



Department of Science & Technology  
Government of Gujarat



# **Request for Proposal (RFP) For Selection Of Last Mile Connectivity Agency (LMCA) On Service Model For Various Government Institutions Connectivity Through BharatNet Network**

**Reference No: GFGNL/GFG/e-file/263/2024/0095/Commercial-Utilization  
Gujarat Fibre Grid Network Limited (GFGNL)**

A Government of Gujarat Company  
Block No: 1, 8th Floor, Udyog Bhavan, Sector-11, Gandhinagar 382010

**Request for Proposal (RFP) for Selection Of Last Mile Connectivity Agency (LMCA) On Service Model for Various Government Institutions Connectivity through BharatNet Network**

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## I. DISCLAIMER

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 Gujarat Fibre Grid Network Limited (GFGNL) or any of their employees or consultants, is provided to Bidder(s) on the terms and conditions set out in this document 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 obtaining 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 document 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 document. 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 document and obtain independent advice from appropriate sources before filling up the RFP. Any deviation in the specification or proposed solutions will be deemed as incapability of the respective Bidder and shall not be considered for final evaluation process.

Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends 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.

[Sign Of Bidder]

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**II. Abbreviations**

<b>Sr. no.</b>	<b>Abbreviations</b>	<b>Description</b>
1.	BOM	Bill of Material
2.	EMD	Earnest Money Deposit
3.	EMS	Enterprise Monitoring System
4.	FAT	Final Acceptance Testing
5.	LMCA	Last Mile Connectivity Agency
6.	ICT	Information and Communication Technology
7.	IP	Internet Protocol
8.	ISO	International Organization for Standardization
9.	IT	Information Technology
10.	KPI	Key Performance Indicator
11.	LAN	Local Area Network
12.	LoA	Letter of Award
13.	Mbps	Megabit per second
14.	MPLS	Multi-Protocol Label Switching
15.	NMS	Network Management System
16.	NOC	Network Operations Centre
17.	OEM	Original Equipment Manufacturer
18.	OFC	Optical Fiber Cable
19.	PBG	Performance Bank Guarantee
20.	PoP	Point of Presence
21.	RFP	Request for Proposal
22.	SLA	Service Level Agreement
23.	SPOC	Single Point of Contact
24.	VC	Video Conferencing
25.	VLAN	Virtual LAN
26.	VPN	Virtual Private Network
27.	WAN	Wide Area Network

**IV. Structure Of the RFP**

Tenderer desires," *Request for Proposal (RFP) for Selection Of Last Mile Connectivity Agency (LMCA) On Service Model for Various Government Institutions Connectivity through BharatNet Network* ".This RFP is meant to invite proposals from the interested Bidders

[Sign Of Bidder]

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capable of delivering the services described herein this document. Details of the same are given in following sections:

<b>Section</b>	<b>Description</b>
<b>Section I</b>	KEY INFORMATION & INSTRUCTIONS
<b>Section II</b>	INTRODUCTION & OBJECTIVE OF RFP
<b>Section III</b>	SCOPE OF WORK
<b>Section IV</b>	QUALIFICATION CRITERIA
<b>Section V</b>	SERVICE LEVEL AGREEMENT
<b>Section VI</b>	FINANCIAL BID
<b>Section VII</b>	GENERAL TERMS, INFORMATIONS AND CONDITIONS
<b>Section VIII</b>	ANNEXURES & FORMATS

**V. Fact Sheet**

The following table provides information regarding the important dates of the bid process:

<b>#</b>	<b>Particular</b>	<b>Details</b>
1.	RFP Inviting Authority	Gujarat Fibre Grid Network Limited(GFGNL),
2.	Job Requirement	Request for Proposal (RFP) for Selection Of Last Mile Connectivity Agency (LMCA) On Service Model for Various Government Institutions Connectivity through BharatNet Network
3.	Date of Publication	<b>16/08/2024</b>
4.	Availability of RFP Document	The RFP document can be obtained on website <a href="http://Home   GFGNL (gujarat.gov.in) , https://www.gfgnl.nprocure.com/">Home   GFGNL (gujarat.gov.in) , https://www.gfgnl.nprocure.com/</a>
5.	Name and address for communication, correspondence and seeking clarification regarding the RFP & address at which bids documents to be submitted	Chief Finance Officer (CFO) Gujarat Fibre Grid Network Limited (GFGNL), Block No: 6, 5th Floor, Udyog Bhavan, Sector-11, Gandhinagar -382010 email id: <a href="mailto:cfo@bharatnet.gujarat.gov.in">cfo@bharatnet.gujarat.gov.in</a>
	Last date for receiving queries/clarifications	The last date of submission of pre-bid queries shall be <b>31/08/ 2024 at 11: 55.pm</b> All the pre-bid queries should be received on or before the prescribed date and time, through only official email id with subject line

[Sign Of Bidder]



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#	Particular	Details
		<p>as:</p> <p>Pre-bid queries &lt; Bidder's name&gt; The queries should be submitted in an .xls Format as per the format prescribed in RFP document.</p>
6.	Time, Date and Venue of Pre-Bid Conference	<p><b>31/08/2024 at 03:00 pm</b></p> <p>At Gujarat Fibre Grid Network Limited (GFGNL), Block No: 6, 5th Floor, Udyog Bhavan, Sector-11, Gandhinagar: 382010</p>
7.	Date of response to Bidder Queries	<p>Within 15 days from the date of pre-bid meeting.</p> <p><b>Note:</b>  <i>The Tenderer shall not be obligated to respond to any or all the queries. The Tenderer may, at its sole discretion, choose to publish responses to the pre-bid queries and /or any corrigendum on website or may send through email or any other means.</i></p>
8.	Last date for submission of Bid/proposal	<p><b>18/09/2024 at 06:10 pm</b></p>
9.	Last date for submission of Bid/proposal (Physical copy excluding financial bid only if asked based on nature of RFP)	<p><b>21/09/2024 at 06:10 pm</b> (Date of submission of bid + 4 working Days)</p> <p>In event of particular ask of submitting physical copy then logical portion of the bid should be appropriate in the respective sealed cover for maintaining confidentiality.</p>
10.	Bid Processing fee payable	<p>Bidders shall submit, along with their bid, non-refundable bid processing fee of Rs. <b>15,000/-</b> (Rupees Fifteen Thousand only) in the form of a DD.</p> <p><b>Details of the Bank:</b>            Name of the Beneficiary: Gujarat Fibre Grid Network Limited            Bank Name: HDFC Bank Ltd.            Bank Account Number: 50200061 458239            IFSC code: HDFC0000190            MICR Code: 520011025            Branch Code: 000190            Branch Name: Sector 16, Gandhinagar Branch</p>

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#	Particular	Details
11	Bid Security/ Earnest Money Deposit (EMD) Amount Payable	Rs. 5,00,000 /- (Rs. Five Lacs Only) per Zone <b>Details of the Bank:</b> Name of the Beneficiary: Gujarat Fibre Grid Network Limited Bank Name: HDFC Bank Ltd. Bank Account Number: 50200061 458239 IFSC code: HDFC0000190 MICR Code: 520011025 Branch Code : 000190 Branch Name: Sector 16 , Gandhinagar Branch
11.	Submission of Integrity Pact, EMD, RFP Document Fee and Letter of Authorization	21/09/2024 at 06:10 pm (Date of submission of online bid + 4 working Days) for physical copy
12.	Address at which bids are to be submitted	Proposal shall be uploaded online in the format and mode as provided for in the Portal <a href="https://gfgnl tender.nprocure.com">https://gfgnl tender.nprocure.com</a> for this RFP in the system and shall be digitally signed by the authorized signatory of the Bidder.
13.	Opening of Qualification Bids	To be announced later
14.	Opening of Technical Bids	To be announced later
15.	Technical Presentation	To be announced later
16.	Date for the opening of financial bid for technically qualified Bidders	To be announced later
17	Contract Duration	5 years from the date of issue of WO which can be extended further for next 2 years based on performance and mutual understanding with 8% of increase in rate of each line items at the same terms & condition.

**Note:**

*The above date, time and venue may be altered by GFGNL at its Sole discretion after giving prior notice to the Bidders, some of the information provided in the above Fact sheet is further elaborated in the subsequent sections of this RFP and the information provided in the sections of this RFP are to be read in conjunction and are to be interpreted harmoniously.*

[Sign Of Bidder]

## SECTION-1 KEY INFORMATION & INSTRUCTIONS

### 1.1 Information Regarding RFP

Proposal in the form of the BID is requested for the item(s) in complete accordance with the documents/attachments as per following guidelines.

- i. Bidder shall upload their bids on eProc-Suite (<https://gfgnl tender.nprocure.com>)
- ii. The Bid Security in the form of EMD in a sealed envelope super scribed with the bid document number to GFGNL office.
- iii. Bids complete in all respects should be uploaded on or before the BID DUE DATE.
- iv. Technical Bids will be opened in the presence of Bidders' representatives who choose to attend on the specified date and time.
- v. In the event of the date specified for receipt and opening of bid being declared as a holiday for GFGNL office, the due date for submission of bids and opening of bids will be the next working day at the appointed time.
- vi. Services offered should be strictly as per requirements mentioned in this Bid document.
- vii. Please spell out any unavoidable deviations, Clause/ Article-wise in your bid under the heading Deviations and Bidder has to clarify with tenderer in pre-bid and in post corrigendum's.
- viii. The bid submitted should be valid for a period of 180 days.

### 1.2 Instruction to the Bidders for online bid submission

- i. Tender documents are available only in electronic format which Bidders can download free of cost from the website <https://bharatnet.gujarat.gov.in/> and <https://gfgnl tender.nprocure.com>
- ii. The bids have been invited through e-tendering route, i.e., the eligibility criteria, technical and financial stages shall be submitted online on the website <https://gfgnl tender.nprocure.com>
- iii. Bidders who wish to participate in this bid, will have to register on <https://gfgnl tender.nprocure.com>, such Bidders will have to procure Digital Certificate as per Information Technology Act 2000 using which they can Sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.
- iv. Interested and eligible Bidders are required to upload the eligibility related document in eligibility bid section, Technical related document in technical bid

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section & Commercial Bid in Commercial bid section. The Bids should be accompanied by a bid security (EMD) as specified in this tender document. The Technical & Commercial Bid must be uploaded to <https://gfgnltender.nprocure.com> & the Bid Security must be delivered to the office of Gujarat Fibre Grid Network Limited on or before the last date and time of submission of the bid.

- v. The eligibility section and the Bid Security section will be opened on the specified date & time in presence of the Bidders or their authorized representative who choose to attend. In the event of the date specified for bid receipt and opening being declared as a holiday for the office of Gujarat Fibre Grid Network Limited the due date for submission and opening of bids will be the following working day at the scheduled times.

### 1.3 Clarifications on the RFP

A prospective Bidder requiring any clarification on the RFP Document may submit its queries, via email only, to [ite-ho8@bharatnet.gujarat.gov.in](mailto:ite-ho8@bharatnet.gujarat.gov.in), [pmc@bharatnet.gujarat.gov.in](mailto:pmc@bharatnet.gujarat.gov.in) & [pmc3@bharatnet.gujarat.gov.in](mailto:pmc3@bharatnet.gujarat.gov.in) on or before the date of pre-bid meeting as mentioned in the RFP document. GFGNL will host a Pre-Bid meeting as mentioned for queries (if any) by prospective Bidders. GFGNL encourages prospective Bidders to clarify their doubts/seek clarification or additional information necessary for them to submit their bid. The queries should necessarily be submitted before pre-bid meeting date in the following softcopy format and **should be in Microsoft Excel only** (.xls or .xlsx formats):

Sr.	RFP Document Clause/ Section No.	Clause Title	Page No.	Content of the RFP Requiring Clarification	Clarification Sought

**(No PDF or Scanned images)**

Queries submitted post the above-mentioned deadline, or which do not adhere to the above-mentioned format may not be responded to. All the responses to the queries (clarifications / corrigendum) shall be made available on the website mentioned in the necessary instructions and shall not be communicated through print media.

### 1.4 Naming Convention for files

The Bidders need to strictly follow the below mentioned File Nomenclature rules while uploading the documents in the bidding portal. For documents mentioned under Eligibility Criteria, the file naming should be: Eligibility Criteria\_[Document \_Name] For example:

- Eligibility\_Criteria\_Copy\_of\_Certification\_of\_Incorporation
- Eligibility\_Criteria\_PAN\_Card
- Eligibility\_Criteria\_GST Registration
- Eligibility\_Criteria\_Financial\_Statement\_Turnover
- Eligibility\_Criteria\_Financial\_Statement\_Networth

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- Eligibility\_Criteria\_OEM\_PO Copy
- Eligibility\_Criteria\_OEM\_Undertaking Letter
- Eligibility\_Criteria\_Self\_Declaration\_Blacklisting

For the documents in Annexures, the file naming should be: Anx\_[S.no of Annexure]\_[Annexure Name]

For example:

- Anx\_I\_CoverLetter
- Anx\_II\_Bidder Information Sheet

In case of any large file (exceeding 3MB) which need to be split in two parts or more, the naming should be:

- Anx\_I\_CoverLetter\_Part\_1
- Anx\_I\_CoverLetter\_Part\_2

For any other file not covered under this, should be named appropriately as per its contents. All files should be in pdf formats and should not be password protected or encrypted. The files should not be zipped. Any other format of the file other than pdf shall not be considered as part of the submitted bid.

## **SECTION-2 Introduction & Objective of the RFP**

- I. Government of Gujarat (GoG) has implemented BharatNet Phase II Project under "State Led Model". We have set up an SPV namely "Gujarat Fibre Grid Network Ltd (GFGNL)" under Department of Science & Technology (DST) to execute BharatNet Phase -II Project. GFGNL has been created to synergize with the efforts of Government of India under the Digital India initiative and make focused efforts to actualize a state-to-village fibre grid and to facilitate building common Government owned infrastructure to provide internet facilities to residents of State of Gujarat.
- II. GFGNL already connected 8,000+ locations mainly comprising Gram Panchayat (GP) along with TC/DC/GIDC/Revenue Villages etc. GFGNL laid around 35,000+ KM of Optical Fiber Cable (OFC), along with active network elements like DWDM technology in core network and technology in access network. The Network Operating Center (NOC) has been created in Gandhinagar and it houses all other key network elements like EMS, NMS, GIS, etc. GFGNL also started extending BharatNet connectivity as a Village LAN and Public Wi-Fi from respective GFGNL's Point of Presence (POP)-Gram Panchayats to various offices/Locations of GoG and households.
- III. In Brief, GFGNL has implemented BharatNet Phase – II network in Gujarat in two different packages. Package – A has 3 islands in Rest of Gujarat and Package – B has 1 island in Saurashtra region. Package – A has 12 districts & Package – B has 10 districts. Further,

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both the packages are divided into two zones. Package A has two zones i.e., Vadodara zone & Surat zone and Package B has two zones i.e., Ahmedabad zone & Rajkot zone. Detailed information of block wise no. of GPs for each district will be provided to the selected Bidders after contract signing with GFGNL, if required. Bidders are also requested to get the technical information about the network implemented by GFGNL by referring to the RFP (Request for Proposal (RFP) for Selection of Project Implementing Bidder for BharatNet Phase-II project in the State of Gujarat under Gujarat Fibre Grid Network Limited (Package A & B)- RFP No: GFGNL/DST/BharatNet-LMCA/2018/30). GFGNL's Network comprises of the various technology equipment including GPON, DWDM, Ethernet Switch & RFMS. More details are available on [Scope of Project | GFGNL \(gujarat.gov.in\)](http://Scope of Project | GFGNL (gujarat.gov.in)).

**Geographical Scope for BharatNet Phase – II in the State of Gujarat for reference**

<b>Package</b>	<b>Package A (RoG)</b>	<b>Package B (Saurashtra)</b>	<b>Total</b>
<b>Island</b>	<b>Island – 1, 2 &amp; 3</b>	<b>Island – 4</b>	
<b>No. of Districts</b>	12	10	22
<b>No. of Blocks</b>	70	65	135
<b>No. of GPs</b>	4273	3764	8037

\* Status as on 30<sup>th</sup> July'24

- IV. Carrying vision for developing organization of excellence with distinctive characteristic of building and delivering ultra-speed next generation digital highways serving rural landscape and managing professional partnering ecosystem , for fulfilment of any type of bit transmission requirements of Digital-age government as one-stop digital fabric for all, anywhere and everywhere offices with outer limit of single digit of days commitment by high performing team governed through paperless and faceless new-age systems with high degree of engineering precision and cost effective efficiency.
- V. GFGNL intends to select zone wise Bidder(s) who can perform “Scope of Work” as mentioned in below clause to extend BharatNet network beyond GP (Gram Panchayat).
- VI. In order to deliver digital services and connectivity to Offices / Institutions like Cooperatives, PSUs, CID Branches/other offices of Home Department, Property Registration Offices, Transport Department, Health Department Offices, Education Department Offices, District Offices, and other Offices working under Government of Gujarat, GFGNL intends to empanel the horizontal customer project implementation Agency(LMCA) who will be efficient to supply, implement ,test, commission and O&M last

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mile customer connectivity.

VII. GFGNL / DST / GoG is not giving any guarantee to any Bidders about the timeline to provide the Government office / school locations for connectivity. These locations will be offered to selected Bidders for connectivity as per the requirement & fund availability with the respective departments. Selected Bidders will be free to connect these locations based on technical feasibility & approval available from GFGNL.

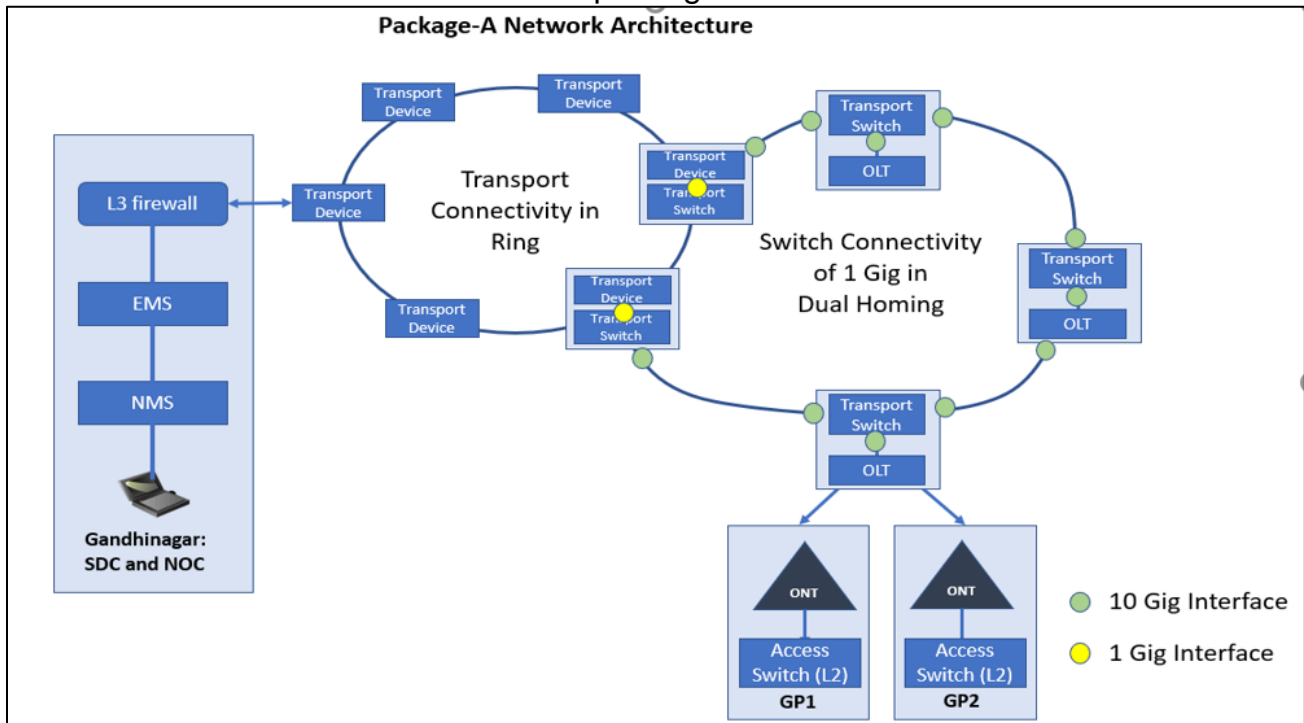
VIII. At Gram Panchayat (GP) High-speed broadband internet is up to 100 Mbps per GP.

IX. GFGNL has centralized State of the art NOC (Network Operation Centre) infrastructure at Gandhinagar with 24\*7 customer support center

**2.1 GFGNL Network Architecture**

The connectivity of OLT, backhaul Switch (Transport Switch) and DWDM are in redundant ring catering traffic of up to 100 Mbps at GP end considering standard 1:8 concurrence ratio. As with this RFP GFGNL intend to extend the connectivity from GP to various government Institutes through Horizontal customer last mile connectivity Partners.

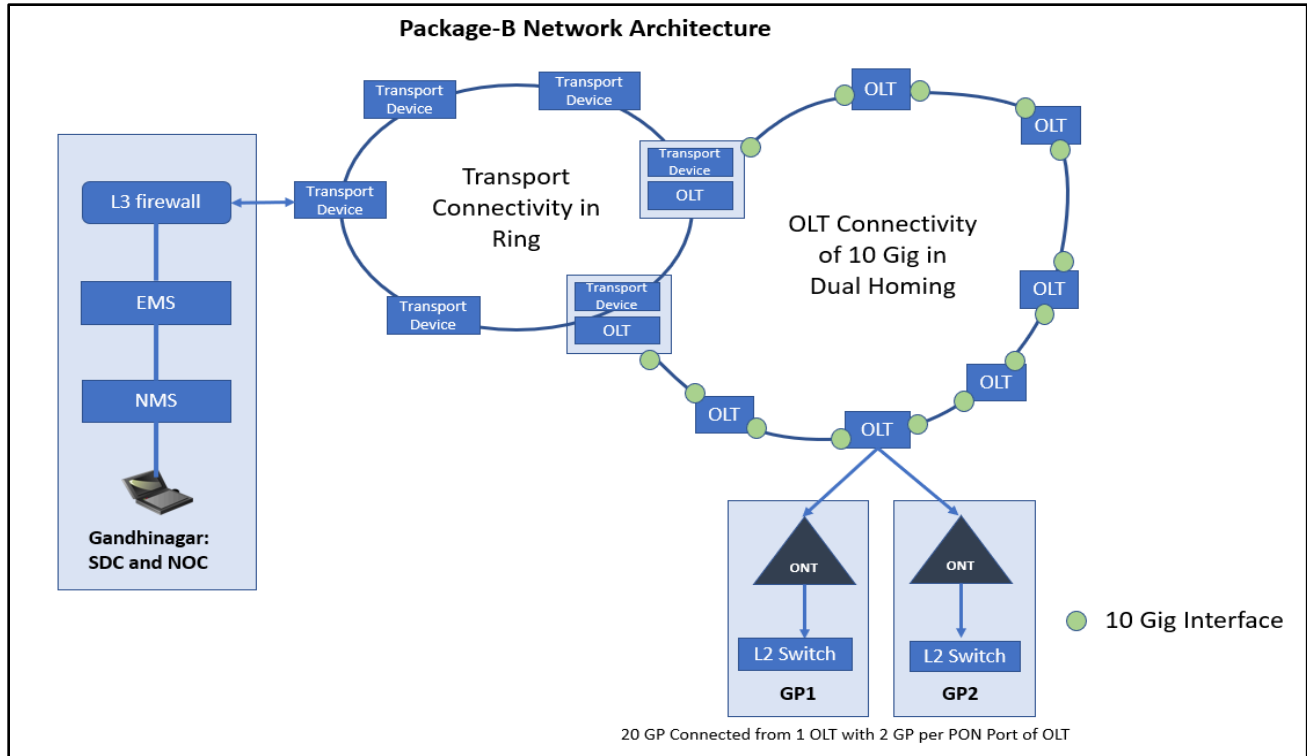
The basic network architecture for both package-A and B are as below for reference.



