory Net Usable Target Licensing Model:

- Enterprise Backup Software licenses shall be provided strictly on a **Net Usable Target Storage Capacity Basis**, defined as the clean, formatted payload capacity available for backup storage after deducting RAID 6 (or higher) parity loss, hot spares, formatting overhead, and system controller cache.
- The baseline software license tier supplied under this contract shall cover a **minimum of 400 TB Net Usable Target Capacity** (distributed as **300 TB Net Usable at the Primary Data Centre (DC)** and **100 TB Net Usable at the Disaster Recovery Centre (DR)**).

2. Unconstrained Front-End Source Data Ingest & Retainability:

- The supplied enterprise backup software licenses shall allow **unrestricted, unconstrained, and unthrottled Front-End Terabyte (FETB) source data processing**.
- There shall be **no software-enforced capacity caps, job blockages, licensing alerts, or per-gigabyte/per-source penalties** as logical front-end source data grows through compression and inline/post-process deduplication up to the physical storage limits of the target hardware array.

3. Exclusion of Hardware Overhead from Software Royalties:

- Bidders and Original Equipment Manufacturers (OEMs) are strictly prohibited from charging software licensing, subscription, or maintenance fees on raw physical storage drives, RAID parity drives, dedicated hot spares, formatting loss, or hardware controller cache. Software licensing fees shall be evaluated and priced **solely on the actual Net Usable Payload Capacity**.

4. Bidder Sizing Discretion, Additional Hardware & Commercial Risk:

- The 400 TB Net Usable Capacity represents the **minimum mandatory procurement threshold**. Bidders/OEMs are solely responsible for accurately sizing the physical storage target to satisfy all performance parameters, throughput rates (50TB/hr boost ingest), and retention schedules as specified in the technical specifications in this RFP.
- If a Bidder/OEM, at its own technical discretion or internal sizing assessment, supplies physical target storage exceeding 400 TB Net Usable Capacity to meet the RFP's SLA, retention, or deduplication requirements, **such extra capacity shall be provided entirely at the Bidder's own commercial choice and risk**.
- In such cases, the Bidder/OEM **must supply matching, fully functional software licenses covering 100% of the installed physical net usable target storage at ZERO additional software licensing, maintenance, or support cost to GSDC** throughout the entire 5-year contract tenure from the date of successful FAT.

Data Reduction Performance Benchmark & OEM Guarantee:

1. Mandatory Minimum Data Reduction Ratio:

- The proposed Backup System (Software Engine + Target Physical Storage) must natively achieve and maintain an overall average **Data Reduction Ratio (Deduplication + Compression) of at least 5:1** across the combined GSDC enterprise workload (comprising Virtual Machines, Operating System images, Relational Databases, and Application payloads).

2. OEM Sizing Certificate Mandate:

- Every Bidder must submit an official, signed **OEM Capacity & Sizing Certificate** along with their Technical Bid.
- This certificate must explicitly validate that the offered Net Usable Target Capacity (minimum 400 TB across DC and DR), when operating with the OEM's guaranteed deduplication and compression engine, is mathematically and technically sufficient to store **100% of the retention schedules specified in Technical Specifications** without exceeding **80% of the usable storage pool capacity**.

13. IMPLEMENTATION TIMELINES & PENALTIES:

The Successful Bidder will have to complete the Supply, Installation, Configuration, Commissioning, and Integration with Acceptance of the ordered work within the time period(s) specified in the table below. However, in case of any delay solely on the part of the successful bidder, DST/DIT/GIL reserves the right to levy the appropriate penalties as per the table below:

Sr. No.	Work Type	Time Limit for Execution	Penalty for Delay	Penalty
1	Submission of PBG	Within 15 calendar days (including holidays) from the date of issuance of Work Order/ Contract	If the successful bidder fails to submit the PBG as specified, the EMD will be forfeited, and the contract will be terminated beyond 15 (including holidays) days without any further communication.	-
2	Kick-off meeting	1 week from issuance of work order/contract	Rs. 50,000/week or part thereof. In case of delay beyond 4 weeks, DST/DIT/GIL may terminate the contract and forfeit the PBG.	-
3	Delivery of all material including Hardware, Software, Licenses & OEM Warranty Certificate	$T1 = T + 60$ days from the date of issuance of work order	0.5% of order value of delayed/pending work per week or part thereof proportionately	10% of total contract value
4	Installation, commissioning & integration	$T2 = T1 + 30$	0.5% of order value of delayed/pending work per week or part thereof proportionately	
5	Final Acceptance Testing (FAT)	$T3 = T2 + 15$ days	0.5% of order value of delayed/pending work per week or part thereof proportionately	
6	Training	$T4 = T3 + 15$ days	0.5% of order value of delayed/pending work per week or part thereof proportionately	

Note:

- T= Date of issuance of work order/contract.
- Days will be considered as calendar days including holidays.
- Aforesaid penalty cap will not be applicable for any severe impact/incident/outage at GSDC, resulting in loss to Government of Gujarat.