**Note:** 20 GP(Gram Panchayat) connected from 1 OLT(Optical Line Terminal) with 2 GP per PON(Passive Optical Network) Port of OLT, However, in OLT approximately 25-27 GPs Connected

**Picture -01**

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**Picture-02**

**SECTION-3 Scope Of Work**

**3.1 (A) Scope of Work (SoW) for the Bidder**

- I. The selected Bidder will be known as **LMCA - Last Mile Connectivity Agency** -and would be responsible for activities mentioned including Survey, Design, Plan, Supply of materials, RoW applications, LAN -cate6/OFC laying/Wireless(UBR/Li-Fi/Public Wi-Fi) link Installation, end to end integration, testing and commissioning of OFC (Underground and Aerial)/cat-6/wireless link(UBR/Li-Fi(FSO)), installation and commissioning of last mile Electronics, integration of all field devices EMS integrated with GFGNL's existing NMS centralized located at Gandhinagar NOC.
- II. The main purpose of the SOW of this RFP is to cover new ~ 30,000 various Government institutes such as Health department, GoG, Aganwadi, Gujarat state Tribal education society schools etc. on GFGNL network. This scope is proposed to be split at zone level. As this is rate contract and scope mentioned is only to discover the rate selected Bidder will get the workorder of those additional sites based on same rate quoted in this RFP based on eligibility criteria. In respective areas the LMCAs shall lay wireline or wireless media and set up electronics along with all functionalities including the responsibility of O&M support for entire contract duration.
- III. The selected last mile connectivity Agency (LMCA) shall ensure to undertake the following work:

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- a) The entire bidding process is based on EPC model wherein the LMCA will do survey, route optimization, planning, procurement, installation, commissioning and O&M (operations and maintenance) of the Horizontal customer connectivity network.
- b) LMCA has to plan and execute last mile connectivity by any of the media mentioned in this RFP scope document based on local GFGNL competent authority approval and ensure to achieve minimum quality link throughput of 100 Mbps between point A(Transmitter) to point B(Receiver).
- c) Per zone single LMCA will be qualify.
- d) The LMCA shall form a back-office project monitoring team/MIS team to provide daily progress reports of implementation and record the progress through project monitoring tool mandated by State Government and Central Government. GFGNL will provide only seating arrangement and internet facility only, other assets like computer/scanner/printer to be arranged by LMCA.
- e) The LMCA shall provide Daily, Weekly, Monthly, Quarterly report to GFGNL regarding installation/integration status report of project and during O&M phase Daily, Weekly, Monthly, Quarterly report uptime details of Network elements and service affected sites details in desired agreed format with GFGNL. The SLA as mentioned in following Sections to be always met for the network availability.
- f) LMCA must ensure not to damage any existing infrastructure of Gram Panchayat or at customer end, in any condition if it has been observed it will be sole responsibility of the LMCA to restore them in its original shape/design on his own cost.
- g) At any site State/Gram Panchayat will not be able to fulfill the requirement and/or does not have appropriate plug points/ wiring of 15Amp electricity tapping point and/or space for wireless connectivity tower/pole, then it will be LMCA's sole responsibility to create tapping point for electricity with 15Amp plug including all types of cable, MCB, plug point, etc. with proper safety norms.
- h) It would be the responsibility of LMCA to carry out site survey to understand the level of preparedness in all respect. In cases, where the ONT/GP has to be installed and does not have appropriate plug points/ wiring, the LMCA shall draw the electrical wiring from the nearest junction box to the ONT/ Rack (with requisite plug points etc.) at no extra cost to State/GFGNL. The cost of wiring and appropriate electric devices will be borne by the LMCA and is part of current scope.
- i) LMCA Bidder has to consider approximately 5% cases of entire scope for preparation of earthing and any other additional activities in this tender only.
- j) The asset so created will be owned by GFGNL on behalf of Government of Gujarat. LMCA shall always be obligated to follow all directives of GFGNL as well as DoT/USOF.
- k) LMCAs shall provide access to the GFGNL/ USOF (DoT) or its authorized representatives to all assets as and when required for inspection, monitoring, and monetizing purposes.

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- l) The Bidder has to consider approximately 5% of delivered sites of particular zones in shifting scope in near future due to customer dependency. Bidder has to shift the services to customer new sites within agreed timeline without additional cost to GFGNL, within 500 mtr of existing delivered sites coverage inspite of change in media.  
Beyond this, shifting case considered as a new link and payment will be made accordingly.
- m) For the Cases of dismantle(not shifting) site, 50% of cost of actual site capex will be paid based on the performance and activity carried out.
- n) The scope of work shall comprise of three phases as follows:  
 1.Field Survey (Site Feasibility)  
 2.Plan, Design, Implement and Commissioning Phase  
 3.Operation and Maintenance Phase
- o) Bidders will be responsible to carry out below mentioned activities (not limited to) for successfully connecting & integrating customer location with GFGNL’s Network and activating the services.
- p) The Horizontal customer LMCA will be responsible for deploying wireline/wireless connectivity,  
 i. **For wireline Connectivity** on **a)** Underground (UG) optical fibre 12F OFC along with the required accessories (Patch Cords, Splitters, Joint Enclosures, brackets and FDMS etc.), **b)** Aerial Optical Fibre 12F with other necessary accessories, **c)** LAN (cat-6) cable with necessary accessories for LAN,  
 ii. **For wireless connectivity** through, a) Unlicense based Radio (UBR) from GFGNL connected Gram Panchayat(GP) as a PoP to the new Government Institute premises .

Wireline		Wireless	
Media	Fibre	Media	Connectivity
Underground(UG)	12F	UBR	P2P / P2MP
Aerial	12F	Wi-Fi	Public Outdoor Wi-Fi
<b>LAN Media</b>	<b>Copper (Cat-6)</b>	Li-Fi	P2P
LAN Cable	Cat-6		

- q) This connectivity includes but not limited to activities of field survey, Route Mapping, Capturing of Latitude and Longitudes, link deployment, Commissioning and Maintenance of the deployed infra working over Underground armored Optical or Aerial Dielectric Self Supporting (ADSS) Optical Fiber / (cat 6) Cable or Wireless connectivity including the last mile WiFi router at customer end.
- r) The broad scope of work during this project shall include the following, but is not limited to;  
 i) Detailed Site Survey (before bidding, GIS data related to GP locations and desktop-based site survey, done by the tenderer, can be shared with perspective Bidder upon

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- signing of NDA (Non-Disclosure Agreement) with the tenderer.) and mapping of GIS data, route planning and optimization.
- ii) Connectivity plan between various locations and get it certified by TENDERER/its representative.
  - iii) Designing the network & Project Planning for execution of project within stipulated timelines.
  - iv) Installation and Commissioning of Physical Infrastructure components such as required electrical utilities and cabling etc. as per requirements.
  - v) Installation and commissioning of last mile cabling/media and equipment's to deliver 100 Mbps bandwidth at government institutes. LMCA has to consider the requirement on delivery of only broadband services on Fast Ethernet(10/100/1000Mbps) interface as backhaul from Gram Panchayat.
  - vi) Deployment of new connectivity at Government institutes from GP-GFGNL PoP where ethernet (10/100/1000Mbps) interface is available or by integrating optical splitter at GP end in the case of wireline wherever applicable based on optical budget calculations and other field feasibilities.
  - vii) Bidder will have to supply EMS (Element Management System) for each active components like but not limited to radios, router, switch, media converter (Optical to Ethernet and ethernet to optical converter), Mini-OLT/ONT etc. used in network so that required alarms can be monitored and also remotely monitor to know atleast the OFC Cut Issue, Power Issue(Utility), Equipment- cold Start, warm Start, link Down, linkUp, authentication Failure, and Neighbor Loss status of each equipment from day-01 of device integration in network and mapped in Bidder's NMS on day-01. GFGNL may ask API or any other suitable mechanism to integrate them with GFGNL's NMS and Bidder has to support for end to end integration.
  - viii) Further, Bidder & their OEM partners will have to facilitate integration of all these EMSs with GFGNL's existing NMS (Network Management System) & ERP System through API or any other suitable mechanism as per the requirement of GFGNL's NMS application and up to the satisfaction of GFGNL. LMCA needs to integrate all EMS with existing NMS of GFGNL only and no need to develop new NMS.
  - ix) SLA/KPI/the performance report and other parameters related to network performance of services to be generated and measured from GFGNL's existing NMS only.
  - x) Extension of the connectivity from existing or new horizontal customer connectivity cannot be explore. Only connectivity from nearest Gram Panchayat connected through GFGNL network is permissible.
  - xi) The Bidder shall not be allowed to dump the empty cable drums/ any kind of waste materials in Govt/public place, which may cause inconvenience to Govt/ Public. If the Bidder does not dispose off the empty cable drums/waste materials within 3 days of becoming empty, TENDERER is at liberty to dispose off the drum/waste material in any

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manner deemed fit and the costs incurred by the TENDERER in disposing off such materials shall be borne by the Bidder. Over and above TENDERER may also levy a penalty up to Rs 10,000 for each such default.

- xii) LMCA has to ensure to terminate media (with any of the wireline/wireless media) along with 1 WiFi router at customer end.
- xiii) The Bidder should have service support infrastructure in the Gujarat state to provide warranty and post warranty services.
- xiv) Bidder has to ensure to adhere on the guidelines, scope and timelines mentioned in this RFP.
- xv) During outage of any link or damage due to any field circumstances/ wireless link interference does not necessarily restore in same media, but LMCA has to keep it in mind with permanent solution and high network uptime to customer.
- xvi) The Lead Bidder shall be the single point of contact and shall be solely responsible for all the Terms & Conditions of the RFP.
- xvii) To handle day to day operations proper escalation matrix to be pasted /fixed at respective Government institute and properly visible to customer. Escalation matrix must be latest as per GFGNL needs and must be certified GFGNL authorities.
- xviii) In case of theft of any asset, successful Bidder(s) will have to carry out all required process to lodge police complain / FIR. GFGNL will assist Bidder(s) wherever required.
- xix) The Bidder shall be responsible for providing Software (System Software, Application Software, Device Drivers, IOS, etc.) required, if any, to meet any additional requirements during the project and currency of the agreement without any additional cost to Tenderer. All license software must be in the name of GFGNL, Gujarat
- xx) Bidder will be solely responsible to maintain all EHS(Environment Health and Safety) related policies and standards while execution and O&M of entire contract duration.
- xxi) Bidder will be responsible to integrate the LM Devices with GFGNL or it's authorized Bidder's relevant elements but not limited to like, OSS/BSS,Wi-Fi Controller,etc. at central premises whenever required.
- xxii) Bidder shall ensure that the equipment used while extending the network shall be complied with Article 144(II) of GFR-Proc procedure.
- xxiii) Bidder has to ensure the procurement of latest products. GFGNL will disallowing products having manufacturing dates older than a year from the date of submission of the RFP.

### **3.1 Plan, Design, Implement and Commission Phase**

- i) In Field execution route optimization, due diligence; supply of fibre, duct, electronics, including all the accessories; RoW applications follow-ups till receipt of permissions, Mini OLT/Optical splitter/ media converters(Optical to Ethernet / Ethernet to Optical) , trenching, duct laying, wireless point to point or point to multipoint radios, providing

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necessary protection as per Engineering Instructions wherever required, back filling, fibre blowing, splicing of fibre live line installation and commissioning of UG / aerial optical fibre or Cat-6 cable, arranging permission for building wherever possible will be in the scope of Bidder.

- ii) Bidder should acknowledge that the digging trenching, which is an important component in UG OFC laying depends on the soil strata and topography. The LMCA, before bidding is expected to do a detailed site survey and to gather soil strata type information to factor in the cost for trenching as per the standards provided in the specification norms. As the bid is EPC based contract and not an item rate contract, hence the Bidder should factor in all uncertainties in his price bid including on account of difficult terrain, hard soil or rocky strata, RoW permission related challenges and delays.
- iii) Carry out field survey of each site / customer location to decide last mile connectivity option, preparation of field survey report (kmz/kml file showing proposed connectivity and details of proposed connectivity in excel file) and submission of same to GFGNL for approval. GFGNL official may suggest changes in connectivity plan of any site / location with respect to the details captured in survey report considering any future requirements. Bidder(s) will implement connectivity as per final instruction & approval given by GFGNL officials.
- iv) Implementation of last mile connectivity through wireline (UG OFC / aerial drop fibre cable / Cat 6 aerial cable, mini OLT/splitter(1:8)/media converter/ 8 port L2/L3 manageable switch) considering optical PON port (at feasible site) or RJ45 ports (10/100/1000Mbps) interface available at GP end or wireless (P2P / P2MP unlicensed band radio) considering backhaul availability at GP on RJ45 ports (10/100/1000Mbps). provided all necessary approvals are available from competent authority of India to deploy the equipment of newer technology.
- v) LMCA has to consider approximately 5% of sites required 8 Port L2/L3 manageable switch. However, scope may vary +/- 15%. In the event of national security related concerns or availability customer orders.
- vi) GFGNL may ask Bidders to change the last mile technology & adopt the safer technology based on the field conditions and future aspects. Selected Bidders will have to abide the same and execute the project accordingly without further cost to GFGNL.
- vii) The LMCA during the term of this contract undertakes to ensure that it has taken or shall take up all appropriate insurances for the delivery of goods that it is required to cover its obligations under this contract shall take out and maintain at his own cost.
- viii) Supply, installation, testing & commissioning, and acceptance testing (field AT) of the required network components like OFC drop cables, HDPE PLB duct, radios, rack, pole, mast, CPE (router, switch), media converter (Optical to Ethernet and ethernet to optical converter), mini-OLT, required accessories, any intermediate devices and other items required for the provisioning of the services as per site requirement. In case if any material will be rejected in field AT by GFGNL official /its authorized Bidder appointed by GFGNL

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due to non-compliance to RFP requirement, then selected Bidder will have to replace that material by supplying & installing fresh material as per the terms & conditions of the RFP without any additional cost to GFGNL. All GPON Products should be compliant to ITU-T G.984 /G.988 standards

- ix) Applicable Latest Software upgrades for the last mile networking components such as but not limited to, L2-L3 switches/routers, mini-OLT/ONT/media converters, wireless radios, Li-Fi, public wi-fi etc. installed by the Bidder for smooth functioning of the Network & customer link.
- x) On wireline/wireless connectivity, Preparation of the asbuild drawing (wherever applicable) for the installed link & facilitating GFGNL / GFGNL's existing vendor to update details of the customer connectivity in GFGNL's GIS and NMS application as per GFGNL's requirement.
- xi) Maintenance, support services, warranty, annual maintenance contract etc. in respect of equipment supplied to the customer. All the active equipment including 3U rack must be supplied with warranty of atleast 5 years and all required licenses.
- xii) If Bidder damages any assets of any of the department / 3<sup>rd</sup> party organization & department / organization issues any notice / demand note to GFGNL then selected Bidder will have to rectify the damages at earliest without any further cost as per instruction from the respective department / organization / GFGNL. Failing to this, GFGNL will have all the rights to recover demand note amount from the payables/SD/PBG of the Bidder.
- xiii) All the customer locations falling in any particular zone boundary will be served by the selected Bidder to whom the zone is awarded. Selected Bidder can serve the customer location from the nearest Gram Panchayat (GP) location.
- xiv) Successful Bidder(s) will have to supply all required optical & Cat 6 patch cords, SFP (if any), all required accessories with active / passive equipment to make the customer link live & all required licenses for all the ports & services of active equipment for entire contract duration.
- xv) LMCA has to provide required manpower per zone minimum 2 at centralized NOC - Gandhinagar to support field project team and for the O&M phase. Bidder may increase manpower count in future if required at his own cost to manage the workload and SLA.
- xvi) In case of repairing or upgradation of existing links Bidder will be responsible without any additional cost to the GFGNL.
- xvii) The Bidder shall provide one copy of the Network Diagram, warranty documents, manuals and FAT/UAT reports, OTDR reports, ABD (As Built Drawing) reports, all other valid link testing report of wireline/wireless media etc. to concern local authorities/GFGNL official and another copy to Tenderer at Gandhinagar for further process of completion of orders.
- xviii) Cable Tagging shall be at both side and at both end (i.e., node side and rack side and inside and outside of I.O. port and Patch panel).

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- xix) Cables that pass through the infrastructure of the building shall be suitably protected against damage. Through walls and floors this shall involve an appropriate type of sleeve/conceal through any form of metalwork or stiff plastic then a rubber grommet shall be used.
- xx) To ensure cable management and also strain relief, cables shall be properly dressed using Velcro cable ties. However, cables ties should never be over tightened. On vertical runs, the cables shall be dressed and tied from the bottom up, thus putting minimum strain on the cables.
- xxi) The Bidder shall be responsible for providing Software (System Software, Application Software, Device Drivers, IOS, etc.) required, if any, to meet any additional requirements during the currency of the Agreement without any additional cost to Tenderer. All license software must be perpetual licenses and in the name of GFGNL, Gujarat.
- xxii) Bidder shall submit the installation plan for each location to respective local GFGNL Incharge, who in turn shall approve the plan before execution. Bidder will have to fill up an installation and commissioning report and get the same duly signed by concern officer of respective customer officers and Tenderer's representative with their seal and remarks if any and submit the same in original to respective zone in charge.
- xxiii) Any penalties/expenditure from respective authorities to GFGNL for the damage of asset during execution as well as O&M duration of wireline / wireless media will be sole responsibility to LMCA.
- xxiv) Service delivery report needs to sign from Customer with agreed format by GFGNL.
- xxv) Commissioning and acceptance testing of the installed components to establish last mile connectivity. All documentation generated during planning, installation and commissioning phase shall always be made available to GFGNL. Acceptance of link delivered will be only authorized by GFGNL's authority or its authorized Bidder.

Selected Bidders will have to adhere to below guidelines (not limited to) while executing the work.

**3.1.1. OFC installation through open trenching & ducting and HDD**

- i) Provisioning/splicing of 12 core fibres in each Government Institute (horizontal customers) from nearest Gram Panchayat and terminate all optical fibre cores in FDMS/FTB along with minimum 1 Wi-Fi router at each site.
- ii) In any case, based on the geographical area more than 3 government institutes qualified in same route/physical path of nearest parented Gram Panchayat, LMCA can plan the network by bringing the single 12 core optical fibre from the nearest Gram Panchayat(GP) till last end Government institutes (it will be work from GP on first two pair of 12F) and remaining two sites can be spliced from nearest chamber/junction point of laid 12F (mentioned above) and 4 core fibre will be spliced towards new (each) site. Hence, In this

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case, each site(government institute) will have minimum 4 core towards each government institute and all will be terminated on FDMS/FTB at respective sites.

- iii) This planning is indicative and may change based on physical and logical scenarios on field. Bidder may consider of the maximum 5 government institutions come nearby service ready Gram Panchayat. However, Plan may change based on the scope revision and LMCA has to design and approve the scope before execution from State/GFGNL authority.
- iv) For UG cable route indicators (cemented Routed Indicator), joining chambers, manhole chamber, termination of remaining fibres at FDMS/FTB at Government institutes will be in Bidder's responsibility. If need arises for additional new poles (to facilitate aerial cabling) to follow optimal path/route, such additional new poles shall be installed by the LMCA.
- v) Restoration of the site post completion of work to the original condition will be responsibility of LMCA without any further cost to GFGNL.
- vi) Back filling on public/private roads, railway crossings, footpaths shall be performed immediately after laying the HDPE pipes. Back filling at such locations shall be thoroughly rammed, to ensure original condition so that it is safe for the road traffic. All excess soil/ material left on road/ footpath/railway crossing shall be removed by LMCA. However, along the highways and in countryside, the excess dug up material left over after refilling should be kept in a heap above over the trench.
- vii) It will be sole responsibility of the Bidder to inspect and readiness at GP and Government Institute prior start of the field activities, this includes but not limited to the power availability at GP and at Government institute, building structure strength and stability, water seepage, earthing, etc.
- viii) Bidder will have to excavate trench of 1Meter depth from the top of the surface with minimum trench width of 300 mm at the bottom of the trench.
- ix) Intimation in "Call before you Dig" application to be ensure by Bidder prior to digging work.
- x) In case, trench depth is not achieved because of any utilities present or any other reason, Bidder will have to apply below mentioned protection. All related depth and protection will be certified by GFGNL authorized person

Sr. No.	Depth of Trench	Recommended Protection
1.	800 mm to 1000 mm	No protection required
2.	500 mm to 800 mm	65 mm DWC pipe
3.	Less than 500 mm	100 mm *100 mm on site PCC

- xi) Bidder shall de-coil 32mm HDPE pipe with the help of mechanical de-coilers.
- xii) Bidder shall use simplex plugs to close the duct openings to avoid ingress of mud, water or dust. Bidder shall use duct coupler & other accessories as per field requirement & instruction from GFGNL official / any other designated official.
- xiii) Bidder shall do necessary co-ordination with other utility companies prior to the

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- excavation works and shall be fully responsible for damage (if any) caused to any utilities of other organization due to negligence. Bidder will indemnify GFGNL from all the claims of other organization in such cases of damage.
- xiv) Bidder shall ensure manufacturer's guidelines for minimum bend radius and tension are followed while installing the OFC.
- xv) Bidder shall keep minimum total 20meter loop in each Manhole & Hand hole, properly coiled and tied with cable ties.
- xvi) Bidder shall use Mid-Span Access Buffer Tube Slitter during mid-span splicing (for last mile location connectivity) to ensure that buffer jackets of fiber tubes are cut longitudinally to access all fibers inside tube and then only required fiber cores will be cut for splicing with fiber cores of last mile cable.
- xvii) The Bidder is responsible for obtaining RoW permissions wherever applicable. The office of GFGNL will facilitate in coordination with respective Government agencies for preparing & submitting RoW / permission applications, liasoning & follow up, collecting payment details from GFGNL offices & submitting it to ROW department's offices, receipt of permission letter from ROW offices, refund of BG / SD from respective/ROW department within 6 months of work completion or as per guideline of respective department (whichever is earlier) etc., In case Bidder fails to get refund of BG / SD in stipulated time, GFGNL will have all the rights to recover BG / SD amount from the payables. The LMCA shall have to prepare proposals in requisite format, submit it to relevant agencies for approval, and do necessarily follow up. In case, there are penalties for executing work without ROW permission, then LMCA shall bear those cost. State government has waived ROW charges. However, approval for alignment with state agencies still needs to be done. LMCA shall obtain ROW permissions from the central and state agencies such as national highways, Oil and gas pipelines, Railways etc. The LMCA has to pay ROW charges to any agencies (Except Penalties for violation which LMCA has to bear), then the GFGNL shall reimburse within 30 days on receipt of complete and relevant documents.
- xviii) Bidder shall carry out bi-directional OTDR & LSPM testing of all fibre cores. Acceptable link attenuation/loss in dB per link (between 2 locations) to be calculated as per below. Bidder will have to ensure timely calibration of testing devices.  
For 1310 nm : 0.34 dB attenuation / Km + 0.1 dB / splice + 1 dB connector loss  
For 1550 nm : 0.22 dB attenuation / Km + 0.1 dB / splice + 1 dB connector loss
- xix) Bidder will prepare & submit all required reports like ITP sheet, OFC blowing report, splicing report, testing report, As– build drawing etc. for all OFC connectivity. Report formats will be provided to Bidder after contract signing.
- xx) The LMCA shall provide a separate dedicated RoW team for filing, liaising, follow-up and escalation of RoW permission related matters.
- xxi) For OFC installation through HDD method, Bidder will have to prepare & submit required graph showing the details of HDD shot, OFC depth etc.
- xxii) Proper precautions need to take in advance while implementing UG OFC cable to avoid cut by animals (rodant cut-rat/squirrels/etc) and/or other third-party vendors etc.

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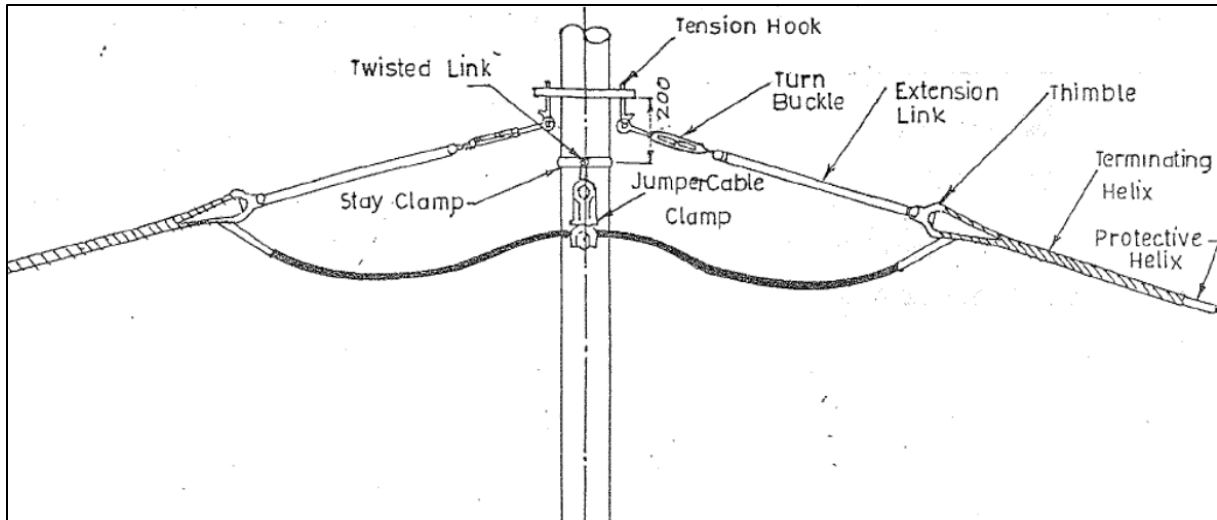
- xxiii) Fibre Loop at UG MH(Manhole) must keep at every 1 Km.
- xxiv) Route indicators for OFC cable are to be placed for every 200 mtrs
- xxv) Joint indicators for OFC cable are to be placed for every OFC joint.
- xxvi) Modernized Method of cable laying should be incorporated, where minimum damage to the infrastructure is required i.e., cable laying machine is used for such purposes.
- xxvii) For the UG wireline connectivity, during excavation of trench utmost care should be taken by the Bidder, so that the existing underground cables/utilities are not damage or cut. In-case any damage/ cut is done to the existing cables/utilities, a penalty of Rs. 10,000/- per cut with addition to DN amount/letter received from other Bidder will be levied to LMCA.
- xxviii) Besides the above penalty, the Bidder shall carry out such repairs for restoration of the damaged cable/utilities free of charge. The cost of jointing kit shall also be borne by the Bidder. If Bidder fails to repair the damage, the cost of repair (including cost of labour and Jointing kit) shall be recovered from the Bidder.

**3.1.2 Aerial drop/s OFC installation**

- i) Bidder will have to install drop fibre aerial cable on existing pole / new pole / suitable structure as per requirement of field and instruction of GFGNL official / any other designated official. (1. Bidder will have to use aerial drop cable installation accessories like Anchoring (Dead End) Assembly, Suspension Clamp Assembly, Adjustable Cable Storage Bracket, Stainless Steel Strap with Buckle etc. as mentioned in TEC GR : **TEC/GR/TX/OFC-024/01/MAR-15** or **TEC-GR-TX-OAF-001-03-MAR-17** or it's upgraded GR and as per field requirement & instruction of GFGNL official.)
- ii) Bidder shall ensure manufacturer's guidelines for minimum bend radius and tension are followed while installing the OFC.

**Drawing:**

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Reference: TEC-GR-TX-OAF-001-03-MAR-17

- iii) All guidelines related to splicing & testing will be applicable as mentioned in section above, additional tolerance of 10% allowed here.
- iv) Proper precautions needs to take in advance while implementing Aerial OFC/drop cable to avoid cut by animals (rat/squirrels/etc ) and/or other third party vendors etc.)
- v) All necessary arrangement for aerial connectivity needs to be arrange by LMCA.
- vi) As part of EPC design, the Bidder can explore sites on aerial OFC network subject to following conditions:
  - a. Cable length more than 1500Mtr cannot be explore on aerial
  - b. The desirable architecture is to have on field manageable OFC network else LMCA needs to explore underground cabling.
  - c. In aerial fibre connectivity if the pole does not have requisite bearing strength, then the LMCA will have to bring and set up his own poles dedicated for the OFC installation along with necessary accessories as per the Engineering Instructions.
  - d. For best suitability to serve customer on long term and on field challenges

**3.1.3 Installation of Wireless Radios**

- i) Bidder will carry out LoS (Line of Sight) survey for all the locations to be connected on wireless media and prepare & submit a detailed report to GFGNL mentioning the minimum requirement but not limited to, height of pole / mast required to be installed, location to be installed, end to end connectivity details, along with proposed equipment details, feasibility report from 3 GPs/GFGNL PoP.
- ii) As per the space feasibility & instruction of GFGNL official / any other Government official, Bidder will install pole / mast / wall mount for the link.
- iii) The wireless link includes supply and installation, testing & commissioning of radios at both (base and remote) location along with all the necessary components like Wireless radios, foundation of pole/mast, antennas, mounting structure (pole/Mast)- clamps, cables(active/Passive), lightening arrester, earthing, aviation lamp, etc. and including their O&M will be in the scope of Bidder.
- iv) Bidder will have to comply to all the rules & regulations of DoT / TRAI / Gol / GoG any

[Sign Of Bidder]

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other statutory body for wireless links. Applicable charges shall be borne by GFGNL or reimbursed on the discretion of GFGNL.

- v) Bidder will need to take proper precautions while installing radio equipments with proper insulation (Water Proofing /& Weather Proofing) to avoid rainwater going inside radio equipment & damaging it.
- vi) After link installation, Bidder will have to perform link testing to ensure adequate signal strength of received signal as per test schedule defined by GFGNL and instruction of GFGNL official/another designated official.
- vii) Bidder will be responsible to restore the link as a scope of O&M of the link if radio equipment and/or pole is damaged due to any issues like rain, cyclone, lightening, flooding, earthing issue, voltage surge etc. or any of the natural calamities without any additional cost.
- viii) GFGNL will provide electrical Ethernet port interface (10/100/1000 Mbps – RJ45) at his PoP location or LMCA can integrate optical splitter at GP end in the case of wireline wherever applicable based on optical budget calculations and other field feasibilities.
- ix) Refer minimum specification mentioned in this RFP, Bidder will be responsible for designing of suitable foundation for various poles installed. Bidder will have to submit soil test report from authorized laboratory, foundation drawing must be approved by authorized structural engineer & quality of executed foundation work must be certified by authorized civil engineer.

**3.1.4 Installation of indoor & outdoor Cat 6 cable**

- i) All the locations falling near to the Gram Panchayat (GP) location will be connected using 4 pair unshielded twisted pair Cat 6 cable wherein the total cable length required to connect the location from L2 switch available at GP will not be more than 90 Mtr and supported throughput parameters.
- ii) It is Bidder's responsibility to use either indoor or outdoor Cat 6 cable as per field suitability & requirement and as per instruction of GFGNL's official.
- iii) Outdoor Cat 6 cable must have HDPE jacket so that it can be installed underground (wherever required) & the cable must be rugged, durable & rodent resistant.
- iv) High power electrical plant may produce switching transients and radio frequency emissions that may induce interference on the Cat-6 cable. Therefore, in addition to the rules imposed by the IEE Regulations, data cables shall not run parallel to cables, especially where these cables may carry heavy switching loads. If, however, this is unavoidable it is advisable to keep cables as far as possible or on other media.
- v) Case specific preparing LAN cabling setup for sites will be in the scope of Bidder based on the customer requirement and go-ahead.
- vi) All acceptance test (FAT/link AT/NE AT/etc.) will be certified based on NOC performance report and asbuilt submission.
- vii) Proper precautions needs to take in advance while implementing cable to avoid cut by animals (rodent cuts)(rat/squirrels/etc )and/or other third party vendors etc.
- viii) Outdoor Cat 6 cable must have HDPE jacket so that it can be installed under ground (wherever required) & the cable must be rugged, durable & rodent resistant.

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- ix) Both Indoor/Outdoor Cat 6 cable must follow standard industry grade and acceptable to GFGNL field authorized team.

### **3.1.5 Public Wi-Fi Connectivity**

- i) Bidder is responsible for SITC and O&M of Wi-Fi facility at each village level of connected GP over GFGNL network as and when required.
- ii) Bidder is required to set up Wi-Fi outdoor access point at each village as and when required. Access point/master AP will be connected using CAT-6 cable with a router / switch in the Gram panchayat building.
- iii) Bidder is required to propose the solution of extending Wi-Fi coverage on repeater mode from 1st Access point with inbuilt functionality or external device. Further if Bidder is proposing use of external device for extension of Wi-Fi coverage then the entire scope of supply, installation, commissioning and O&M of Hardware+ accessories will be in the scope of the Bidder.
- iv) Bidder has to understand the existing network of GFGNL where the NOC/SDC comprises of various Network components like Core Switch, Router, Server, firewall, Controller (open-source software based), etc. capable to command and control the Wi-Fi Sites and its user management.
- v) Bidder has to ensure to deliver the solution with compatible Wi-Fi access point which can support to existing Wi-Fi controller.
- vi) Software's should be provided with perpetual license allowing GFGNL to use, modify etc. without limitation of number of users / devices / access points connected in the GSVAN network. Further, Proposed solution should be installed/set up on appropriate hardware provided by the Bidder as a part of his proposed solution.
- vii) Ideally AP's should be mounted and installed on pole at the Minimum height of 5 ft from the roof top of the building for better coverage. However, in case of feasibility problem AP's can be mounted on a pole of having height of Min 15 ft above the ground level based on the site requirement. Further, Bidder is responsible for supply, installation, commissioning and maintenance of mounting structure for AP's like Pole along with required clamp, cable (Active & Passive) and accessories at each site/location.
- viii) The Bidder will be responsible for making sure that such access points when plugged-in are discovered and manageable by the central architecture.
- ix) Operation and maintenance of the public Wi-Fi AP's deployed under the expansion phase will be the responsibility of the Bidder under this RFP till the expiry of contract period.
- x) Bidder has to use the existing controller. It should be given as a software package, without license/ time limitation of its usage.

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- xi) License here refers to all applicable licenses like for discovery, monitoring etc. with respect to “no. of Access Points connected or the number of users of the network or both”.
- xii) User Management Module should be given as a software package and should be without any licensing or time limitation of its usage. It should support features such as user authentication, access etc. through OTP (One Time Password) on mobile no. and email.
- xiii) It should be capable to put a cap on user session and amount of data consumed and regulate the bandwidth usage.
- xiv) Initially, the plan is to provide internet access free of cost to the end users, however in future if the GFGNL may decides to charge beyond the capped usage limit, it should be capable to allow users to buy in the extra’s usage access. Thereby it shall be required to be integrated with a Payment and SMS Gateway along with a centralized billing mechanism provided by the Bidder under this project.
- xv) Bidder will be responsible for following but not limited to, a secured connection by means of Firewall, Security testing of the network, Security audit every quarter during the contract period, Integration and management of the SMS and Payment Gateway, reconciliation, and resolution of any integration issues during the project duration.
- xvi) The Bidder shall ensure a secure Internet connection and access through OTP to all the subscribers with centralized authentication mechanism.
- xvii) The Bidder shall ensure the uniqueness of mobile numbers for the use under free session, multiple logins shall not be allowed in any case. Wireless access points shall be configured with relevant cryptographic keys to ensure that only authorized and authenticated users can use the wireless service. Proposed wireless network shall be secure and in compliance to relevant industry standard security requirements.
- xviii) The selected Bidder shall suggest and help in deploying various policies at various levels to prevent any intrusion/attacks in the wireless network.
- xix) Public Wi-Fi for Quality Delivery will be considered based on the following but not limited to parameters,
  - a) Hardware/Software integrated for public Wi-Fi connectivity like AP(Access point) installed at various locations will be deemed commissioned on discovery in the controller/NMS installed at central infrastructure.
  - b) Bidder is required to conduct following minimum test at each location to verify the health of the installed Wi-Fi infrastructure and share the valid video/photos with site lat/long mentioned to GFGNL central and local team, Following are the minimum parameters,
    - 1. Signal strength, file-transfer rate, and network authentication of the link.
    - 2. The SSIDs configured should be discoverable by any 802.11n/ac wireless enabled device.
    - 3. Download speed report by a file download test from any device to verify

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the effective bandwidth/throughput.

4. The Bidder shall be responsible for obtaining installation and commissioning certificate (Sign-off) on completion of the work as per the scope of work from end customer.

xx) Selected Bidder is responsible for rectification of discrepancies identified by the customer/any other authorized representative of GFGNL or its official. Further on rectification of all the discrepancies further final reports indicated above will be re-conducted or if agreed by concerns will be signed.

xxi) The Bidder shall provide technical documentation with equipment supplied. The technical documentation should include technical and operation manuals.

#### **3.1.5.1 Step wise Data Flow**

- Step 1 User requests for Internet Access through the Captive Portal/ Mobile Application
- Step 2 User Authentication and access management from the GFGNL NOC through OTP
- Step 3 Assignment of IP to the end devices and establishing a secured connection to the Internet
- Step 4 Session and Log Management by the Central infrastructure.

#### **3.1.5.2 Network Precautions**

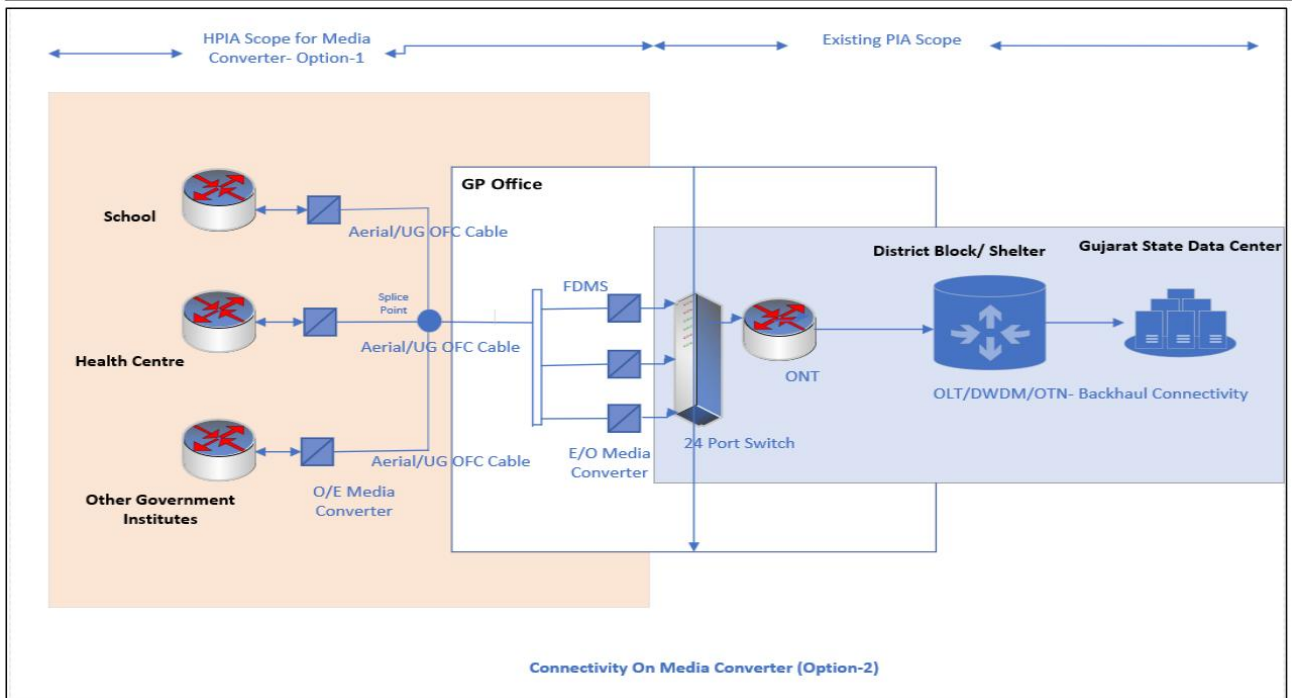
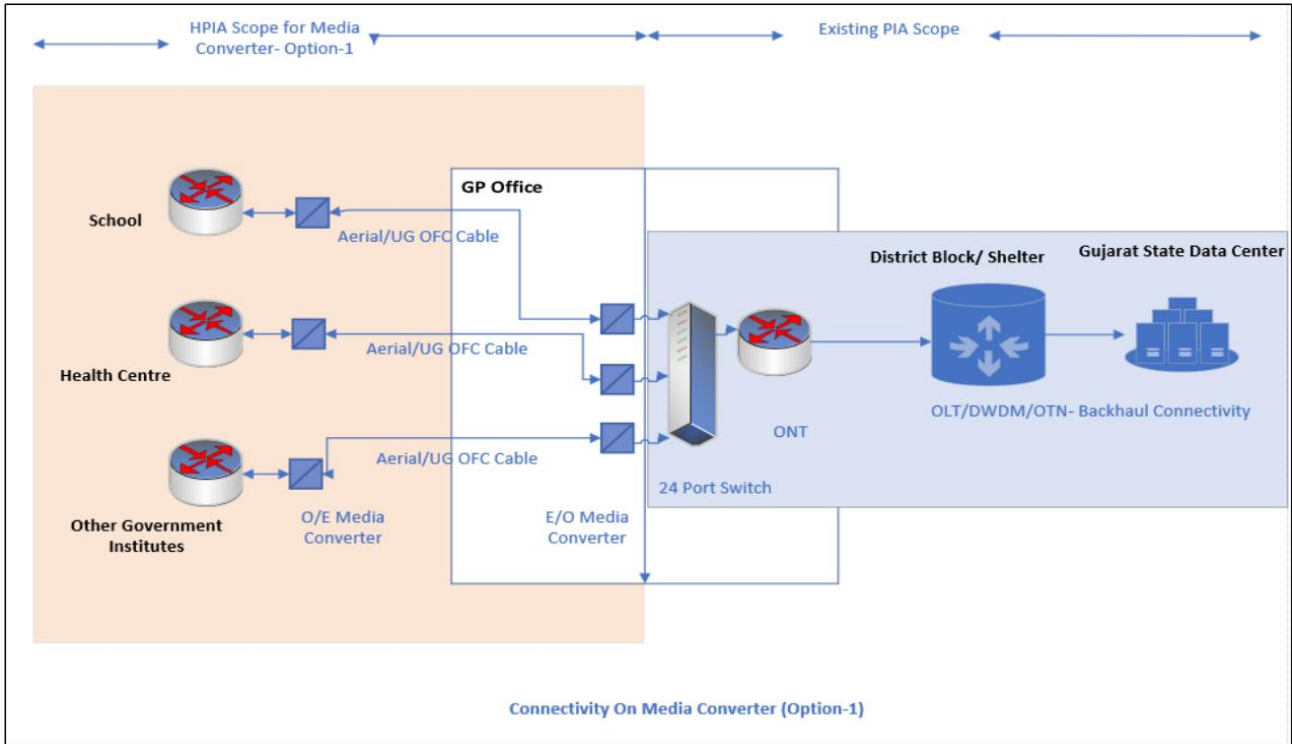
- i) The public Wi-Fi network should be fully secure, data communication between devices should take place in fully encrypted form through multiple authentication mechanisms such as WPA should be implemented by the Bidder.
- ii) The Bidder has to ensure compliance with all Regulatory and Legal guidelines issued by Department of Telecommunications/TRAI/GoI/ GoG from time to time.

#### **3.1.6 Network Design options**

- i) Following are the few indicative options for the connectivity of LM government institutes as a part of this RFP scope. Bidder has to ensure to establish the LM in following any of the one option including termination of one Wi-Fi router as lastmile.
- ii) Bidder also has to plan the public Wi-Fi atleast one hotspot for public in their scope.
- iii) Bidder may reach out to the tender if any other options feasible and take approval accordingly before executing the field activities.

### **1. Media Converter (Through Aerial or UnderGround OFC)**

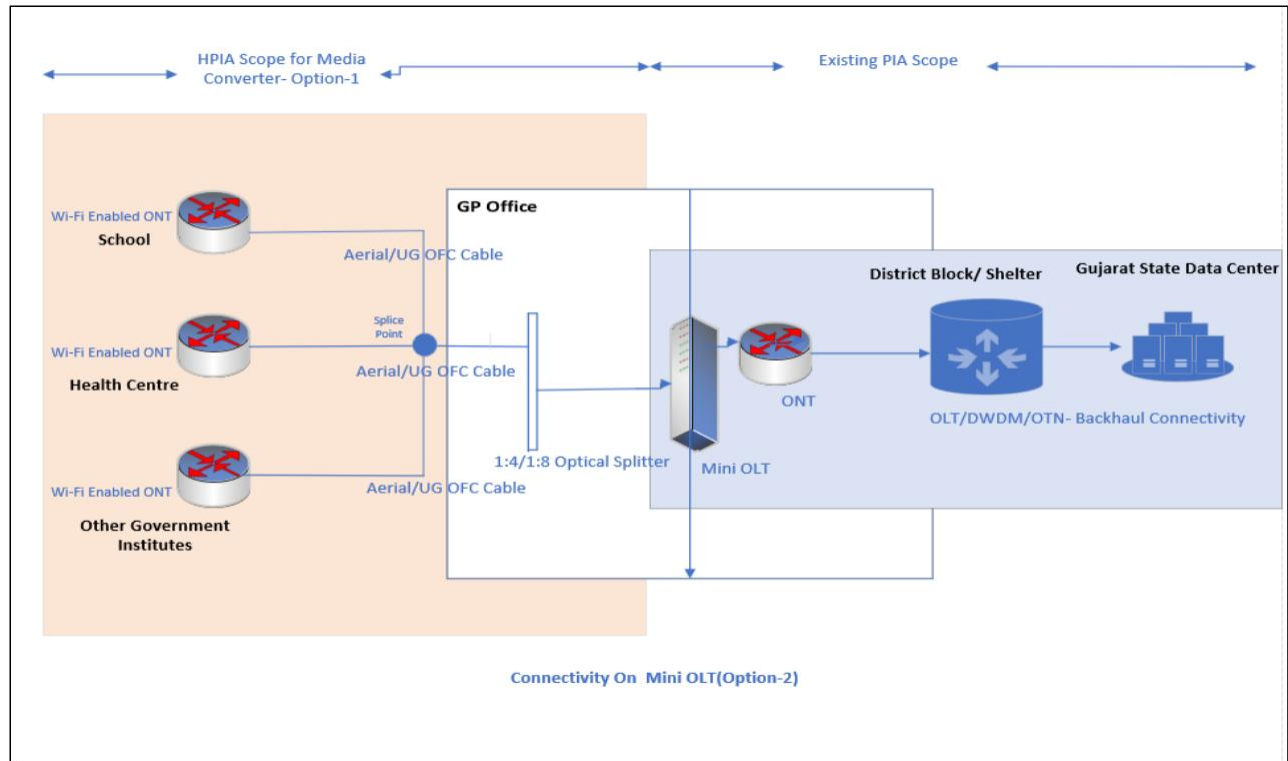
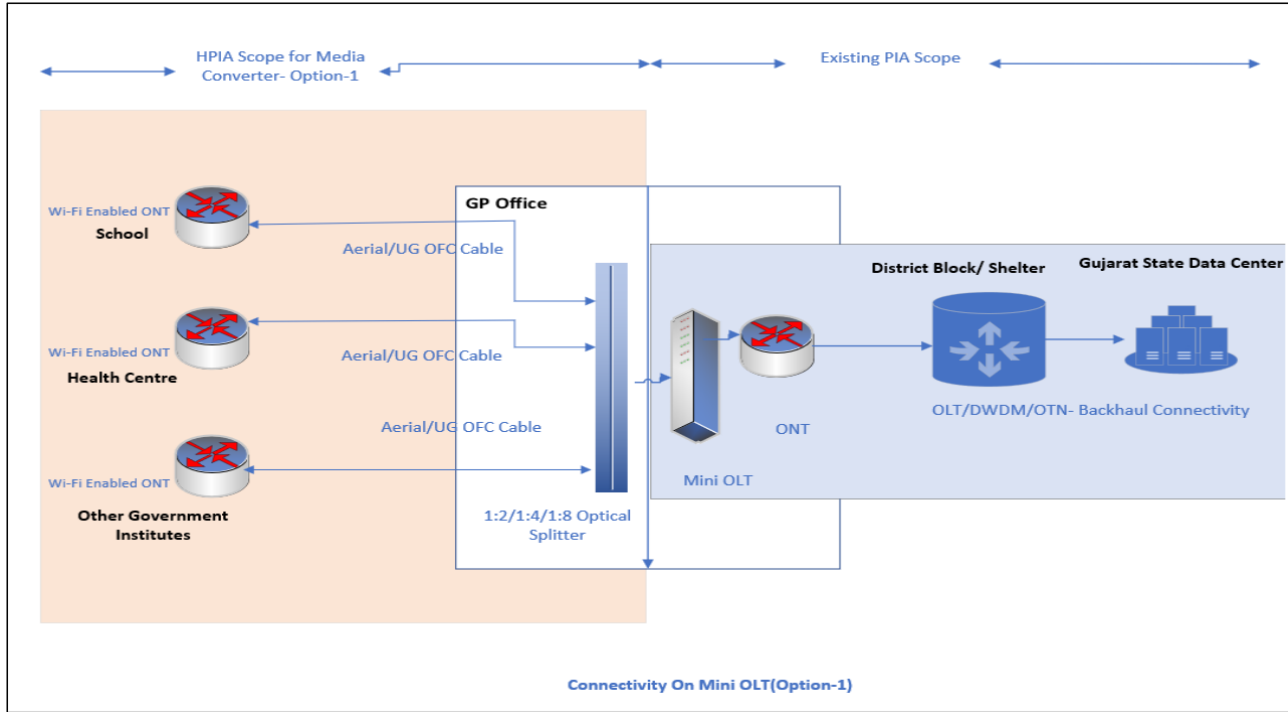
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**2. Mini OLT- (Through Aerial or UnderGround OFC)**



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Bidder is free to explore the Solution on Mini OLT where bulk customer base on wireline planned from same Gram Panchayat. Also Bidder has to ensure the compatibility of the GFGNL network elements OLT/ONT/VLAN / QoS / IP Management and other service

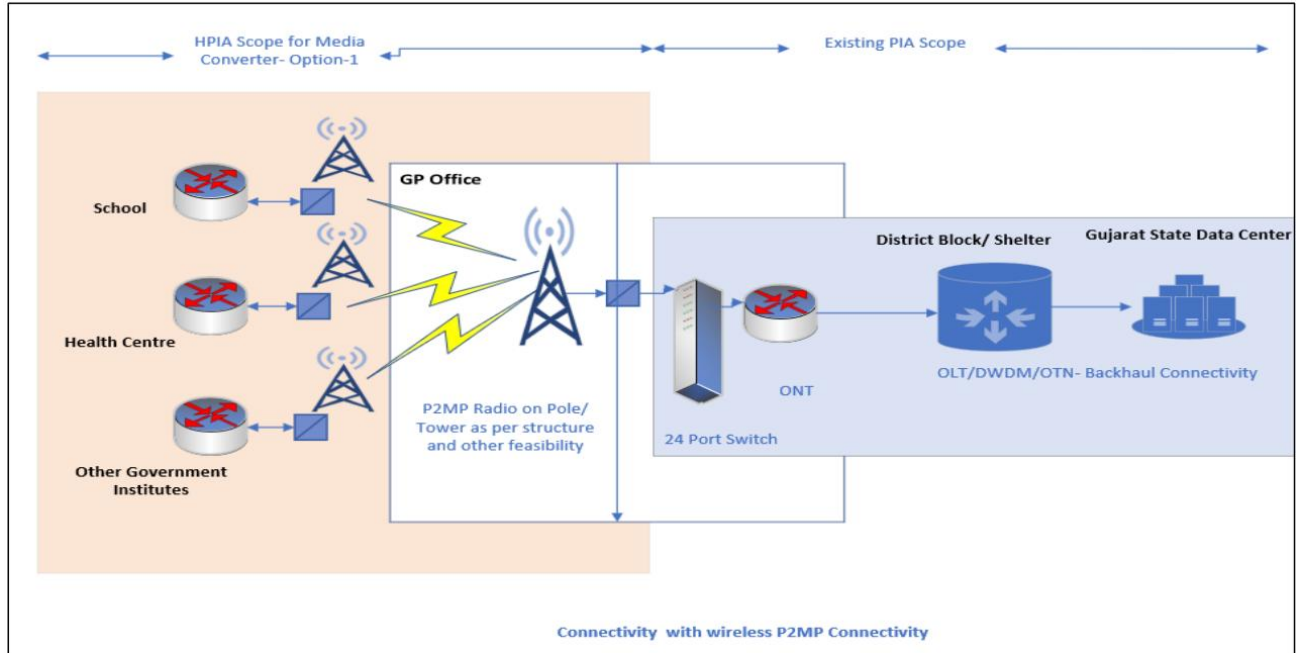
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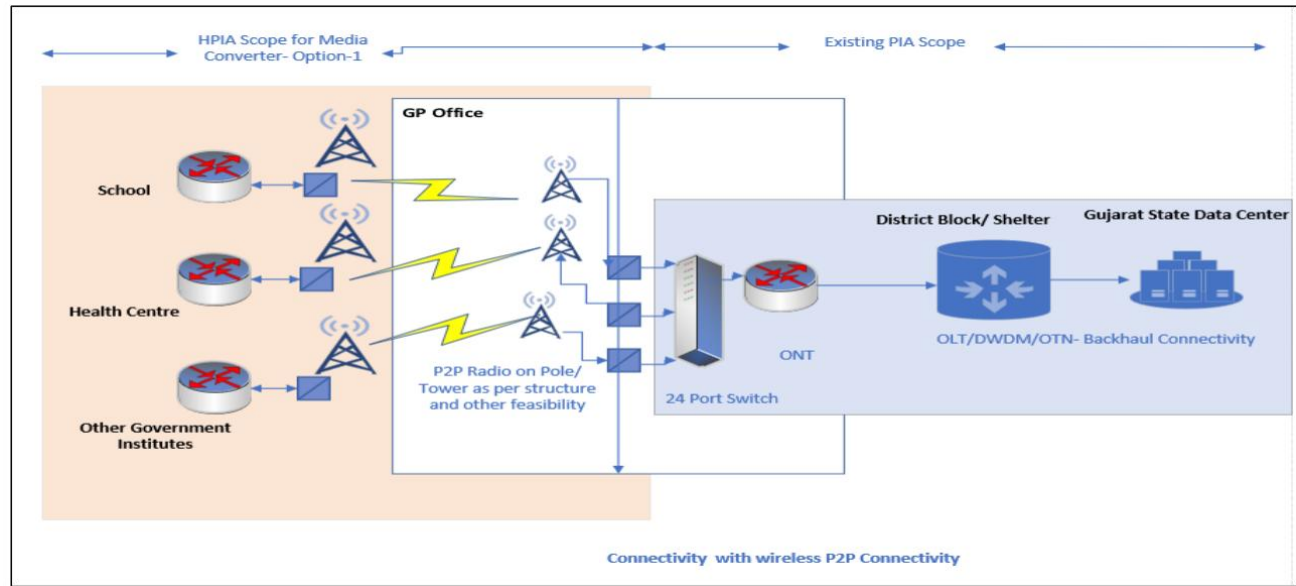
parameters to avoid service / configuration related challenges in the future.