14. SERVICE LEVEL AGREEMENT (SLA) & PENALTIES:

The Successful Bidder will have to ensure adherence to SLA and time schedules given in this RFP. Non-adherence will attract penalties as below:

Measurement	Target	Penalty
Incident Response & Resolution	1) Priority Level 1 Incident - Within 1 hour. 2) Priority Level 2 Incident - Within 6 hours. 3) Priority Level 3 Incident - Within 12 hours.	1) Level 1 Incident: 0.5% of yearly CAMC payment for every 2-hr. delay in resolution; with max cap of 10% of total Comprehensive Warranty and OEM Support value; it will be adjusted from Yearly CAMC payment. 2) Level 2 Incident: 0.5% of yearly CAMC payment for every 3-hr. delay in resolution; with max cap of 10% of total Comprehensive Warranty and OEM Support value; it will be adjusted from Yearly CAMC payment. 3) Level 3 Incident: 0.5% of yearly CAMC payment for every 6-hr. delay in resolution; with max cap of 10% of total Comprehensive Warranty and OEM Support value; it will be adjusted from Yearly CAMC payment.

- **Priority Level 1:** Complete Backup Solution failure, data loss, or not in working condition or not accessible.
- **Priority Level 2:** Backup Solution is not functioning properly due to failure of any hardware/ software/ part(s)/ component(s), or significant performance degradation (in terms of latency and response time)
- **Priority Level 3:** Any other issues not covered by Levels 1 & 2.
- **Detailed RCA report should be submitted for all P1 Call.**

Post-Deployment Deduplication Shortfall & Hardware Remedy:

1. Operational Audit & Deduplication Verification:

- The performance of the backup system shall be audited after 90 days of continuous live operations (and periodically thereafter during the 5-year contract tenure) using native OEM performance telemetry reports and GSDC System Administrator logs.

2. Mandatory Shortfall Remedy (At Bidder/OEM Cost):

- If, during live operations or periodic audits, the backup system fails to achieve the overall average 5:1 data reduction ratio—resulting in physical storage utilization exceeding 80% before the retention policies defined in Specifications are fulfilled—the Bidder and OEM shall be issued a Storage Shortfall Notice.
- Upon receipt of a Storage Shortfall Notice, the Bidder and OEM shall, within thirty (30) calendar days and entirely at their own cost:
 - a) Supply, deliver, and install additional physical storage hardware (drives, expansion shelves, or nodes) sufficient to eliminate the capacity deficit and store all required retention copies.
 - b) Provide matching Enterprise Backup Software licenses covering 100% of the newly added storage capacity.
 - c) Provide 5-year OEM back-to-back warranty, maintenance, and L3 support for the newly added hardware and software.

- Zero Financial Liability on GSDC: All costs associated with hardware expansion, software licensing, deployment, and ongoing support arising from a deduplication shortfall shall be borne exclusively by the Bidder/OEM.

3. Financial Penalty for Non-Compliance:

- Failure by the Bidder/OEM to supply and integrate the required additional capacity within thirty (30) days of receiving a Storage Shortfall Notice shall result in a penalty of 0.5% of the total contract value per week of delay.
- Persistent failure beyond sixty (60) days shall entitle GSDC to invoke the Performance Bank Guarantee (PBG) and procure the required storage capacity from an open market third party at the risk and cost of the defaulting Bidder.

15.SERVICE LEVEL AGREEMENT (SLA) FOR UPTIME:

SLA	Target	Penalties in case of breach in SLA for Uptime
Uptime for Enterprise Backup Solution	$\geq 99.741\%$	No Penalty
	$< 99.741\%$	In case of failure of the proposed Backup Solution and non-maintenance of the targeted uptime value, 0.5% of yearly CAMC payment for every hour. Delay in resolution will add an hourly penalty with a maximum cap of 10 % of total CAMC value. It will be adjusted from the yearly CAMC payment and PBG. The maximum cap of 10% of total CAMC will not be valid for any major outage that impacts any business of GOG, and the penalty will go on adding hourly until the issue is resolved. In addition, the successful bidder has to provide additional PBG accordingly within a week (as per actual calculation).

- SLA will be calculated every month; however, the final penalty deduction will be done from the yearly payment of CAMC value, i.e., (12*1 monthly SLA report penalty will be applied during CAMC yearly payment.)
- Bidder has to ensure support of 365x24x7 for SLA calculation.

16. PAYMENT SCHEDULE:

Sr. No.	Activity	Payment (%)
For Item No. 1 (Enterprise Backup Solution)		
1	Successful Delivery of all components (Hardware, Software, Licenses, etc.) at respective locations (SDC & Far DR)	70% of Item No. 1 as per Price Bid
2	Successful completion of Installation, Testing, Integration, Commissioning and Final Acceptance Test (FAT)	20% of Item No. 1 as per Price Bid
3	Successful completion of Training and three-month post-completion of Final Acceptance Test as per the RFP scope	10% of Item No. 1 as per Price Bid
For Item No. 2 (Comprehensive Warranty and OEM Support)		
4	5 Years comprehensive warranty and Back-to-Back OEM Support	Yearly charges as discovered in the price bid will be paid in five equal instalments at the end of every year. i.e., after completion of 1 Year post FAT, the first instalment will be paid. Five years will start from the date of successful completion of FAT.