**3. Radio Technologies**

**3.1. P2MP UBR**



**3.2 P2P UBR / Li-Fi**



**3.2 Operations Phase**

The LMCA shall be responsible for the operations of the network entailing the following:

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### 3.2.1 Network Inventory

- i. To mitigate risk from power fluctuation, or aging or other causes of device failure, the LMCA would be required to maintain an inventory of all the components used in the network and the minimum 5% spares quantities must be available at the different levels of geographical regions (district/zones/nearby locations) to manage the SLA and customer uptime of all elements during the entire contract duration.
- ii. If spare quantity is used due to device fault/operational issue, the cost is to be borne by LMCA.
- iii. Any change in existing last mile customer connectivity media, after restoring on permanent solution LMCA has to ensure to check the link stability and then update the database in GFGNL's GIS within 48 Hrs and in NMS on day-01 (i.e., within 24 Hrs) by taking acceptance approval from GFGNL officials.
- iv. LMCA has at least 1 member per 200 connections on field at district level to operate field operation. Bidder may increase manpower counts in the future including field FRT Team if required to maintain field activities and to maintain the SLA with approval from GFGNL without any cost to GFGNL.
- v. The Bidder shall provide one copy of the Network Diagram, warranty documents, manuals and FAT/UAT reports, OTDR reports, ABD (As Built Drawing) reports and other documents to concern local GFGNL authorities and another copy to GFGNL head office- Gandhinagar within 7 days of delivery of respective site for further process of completion of orders. The documents mentioned above are for example and indicative, based on requirement change it may be any additional report/document asked by GFGNL and Bidder has to provide to GFGNL without any further cost to GFGNL.
- vi. LMCA has to ensure any customer link will not be down for more than 3 days, failure to this GFGNL will have all the rights to recover amount from the payables/SD/PBG of the Bidder.

### 3.3 Maintenance Phase

#### 3.3.1 Warranty

To mitigate risk from power fluctuation, or aging or other causes of device failure, the LMCA shall besides keeping the necessary spares also obtain necessary warranty and AMC support from the manufacturers of all components.

Maintenance, support services, warranty, annual maintenance contract etc. in respect of equipment supplied to the customer. All the active equipment (both for wireline & wireless supportive), voltage stabilizer, 6U/3U rack, Media Converters and Mini OLT/ONT must be supplied with warranty of 7 years and all required licenses.

#### 3.3.2 Periodical Maintenance

- i) **Periodical Maintenance:** The LMCA shall carry out periodical maintenance of the network commissioned with such frequency that each customer is covered once in every month. The LMCA shall submit the report on quarterly basis during this phase. Format of periodical maintenance report must be agreed and approved by GFGNL.

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- ii) **Corrective Maintenance:** If any issue is reported by the end user or from Gram Panchayat (GP) with regards to the services, then the issue shall be reported to centralized help desk of NOC of State/GFGNL and if there is any issue in the horizontal customer LM network connectivity, the issue shall be forwarded to the respective LMCA. These issues shall be rectified to restore the services as per the SLA. Lodging of FIR will be done by the Gram Panchayat/State/LMCA.
- iii) In issues pertaining to OFC/PLBE Cable/LM connectivity due to poor workmanship and other technical reason the fault has to be rectified or cable/PLBE pipe/LM Connectivity has to be replaced by LMCA. In case of cable cut (due to any circumstances including but not limited to cut by animals and/or other third-party vendors etc.) in between Government institute/ customer to GP due to any reason the fault to be rectified by the LMCA and services to be restored as per SLA. All the store and spares required for such restoration to be borne by LMCA.
- iv) In case of pole fallen/damaged or any material damaged/cable cut/theft LMCA is responsible to restore the link within SLA with parallel process of FIR, etc. without any cost to GFGNL.
- v) During maintenance of the network, LMCA shall ensure that all fibre cores are spliced at the cut location (and not only live fibre cores) during rectification process. GFGNL may ask/audit the health / continuity of all fibre cores at any time and LMCA will have to facilitate this exercise by performing LSPM and OTDR testing in presence of this team.
- vi) Any disconnection request received from customer (government institutes) due to quality issues, will be recovered from LMCA as a part of penalty by recovering that site capex value from LMCA.
- vii) LMCA has to provide O&M services to existing customer delivered by GFGNL, O&M charges will be given with 10% of capex rate discovered by distance criteria through this RFP.
- viii) Carry out operation & maintenance of the last mile link including all the field activities required (preventive & corrective maintenance) to keep all the links up & running. It will be successful Bidder(s)' responsibility to rectify / restore the link in case any cable/link is damaged due to road widening, construction of bridges, culvert more than 100m sections or change in RoW due to utility (like in case of drainage/water pipeline project etc) or aerial damage due to major EB pole shifting work / by any third party /due to any other field challenges within defined timeline. However, the Bidder can raise a reimbursement request in particular cases where the situation is beyond the control of Bidder. The GFGNL competent authority will take further decision on reimbursement request based on valid proof submission. The decision made by GFGNL will be considered as final.

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**3.3.3 Audit and Security Services**

- i) The LMCA shall be required to provide comprehensive support to GFGNL during any kind of audit. The LMCA shall be responsible in getting the required readiness built in the network during audit for physical and logical security solutions.
- ii) GFGNL or its authorized Bidder may inspect, monitor and assess the progress and performance of the project besides by itself as and when feasible. State/SIA may demand and upon such a demand being made, State/SIA shall be provided with any document, data material or any other information which it may require, to enable it to assess the progress of the project.
- iii) State/SIA shall also have the right to conduct, either itself an audit to monitor the performance of the LMCA of its obligations/ functions in accordance with the standards committed to or required by State/SIA and the LMCA undertakes to cooperate with and provide to State/SIA all documents and other details as may be required by them for this purpose without any extra cost to GFGNL.

**3.3.4 Resources**

3.3.4.1. Bidder(s) has to deploy resources based on following matrix,

#	Resources	Location	Academic Qualification	Experience (In Years)	Responsibilities
1	2 resources per zone	At Backoffice-Gandhinagar	BE(Bachelor Of Engineering)/B.Tech in Electronics and Communications or equivalent	<p>&gt;=3 Years experience in Enterprise Service delivery and Operation of large-scale last mile networks including troubleshooting experience in ISP.</p> <p><b>Note:</b> Rs 25,000/- per month per resource will be deducted on account of lower the irrelevant experienced deployment. The irrelevant matching profile deployment will be not be paid</p>	For assigning trouble tickets to field resources, coordination with their field manpower for fault resolution, coordination with GFGNL NOC & other Project stakeholders etc

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#	Resources	Location	Academic Qualification	Experience (In Years)	Responsibilities
2	<ul style="list-style-type: none"> <li>1 manpower once total 50 connections are established in a particular zone</li> <li>2<sup>nd</sup> manpower will be deployed once total 200 connections are established</li> </ul>	on field	ITI / Diploma	>=3 Years field level technical experience in last mile network deployment( wireless and wireline ) including operation management Note: Simple experience in fibre laying,helpdesk,sales and marketing are not eligible	Responsible for Day-to-Day operational Activities, PM activities, etc.

Bidder may increase manpower counts in the future including field FRT Team if required to maintain field activities and to maintain the SLA with approval from GFGNL without any cost to GFGNL.

### 3.3.5 MIS Reports

Details of MIS reports to be submitted by LMCA during execution and O&M phase is provided with agreed format with state/GFGNL official. Following are few samples but not limited to,

Sr. No.	Report Type	Periodicity
<b>Reports During Execution Phase</b>		
1	Summary and brief field activity wise progress tracker	Daily
2	Summary of issues/ complaints including resolved / unresolved / RCA/escalation status	Fortnightly
3	Component wise IT infrastructure availability and resource utilization/ Total manpower deployed status including sub vendor if any	Weekly
4	Execution SLA / (non) conformance report	Weekly
5	Billing status reports including number of bills raised with bill value, bills accepted, bills under process, bills paid etc.	Quarterly
6	Material status report including material availability at central warehouse, spare material availability etc.	Fortnightly
7	Network design documents including Network plan, fibre layout, GIS inventory, OTDR, ABD (As-Built drawing), wireline-wireless connectivity reports, etc (with Summary).	Monthly / as and when required

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Sr. No.	Report Type	Periodicity
8	Link testing, Delivery Report, link acceptance report	Daily / weekly summary
9	Manpower attendance	Daily
10	Any other reports- As and when required by Tenderer	

**Note:** The LMCA shall submit the periodical reports as mentioned above on a regular basis over e-mail and Project Management tool as per the prescribed formats provided by the GFGNL. Delay in the billing process due to non-adherence of above compliances/report submission will be sole responsibility of the Bidder.

**MIS reports during O&M:**

Sr. No.	Report Type	Periodicity
1.	Availability of Devices live vs faulty	<b>Weekly</b>
2.	Total No. of complaints raised	
3.	Ageing Report of issues/Complaints/Incidents	
4.	Receive Signal Strength at LM including connectivity media(indicating an alert if the signal strength is below the defined threshold)	
5.	Bandwidth Utilization (max, min and average)	<b>Weekly</b>
6.	Software upgrade/enhancement reports per network element	<b>Monthly</b>
7.	Configuration change reports	
8.	Attendance report of field manpower	
9.	SLA compliance reports	<b>Quarterly</b>
10.	Preventive maintenance reports	
11.	Scheduled maintenance reports	
12.	Inventory reports	
13.	Service Availability, Downtime, Usage/Utilization, Fault & rectification, Performance statistics-, Log of Network parameters along with Service down time and % uptime achieved	<b>Daily/Weekly-Monthly Summary</b>
14.	Summary of fault/complain reported and pending at different bucketization including at GFGNL end along with brief data details	
15.	Any other reports- As and when required by Tenderer	

**Note:** The LMCA shall submit the all above reports as mentioned on a regular basis over e-mail and as per the prescribed formats provided by the GFGNL. Delay in the billing process due to non-adherence of above compliances/report submission will be sole responsibility of the Bidder.

### 3.4 Scope of Work (SoW) for GFGNL

- i) To build / extend the OFC Network up to Gram Panchayat. List of service ready Gram Panchayats will be shared with the Bidder on routine basis.
- ii) To implement & maintain BharatNet Ph-II, GFGNL GPON Network up to Gram Panchayat.
- iii) At GFGNL -PoP, connected Gram Panchayat, state Government will give raw power 15Amp electricity tapping point, wherever possible/feasible. Also, wherever Feasible/possible at GP end space for LMCA tower/mast and/or terrace mounted pole for Horizontal customer's wireless connectivity.
- iv) GFGNL will provide raw AC power supply at Gram Panchayat (GP) for the last mile equipment to be installed by the Bidder based on available facilities at site. Bidder will be responsible to supply & install power cable from tapping point to rack as per site requirement at no additional cost to GFGNL.
- v) GFGNL will provide raw AC power supply and earthing (if required) at Gram Panchayat (GP) for the last mile equipment to be installed by the Bidder. In case, proper earthing is not available at GP/customer location, GFGNL's official / any other designated official will instruct Bidder to implement new earthing pit and accordingly the line item quantity will be certified and paid. In case of new earthing, earthing value should be  $\leq 0.5$  Ohm. Bidder will be responsible to supply & install power cable from tapping point to rack as per site requirement at no additional cost to GFGNL.
- vi) Other end (other than GP end) of the Last Mile network will be the end customer location. Providing AC power & space at customer location will be Government department's responsibility. If proper earthing will not be available at customer location, GFGNL official will instruct Bidder to implement new earthing pit (as per technical feasibility at customer premise) for the protection of equipment like radio unit / media converter / router / switch, accordingly financial bid line item will be certified and paid to Bidder.
- vii) GFGNL will support on payment for power consumptions at GP end, coordination with various electricity department will be in scope of GFGNL.
- viii) GFGNL will provide space to install one 6U wall mount rack (if required) at GP location. GFGNL will also facilitate for fibre cable entry inside GP building. Bidders are requested to note that GFGNL discourages fresh installation of 6U rack at GP location. Bidders will have to analyze the space availability inside GFGNL's rack which is already available at GP location during survey & will have to make all the efforts to install new equipment for customer connectivity into existing rack. Only in case of technical non-feasibility, GFGNL will allow Bidders to install new 6U rack based on site condition.
- ix) For wireless links, GFGNL official will request to concern department to allow to install pole/mast on the terrace of the GP building if civil structure of the GP building seems capable to take a load of the pole. In such case, Bidder will have to ensure no water seepage after pole installation. In case water seepage happens, Bidder will have to



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- implement all required remedial action(s) at his own cost to the satisfaction of Gram Panchayat Department official / GFGNL official / any other Government official.
- x) For wireless links requiring installation of GBT/SS Mast/pole, GFGNL / concerned Government Department official will try to facilitate availability of required space in the GP campus for the installation of pole/mast (self-supported / Guy rope based). However, it is expected from the Bidder to adopt technology that is commensurate with the available infrastructure at site.
  - xi) GFGNL will arrange to avail required bandwidth in the BharatNet Phase – II Network between L2 switch installed at GP location and SDC (State Data Centre).
  - xii) *For Wireless and/or Cat-6 aerial Connectivity:* GFGNL will provide electrical Ethernet port (10/100/1000 Mbps – RJ45) on L2 switch at all GP locations for connecting customers on any wireless and/or aerial cat-6 media.
  - xiii) *For optical Wireline (aerial/UG) Connectivity:* GFGNL will provide electrical Ethernet port (10/100/1000 Mbps – RJ45) on L2 switch at all GP locations to serve nearby Government institutes on optical fibre.
  - xiv) LMCA has to note that in Package-A geographical area of GFGNL, OLT make is CDOT (CDOT SCM) while in Package-B OLT make is Tejas(TJ1400\_Type-7SR) are used. And hence new ONT planning for horizontal customer connectivity must be compatible of parented OLT make and model.
  - xv) LMCA has to plan and design first network topology along with media connectivity and GFGNL official will approve based on the future requirements and other project parameters. Based on GFGNL official approval LMCA will execute the field activities.
  - xvi) GFGNL will support the Bidder to get RoW permission from respective Government departments wherever possible. All type of RoW charges, BG/SD require by RoW Bidder will be paid by GFGNL.
  - xvii) GFGNL or its authorized Bidder may do sampling base audit of submitted lot invoices, field operation and deliverable. Any deviation from submitted documents and field status will be eligible to charge double penalty to LMCA.
  - xviii) Lot size as well as invoicing/Billing Process will be instructed by GFGNL competent authority.
  - xix) GFGNL will not allow to tap on existing fibre media laid for GP(Gram Panchayat) connectivity. Using existing fibre laid from GP to existing horizontal customer connectivity, new LMCA can plan customer subject to field availability and GFGNL competent authority approval.
  - xx) GFGNL will support wherever possible to provide the requisite access, space, power to the Bidder at each site for public Wi-Fi.
  - xxi) GFGNL will provide bandwidth of suitable capacity for the project, SMS & Payment Gateway Interface.

- xxii) GFGNL shall not pay any extra cost for transportation of the delivered items for installation and commission at the respective locations.

### 3.5 Payment Schedule

Bidder has to understand as this is service based model,

#### a) Capex payment:

1. Bidder will be allowed to submit 1 bill every fortnight. Bidder will add all those locations in the bill for which link is visible in GFGNL NMS and is signed by the end customer's seal and stamp.
2. Partial Go-live of the link will be given once the link is visible in GFGNL's NMS and bidder's EMS. Considering successful NMS/EMS visibility 50% of CAPEX payment without any penalty will be released by the tenderer after submission of valid documentations(i.e. Submission of valid Site proper documentations/asbuilts including but not limited to all field items Photos/Videos(including GPS co-ordinates linked on it) (which covers all field site's elements including but not limited to site Rack ,Wireline trench/OFC laid, Wireless network connectivity, with integration of all network elements(both Active/Passive) at GP and Customer End(logs of devices in applications with their duration and dates, etc. of all installed materials). Submission of deliverables & valid Reports mentioned as per RFP.)
3. The 2 months to completion of remaining formalities after go-live will be given as cooling period, in the event of any delay in commissioning of full link(attributable go-live) then this above relaxation of 50% would be seized and it would be the risk of item pilling support. In case, completion of successful punch point in 2 months of colling periods(i.e. pending before FAT) remaining 50% amount of capex will be released.
4. Maintaining the link during partial go-live stage to 100% Go-live will be in the scope of bidder and no any extra amount to be paid for this. Not resolving this will be invite applicable penalty till the given time duration of the 100% go-live. O&M of site will be start from the 100% go-live of the site only.

#### i) Partial go-live:

- Link commissioned with full accessories including all safety precautions and link testing at site.
- Submission of valid Site documentations/asbuilts including but not limited to all field items Photos/Videos(including GPS co-ordinates linked) (which covers all field site's elements including but not limited to site Rack, CPE terminations ,**For Wireline** trench/OFC laid from source to destination with lat-long, depth measurement at every 100 mtrs, link throughput, **For Wireless** Photos/images with lat-long linked on network connectivity link from Source/GFGNL PoP to end Site/customer end pole/mast setup

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including all related safety and guidelines mentioned in the RFP, integration of all network elements(both Active/Passive devices)

**ii) 100% Go-live:**

- i. Clearing all observations come from above partial-live stage or during field observations, customer feedback, etc.
- ii. Completion of Field AT and submission of all valid documentations mentioned above and asked in this RFP.
- iii. All payments shall be released after certification of Delivery and Implementation Milestones by GFGNL official and/or Appointed agency from GFGNL.
- iv. GFGNL will make payment of the bill within 1 month once all required all valid documents are submitted by the Bidder along with bill to the satisfaction of GFGNL. GFGNL will make payment after deduction of any applicable penalties.

**b) OPEX payment:**

- i) GFGNL will pay to selected Bidder 10% of capex amount of any particular active site / location every year as an O&M charge for operation & maintenance activities for that location. GFGNL will make O&M payment after deduction of any applicable penalties.
- ii) For calculation of 10% O&M amount, total actual capex will be considered irrespective of any project phase penalties levied on Bidder for any particular site as per Milestones mentioned in "Implementation timeline and penalties".
- iii) Bidder will be allowed to submit quarterly bill for O&M. Bidder will add all those active locations in quarterly O&M bill for which WCC (work completion certificate) is signed & thus the location has entered into O&M phase.
- iv) For any particular quarter, pro-rata O&M amount will be calculated for all those locations for which FAT is signed within same quarter.
- v) Subcontracting - Bidder(s) will be allowed to sub-contract only labour work like trenching & ducting, cable blowing / pulling, aerial cable installation etc. where labours execute the work in field. Bidder(s) will not be allowed to sub-contract the entire Project work to other organization. Active component installation and commissioning may done through OEM/self, however project overall execution and management of project work must be through its own on-role team members. Sub-contracting the labour work shall also not relieve the Bidder(s) from any liability or obligation under the Contract.

**3.6 Implementation timeline and penalties**

- i) GFGNL will give intimation order to selected Bidder with the list of number of locations to be connected with BharatNet Phase – II Network.
- ii) Bidder will have to carry out field survey for each location & the distance from GFGNL PoP, i.e., Gram Panchayat to Government Institute or in very few cases where sites co-located and submit the details to GFGNL for approval.

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- iii) GFGNL will approve locations' connectivity based on feasibility report, capex, field situation & final requirement of respective departments and fund availability.
- iv) Successful Bidder has to complete the Installation/ Commissioning/ 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:

Milestone	Deliverables	Timeline	Reference for Measurement	Maximum Penalty
1	Work Order/Lol shared by GFGNL	T0	To be released to Selected Bidder by GFGNL	NA
2	Draft Contract Shared By GFGNL to selected Bidder	T1=T0+15 working days	To be released to Selected Bidder by GFGNL	NA
3	Signing Of Contract	T2=T1+15 Working days	Contract Signoff copy	Rs. 10,000/week or part thereof. GFGNL may terminate the contract and forfeit the PBG beyond delay of 5 weeks
4	Establishing end to end connectivity of location with SDC and successful testing of Services and signing of FAT from GFGNL. (Deliverable: ITP sheets for completed work for Wireline/wireless connectivity, link AT report for all type of connectivity- wireless/wireline, FAT)	No. of approved locations in a lot = X  T3 = (T0+1 Month = 20% of X, T0+2 Month = 30% of X, T0+3 Month = 40% of X, T0+4 Month= balance 10% of X) <b>Note:</b> Remaining balanced 10% might be problematic cases and for that mutual progress with best effort- basis will be considered with upper ceiling of T0+6 Months	Device discovered in EMS and NMS. Submission of valid Site proper documentations/asbuilts including but not limited to all field items Photos/Videos(including GPS co-ordinates) (which covers all field site's elements including but not limited to like site Rack ,Wireline trench/OFC laid, Wireless network connectivity, with integration of all network elements(both Active/Passive) at GP and Customer End(logs of devices in applications with their duration and dates, etc. of all installed materials). Submission of deliverables & Reports mentioned as per RFP.	Rs. 200 /- per day per location

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<b>Milestone</b>	<b>Deliverables</b>	<b>Timeline</b>	<b>Reference for Measurement</b>	<b>Maximum Penalty</b>

**Note:**

- Maximum penalty ceiling falling in above three criteria for any site / location shall be equal to 20% of the actual payable capex value certified for that site / location
- Maximum Lot size = 1000 , Number of lot will vary.
- In the event, Bidder may be given two lots and in that case the Bidder will execute the lot in parallel. However, the penalty will be half. Also, Bidder has to maintain the end-to-end site integration run rate minimum 300 sites per month. i.e., in the event of multiple lot assignment and if Bidder is able to maintain average run rate of 300 sites per month per Bidder lot there will be no penalty to Bidder.
- In case of average run rate is >300 sites settle in timeline of particular month if Bidder disposal/average rate end to end site integration rate is >300, then those excess counts would be credited in performance account that Bidder may claim and setup at later stage in case of lower performance.
- Delivery beyond 6 Month Bidder will be fall under 30% of the actual payable capex value certified for that site/location( This will be beyond the cap limit of overall installation phase)

**i) Penalty for random inspection**

- a) On random inspection of UG **wireline** OFC depth: Tenderer or its representative will do random inspection / check of actual depth of cable laid against the data recorded in ITP sheets on sample basis from received lot. If any wrong data entry for depth is found in ITP sheets (all those recorded depth points deviated by more than 10 cm than actual depth found in a pit will be considered as a wrong data entry. For ex.: if 900 mm depth is recorded on ITP sheet column & 780 mm depth is found in a trial pit, then this case will be applicable for penalty. GFGNL will decide the mechanism later on with Bidder(s) about no. of pits to be excavated for checking, averaging out the reading of various pits etc.), than a random penalty of rupees 50,000/- will be levied per instance. Bidder(s) will have to support GFGNL in excavating the inspection pits as per instruction of GFGNL's official without any additional cost to GFGNL.

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- b) On Random inspection of **wireless**: Tenderer or its representative will do random inspection/check of wireless connectivity on sample basis from received lot. On field if any deviation found on guideline suggested in this document, including but not limited to tower/mast earthing, aviation lamp, weather and/or water proofing, cable tie, cable loop, conducting activities etc. and air distance and/or any of the wrong data entry for distance found in received documents.
- c) On Random inspection of **aerial wireline**: Tenderer or its representative will do random inspection/check of aerial wireline connectivity on sample basis from received lot. On field if any deviation found on guideline suggested in this document, including but not limited to execution guidelines, cable tie, cable loop, conducting activities etc. and air distance and/or any of the wrong data entry for distance found in received documents.

**Note:**

- 1. All the timeline mentioned in above table will be calculated from the actual date of completion of respective previous milestone.
- 2. Maximum penalty ceiling for any site / location shall be equal to 20% of the actual payable capex value certified for that site / location based on executed work.
- 3. Delay penalty (if any) for all non-feasible & cancelled sites will be recovered from the bills of the other sites of the respected intimation order. GFGNL will keep recovering penalty amount from all the running bills as per calculation and process requirement.
- 4. For all non-feasible & cancelled sites, no payment will be applicable for the efforts put up by Bidder for carrying out survey.
- 5. Formats of ITP sheet, link AT reports, WCC etc. will be finalized with selected Bidder(s) as per technical requirements.

**SECTION-4 Qualification Criteria**

**4.1. Eligibility Criteria**

- i) Bidders qualifying against below mentioned criteria will be eligible to participate in this RFP.
- ii) As Bidder is allowed to make a consortium, "Lead Bidder" in below table & note under the table will be read as Sole Bidder in case of no consortium & Lead Bidder in case of consortium.

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#	Minimum Requirement	Documentary Proof										
1	<p><b>1.1 The Sole and each of the Consortium members</b> should be an Indian firm.</p> <p><b>1.2 The Sole and Lead Bidder (in case of consortium)</b> should be registered under the Companies Act 1956 /2013 or a Partnership Firm registered under Indian Partnership Act, 1932 or a Proprietorship firm or Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008 at the time of the bidding</p> <p><b>1.3 The Sole and Lead Bidder (in case of consortium)</b> should have a registered number of GST, Income Tax / Pan number</p> <p><b>1.4 The Sole and each of the consortium members</b> should be in operation in India for a period of at least 5 years as on publication of this tender.</p>	<p>a) Copy of Certificate of Incorporation signed by Authorized Signatory of the Bidder or Lead Bidder (in case of Consortium) or A copy of the partnership deed/ instrument of partnership or a Copy of LLP agreement or Registration certificate</p> <p>b) Copy of PAN card</p> <p>c) Copy of GST registration</p>										
2	<p><b>2.1</b> Sole Bidder should have minimum average annual turnover of at least following values in last Three (3) audited financial years purely from Telecom Services Business ( FY 2021-22, FY 2022-23, and FY 2023-24),</p> <table border="1" data-bbox="224 800 722 1020"> <thead> <tr> <th>Bidder Participating In</th> <th>Average Annual Turn Over (Rs In Cr)</th> </tr> </thead> <tbody> <tr> <td>1 Zone</td> <td>&gt;= 7</td> </tr> <tr> <td>2 Zone</td> <td>&gt;=14</td> </tr> <tr> <td>3 Zone</td> <td>&gt;= 21</td> </tr> <tr> <td>4 Zone</td> <td>&gt;= 28</td> </tr> </tbody> </table> <p><b>2.2</b> The Sole Bidder must have positive net worth or should be profit-making in last three (3) financial years (i.e. FY 2021-22, FY 2022-23, and FY 2023-24)</p> <p><b>Note:</b> Turnover considered would be a consolidated turnover of the company i.e. A parent Company can use the turnover of its subsidiaries (100% subsidiary of parent) but a child company cannot use parent company's turnover.</p>	Bidder Participating In	Average Annual Turn Over (Rs In Cr)	1 Zone	>= 7	2 Zone	>=14	3 Zone	>= 21	4 Zone	>= 28	<p><b>The Sole Bidder For Annual Turnover:</b></p> <p>a) Copy of audited Balance Sheet, audited Profit &amp; Loss statements for each of the last 3 financial years</p> <p>b) Copy of Certificate from the statutory auditor / Chartered Accountant (CA) clearly specifying the annual turnover for each of the last 3 financial years, i.e. ( FY 2021-22, FY 2022-23, and FY 2023-24)</p> <p><b>For Positive net worth:</b></p> <p>a) Certificate from the Statutory Auditor on net worth (i.e. FY 2021-22, FY 2022-23, and FY 2023-24)</p>
Bidder Participating In	Average Annual Turn Over (Rs In Cr)											
1 Zone	>= 7											
2 Zone	>=14											
3 Zone	>= 21											
4 Zone	>= 28											
3	<p>The Sole Bidder or Lead Bidder in case of a consortium should have demonstrable experience with following:</p> <p><b>3.1 For Optical Fibre :</b>The Sole Bidder or Lead Bidder in case of a consortium should have experience of Laying, Installation, Testing and Commissioning and O&amp;M of Optical Fibre Cable (Underground or Aerial), Duct and accessories as mentioned below in last 5 years, as on bid submission date:</p> <p>1 Zone: &gt;=1000 Kms 2 Zones: &gt;=2000 Kms 3 Zones: &gt;=3000 Kms 4 Zones: &gt;=4000 Kms</p>	<p>The Sole Bidder or Lead Bidder in case of a consortium</p> <ul style="list-style-type: none"> <li>Validated Data from Government sources ( DoT /TRAI reports, portal log Etc.)</li> <li>The details of ISP nodes or points of presence with their locations and number of broadband/ leased subscribers.</li> </ul> <p>Need to submit WO Copy /LOI/LOA/Contract agreement</p>										

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#	Minimum Requirement	Documentary Proof										
	<p><b>3.2 For Wireless UBR /Li-Fi links :</b> Experience of wireless UBR/Li-Fi equipment installation,commissioning or O&amp;M of at least in last 5 years-</p> <table border="1" data-bbox="224 422 971 583"> <thead> <tr> <th>Bidder's Participating In</th> <th>Experience In UBR Links</th> </tr> </thead> <tbody> <tr> <td>1 Zone</td> <td>&gt;= 40 links</td> </tr> <tr> <td>2 Zone</td> <td>&gt;=100 links</td> </tr> <tr> <td>3 Zone</td> <td>&gt;=150 links</td> </tr> <tr> <td>4 Zone</td> <td>&gt;=200 links</td> </tr> </tbody> </table> <p><b>3.3 For CPE:</b> The Lead Bidder or Consortium member must have experience of Installation, Configuration, Testing, Commissioning &amp; Maintenance of customer premise equipment (CPE) as per below in last 5 years as on bid submission date.</p> <p>Bidder's participating in Experience            1 zone &gt;= 600 CPEs            2 zones &gt;= 1200 CPEs            3 zones &gt;= 1800 CPEs            4 zones &gt;= 2400 CPEs</p> <p><b>For completed projects</b></p> <ul style="list-style-type: none"> <li>If WO date is older than Five (5) years from bid released date(excluding bid released date), then work completion certificate must not be older than 4 years from bid released date.</li> <li>If WO date &amp; Work completion date falls within five (5) years from bid released date(excluding bid released date), it is ok.</li> </ul> <p><b>For ongoing projects</b></p> <ul style="list-style-type: none"> <li>WO date must be earlier than one (1) year from bid released date(excluding bid released date).</li> </ul> <p><b>Note 1:</b> The Sole Bidder or members of the Consortium, should meet the Technical Capability requirements either on their own or jointly for the works awarded directly by the TSPs, Category-A ISPs, IP-1, Central Government, State Government, Municipal Corporations for Smart City Projects, BharatNet SPVs, PSUs for their own network and not sub-contracted works. However, for installation and commissioning of active nodes, the experience certificate issued by the OEMs for the works awarded by the TSPs/ISPs to the OEMs shall also be considered. The above experience conditions can be met either through single project or multiple projects executed during last 5 years as on date of submission of bid.</p> <p><b>Note 2:</b> The technical experience for work executed in foreign countries for TSPs or Government shall also be considered.</p>	Bidder's Participating In	Experience In UBR Links	1 Zone	>= 40 links	2 Zone	>=100 links	3 Zone	>=150 links	4 Zone	>=200 links	<p><b>For completed projects :</b>            (WO copy / LOI / LOA contract copy &amp; client completion Certificate), work completion certificate from end client mentioning satisfactory performance &amp; total Km of Fibre and Wireless UBR Links,CPEs with other inventories/Equipment mentioned implemented/managed (satisfactory performance &amp; functionalities implemented may be mentioned separately as a performance certificate from the client)</p> <p><b>Note:</b>Bidder may submit client certificate of completed Project scope experience (in case of partially completed project) and O&amp;M experience with Work order copy. If required line item wise supporting documents may asked by GFGNL , Bidder has to submit accordingly as a part of qualification criteria.</p> <p><b>For ongoing projects</b>            (WO copy / LOI / LOA contract copy),            Performance certificate from end client mentioning satisfactory performance &amp; total Km of Fibre, wireless UBR links and CPEs with other inventories/Equipment mentioned implemented by the Sole/lead Bidder(in case of consortium)</p>
Bidder's Participating In	Experience In UBR Links											
1 Zone	>= 40 links											
2 Zone	>=100 links											
3 Zone	>=150 links											
4 Zone	>=200 links											
4	The Sole/lead Bidder(in case of consortium) & OEM should:											



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#	Minimum Requirement	Documentary Proof
	<p><b>4.1</b> Not have been blacklisted /banned / barred / declared ineligible / declared having dissatisfactory performance by Ministry of Communication or GFGNL or debarring order issued by any government / quasi-government authority in India for supply of materials/ Department of Expenditure (DOE), Ministry of Finance (MOF) covering all central Ministries/ Departments as per provision of OM No.F.1/20/2018-PPD by Department of Expenditure (DoE)/ MoF dated on 2nd Nov 2021/ Central Government / Any State Government / Urban Local Body (ULB) /SmartCity (SPV)/ Supreme Court of India / Any government / PSU in India as on the date of bid submission.</p> <p><b>4.2</b> Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.</p> <p><b>4.3</b> The Sole/lead Bidder(in case of consortium) should have at least one office in Gujarat and preferably support centres/logistics for the entire state. 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 issue of work order if he is awarded the work</p> <p><b>4.4</b> Not have their directors and officers convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified.</p> <p><b>4.5</b> There must not be any criminal case booked by any Government authority against the sole/lead Bidder (in case of a consortium) in any court in last 5 years as on bid submission date.</p>	<p>An undertaking signed by CEO/ Country Head/ Authorized Signatory of the company to be provided on Non – judicial stamp paper of INR 100/- or such equivalent amount and document duly attested by notary public. ( or <b>Self-declaration by the Bidder duly signed and stamped by the authorized signatory.</b> )</p>

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#	Minimum Requirement	Documentary Proof
5	<p>5.1 The Sole Bidder or lead Bidder (in case of consortium) should submit valid letter from each of the OEM (one and only one OEM for each component) - confirming the following: OEM shall ensure that all equipment/components/sub- components being supplied by them shall be supported for entire contract period. If the same is de-supported by the OEM for any reason whatsoever, The Bidder shall replace it with an equivalent or better substitute that is acceptable to Tenderer without any additional cost to the Tenderer and without impacting the performance of the solution in any manner whatsoever.</p> <p>5.2 Bidder has to ensure the procurement of latest products. GFGNL will disallowing products having manufacturing dates older than a year from the date of submission of the RFP.</p>	<p>Documentary evidences such as Authorization letters, MAF <b>(Annexure XXX)</b> from all OEM/Vendors whose products are being quoted by the Bidder need to be attached in the bid.</p> <p>Copy of valid Mandatory Testing and Certification of Telecommunication Equipment(MTCTE)/ Type Approval Certificate or copy of Application for fresh MTCTE/TAC as applicable from each OEM whose products are being quoted by the Bidder.(only applicable to OFC, duct, radio, rack, media converter, router, switch)</p> <p>Copy of valid Mandatory Testing and Certification of Telecommunication Equipment(MTCTE)/Technical Specification Evaluation Certificate (TSEC) / Type Approval Certificate or copy of Application for fresh MTCTE/TSEC/TAC/AT certificate as applicable from each OEM whose products are being quoted by the Bidder (only applicable to OFC, duct, DWC &amp; radio,GPON OLT &amp; ONT-Functional and technical requirement of ONT Family shall be as per TEC/GR /TX/PON-02/01/ May 2013 or With latest).</p> <p>In order to meet the delivery timelines, the successful Bidder can procure and supply the material from one or more quoted OEMs in any combination.</p> <p>5.2 Self Certification on latest products with dates not older than a year.</p> <p><b>Note:</b> Bidder should have valid Type Approval Certificate (TAC) from Telecom Engineering</p>

[Sign Of Bidder]

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#	Minimum Requirement	Documentary Proof
		<p>Centre (TEC) / WPC, New Delhi or Technical Specification Evaluation Certificate (TSEC) from Quality Assurance Circle, BSNL, Bengaluru, against the respective technical specifications of this RFP. In case any of the quoted models does not have TAC/ TSEC then it should be applied for TSEC to Quality Assurance Circle, BSNL, Bengaluru or to TEC/WPC, New Delhi for the model against the technical specifications, at least one day before the bid submission date. The registration number allotted for the TSEC purpose by Quality Assurance Circle, BSNL, Bengaluru or for TAC purpose by TEC/WPC, New Delhi shall be submitted along with the bid. However, only type approved/TSEC approved products as per above specifications shall be accepted which shall have to be obtained before supply.</p>
6	<p><b>6.1</b> The Sole Bidder- and OEM of proposed solution from a country which shares a land border with India will be eligible to bid in this tender only if the Bidder is registered with Competent Authority as per OM No. 6/18/2019-PPD dated 23rd July 2020 issued by Department of Expenditure, GoI</p>	<p>Self-certification from sole and OEMs on Non-Judicial stamp of Rs. 300/- in the prescribed format (Annexure – II), separately.</p>
7	<p><b>7.1</b> The Bidder or OEM should submit at least one distinct certification from any of the below Certifications (valid at the time of bidding):</p> <ul style="list-style-type: none"> <li>• CMMI- Process Level 3 or above</li> <li>• ISO 9001:2015</li> <li>• ISO 27001 for Information Security Management Systems</li> <li>• ISO/IEC 20000</li> </ul>	<p>Copies of valid certificates in the name of the bidding entity</p>
8	<p><b>8.1</b> The Bidder should have at least 50 nos. of technical manpower (on-roll), continuously working for the past one year at different levels as on bid submission date.</p>	<ul style="list-style-type: none"> <li>• HR Certificate (dully notarized) confirming on the total no resources as per the clause</li> </ul>

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#	Minimum Requirement	Documentary Proof
		<ul style="list-style-type: none"> <li>• Copy of EPF/ ESIC registration document copy of last challan submitted to concerned authority.</li> </ul>
9	The Bidder must have one office in Gujarat or in case, Bidder does not have office in Gujarat, Bidder should give undertaking to open office in Gujarat within 45 days from the date of issuance of work order.	Please upload the copies of any two of the following: Property Tax Bill of last year / Electricity Bills of last one year / Telephone Bills of last one year / G.S.T. Registration / Valid Lease Agreement.

Note – 1:

1. If any Lead Bidder applying in more than 1 zone defaults on any qualification criteria, then Bidder's entire bid will be disqualified for all the zones.

Note – 2: Consortium Criteria

1. Bidder is allowed to make a consortium with only one other Bidder.
2. Consortium will only for technological partner for lead Bidder.
3. One Consortium partner can tie up with only one lead Bidder for this RFP irrespective of zones (Geographical regions) considered by the Consortium for bidding.
4. Any lead Bidder or member of consortium cannot participate as a bidding entity (lead or consortium member) in any other consortium in this RFP.
5. Parent or child organization including a group company of any lead Bidder & consortium partner cannot participate as a bidding entity (lead or consortium member) in any other consortium in this RFP.
6. In case of consortium, the Lead Bidder must be specified by the Bidder.
7. In case of a consortium, applicant consortia shall have a valid Memorandum of Understanding (MoU) / Consortium Agreement among all the members signed by the CEO / Country Head / Authorized Signatories of the companies dated prior to the submission of the bid. The MoU / Consortium Agreement shall clearly state the composition of the consortium who shall be the Lead Bidder, the complete description of the partner and roles & responsibilities of the partners.
8. The consortium bid submitted without valid MoU / Consortium Agreement shall be treated as non-responsive.
9. The contract shall be signed with the Lead Bidder only and the Lead Bidder shall be single Point of Contact for this Project. PBG shall be submitted by the Lead Bidder.
10. The payments for the said project shall be released only in the name of Lead Bidder.

[Sign Of Bidder]

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11. Lead Bidder shall be solely responsible for any failure liable to the Government for the execution of the project in accordance with the terms & conditions of the bid document and a statement of this effect shall be included in the MoU / Consortium Agreement.

#### 4.2 Technical Qualification Criteria

The TENDERER-GFGNL will form a committee, who will evaluate the proposals submitted by the Bidders for a detailed scrutiny. During evaluation of proposals, the TENDERER, may, at its discretion, ask the Bidders for clarification of their Proposals.

#	Criteria	Max. Marks
1	<p>The Bidder should have demonstrable experience of planning /service delivery and O&amp;M for at least 5 such projects.</p> <p>Note: On Annual turnover (With reference to zone eligibility criteria in PQ)</p> <p>a) 5 Project: 10 marks b) 6-8 Projects: 15 marks c) 9-10 Projects: 20 marks</p>	20
2	<p>The Bidder should have average turnover of Rs. 20 crores during last 5 audited financial years (2019-20, 2020-21, 2021-22, 2022-23 and 2023-24) from Network Service Planning and Delivery.</p>	20

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#	Criteria	Max. Marks										
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4	<p>The Bidder or Consortium member must have experience of Installation, Configuration, Testing, Commissioning &amp; Maintenance of wireless (unlicensed band radio) &amp; Wireline links as per eligibility criteria section point-6 in last 5 years as on bid submission date.,</p> <table border="1"> <thead> <tr> <th>Bidder's participating in</th> <th>Experience on UBR Links</th> </tr> </thead> <tbody> <tr> <td>1 zone</td> <td>                     &gt;= 40 links to &lt; 60 Links = 10                      &gt;= 60 links to &lt;80 Links = 15                      &gt;=80 links = 20                 </td> </tr> <tr> <td>2 zones</td> <td>                     &gt;= 100 links to &lt; 120 links = 10                      &gt;=120 links to &lt;140 links = 15                      &gt;=140 links = 20                 </td> </tr> <tr> <td>3 zones</td> <td>                     &gt;=150 links to &lt; 170 links = 10                      &gt;=170 links to &lt; 180 links = 15                      &gt;=180 links = 20                 </td> </tr> <tr> <td>4 zones</td> <td>                     &gt;= 200 links to &lt; 220 links = 10                      &gt;= 220 links to &lt; 240 links = 15                      &gt;=240 links to =20                 </td> </tr> </tbody> </table>	Bidder's participating in	Experience on UBR Links	1 zone	>= 40 links to < 60 Links = 10 >= 60 links to <80 Links = 15 >=80 links = 20	2 zones	>= 100 links to < 120 links = 10 >=120 links to <140 links = 15 >=140 links = 20	3 zones	>=150 links to < 170 links = 10 >=170 links to < 180 links = 15 >=180 links = 20	4 zones	>= 200 links to < 220 links = 10 >= 220 links to < 240 links = 15 >=240 links to =20	20
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5	<p>Approach and Methodology (Presentation) of the firm</p> <p>a) Project Understanding :10 Marks</p> <p>b) Strategy on Plan of execution of the said scope within timeline : 15 Marks</p> <p>c) Likely challenges to be encountered, mitigation proposed, client references, network uptime manageability , support required ,etc. : 15 Marks</p>	40										
<b>Total Marks</b>		100										

Note: Minimum absolute score to qualify for commercial evaluation is 70 marks out of total 100 marks.

## **SECTION-5 Service Level Agreement**

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service, which shall be provided by the LMCA to tenderer for the duration of the contract for providing Applications, Operation and Maintenance support against the stated scope of work. Tenderer shall regularly review the performance of the services being provided by the LMCA and the effectiveness of this SLA.

### **Definitions of SLAs**

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings as set forth below:

- “Incident” refers to any event / abnormalities in the functioning of TENDERER specified services that may lead to disruption in normal operations of TENDERER services.
- “Response Time” shall mean the time taken after the incident has been reported at the concerned reporting center in resolving (diagnosing, troubleshooting and fixing) or escalating to (the second level, getting the confirmatory details about the same and conveying the same to the end user), the services related troubles during the first level escalation.
- The resolution time: the resolution time is the time taken for resolution of the problem and this includes provisioning of the work around to immediately recover the situation. The resolution time shall vary based on the severity of the incident reported.

### **Categories of SLAs**

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The LMCA shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the LMCA shall be reviewed by TENDERER against this SLA. The SP shall:

- Discuss escalated problems, new issues and matters still outstanding for resolution.
- Review of statistics related to rectification of outstanding faults and agreed changes.
- Obtain suggestions for changes to improve the service levels.
- The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract.

#### **5.1 O&M SLA & Penalties**

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- i) GFGNL will pay to selected Bidder 10 % of capex amount of any particular active site / location every year as an O&M charge for operation & maintenance activities for that location. GFGNL will make O&M payment after deduction of any applicable penalties.

<b>Proposed quarterly SLA Uptime / Availability of link per location &amp; penalties thereof</b>		
<b>Sr. No</b>	<b>Uptime</b>	<b>Penalty</b>
1	>= 98.50%	Nil, However If Uptime is >=99% then Bidder will get 0.5% incentive in OPEX charges >=99.5% then Bidder will get 1% incentive in OPEX charges
2	>= 97.00% & < 98.50%	5% of quarterly opex charges will be deducted for respective site
3	>= 96.00% & < 97.00 %	7% of quarterly opex charges will be deducted for respective site
4	>= 95.00% & < 96.00 %	10% of quarterly opex charges will be deducted for respective site
5	>= 94.00% & < 95.00 %	13% of quarterly opex charges will be deducted for respective site
6	>= 90.00% & < 94.00 %	15% of quarterly opex charges will be deducted for respective site
7	< 90%	20% of quarterly opex charges will be deducted for respective site

- ii) GFGNL reserves the rights to forfeit the PBG of selected Bidder and may initiate the process to terminate the contract, In case of SLA Non-compliances beyond the maximum penalty limit defined in CAPEX and/or OPEX criteria, and/or O&M SLA performance below 90% for any 3 Quarters.
- iii) In addition to the above-mentioned penalty wherein average quarterly uptime % will be calculated for each site / location, below mentioned penalty will also be applicable.

If any site / location will be down for more than 48 Hrs. due to any reason attributable to the Bidder(s), an additional penalty of Rs. 1000 per day per location will be levied.

<b>#</b>	<b>Fault Work Type</b>	<b>Time Duration</b>	<b>Penalty</b>
1	Site Down More than 48 Hrs in EMS/NMS	2 working Days	If any site / location will be down for more than 48 Hrs due to any reason attributable to the Bidder(s), an additional penalty of Rs. 1,000 per day per location will be levied

- iv) Material supplied, installed and commission as per this Bid/contract should be covered under the warranty for a period of five years from the date of FAT.

[Sign Of Bidder]



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- v) In case of any fault arises in the installed items during the warranty period of five years, Bidder is requiring to either repair the faulty items or have to install the replacement (complying to the RFP specification) for faulty material without any additional cost to the GFGNL.
- vi) Immediate temporary Replacement of faulty equipment/s need to be provided to end-users during the period of repair without any additional cost to Govt. of Gujarat/GFGNL Bidder is required to maintain 5% spare inventory for the above purpose.
- vii) Relaxations/exclusions will be given on deliverable due to School Vacation or site related confirmed access or premises issues, critical cyclones, etc. with valid reference submissions and competent authority's approval. Also, For Bulk sites,(>3000 sites) if Bidder maintains end to end monthly quality delivery run rates of 1000 sites, there will be no penalty to LMCA.
- viii) As the bid is belongs to services in rural area of Gujarat exclusion may be given based on following,
  - a. In supply of heavy rainy conditions, access issues at sites/premises in schools, etc.
  - b. Bidder has to take proper insurance of, The Goods supplied & installed under this contract shall be fully insured, against any loss or damage at the Tenderer's designated location for entire contract duration. The insurance taken should cover risks such as flood, theft, fire, earthquake, and cyclone (for wind speeds up to 120 kmph).

This is based on the past experience, In these above kind of situations, delivery time line may increase from x to x+1.5 based on the valid documentation proof submission and field condition.

Furthermore, Usually for Gujarat school/other sites working timings are in sunlight working hours 06:00 am to 8:00 pm and non-working hours are >8:00p.m. to <= 6:00 a.m. Considering this relaxation may be given to manage the network uptime with valid proof submission.