Payment Procedures:

- The Successful Bidder will have to raise the Invoice in the name of the “Directorate of ICT & e-Governance”. The same has to be submitted at the DIT Office.
- The Successful Bidder will have to raise the component-wise invoice upon achieving the respective milestone as per the detailed payment schedule and submit the invoice to DIT.
- The Selected Bidder’s request(s) for payment shall be made to DIT along with the 2 original copies of invoices and necessary supporting documents and artifacts. The invoice should be in English. The payment to the selected bidder shall be processed by GSDC/DIT on submission of reports and fulfilment of other contractual obligations as per the Terms and Conditions of Service Level Agreement (SLA).
- On receipt of such invoice, the invoice would be processed within 45 working days after due verification of the invoice and other supporting documents by GSDC/DIT/DST or its designated agency/TPA.
- GSDC/DIT/DST or its designated agency/TPA shall verify the invoice(s) raised against the milestone achieved along with the supporting documents as prescribed and acceptable to GSDC/DIT/DST.
- Payment shall be made in Indian Rupees. While making the payment, the necessary deduction for penalties (if any) and applicable tax/TDS will be made.
- The bidder shall have to furnish the payment receipt of tax collected and paid/deposited to the appropriate tax authorities.
- If there is any deficiency in the performance of contractual obligations on the part of the successful bidder, the successful bidder shall be liable for the imposition of appropriate penalties as specified in this RFP, and GSDC/DIT/DST shall be entitled to deduct such Penalties at source while making payment to the bidder for the services provided.

17. PRICE BID SCHEDULE:

Sr. No.	Description	Cost including GST (in INR)
1	Cost of Enterprise Backup Solution - Net Usable Physical Target Storage Capacity of 400 TB across both sites (300 TB at Primary DC and 100 TB at Far DR site): - Inclusive of all the required Hardware (including Storage & other), Software, and Necessary Licenses required to make the solution fully functional. - As per the Scope of Work, functional and technical requirements, including all cables & accessories, installation, testing, commissioning, FAT and training, etc.	
2	Proposed Solution - Cost for 1 st year Comprehensive Warranty and OEM Support	
3	Proposed Solution - Cost for 2 nd year Comprehensive Warranty and OEM Support	
4	Proposed Solution - Cost for 3 rd year Comprehensive Warranty and OEM Support	
5	Proposed Solution - Cost for 4 th year Comprehensive Warranty and OEM Support	
6	Proposed Solution - Cost for 5 th year Comprehensive Warranty and OEM Support	
Grand Total Cost including GST (in INR)		

Note:

- All prices quoted by the Bidder should be in INR.
- L1 will be the lowest sum total of rates of all line items including GST as per GeM GTC.
- Prices to be quoted considering both sites, i.e., Primary Data Center site at Gandhinagar & Far DR site at Faridabad.
- 5 Years Comprehensive Warranty and OEM Support Cost (Total Cost of Item No. 2 to 6) should not be less than 35% of total bid cost (Total Cost of Item No. 1 to 6). In case any bidder is quoting less than 35%, the bid is liable to be rejected.
- Please note that Yearly CAMC & OEM Support Cost (Cost of each year as per Item No. 2 to 6) should not be less than 5% of the CAPEX Cost as per Item No. 1 of the table above. In case any bidder is quoting less than 5%, the bid is liable to be rejected.
- Bidders must quote perpetual Enterprise Backup Software licenses covering a minimum of 400 TB Net Usable Target Capacity (300 TB at Primary DC and 100 TB at Far DR) after all hardware overhead, RAID 6 or equivalent protection, and formatting losses.
- Bids quoting Front-End Terabyte (FETB) licensing restricted or capped to source data limits (e.g., restricted to 400 TB raw source data) shall be deemed Technically and Commercially Non-Compliant and shall be rejected summarily, unless the bid includes an explicit, legally binding OEM undertaking guaranteeing unconstrained front-end ingest processing up to the physical target storage limits without additional license fees.
- If a Bidder offers raw or net usable storage hardware in excess of the 400 TB baseline requirement to satisfy RFP retention SLAs or performance benchmarks, the quoted financial price shall be all-inclusive. No separate or additional software license fee, subscription charge, or annual maintenance fee shall be payable by GSDC for any additional storage capacity supplied above 400 TB. Any financial bid attempting to levy extra software licensing charges for additional hardware provided by the bidder shall be disqualified.

Undertaking to be submitted

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 the quoted product from the following OEMs are not from such a country or, if from such a country, the quoted product 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 against us.

(Signature)

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

Undertaking to be submitted

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 the competent authority. I hereby certify that these quoted products and our company fulfill 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 against us.

(Signature)

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