- ix) Bidder during the transit related capitals/materials has to manage their own warehouse, GFGNL or its authorized Bidder may visit sample base audit for which end to end responsibility is with Bidder which also includes the packing, un-packing of material, fire-safety precautions, providing unique identification numbers/serial numbers/ mac-addresses of each elements and further taking materials in own custody for further site integration .
- x) **Safety related Penalty(Over and above maximum penalty cap limit)**  
Penalty for random inspection of depth: Tenderer or its representative will do random inspection / check of actual depth of cable laid against the data recorded in ITP sheets. If

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any wrong data entry for depth is found in ITP sheets (all those recorded depth points deviated by more than 10 cm than actual depth found in a pit will be considered as a wrong data entry. For ex.: if 900 mm depth is recorded on ITP sheet column & 780 mm depth is found in a trial pit, then this case will be applicable for penalty. GFGNL will decide the mechanism later on with Bidder(s) about no. of pits to be excavated for checking, averaging out the reading of various pits etc.), then a random penalty of rupees 10,000/- will be levied per instance. Bidder(s) will have to support GFGNL in excavating the inspection pits as per instruction of GFGNL's official without any additional cost to GFGNL. Same will be applicable to wireline/wireless media implementation guidelines not followed by the Bidder,

Other Criteria		Penalty	Maximum Penalty
<b>Random inspection of UG wireline depth/ Aerial wireline/wireless connectivity</b>	Random site inspection and identifications per site from sample lot are eligible for penalty	i) Random penalty of Rs 10,000/- per site in UG wireline depth deviation identification or per cut of other operator-utilities damage or in wireless and aerial connectivity method ,Pole related Damage to building, Installation of pole without lighting arrester, without earthing of CPE/link elements	NA(This is over and above the maximum cap limit )

- xi) In addition to the above-mentioned penalty wherein average quarterly uptime % will be calculated for each site / location, below mentioned penalty will also be applicable.
- xii) Bidder(s) will have to deploy minimum 2 suitable manpower resources per zone (resource must be BE (Bachelor of Engineering) / B. Tech degree holder and must have >=3 years of total telecom experience) in GFGNL's office / NOC who will be responsible for assigning trouble tickets to field resources, coordination with their field manpower for fault resolution, coordination with GFGNL NOC & other Project stakeholders etc. Bidder(s) will have to deploy at least 1 manpower once total 50 connections are established by the Bidder in a particular zone. 2<sup>nd</sup> manpower will be deployed once total 200 connections are established by the Bidder in a particular zone. Bidder may increase manpower count in future if required at his own cost.

Number of Resources (per Zone)	Location	Academic Qualification	Experience	Responsibilities	Penalty
			(In Years)		

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2	At Backoffice- Gandhinagar	BE (Bachelor of Engineering)/B. Tech in Electronics and Communications or equivalent	>=3 Years in suitable field	For assigning trouble tickets to field resources, coordination with their field manpower for fault resolution, coordination with GFGNL NOC & other Project stakeholders etc.	Manpower at Backoffice/NOC: Rs. 3000/- per day per person for un-sanctioned/ non-reporting.
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Resources (Per District)	Location	Academic Qualification	Experience (In Years)	Responsibilities	Penalty
1 Per 200 connections	On field	ITI / Diploma	>=3 Years	Responsible for Day-to-Day operational Activities, PM activities, Field Operation and Installations etc.	Field Resource/Manpower Rs. 1000 per person per day of unsanctioned leave or non-reporting or non-deployment.

**Note:**

- i) For the Calculation of SLA's, the site / customer location shall be taken as unit.
- ii) The performance report for each site / customer location shall be generated from the measurement tools (GFGNL's NMS & Helpdesk tool as well as customer feedback and observations will be considered).
- iii) Maximum penalty ceiling for any particular site / location shall be equal to 20% of the total quarterly opex charges to be paid for respective site.
- iv) Bidder may increase manpower counts in the future including field FRT Team if required to maintain field activities and to maintain the SLA with approval from GFGNL without any cost to GFGNL.
- v) In case of nonperformance in the O&M part for H-connectivity, GFGNL reserves the rights to handover O&M to third party or other zone's LMCA.
- vi) Prior intimated leave of absence will be allowed for 24 days per designated post in a year.
- vii) If a resource preceding on leave or becoming absent is replaced with a resource approved by authority, then such substitution will not be treated as absence.
- viii) In exceptional cases, the tenderer may allow longer period of absence without penalty, provided prior approval is obtained.

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**SECTION-6 Financial Criteria**

**6.1 Financial Bid Format**

1. Below mentioned format is for financial bid and Same table would be available for each zone on (n)procure website.
2. Bidder is requested to refer Eligibility -Selection criteria & allotment of work.

**A. Financial Bid Format for each zone:**

#	Description	Uo M	Quantity (A)	Rate (excluding tax) (Rs./-) (B)	Amount (Rs./-) (C=A*B)
1	Wireless: Implementation of <b>P2P wireless UBR(upto 12 Mtr Mast/Pole)</b> link including termination of Wi-Fi router at last mile customer.This includes all types of integration of all necessary wireless accessories including but not limited to , elements of networking, earthing, lightening arrester, clamps, RF & electrical and networking cables/other accessories.	Ea	1100		
2	Wireless: Implementation of <b>P2P wireless UBR(Above 12 Mtr GBT/RTT/Mast)</b> link including termination of Wi-Fi router at last mile customer.This includes all types of integration of all necessary wireless accessories including but not limited to , elements of networking, earthing, lightening arrester, clamps, RF & electrical and networking cables/other accessories.	Ea	470		
3	Wireless: Implementation of <b>P2MP(including/supporting 3 minimum UBR LM customers)</b> wireless UBR link including termination of Wi-Fi router at last mile customer.This includes all types of integration of all necessary wireless accessories including but not limited to , elements of networking, earthing, lightening arrester, clamps, RF & electrical and networking cables/other accessories.	Ea	3675		
4	Wireline:digging,laying,pulling <b>12F UG OFC</b> with 1mtr depth including junction point of Splicing activities, HDPE-PLB duct laying, backfilling, compaction, reinstatement after laying of HDPE-PLB pipe and installation of protection mechanism (DWC pipe, on-site PCC etc. for the cases of low depth as per RFP) ,CPE(MC/ONT/etc) including termination of Wi-Fi router at last mile customer including earthing of equipments. This includes all types of integration of wireline accessories of networking and electrical cables/other accessories.	Ea	300		

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#	Description	UoM	Quantity (A)	Rate (excluding tax) (Rs./-) (B)	Amount (Rs./-) (C=A*B)
5	Wireline:Laying,pulling <b>12F Aerial OFC</b> including Splicing activities laying, compaction, installation of protection mechanism ( as per RFP ),CPE including termination of Wi-Fi router at last mile customer including earthing of all equipments.This includes all types of integration of wireline accessories of networking and electrical cables/other accessories.	Ea	1913		
6	Wireless: Installation, configuration, commissioning and acceptance testing of point to point <b>Li-Fi / FSO link upto 5 Km</b> including Tower/Pole/Mast, earthing cable, lightening arrester, clamps/fixtures, optical patch cord & electrical cables etc includes Wi-Fi router at last mile customer.	Ea	18		
7	Wireless: Installation, configuration, commissioning and acceptance testing of point to point <b>Li-Fi / FSO link upto 10 Km</b> including Tower/Pole/Mast, earthing cable, lightening arrester, clamps/fixtures, optical patch cord & electrical cables etc includes Wi-Fi router at last mile customer.	Ea	18		
8	Public Wi-Fi	Ea	7500		
9	LAN Cabling per FE (LAN) port	LS	22500		
10	Installation of 6U wall mounted rack including supply of electrical cable for power connection, MCB and energizing the rack with electrical power	Ea	800		
11	Installation of 3U wall mounted rack including supply of electrical cable for power connection, MCB and energizing the rack with electrical power	Ea	7500		
12	Supply, Installation, configuration, commissioning and acceptance testing of CPE (customer premise equipment – L2 manageable switch )including integration of all accessories and earthing of equipments - CPE (customer premise equipment) L2 manageable switch – 8 ports*	Ea	400		
13	Supply, Installation, configuration, commissioning and acceptance testing of CPE (customer premise equipment – L2 manageable switch )including integration of all accessories and earthing of equipments - CPE (customer premise equipment) L2 manageable switch – 24 ports*	Ea	300		
14	Installation, integration and commissioning of Electronics ( Mini OLT)*	Ea	1000		
15	1U Cantilever Shelves / 1U cantilever shelf	Ea	7500		

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#	Description	Uo M	Quantit y (A)	Rate (excludin g tax) (Rs./-) (B)	Amoun t (Rs./-) (C=A*B )
Total (INR)					

**Note:**

- The above mentioned quantities are Notional value, payment will be given based on the actual feasibility and execution of the work.
- Quantities mentioned in the RFP are indicative in nature and for price discovery. GFGNL may issue the work order as per the actual requirement. The payment will be made on actual basis.
- As this is a rate contract wherein the specified scope/quantity serves primarily to define the rate. The Bidder that is will be granted work orders for any additional sites, the cost of which will be aligned with the rate initially quoted in this Request for Proposal (RFP). The issuance of these work orders will be contingent upon meeting eligibility criteria and the Bidder's performance evaluation. Moreover, it will adhere to the price, and the terms and conditions presented within the original contract.
- CAMC (comprehensive Annual Maintenance Charges) charges for five (5) years and extended further two (2) years will be part of this financial bid. Warranty or support period will start from the date of successful completion of 100% Go-live/"Final Acceptance test - FAT".
- For financial evaluation, Price excluding Tax shall be taken into consideration.
- Bidder must ensure that the equipment to be supplied will not be End of Life and End of Support in next 7 years. In case proposed product goes end of life during contract duration, then Bidder will provide devices of equivalent or higher configuration to tenderer without any additional cost.
- The GFGNL is not responsible for any assumptions or judgments made by the Bidder for arriving at any type of costing. The GFGNL at all times will benchmark the performance of the Bidder to the RFP and other documents circulated to the Bidder and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Bidder must make good the same at no extra costs to the GFGNL, in order to achieve the desired service levels as well as meeting the requirements of these documents. The GFGNL shall not be responsible for any assumptions made by the Bidder and the GFGNL's interpretation will be final.
- The taxes shall be mentioned separately and will be applicable as actual as per the time of billing.

[Sign Of Bidder]

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- All invoices should be raised from Gujarat.
- The quantity mentioned above for all line items is notional for evaluation purpose only. Actual payment will be made to Bidder(s) based on number of locations/sites awarded by GFGNL and successfully connected by Bidder & certified by GFGNL.
- Quoted rates will be valid for 5 years from the date of issuance of Work Order which can be mutually extended further for next 2 years based on performance and mutual understanding with 8% of increase in rate of each line items at the same terms & condition.
- Any services which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the tenderer. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the GFGNL. The GFGNL will not accept any claim of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.

**6.2 Selection criteria & allotment of work**

- i) Bidder can submit bid(s) for as many zones as they want, but any successful Bidder will be only for maximum 2 zones. If any Bidder wins in more than 2 zones, then Bidder will have to decide & convey to GFGNL within 2 days the 2 zones where he wants to accept WO and successful Bidder's quotes for other zones will become null & void. For ex.: If any Bidder wins in Zone – A, B & C and GFGNL allots work in zones – A & B, in this case L2, L3,...Ln Bidders of zone – C will be given a chance sequentially to match L1 price of zone – C & whosever first matches will be allotted work for zone – C. That means, if L-2 reject, chance will be given to L-3 and if L-3 rejects chance will be given to L-4 and son on till Ln. If no Bidder from zone – C matches L1 price, than L1, L2, L3,...Ln Bidders of zone – D and L2, L3,...Ln Bidders of all other zones (A & B) will be given a chance to match L1 price of zone – C in chronological order (from lowest price to highest price) & whosever first matches will be allotted work for zone – C provided no Bidder gets work for more than 2 zones.
- ii) There are separate financial bid tables provided for each zone on (n)Procure website. Bidder wanting to participate in multiple zones will have to submit financial bids for each zone separately in respective table. Evaluation will be done separately for each zone. The Bidder with lowest bid (L1 – lowest sum total of “Grand Total – C0” in financial bid of any zone) will be for each zone. GFGNL reserves the rights to negotiate the rate of any line item(s) with selected Bidder(s).
- iii) In case GFGNL will find any issue in the implementation work of any successful Bidder in terms of quality or implementation timeline, GFGNL will have sole rights to exclude already allotted sites / customer locations from the scope of that Bidder and “Risk

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Purchase” clause will be applied in such situation.



- iv) The bids of the Bidders who comply with the eligibility criteria mentioned in this RFP will be invited for final presentation at a date, time and location notified by the TENDERER. The purpose of such presentations would be to allow the Bidders to present their approach & methodology and the key points in their proposals.
- v) If there will be two material breaches/default indicative as below,
- a) Short fall if  $\geq 50\%$  of the agreed timelines,
  - b) For O&M performance of  $\leq 90\%$
  - c) For pending complain level on monthly average basis increase by 20% of overall customer base.

Either of any above 2 breaches in any of consecutive 2 months, GFGNL has the rights to give work order to next qualified, L2,L3...Ln or successful Bidder of other zone, who is maintaining highest uptime.

## Annexure – A: Technical Specifications

Bidder must comply to the below mentioned minimum specifications for each element. Bidders are free to select suitable product with higher specifications to meet the technical & functional requirements of this RFP.

### 12F Optical Fibre Cable(Under Ground and Aerial )

Sr. No.	Parameters	Minimum Specifications
1.	Fibre count	Under Ground : 12F (Armored Optical Fibre Cable for underground application Aerial : 12 F ADSS unarmored cable
2.	Standard	<b>Under Ground:</b> ITU-T-G.657 (TEC GR Standard No.: TEC 85170:2011) TEC 85190:2022 <b>Aerial:</b> TEC 85190:2022 (Loose tube with jelly compound & Water swellable tape / yarn)
3.	Jacket Material	HDPE
4.	Strength member	FRP
5.	Application	Cable must be suitable for outdoor as well as indoor applications.
6.		Cable must be suitable for machine blowing as well as manual pulling in duct in case of UG application.
7.		Cable must be suitable for UG as well as aerial installation.

## HDPE Duct

<b>Sr. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>
1.	Material of construction	HDPE pre lubricated duct
2.	Diameter	Outer: 40 mm, inner: 32 / 33 mm
3.	Color	Blue or any other
4.	Compliance	TEC GR No. TEC/GR/TX/CDS-008/03/MAR-11 with latest amendments, if any.

## Public Wi-Fi

<b>Sr. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>
1	Operating frequency band	2.4 GHz / 5.X GHz
2	Throughput support	Minimum 150Mbps throughput
3	Ports	2 nos. (1 - WAN+1- LAN) of 10/100/1000 Base-T auto sensing RJ45 based Ethernet ports

Sr. No.	Parameters	Minimum Specifications
4	Standard	<ul style="list-style-type: none"> <li>i) 802.11ac</li> <li>ii) Should support latest Open WRT/DD WRT/TR-069/WISP firmware or any other open Firmware. It should be compatible and be able to integrate with the Open-Source WLAN Controller (software Based).</li> <li>iii) If the Access Point comes with a proprietary firmware, a firmware compatible to the central infrastructure has to be loaded on to it.</li> <li>iv) Must support SSH &amp; SNMPv3 protocol</li> <li>v) It should be Pre-configured/ Configurable with the necessary open source firmware such that it becomes a Plug and Play device and should be auto discoverable by Software based controller.</li> <li>vi) support Proactive Key Caching or other methods for Fast and Secure Roaming.</li> <li>vii) support IPv4 and IPv6</li> <li>viii) Should support “802.3 af/at” standards i.e. of Power over Ethernet (PoE)</li> </ul>
5	Coverage area	<ul style="list-style-type: none"> <li>iii) AP's Should perform data transfer at Minimum 70 Meters radial coverage &amp; Minimum 50 concurrent users at each radio channel.</li> <li>iv) Solution should have provision for extended Wi-Fi coverage through Wi-Fi Repeater Mode Minimum 300 Mtrs (using inbuilt capability or separate repeater device) i.e. the solution should be able to extend the backhaul to the second AP which would be at a distance of Minimum 100 Meters.</li> </ul>
6	Operating Temperature	0° to 60°C
7	Management	System should be remotely manageable

Sr. No.	Parameters	Minimum Specifications
8	Other Mandatory Parameters	<p>i) Should support Signal rejection for 3G/LTE/WiMAX in a co-Located environment.</p> <p>ii) IP66 or better for water and dust protection.</p> <p>iii) Access point shall support Pole, Wall, and roof mounting options.</p> <p>iv) Should support interference detection and avoidance for both Wi-Fi and non-Wi-Fi interference.</p> <p>v) Should compatible with existing centralized controller of GFGNL</p>

#### P2P & P2MP unlicensed radio

Sr. No.	Parameters	Minimum Specifications
1.	Operating frequency band	5.X GHz
2.	Distance support	P2P/ P2MP-Up to 10Km
3.	Throughput support	Minimum 100 Mbps per link Base station Throughput support for P2MP link: Minimum 1 Gbps
4.	Ports	1 x 10/100/1000BaseT Ethernet (Auto negotiation) & 1 x 10/100 Base-Tx (RJ-45) (Auto negotiation)
5.	VLAN support	802.1Q
6.	Security	<p>System should support WPA-PSK Encryption (Security: System should support AES 128/256 Encryption.)</p> <p>Radios should support IPv4 &amp; IPv6</p>
7.	Electrical requirement	Power over Ethernet (PoE) injector (maximum upto 15W)
8.	Compliance	The Equipment should be type approved by WPC. NSDTS and MTCTE certified.
9.	Management	System should be remotely manageable
10.		System should have GUI interfaces
11.		System must provide alarm and control capabilities via Simple Management Protocol (should support SNMPv3) this should be following but not limited,

Sr. No.	Parameters	Minimum Specifications
		Power Issue(Utility),Equipment- coldStart, warmStart, linkDown, linkUp, authenticationFailure, and egpNeighborLoss,etc.
12.		Automatic Channel selection immediately switches to the best suitable channel in case of interference/dynamic auto optimization of channel and bandwidth. Various radio interference mitigation technic.
13.		Software upgrade to system should be done through the network remotely.
14.	Environment requirements	Operating Temperature support : -10 degrees C to +60 degrees C (in installed condition)
15.		Working Humidity support: between 10% - 95%, non-condensing at all operating temperatures
16.		It should be IP67 and wind survivability for minimum 150 Kmph
17.		System should be suitable to withstand continuous exposure to rain and sunlight.
18.	Protection	Radio system should have built in surge protection mechanism.(upto 2KVA)
19.	Latency	3-5 ms(for link)
20.	Additional features/Advance Technology support	<ul style="list-style-type: none"> <li>The final alarm/alert or message sent by a device before it shuts down or loses power or power shut down alert /GPS-Real time synchronization/ MAC level authentications.</li> <li>Wall /Pole/Mast Mount facilities</li> </ul>
21.	Product LifeCycle	7 years

MH / HH (joint / loop chamber)

Sr. No.	Parameters	Minimum Specifications
1.	Material of construction	Pre-cast RCC chambers with cement concrete mix of 1:2:4 (1: cement, 2: coarse sand, 4: stone aggregate 20 mm nominal size)
2.	Thickness of chamber wall	Minimum 5 cm
3.	Size	600 mm inner diameter with 1 mtr depth
4.	Foundation	PCC – M15 grade with 50 mm height
5.	Reinforcement	6 mm dia horizontal iron round rings – minimum 8 nos.

		6 mm dia vertical iron bars – minimum 8 nos.
6.	Cover	1 no. with thickness of minimum 5 cm & two handles to facilitate easy lifting
7.	Marking on cover	“GFGNL OFC” should be engraved on it.
8.	Other	Chamber must be able to take vehicular load.

#### Route & Joint indicator

Sr. No.	Parameters	Minimum Specifications
1.	Material of construction	Pre-cast RCC with cement concrete mix of 1:2:4 (1: cement, 2: coarse sand, 4: stone aggregate 20 mm nominal size)
2.	Size	Base - 250 mm x 150 mm, Top - 200 mm x 75 mm, Height - 1250 mm
3.	Reinforcement	6 mm dia horizontal iron bars – minimum 10 nos. 6 mm dia vertical iron bars – minimum 4 nos.
4.	Color	Grey for joint indicator & blue for route indicator
5.	Marking on route marker	“GFGNL OFC” should be engraved on it.
6.	Depth of route indicator	depth of 75cm fixing of route Indicator/joint indicator

#### 6U wall mounted rack

Sr. No.	Parameters	Minimum Specifications
1.	Size	19 inch rack of 6U usable space with minimum depth of 450 mm.
2.	Material of construction	Corrosion proof steel cabinet
3.	Other	To be provided with minimum one fan (Should have sufficient perforation for ventilation of air), power strip (with min. 5 no. 5A socket), cable manager & min 1 no. equipment Fixed tray
4.		Rack should be vented at both sides, front, top and bottom for proper ventilation of air

### 3U wall mounted rack

Sr. No.	Parameters	Minimum Specifications
1.	Size	7.8-inch rack of 3U usable space with minimum depth of 400 mm.
2.	Material of construction	Corrosion proof steel cabinet
3.	Other	To be provided with minimum one fan (Should have sufficient perforation for ventilation of air), power strip (with min. 5 no. 5A socket), cable manager & min 1 no. equipment Fixed tray
4.		Rack should be vented at both sides, front, top and bottom for proper ventilation of air

### 1U Cantilever Shelves and 1u Cantilever Shelf.



Depth	400 mm
Width	600 mm
Requirement	To Put In-house Wi-Fi ONT/router at last mile customer

### Optical to Ethernet media converter

Sr. No.	Parameters	Minimum Specifications
1.	Optical port	1000Base-X optical ethernet port – 1 no. Must support bi-directional wavelengths (BIDI) on single fibre
2.	Ethernet port	10/100/1000Base-T RJ45 – 1 no. (should at least support Cat 5e cable)
3.	Distance support	Up to 20 Km
4.	Operating temperature	0° to 50°C
5.	Others	10/100/1000Mbps auto-negotiation

Sr. No.	Parameters	Minimum Specifications
6.		Support auto MDI/MDIX
7.		Should support half duplex & full duplex communication
8.	LEDs	Should show status of link, full / half duplex, speed and power on
9.	Manageability	---
10.	Power	Should be supplied with power adapter so that it can work on 230 V AC power

#### CPE (customer premise equipment) router – (Wi-Fi CPE)

Sr. No.	Parameters	Minimum Specifications
1.	No. of WAN port (1GE RJ45 port)	1 no.
2.	LAN Port (10/100 BaseT ports)	2 nos.
3.	Flash Memory	Minimum 64Mb
4.	Routing protocol	Static IPv4 routing, static IPv6 routing
5.	Management	SNMP V3, Remote management, should have facility to set password for local & remote login
6.	Encapsulation	802.1q VLAN, PPPoE
7.	Wi-Fi support	802.11/ac/n/b/g
8.	Wireless security	WPA/WPA2, WPA-PSK Encryption
9.	Feature support	IPv6 support, Quality of Service (QoS), IPSEC, DHCP, IGMP V3, NAT and Firewall Services
10.	Operation Temperature	0 to 50 °C
11.	Power input	230 V AC, 50-60 Hz
12.	Safety standard	UL / IEC

#### CPE (customer premise equipment) L2 manageable switch – 24 ports

Sr. No.	Parameters	Minimum Specifications
1.	Switch Performance & Throughput	The Switch should support a minimum of 50 Gbps Switching Fabric Capacity. • The switch should have forwarding rate of min 40 Mpps
2.	No. of Ports	24 ports of 10/100/1000 BaseT (out of 24 ports, 12 ports should be PoE supported with PoE power support of minimum 80W) and 2 Uplink ports of 1GE



<b>Sr. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>
3.	MAC	Support for minimum 8K MAC entries
4.	Features	DHCP, IGMP V3, IEEE 802.1Q VLAN encapsulation, 802.1d (Spanning tree), 802.1w (RSTP), 802.1s (MSTP) Should support minimum 500 active VLANs.
5.	Security	<ul style="list-style-type: none"> <li>• IEEE 802.1x, RADIUS.</li> <li>• Telnet, Secure Shell (SSH) Protocol, and Simple Network Management Protocol Version 3 (SNMPv3).</li> </ul>
6.	Operation Temperature	0 to 50 °C
7.	Power input	230 V AC, 50-60 Hz

**CPE (customer premise equipment) L2 manageable switch – 8 ports**

<b>Sr. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>
1.	Switch Performance & Throughput	The Switch should support a minimum of 16 Gbps Switching Fabric Capacity. • The switch should have forwarding rate of min 10 Mpps
2.	No. of Ports	8 PoE ports of 10/100/1000 BaseT with PoE power support of minimum 60W
3.	MAC	Support for minimum 4K MAC entries
4.	Features	DHCP, IGMP V3, IEEE 802.1Q VLAN encapsulation, 802.1d (Spanning tree), 802.1w (RSTP), 802.1s (MSTP) Should support minimum 500 active VLANs.
5.	Security	<ul style="list-style-type: none"> <li>• Telnet, Secure Shell (SSH) Protocol, and Simple Network Management Protocol Version 3 (SNMPv3).</li> </ul>
6.	Operation Temperature	0 to 50 °C
7.	Power input	230 V AC, 50-60 Hz

**Pole & mast for aerial cable & radio installation**

<b>Sr. No.</b>	<b>Parameters</b>	<b>Minimum Specifications</b>
1.	Material of construction	Mild steel
2.	Other	Should be hot dip galvanized
3.	Wind survivability	Should withstand wind speed of minimum 150 Kmph

Sr. No.	Parameters	Minimum Specifications
4.		Foundation should be constructed to support above mentioned wind speed
5.		Foundation bolt, foundation plate, other accessories must be supplied to support above mentioned wind speed

### Optical Splitter

1. SPLITTERS 1:4: As per TEC GR No. TEC/GR/TX/OPT-001/01/ APRIL-12 with latest amendments.
2. SPLITTERS 1:8: As per TEC GR No. TEC/GR/TX/OPT-001/01/ APRIL-12 with latest amendments.

### Mini GPON OLT 4 Port - Compatible with GFGNL Device – OLT, ONT, Switch,..etc.

Sl. No.	Parameter	Tender Specifications
1	Management Ports	1# 1G BASE-T Management port, 1#RJ45 CONSOLE port, 1#USB2.0, User friendly GUI Management
2	No. of Ports	2# 1GE SFP base Ports, 4# GPON/PON Ports 2#Copper 10/100/1000M auto-negotiation
3	MAC	Support upto 16K MAC address
4	GPON Features	splitting ratio - 1:128 or better Transmission Distance - 20KM Performance - Upstream 1.244Gbps, Downstream 2.488Gbps Wavelength - RX 1310nm and TX 1490nm Connector - SC TYPE Fibre support - Single Mode 9/125µm TX Power +4.5~+10dBm Rx Power: - 27 dBm Compliant to ITU-T984.x standard

Sl. No.	Parameter	Tender Specifications
9	Operation Temperature	0 °C to 60 °C
10	Physical Indicator	Power Indicator, system Indicator, port indicator (ACT/Link), PON port indicator, (power Consumption indicator-optional), over temperature sensors/indicator and shut down
11	Other	-Deployed indoor or in cabinets - Remote accessibility is required - As per TEC GR no. TEC-GR-FA-PON-002-02-NOV-18 or latest with all amendments

### Li-Fi/ Optical Wireless Communication (OWC) / FSO

Sr. No.	Parameters	Minimum Specifications
1	Operating Optical Wavelength	1550 / 730-780 nm
2	Distance support	Up to 5 Km
3	Throughput support	Should support Minimum 1 Gbps per link and support upto 10Gbps per link
4	Ports	1 X 10/100/1000-BASE-T Ethernet or Fiber interfaces with SC multi or single mode options Interface with 10G SFP+
5	Electrical requirement	AC 100 – 240 V, 50 – 60 Hz or DC 48 ± 12 V
6	Management	System must provide alarm and control capabilities via Simple Network Management Protocol (SNMP) / MIB File / IP-Firmware, IP monitoring, Spatial stabilization system (auto tracking), Full duplex
7	Environment requirements	Operating Temperature support: -20 degrees C to +60 degrees C (in installed condition)
8		Working Humidity support: between 10% - 95%, non-condensing at all operating temperatures
9		It should be IP67 and wind survivability for minimum 150 Kmph
10		System should be suitable to withstand continuous exposure to rain and sunlight.
11	Safety Classification	Laser safety IEC 60825, Class 1M
12	Latency	<1 ms

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1	Operating Optical Wavelength	1550 / 730-780 nm
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4	Ports	1 X 10/100/1000-BASE-T Ethernet or Fiber interfaces with SC multi or single mode options Interface with 10G SFP+
5	Electrical requirement	AC 100 – 240 V, 50 – 60 Hz or DC 48 ± 12 V
6	Management	System must provide alarm and control capabilities via Simple Network Management Protocol (SNMP) / MIB File / IP-Firmware, IP monitoring, Spatial stabilization system (auto tracking), Full duplex
7	Environment requirements	Operating Temperature support: -20 degrees C to +60 degrees C (in installed condition)
8		Working Humidity support: between 10% - 95%, non-condensing at all operating temperatures
9		It should be IP67 and wind survivability for minimum 150 Kmph
10		System should be suitable to withstand continuous exposure to rain and sunlight.
11	Safety Classification	Laser safety IEC 60825, Class 1M
12	Latency	<1 ms

### SECTION-7 General Terms, Information and Conditions

#### 7.1. General Terms and Conditions

##### 7.1.1 General Instruction to Bidders

All information supplied by Bidders may be treated as contractually binding on the Bidders on successful award of the assignment by the TENDERER on the basis of this RFP. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the TENDERER.

[Sign Of Bidder]

Any notification of preferred Bidder status by the TENDERER shall not give rise to any enforceable rights by the Bidder. The TENDERER may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the TENDERER.

This RFP supersedes and replaces any previous public documentation, communications, and Bidders should place no reliance on such communications. The TENDERER may terminate the RFP process at any time and without assigning any reason. The TENDERER makes no commitments, express or implied, that this process will result in a business transaction with anyone.

#### 7.1.2 Cost of Bidding

- The Bidder shall bear all costs associated with the preparation and submission of the Bid. The TENDERER will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
- Cost of tender document (Tender fee, if applicable) is non-refundable and cannot be exempted in any condition.
- In case of non-receipt of EMD within stipulated timeline, the bid will be rejected by TENDERER/Dept. of Science & Technology as non-responsive.

#### 7.1.3 Clarification

- i) When deemed necessary, during the tendering process, the Tenderer may seek clarifications whenever, wherever required during the bid evaluation process on any aspect from any or all the Bidders. However, that would not entitle the Bidder to change or cause any change in the substance of the tender submitted or price quoted.
- ii) Tenderer reserves the right to seek clarifications on the already submitted documents.

#### 7.1.4 Award of Contract

The L1 bidder will be called to accept the award of contract. In case, the L1 bidder does not accept the award of contract or found to be involved in corrupt and/or fraudulent practices, then the L2 bidder will be called to awarded the contract. Further, if the L2 bidder also declines, the tenderer may award the contract to the L3 bidder.

#### 7.1.5 Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, the TENDERER, for any reason, whether at its own initiative or in response to the clarifications requested by prospective Bidders may modify the bidding documents by amendment & put on our websites.

All prospective Bidders are requested to browse TENDERER'S website & any amendments/ corrigendum/ modification will be notified on the website and such

modification will be part of RFP and binding on them.

#### 7.1.6 Bid Security/Earnest Money Deposit (EMD)

- i) Bidders shall submit, along with their Bids, EMD of **Rs. -----/-**, in the form of a Demand Draft OR in the form of an unconditional Bank Guarantee by Bank Guarantee (which should be valid for 6 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. No. EMD/10/2020/42/DMO dated 19.10.2020 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Fibre Grid Network Limited." payable at Gandhinagar (in the specified format and must be submitted along with the covering letter.
- ii) The EMD of unsuccessful Bidders will be returned by the TENDERER, without any interest, as promptly as possible on signing of contract with the selected Bidder or when TENDERER cancels the bidding process.
- iii) The Selected Bidder's EMD will be returned, without any interest, upon the Selected Bidder signing the Agreement and furnishing the performance guarantee in accordance with the provision thereof.
- iv) The decision of TENDERER regarding forfeiture of the EMD and rejection of bid shall be final and shall not be called upon question under any circumstances.
- v) The EMD may be forfeited:
  - a) The Bidder does not respond to requests for clarification of their Bid.
  - b) The Bidder fails to co-operate in the Bid evaluation process.
  - c) If a Bidder withdraws their bid or increases their quoted prices during the period of bid validity or its extended period, if any; or
  - d) In the case of a successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Bank Guarantee within specified time.
  - e) During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
  - f) During the bid process, if any information found wrong/manipulated/hidden in the bid.

#### 7.1.7 Proposal/Bid Submission & Evaluation

- a) Proposal preparation:
  - i. The proposal should be short, concise & include all points indicated in the document.
  - ii. The Proposal shall be typed or written in indelible ink and should be in English. Proposal in other language would not be accepted. The pages and volumes of each

[Sign Of Bidder]

part of the Proposal shall be clearly numbered. The Proposal shall contain all the information required herein and references of previous submissions shall not be considered.

- iii. The Bidders shall bear all costs associated with the preparation and submission of their proposals.
  - iv. At any time before the submission of Proposals, TENDERER may amend this document by issuing an addendum / cancel the process of procurement, which shall be binding on the Bidders.
- b) Proposal Submission:
- i. Bids (Technical bid & Financial bid) shall be submitted online on <https://www.gfgnl.nprocure.com>
  - ii. The participating Bidders in the tender should register themselves on e-procurement portal, if not registered earlier.
  - iii. The Bidders can login to e-procurement portal in secure mode only by signing through the Digital certificates.
  - iv. The Bidders should scan and upload the respective documentary evidence as mentioned in Eligibility Criteria.
  - v. The Bidders shall sign on all the statements, documents, certificates uploaded by them, owning responsibility for their correctness/authenticity.
  - vi. The financial bid details should be quoted in the financial bid format attached with the tender and upload online only. In any format if Bidder disclose the price other than On line financial bid, bid will qualify for rejection.
  - vii. Bidders are required to upload the scanned copy of Bank Guarantee and/or Demand draft for EMD and Tender Fee (as mentioned in this RFP) at online bidding portal. Further, original Bank Guarantee and/or Demand Draft for EMD and Tender Fee must be submitted in a sealed envelope mentioning "EMD and Tender fee" to TENDERER office post bid submission and on or before due Date and Time for physical bid submission of Bids as mentioned in fact sheet of this RFP.
- c) Proposal Evaluation:
- i. The evaluation of the bid will be considered of only those Bidders who
    - have furnished bid fee and security deposit of prescribed amount as per the tender
    - meet the eligibility criteria as mentioned in the RFP document and have furnished documentary proof in respect of the same
  - ii. The bids of the non-conforming Bidders to above shall be rejected without evaluation.
  - iii. The proposal shall be evaluated in three (3) stages. In Stage – 1, EMD & DD shall be verified. Bidders whose EMD & DD are valid will be considered for Stage – 2. In Stage – 2, technical documents will be verified. Only those Bidders who will be qualified in Stage – 1 & 2 will be eligible for Stage – 3 i.e. Financial evaluation.

- iv. The evaluation of proposals shall be on the principle of Lowest Bid (L1) based on quoted rates as per the financials submitted as part of the bid.
- v. Bidder/Bidder is required to furnish the commercial quote as mentioned under financial bid format. Revelation of commercial details elsewhere in the bid documents other than the specified price bid format shall lead to disqualification of the bid.
- vi. GFGNL reserves the right to discard bids which are deviating from the specified formats mentioned in the RFP.

#### 7.1.8 Late Bids

- Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be REJECTED.
- The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

#### 7.1.9 Sections Comprising Bids

The proposal shall be submitted online and shall comprise of following sections:

##### **Part – I : Bid Security**

- a. Bidders are required to upload the scanned copy of Bank Guarantee (Annexure – IV) and/or Demand draft for EMD and Tender Fee (as mentioned in this RFP) at online bidding portal. Further original Bank Guarantee and/or Demand Draft for EMD and Tender Fee must be submitted in a sealed envelope mentioning “EMD and Tender fee” to GFGNL office before due Date and Time for Submission of Bids as mentioned in “Notice Inviting Proposal and Necessary Instruction”.

**Part – II : Pre-qualification cum Technical Bid:** Pre-qualification bid must contain the following information in pdf format.

- a. Bid document checklist (Annexure – I)
- b. Bid submission Cover Letter (Annexure – II)
- c. Bidder’s information sheet (Annexure – III)
- d. Copy of valid GST registration
- e. Copy of valid PAN card
- f. Undertaking by the Bidder for not being barred by any State/ Central Government/PSU (Annexure – VI)
- g. Response to Eligibility criteria: All required documents for compliance as mentioned in section of “Eligibility Criteria”.

##### **Part – III : Financial Bid :**

- a. Financial Bid (Section :11)

[Sign Of Bidder]



**Note :** All pages of the bid documents must be signed by the authorized signatory of company.

#### 7.1.10 Contacting the Tenderer

Bidder shall not approach the TENDERER officers outside of office hours and/ or outside the TENDERER office Premises, from the time of the Bid opening to the time the Contract is awarded. Any effort by a Bidder to influence the TENDERER officers in the decisions on Bid evaluation, bid comparison or contract award may result in rejection of the Bidder's offer. If the Bidder wishes to bring additional information to the notice of the TENDERER, it should do so in writing.

#### 7.1.11 Notification of Award & Signing of Contract

- Prior to expiration of the period of Bid validity, the TENDERER will notify the successful Bidders and issue Lol.
- Within two weeks of receipt of the Contract form, the successful Bidder shall sign and stamp the contract and return it to the TENDERER along with performance guarantee. The performance Bank Guarantee shall be equal to 5% of the contract value valid for duration of 180 days beyond the expiry of contract.

#### 7.1.12 Force Majeure

Force Majeure shall mean any event or circumstances or combination of events or circumstances that materially and adversely affects, prevents or delays any Party in performance of its obligation in accordance with the terms of the Agreement, but only if and to the extent that such events and circumstances are not within the affected party's reasonable control, directly or indirectly, and effects of which could have prevented through Good Industry Practice or, in the case if construction activities through reasonable skill and care, including through the expenditure of reasonable sums of money. Any events or circumstances meeting the description of the Force Majeure which have same effect upon the performance of any contractor shall constitute Force Majeure with respect to the Bidder. The Parties shall ensure compliance of the terms of the Agreement unless affected by the Force Majeure Events. The Bidder shall not be liable for forfeiture of its implementation / Performance guarantee, levy of Penalties, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Agreement is the result of Force Majeure.

### 7.1.13 Force Majeure Events

The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the definition as stated above. Without limitation to the generality of the foregoing, Force Majeure Event shall include following events and circumstances and their effects to the extent that they, or their effects, satisfy the above requirements:

- **Natural events** (“Natural Events”) to the extent they satisfy the foregoing requirements including:
  - Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
  - Explosion or chemical contamination (other than resulting from an act of war);
  - Epidemic such as plague;
  - Any event or circumstance of a nature analogous to any of the foregoing.
- Other Events (“Political Events”) to the extent that they satisfy the foregoing requirements including:
  - Political Events which occur inside or Outside the State of Gujarat or involve directly the State Government and the Central Government (“Direct Political Event”), including:
    - Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
    - Strikes, work to rules, go-slows which are either widespread, nation- wide, or state-wide or are of political nature;
    - Any event or circumstance of a nature analogous to any of the foregoing.
- **Force majeure** exclusions:

Force Majeure shall not include the following event(s) and/or circumstances, except to the extent that they are consequences of an event of Force Majeure:

  - Unavailability, late delivery
  - Delay in the performance of any contractor, sub-contractors or their agents;
- **Procedure for calling force majeure:**

The Affected Party shall notify to the other Party in writing of the occurrence of the Force Majeure as soon as reasonably practicable, and in any event within 05 (five) days after the Affected Party came to know or ought reasonably to have known, of its occurrence and that the Force Majeure would be likely to have a material impact

on the performance of its obligations under the Agreement.

#### 7.1.14 Contract Obligations

Once a contract is confirmed and signed, the terms and conditions contained therein shall take precedence over the Bidder's bid and all previous correspondence.

#### 7.1.15 Amendment to the Agreement

Amendments to the Agreement may be made by mutual agreement by both the Parties. No variation in or modification in the terms of the Agreement shall be made except by written amendment Signed by both the parties. All alterations and changes in the Agreement will consider prevailing rules, regulations and laws applicable in the state of Gujarat.

#### 7.1.16 Representations and Warranties

- Representations and Warranties by the Selected Bidder:
- It is a company duly organized and validly existing under the laws of India and has all requisite legal power and authority and corporate authorizations to execute the Agreement and carry out the terms, conditions and provisions hereof. It has in full force and effect all requisite clearances, approvals and permits necessary to enter into the Agreement and perform its obligations hereof.
- The Agreement and the transactions and obligations hereof do not contravene its constitutional documents or any law, regulation or government directive and will not contravene any provisions of, or constitute a default under, any other Agreement or instrument to which it is a party or by which it or its property may be bound or any of its obligations or undertakings by which it or any of its assets are bound or cause a limitation on its powers or cause it to exceed its authorized powers.
- Bidder nor any of its affiliates have immunity from the jurisdiction of a court of from legal process (whether through service of notice, attachment prior to judgement), attachment in aid of execution or otherwise). The successful Bidder confirms that all representation and warranted of the Bidder set forth in the Agreement are true, complete in all respects.
- No information given by the Successful Bidder in relation to the agreement, project documents or any document comprising security contains any material wrong statement of fact or omits to state as fact which would be materially averse to the enforcement of the rights and remedies of TENDERER or which would be necessary to make any statement, representation or warranty contained herein or therein true and correct.

- Representations and Warranties by the TENDERER
  - It has full legal right; power and authority to execute the said project and to enter into and perform its obligations under the Agreement and there are no proceedings pending.
  - The Agreement has been duly authorized, executed and delivered by the TENDERER and constitutes valid, legal and binding obligation of TENDERER.
  - The execution and delivery of the Agreement with the selected Bidder does not violate any statutory judgment, order, decree, regulation, right, obligation or rule of any court, government authority or arbitrator of competent jurisdiction applicable in relation to the TENDERER, its assets or its administration.

#### 7.1.17 Rejection of Bids

The TENDERER reserves the right to reject any Bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

#### 7.1.18 Resolution of Disputes/ Arbitration

- i) If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Agreement or regarding a question, including the questions as to whether the termination of the Contract Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavour to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30 (thirty) days], give 15 days' notice thereof to the other Party in writing. The said clause shall not be applicable in the case of cyber-crimes and any other type of security breach relating to PHI carried out by either Bidder organization itself or its employees.
- ii) In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India.
- iii) The place of the arbitration shall be Gandhinagar, Gujarat.
- iv) The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended.
- v) The proceedings of arbitration shall be in English language.
- vi) The arbitrator's award shall be substantiated in writing. The arbitration tribunal shall

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also decide on the costs of the arbitration procedure.

- vii) The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.
- viii) Arbitration clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of confidentiality/security breach relating to PHI carried out by either Bidder organization itself or its employees.

#### 7.1.19 Books & Records

The selected Bidder shall maintain adequate Documents Related to project's materials & equipment's for inspection and audit by the TENDERER during the terms of Contract until expiry of the performance guarantee.

#### 7.1.20 Performance Bank Guarantee

- i) The successful Bidder who is awarded the Work Order in any particular Zone, that Bidder shall be required to deposit a Performance bank guarantee (refer annexure ) of 5 % of total financial Bid for that particular Zone's per in the form of unconditional Bank Guarantee from any scheduled bank in favor of "Gujarat Fibre Grid Network Limited, Gandhinagar (from all Nationalized banks including the public sector banks - IDBI Ltd. Or Private sector banks - AXIS Bank, ICICI Bank and HDFC Bank) within 7 days of award of work, covering the period of contract and 180 days beyond the contract period. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly extended/renewed by the successful Bidder/Bidder. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful Bidder. Non-deposit of PBG within the stipulated time shall render the award of work invalid at the discretion of TENDERER.
- ii) If any Bidder is selected in more than one Zone, then Bidder can submit one PBG with total amount required for all the Zones (5% of total Financial bid of related Zone \* no. of Zones) for which Bidder is selected.

#### 7.1.21 Termination

- i) The TENDERER, reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 30 days' notice in writing if: -
  - The Bidder becomes the subject of bankruptcy, insolvency, and winding up, receivership proceedings; In case the TENDERER finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project;
  - If SLAs are not maintained properly and not provide services as per SLAs then TENDERER has right to foreclose contract.

- Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default and give the other party an opportunity to correct the default.
- Upon expiry of notice period unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement.
- During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission impede or otherwise interfere with party's endeavor to remedy the default which gave rise to the commencement of such notice period.
- The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
- In case of termination Bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any.

#### 7.1.22 Indemnity

Selected Bidder will defend and/or settle any claims against the TENDERER that allege that Bidder service and/or branded product as supplied under this contract infringes the intellectual property rights of a third party. Selected Bidder will rely on Customer's prompt notification of the claim and cooperation with our defense. Bidder may modify the product or service so as to be non-infringing and materially equivalent or we may procure a license. If these options are not available, we will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. Bidder is not responsible for claims resulting from any unauthorized use of the products or services. This section shall also apply to deliverables identified as such in the relevant Support Material except that Bidder is not responsible for claims resulting from deliverables content or design provided by Customer.

#### 7.1.23 Limitation of Liability

Selected Bidder's cumulative liability for its obligations under the contract shall not exceed the value of the project payable by the TENDERER within the contract term from the day claim is raised.

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#### 7.1.24 Confidentiality

- Selected Bidder understands and agrees that all materials and information marked and identified by the TENDERER as 'Confidential' are valuable assets of the TENDERER and are to be considered as proprietary information and property. Selected Bidder will treat all confidential materials and information provided by the TENDERER with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. Selected Bidder will not use or disclose any materials or information provided by tenderer without its prior written permission.
- Selected Bidder shall not be liable for disclosure or use of any materials or information provided by the TENDERER or developed by selected Bidder which is:
  - Possessed by selected Bidder prior to receipt from the TENDERER, other than through prior disclosure by the TENDERER, as documented by selected Bidder's written records;
  - Published or available to the general public otherwise than through a breach of Confidentiality; or
  - Obtained by selected Bidder from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to the TENDERER; or
  - Developed independently by the selected Bidder.
- If selected Bidder is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, selected Bidder shall promptly notify the TENDERER and allow reasonable time to oppose such process before making disclosure.
- Selected Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause the TENDERER irreparable harm, may leave the TENDERER with no adequate remedy at law and the TENDERER is entitled to seek to injunctive relief.
- The TENDERER does not follow the practice of asking Confidential Information of selected Bidder, however if any confidential information is required/shared by the selected Bidder then selected Bidder must clearly marked it as "Strictly confidential". The TENDERER in turn will not share the same without prior concern of the selected Bidder.
- Above mentioned "confidentiality clause" shall be applicable on both the parties i.e. the TENDERER and the successful Bidder.

#### 7.1.25 Service Terms

- The entire scope of the work depends on the technical skill and experience in management of the same level or kind of capabilities.
- The Bidder must submit regular schedule of manpower availability.
- The Bidder will need to coordinate and approach various departments/Sub-departments/ Boards/Corporations during this contract.
- The Bidder is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Bidder will have to submit the progress reports regularly, as per the guidelines issued by TENDERER from time-to-time.
- TENDERER shall provide office space to the operational consultants in its own premise during project period. All other expenses related to transportation, consumables, stationary, printing, scanning, telephone, food, snacks, etc. in case required, must be completely borne by the Bidder as part of Contract Agreement.
- The Bidder shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality of the Confidential Information. Bidder also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time to time).

#### 7.1.26 Fraudulent and Corrupt Practices

- Fraudulent practice means a misrepresentation of facts to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the TENDERER of the benefits of free and open competition.
- “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of Contract execution.
- The TENDERER will reject a proposal for award and may forfeit the EMD and/or Performance Bank Guarantee if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, contract(s).

#### 7.1.27 Patent Rights, Copy Right & IPR

- The Service Provider shall indemnify tenderer against all third-party claims of



infringement of copyright, patent, trademark or industrial design rights arising from use of the Goods/services. In the event of any claim asserted by a third party, the Bidder shall act expeditiously to extinguish such claim. If the Bidder fails to comply and tenderer is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation to the Tenderer including all expenses, court costs and lawyer fees.

- All the software licenses on the name of Tenderer.
- IPR of finished / customized product shall belongs to the tenderer.

#### 7.1.28 Approvals/ Clearances

- Necessary approvals/ clearances concerned authorities, for establishing the proposed project needs to be obtained by the selected Bidder.

#### 7.1.29 Exit Management Procedure

- This Schedule sets out the provisions, which will apply on expiry or termination of the Contract Period and/ or earlier termination of the SP and/ or the SLA for any reasons whatsoever.
- In the case of termination of the Project implementation and/or SLA due to illegality, the parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
- The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- The Exit Management Period starts, in case of expiry of Contract, 6 months before the Contract comes to an end or in case of earlier termination of Contract, on the date of service of termination orders to the Service Provider.
- The Exit Management Period ends on the date agreed upon by the tenderer or six months after the beginning of the Exit Management Period, whichever is earlier.
- During the Exit Management Period, the Service Provider shall use its best efforts to deliver the Services. Payments during the Exit Management Period shall be made in accordance with the Terms of Payment Schedule.
- The selected Service Provider will be required to provide necessary handholding and transition support to the tenderer's staff or its nominated Bidder or replacement Service Provider. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for handing over all relevant documentation, addressing the queries/clarifications of the new Bidder with respect to the working / performance levels of the infrastructure, conducting training sessions etc.
- The Service Provider shall permit the tenderer and/or any replacement Service Provider to have reasonable access to its employees and facilities as reasonably

required by the tenderer to understand the methods of delivery of the Services employed by the Service Provider and to assist appropriate knowledge transfer.

#### 7.1.30 Extension of Work

At the end of the contract duration, i.e., 5 years, performance of the selected Bidder may be reviewed and the contract may be extended up to 2 Year or till the time of selection/onboarding of the new Bidder.

#### 7.1.31 SUPPORT FROM EXTERNAL BIDDER

Sub-letting/contracting of entire work or in part thereof is not permitted. The Bidder needs to complete all the defined activities as per scope of work on its own. No Data/Information should be sent out of the premise without obtaining prior written confirmation from the TENDERER. The successful Bidder shall be allowed to obtain advisory support from within its organization towards legal or contractual vetting of drafts.

#### 7.1.32 USE OF AGREEMENT DOCUMENTS AND INFORMATION

- The Bidder shall not without prior written consent from TENDERER disclose the Agreement or any provision thereof or any specification, plans, drawings, pattern, samples or information furnished by or on behalf of TENDERER in connection therewith to any person other than the person employed by the Bidder in the performance of the Agreement. Disclosure to any such employee shall be made in confidence and shall extend only as far as may be necessary for such performance.
- The Bidder shall not without prior written consent of TENDERER make use of any document or information made available for the project except for purposes of performing the Agreement.
- All project related documents issued by TENDERER other than the Agreement itself shall remain the property of TENDERER and Originals and all copies shall be returned to TENDERER on completion of the Bidder's performance under the Agreement, if so required by the TENDERER.

#### 7.1.33 Taxes & Duties

- i) Bidder is liable for all taxes and duties etc. as may be applicable from time to time.
- ii) Quoted prices shall be on all-inclusive basis i.e., including all taxes, duties, local levies, transportation, loading-unloading charges, packing, forwarding, freight & insurance etc.
- iii) Statutory variation in the rate of GST, taking place between the date of award of contract and the original / refixed delivery period or service period, shall be to the purchaser's account. For claiming any change in price due to such Statutory variation, the successful Bidder shall have to lodge claim before the purchaser providing

documentary evidence of change in rate of GST taking place after the date of award of contract and the date of supply within the original / refixed delivery period. Purchaser shall issue necessary amendment in the contract to enable generation of supplementary invoice or revised invoice as the case may be.

- iv) No increase in price on account of statutory increase in the rate of GST taking place during the period of delivery period extension with liquidated Damages shall be admissible. Nevertheless, the purchaser shall be entitled to the benefit of any decrease in price on account of reduction in GST taking place during extended delivery period.
- v) Payment for GST portion of Invoice will be released once GST Credit will be reflected in GSTR2A/GSTR2B of GFGNL.

#### 7.1.34 Rejection Criteria

The TENDERER reserves the right to reject any Bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

- i) Besides other terms & conditions highlighted in the RFP, bids may be rejected under following circumstances:

##### **General Rejection Criteria**

- a. Bids submitted without or improper Tender fee and EMD.
- b. Bids received through Telegraphic / Fax / E-Mail / Hard copies except, wherever required.
- c. Bids which do not conform to unconditional validity of the bids as prescribed in the RFP.
- d. If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the bid evaluation process or during Contract period after selection of the Bidder.
- e. Any effort on the part of a Bidder to influence the Tenderer's bid evaluation, bid comparison or contract award decisions.
- f. Bids received by the Tenderer after the last date & time for receipt of bids prescribed by the Tenderer in RFP.
- g. Bids without Power of Attorney (Lead Bidder has to provide letter of Authorization /Power of Attorney (with board resolution) to sign this bid on his/her company letter head.) and any other document consisting of adequate proof of the ability of the authorized signatory to bind the Bidder.

##### **Technical Rejection Criteria**

- a. Technical Bid containing financial details.

- b. Revelation of Prices in any form or by any reason before opening of the Financial Bids.
- c. Failure to furnish all information mentioned in the RFP or submission of a bid not substantially responsive to the RFP in every respect.
- d. Bidders not quoting for the complete scope of work as indicated in the RFP, addendum (if any) and any subsequent information given to the Bidder.
- e. Bidders not complying with the material, specifications and General Conditions of the Contract as stated in the RFP.
- f. The Bidder not conforming to unconditional acceptance of all the terms and conditions set out in the RFP (and subsequent clarification/corrigendum, if any) document.
- g. If the bid does not conform to the timelines indicated in the RFP.

**Financial Rejection Criteria**

- a. Incomplete Financial Bid
- b. Financial Bids that do not conform to the RFPs' financial bid format.
- c. If there is an arithmetic discrepancy in the financial bid calculations, the Tenderer shall rectify the same. If the Bidder does not accept the correction of the errors, it may be rejected.

**7.1.35 Agreement**

The selected System integrators have to sign an agreement with GFGNL as per the format specified in the bid.

- i. **Duration of Agreement:** This agreement shall be valid for a period as mentioned in Fact Sheet above. If at any stage during the tenure of this agreement, it comes to the notice of GFGNL, directly or through some other complaint, that the Business Partner had misrepresented the facts or submitted any false information or hidden any information which could have affected the signing of this agreement with the Business Partner, this agreement shall stand terminated immediately under intimation to the Business Partner.
- ii. **Restrictions on Transfer of agreement:** The Business Partner shall not assign or transfer its right in any manner whatsoever under this agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter of the agreement to any third party either in whole or in any part i.e., no sub-contracting/ partnership/ third party interest shall be created.
- iii. **Liability:** Except as provided in this Agreement, hereinabove, neither party shall be liable to other party or any other party by virtue of termination of this Agreement for any reason whatsoever for any claim for loss or profit or on account for any expenditure, investment, leases, capital improvements or any other commitments made by the other party in connection with their business made in reliance upon or by virtue of this Agreement.
- iv. The successful Bidder shall sign a contract with GFGNL within 7 days of receipt of

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proforma contract from GFGNL; failing which their EMD and/or performance bank guarantee (PBG) shall be forfeited and GFGNL's decision to scrap the tender or negotiate with the second Bidder (as per the final ranking) shall be binding on the first Bidder.

#### 7.1.36 Suspension of agreement

- i) TENDERER reserves the right to suspend the operation of this agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities. In such a situation, TENDERER shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the agreement will not be a cause or ground for extension of the period of the agreement and suspension period will be taken as period spent.

#### 7.1.37 Terms and Conditions of Bidders

- i) Printed terms and conditions of the Bidders shall not be considered as forming part of their Bids.

#### 7.1.38 Revelation of Prices

- i) Prices in any form or by any reason before opening the Financial Bid should not be revealed, failing which the offer shall be liable to be rejected.

#### 7.1.39 Tenderer's Right to vary Scope of Contract

- i) The quantities mentioned in financial bid tables are indicative and provided to enable the Bidders to take a judgement about the volume of the scope of work in any Zone. TENDERER doesn't provide any guarantee about the total number of locations to be allotted and timeline of allotment. TENDERER will keep issuing intimation orders to all the selected Bidders as per the requirement of the respected Government departments and fund availability.

#### 7.1.40 Severance

- ii) In the event any provision of this Contract is held to be invalid or unenforceable under the applicable law, the remaining provisions of this Contract shall remain in full force and effect.

#### 7.1.41 Compliance of laws

- i) Selected Bidder shall perform their duties in strict compliance with all applicable laws in India along with rules & regulations of the duly constituted Government authorities in India and shall obtain all licenses and necessary approvals, if any, required by laws in India in connection with the services to be rendered hereunder.
- ii) Services provided to the customers shall be subject to Indian Telegraph Act 1885 and DoT / TRAI directions.

#### 7.1.42 Time is of Essence

Time shall be of the essence in respect of any date or period specified in this RFP or any notice, demand or other communication served under or pursuant to any provision of this RFP and in particular in respect of the completion of the delivery of services to Government offices / locations / Government schools by the SI by the completion date.

#### 7.1.43 Publicity

The Bidder shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the Tenderer first gives the SI its written consent.

#### 7.1.44 Risk Purchase

- i) If the selected Bidder of any particular zone (referred to as P1 zone here in this clause) fails to perform its obligations (or any part thereof) under this scope of this RFP or if the scope of this RFP is terminated by the Tenderer due to breach of any obligations of the selected Bidder under scope of this RFP, the Tenderer reserves the right to procure the same or equivalent Hardware / Services / Deliverables from other sources as per options mentioned below.
1. from successful Bidder of other zones who agrees to execute the work at L1 discovered rate of P1 zone or L1 discovered rate of their respective zone(s) whichever is lower.
  2. from L2 / L3 / ...Ln Bidder of the P1 zone (where n is the total number of bids received in P1 zone) with the first Bidder out of L2 / L3 / ...Ln who agrees to match the price of L1 discovered rate of P1 zone.
  3. from any other "alternate source". The procurement from "alternate source" shall be done, as far as possible, through Government's procurement guidelines as deemed appropriate by the tenderer.
- ii) Above mentioned procurement will be done at the selected Bidder's (who has failed to perform its obligations & thus defaulted) risk, cost and responsibility. Any incremental cost borne by the Tenderer in procuring such Hardware / Services / Deliverables shall be borne by the selected Bidder (who has failed to perform its obligations & thus defaulted). Any such incremental cost incurred in the procurement of such Hardware / Services / Deliverables from other source will be recovered from the pending due and payable Payments / Security Deposit / Bank Guarantee provided by the selected Bidder (defaulted Bidder) under this scope of this RFP and if the value of the Hardware / Services / Deliverables under risk purchase exceeds the amount of pending payable payments / Security Deposit and / or Bank Guarantee, the same may be recovered, if necessary, by due legal process.
- iii) In this case of risk purchase, L1 Bidder(s) of other zone(s) or L2 / L3 / ...Ln Bidder of the P1 zone or any alternate source will have to submit performance bank guarantee

@ 5% of the total value of the work allotted to the Bidder.

#### 7.1.45 Consequences of termination

- i) In the event of termination of this contract due to any cause whatsoever, the contract with stand cancelled effective from the date of termination of this contract.
- ii) In case of exigency, if the Tenderer gets the work done from elsewhere, the difference in the cost of getting the work done shall be borne by the LMCA as mentioned in clause – 6.19 (Risk Purchase) unless the Termination is due to any act and/or omission by the reason solely attributable to Tenderer.
- iii) Where the termination of the Contract is prior to its stipulated term on account of a Default on the part of the LMCA or due to the fact that the survival of the LMCA as an independent corporate entity is threatened/has ceased, or for any other reason, whatsoever, the Tenderer through re-determination of the consideration payable to the LMCA as agreed mutually by the Tenderer and the LMCA or through a third party acceptable to both the parties may pay the LMCA for that part of the Services which have been authorized by the Tenderer and satisfactorily performed by the LMCA up to the date of termination. Without prejudice to any other rights, the Tenderer may retain such amounts from the payment due and payable by the Tenderer to the LMCA as may be required to offset any losses caused to the Tenderer as a result of any act/omissions of the LMCA. In case of any loss or damage due to default on the part of the LMCA in performing any of its obligations with regard to the execution of the scope of work under this Contract, the LMCA shall compensate the Tenderer for any such loss, damages, or other costs, incurred by the Tenderer. Additionally, other members of its team shall perform all its obligations and responsibilities under this Contract in an identical manner as were being performed before the collapse of the LMCA as described above in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by the Tenderer and as may be proper and necessary to execute the scope of work under the Contract in terms of the LMCA's Bid, the RFP, and this Contract.
- iv) Nothing herein shall restrict the right of the Tenderer to invoke the Bank Guarantee and other Guarantees furnished hereunder, enforce the Deed of Indemnity, and pursue such other rights and/or remedies that may be available to the Tenderer under law.
- v) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.
- vi) Actions pursuant to Termination of Agreement:
  - Notwithstanding any other rights and remedies provided elsewhere in the agreement, upon termination of this agreement.
  - a) Neither Party shall represent the Other Party in any of its dealings.
  - b) Neither Party shall intentionally nor otherwise commit any act(s) as would keep a third party to believe that the other Party is still the former Party's service provider, as the case may be.
  - c) Each party shall stop using the other Party's name, trademark, etc., in any

audio or visual form.

#### 7.1.46 Insurance

- i) The Goods supplied & installed under this Contract shall be fully insured by the selected Bidder, against any loss or damage at the Tenderer's designated location for entire contract period. The insurance taken should cover risks such as flood, theft, fire, earthquake, and cyclone (for wind speeds up to 120 kmph). The Bidder shall submit to the TENDERER, certificate of insurance issued by the insurance company, indicating that such insurances have been taken against entire solution & certificate has to be submitted by Bidder to TENDERER. Bidder shall be designated as the 'loss payee' in such insurance policies; Bidder shall be liable to pay premium for the insurance policy & shall ensure that each & every policy shall keep updated from time to time till end of contract period. In case of delayed procurement of insurance from selected Bidder, all responsibilities of all supplied and/or installed equipment will be on Bidder before taking the insurance.
- ii) The Bidder shall bear all the statutory levies like customs, insurance, freight, etc. applicable on the goods during their shipment from respective manufacturing / shipment site of the OEM to the port of landing.
- iii) All charges like transportation charges, octroi, etc. that may be applicable till the goods are delivered at the respective site of installation shall also be borne by the Bidder.
- iv) The Bidder during the term of this contract undertakes to ensure that it has taken or shall take up all appropriate insurances for the delivery of goods that it is required to undertake under law as well as to adequately cover its obligations under this Contract: shall take out and maintain, at his own cost insurance with IRDA approved insurers against the risks, and for the coverage, as specified below: shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable at the Tenderer's request, shall provide certificate of insurance to the Tenderer showing that such insurance has been taken out and maintained. Employer's liability and workers' compensation insurance in respect of the Personnel of the Bidder / Bidder's Team, in accordance with the relevant provisions of the Applicable Law, as well as, with respect to such Personnel, any such life, health, accident, travel or other insurance as may be appropriate; and Insurance against loss of or damage to (i) equipment or assets procured in full or in part for fulfilment of obligations under this Contract (ii) the Bidder's assets and property used in the performance of the Services.
- v) In case of theft of any asset, successful Bidder(s) will have to carry out all required process to lodge police complain / FIR. TENDERER will assist Bidder(s) wherever required.

#### 7.1.47 General

- i) Relationship between the Parties
  - a. Nothing in this Contract constitutes any fiduciary relationship between the Tenderer and LMCA / LMCAs' Team or any relationship of employer employee,

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principal and agent, or partnership, between the Tenderer and LMCA.

b. No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms & conditions of this Contract.

c. The Tenderer has no obligations to the LMCA's Team except as agreed under the terms & Conditions of this Contract.

ii) No Assignment

The LMCA shall not transfer any interest, right, benefit or obligation under this Contract without the prior written consent of the Tenderer.

iii) Survival

The provisions of the clauses of this Contract and RFP in relation to documents, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this Contract and in relation to confidentiality, the obligations continue to apply unless the Tenderer notifies the LMCA of its release from those obligations.

iv) Entire Contract

The terms & conditions laid down in the Contract and all the Annexures thereto as also the Bid and any attachments/annexes thereto shall be read in consonance with and form an integral part of this Contract. This Contract supersedes any prior Contract, understanding or representation of the Parties on the subject matter.

v) Governing Law

This Contract shall be governed in accordance with the laws of India.

vi) Jurisdiction of Courts

The courts of India at Gandhinagar/Ahmedabad have exclusive jurisdiction to determine any proceeding in relation to this Contract.

vii) Compliance with Laws

The LMCA shall comply with the laws in force in India in the course of performing this Contract.

viii) Notices

a) A "notice" means:

i. A notice; or

ii. A consent, approval or other communication required to be in writing under this Contract.

All notices, requests or consents provided for or permitted to be given under this Contract shall be in writing and shall be deemed effectively given when personally delivered or mailed by pre-paid certified/registered mail, return receipt requested, addressed as follows and shall be deemed received two days after mailing or on the date of delivery if personally delivered:

To Tenderer at:

GFGNL

Attn: Managing Director (MD), GFGNL

[Phone:]

[Email:] md@bharatnet.gujarat.gov.in

[Fax:]

To LMCA at:  
Attn:  
[Phone:]  
[Email:]  
[Fax:]

Any Party may change the address to which notices are to be directed to it by notice to the other parties in the manner specified above.

A notice served on a Representative is taken to be notice to that Representative's Party.

ix) Waiver

a. Any waiver of any provision of this Contract is ineffective unless it is in writing and signed by the Party waiving its rights.

b. A waiver by either Party in respect of a breach of a provision of this Contract by the other Party is not a waiver in respect of any other breach of that or any other provision.

c. The failure of either Party to enforce at any time any of the provisions of this Contract shall not be interpreted as a waiver of such provision.

x) Modification

Any modification of this Contract shall be in writing and signed by an authorized representative of each Party.

xi) Application

These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

7.1.48 Transfer of Ownership

i) The Bidder must transfer all titles to the assets and goods procured for the purpose of this project to the Tenderer upon acceptance of each customer link & equipment.

ii) The asset(s) so created shall be fully owned by the Government of Gujarat and held on its behalf by GFGNL.

**SECTION-8 Annexures**

Form: A1

Form no. A1 ISO 9001:2008 and 14001:2004 certification for Manufacturing (Product like Wireless/RF Radios, Ethernet Switches, Copper-cat-6 LAN cable and Fiber Cable, Patch Panels, Information Outlets)

Sr. No.	Item Make & Model	Name of OEM	ISO certification valid upto	ISO certification attached?(Yes/No)	OEM must have minimum presence of 5 years in India (Valid Document proof)
1					
2					
3					
4					
5					

Annexure – I : Bid Document checklist

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
<b>Qualification Criteria</b>			
1.	Demand Draft as bid processing fee		
2.	EMD as Bid Security (DD/ BG as per Annexure V)		
<b>Technical Qualification</b>			
3.	Cover Letter (Annexure I)		
4.	Bidder's information sheet (Annexure II)		
5.	Enclose copy of Certificate of Incorporation/ Registration Certificate of the firm		
6.	Copy of Certificate from the Statutory auditor/CA clearly specifying the annual turnover for the specified years. ( FY 2021-22,2022-23 and 2023-24).		
7.	Copy of proof of office address		
8.	Acknowledgement/ Copies of Income tax refund (ITR) filed for last three financial years i.e., FY 2021-22, 2022-23, & 2023-24)		
9.	Copy of valid GST registration		

#	Documents to be submitted	Submitted (Y / N)	Documentary Proof (Page No.)
10.	Copy of valid PAN card		
11.	Undertaking by the Bidder for not being barred by any State/ Central Government/PSU		
12.	Self-certification by the Bidder's HR heads on Bidder's letter head mentioning no. of employees		
<b>Financial Proposal</b>			
13.	Commercial bid		

## Annexure – II : Cover Letter

### Proposal Covering Letter

(To be on the Bidder's letterhead duly Signed by Authorized Signatory)

Tender Ref No:

To

(-----)

**Gujarat Fibre Grid Network Limited.**

**Block No: 6, 5th Floor, Udyog**

**Bhavan, Sector-11, Gandhinagar -**

**382010**

**Ref: "Request for Proposal (RFP) for Selection Of Last Mile Connectivity Agency (LMCA) On Service Model for Various Government Institutions Connectivity through BharatNet Network (Reference No: GFGNL/GFG/e-file/263/2024/0095/Commercial-Utilization)"**

Dear Sir,

We ..... (Name of the Bidder) hereby submit our proposal in response to notice inviting tender **document no. xxxxxxxxxx Dated: xx.xx.xxxx** and confirm that:

1. All information provided in this proposal and in the attachments, is true and correct to the best of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 180 days from the last date of submission of proposal,
4. We are quoting for all the items (including services) as per the price bid format as mentioned in the RFP.
5. We the Bidder are not under a declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.
6. We are not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons.
7. We have an office in the state and relevant documents for the same are attached. We undertake that

[Sign Of Bidder]

if the local presence is not there in the state, that we shall establish an office at Gandhinagar/ Ahmedabad, within 45 days from the date of the award of contract.

8. We have applied for the following zones for this bid

a. Zones applied for \_\_\_\_\_

9. Gujarat Fibre Grid Network Limited (GFGNL) may contact the following person for further Information regarding this tender:

- Name & Designation:
- Full address of office
- Email ID & Contact No.

10. We are uploading our Response to the RFP (Eligibility, technical and financial bid documents) as per the instructions set out in this RFP.

Yours Sincerely,

**(Signature)**

**Name of Authorized**

**Signatory: Designation:**

**Date:**

**Name of the Bidder:**

**Seal:**

### Annexure – III : Power Of Attorney

#### **Format for Power of Attorney**

(To be provided in original on stamp paper of value required under law duly Signed by 'Bidder')

Dated:

#### **POWER OF ATTORNEY To Whomsoever It May Concern**

Know all men by these presents, we \_\_\_\_\_ (name and registered office address of the Bidder) do hereby constitute, appoint and authorize Mr./Ms./Mrs. \_\_\_\_\_ (Name of the Person(s)), domiciled at (Address), acting as (Designation and the name of the firm), as Authorized Signatory and whose Signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for award of Contract "Request for Proposal (RFP) for Selection Of Last Mile Connectivity Agency (LMCA) On Service Model for Various Government Institutions Connectivity through BharatNet Network for providing ----- for a period of ----- Years", vide RFP (Tender Document) Document No. \_\_\_\_\_ dated \_\_\_\_\_, issued by Gujarat Fibre Grid Network Limited (GFGNL), including Signing and submission of all documents and providing information and responses to clarifications / enquiries etc. as may be required by Gujarat Fibre Grid Network Limited (GFGNL) or any governmental authority, representing us in all matters before Gujarat Fibre Grid Network Limited (GFGNL), and generally dealing with GFGNL in all matters in connection with our Proposal for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For

(Signature)

(Name, Title and Address)

Accept (Attested Signature of Mr./Ms./Mrs.

(Name, Title and Address of the Attorney)

[Sign Of Bidder]

**Notes:** To be executed by the Bidder - The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. - Also, wherever required, the executant(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the executants(s).

**Annexure – IV : Bidder Information Sheet**

(to be filled for both members in case of consortium)  
(To be Signed and submitted by the Bidder on their letter head)

Sr No	Particulars to be provided	Responding Firm's / Company Details to be provided	
<b>Basic details</b>			
1.	Name of the Bidder		
2.	Correspondence details of the Bidder:	Corporate Office	Local Office
3.	Telephone No & Email Address		
4.	Contact person details (Name, Designation Contact number etc.), to whom all references shall be made regarding this RFP		
5.	Details of ownership (Name and Address of the Board of Director, Partners etc.)		
6.	Name of the authorized Signatory who is authorized to sign all the relevant documents		
7.	Address of office in Ahmedabad/ Gandhinagar (if any)		
<b>Details for registration under Companies Act, 1956</b>			
8.	Registration Number of the Bidder in case of company/LLP		
9.	Place of registration		
10.	Date of registration		
11.	Product/service for which firm is registered		
12.	Validity Period, if applicable		
<b>Details for registration with appropriate authorities</b>			
13.	GST registration details (Registration number and details)		
14.	PAN No		

Authorized Signatory

Seal of the Company

Name & Designation

Date

[Sign Of Bidder]

Page **101** of **110**

Annexure – IV : Format for Bank Guarantee for Earnest Money Deposit (EMD)  
(To be typed on non-judicial stamp paper of Rs. 300)

To  
(-----)

Dated:

**Gujarat Fibre Grid Network Limited**  
**Block No: 6, 5th Floor,**  
**Udyog Bhavan, Sector-11,**  
**Gandhinagar 382010**

Whereas----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Tender ----- no: xxxxxxxxxxxxxxxxxxxx for \_\_\_ KNOW ALL MEN by these presents that WE----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the -----, Gujarat Fibre Grid Network Limited in the sum of ----- for which payment well and truly to be made to Gujarat Fibre Grid Network Limited (GFGNL) , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of----- 2024.

**THE CONDITIONS of this obligation are:**

The EMD may be forfeited, In case of a Bidder if:

- 1) The Bidder withdraws its bid during the period of bid validity.
  - a. The Bidder does not respond to requests for clarification of their Bid.
  - b. The Bidder fails to co-operate in the Bid evaluation process.
  - c. The Bidder, fails to furnish Performance Bank Guarantee in time.
- 2) The Bidder fails to Sign the contract in accordance with this RFP
- 3) The Bidder is found to be involved in fraudulent and corrupt practices

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

This guarantee will remain valid up to 6 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the GFGNL and further agrees that the guarantee herein contained shall continue to be enforceable till the GFGNL discharges this guarantee The Bank shall not be released of its obligations under these presents by any exercise by the GFGNL of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the GFGNL or any other indulgence shown by the GFGNL or by any other matter or things.

[Sign Of Bidder]

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

Dated at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 2024. Signed and delivered by

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

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



Annexure – V : Format for Bank Guarantee for Performance Bank Guarantee (PBG)  
(To be typed on non-judicial stamp paper of Rs. 300)

Ref: Bank Guarantee No.  
Date:

To,  
(-----)

**Gujarat Fibre Grid Network Limited**  
**Block No: 6, 5th Floor,**  
**Udyog Bhavan, Sector-11,**  
**Gandhinagar 382010**

Dear Sir,

WHEREAS..... (Name of Bidder) hereinafter called "the Bidder" has undertaken, in pursuance of Agreement dated, (hereinafter referred to as "the Agreement for "RFP for selection of Service Provider for providing ----- for a period of ----- Years (**Tender No. xxxxxxxxxxxxxxxxx Dated: xx.xx.xxxx**) for the **Department of Science & Technology, Government of Gujarat.**

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 implementing PROJECT.

1. WHEREAS we \_\_\_\_\_ ("the Bank", which expression shall be deemed to include its successors and permitted as Signs) have agreed to give the Gujarat Fibre Grid Network Limited ("GFGNL") the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Bidder to GFGNL under the terms of their Agreement dated\_\_\_\_. Provided, however, that the maximum liability of the Bank towards GFGNL under this Guarantee shall not, under any circumstances, exceed \_\_\_\_\_ in aggregate.

2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from GFGNL in that behalf and without delay/demur or set off, pay to GFGNL any and all sums demanded by GFGNL under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from GFGNL to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attention Mr. \_\_\_\_\_.

3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of months from the date of its execution. The Bank shall extend the Guarantee for a

[Sign Of Bidder]

further period which may be mutually decided by the Bidder and GFGNL.

The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

- Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.

- Any breach or non-compliance by the Bidder with any of the terms and conditions of any Agreements/credit arrangement, present or Future, between Bidder and the Bank.

4. The BANK also agrees that GFGNL at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the BIDDER and not withstanding any security or other guarantee that GFGNL may have in relation to the Bidder's liabilities.

5. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of GFGNL or any other indulgence shown by GFGNL or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

6. This Guarantee shall be governed by the laws of India and the courts of Gandhinagar shall have jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this ..... Day of .....,2024

Witness

(Signature)

(Name)

(Name)

(Official Address)

Plus Attorney as per Power of Attorney No.

Dated:

(Signature)

Bank Rubber Stamp

Designation with Bank Stamp

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

Annexure – VI: Format for Bid

**Earnest Money Deposit Details**

Sr. No.	Item	Amount (In Rs.)	Name of the Bank & Branch	Demand Draft No.
1	<b>Earnest Money Deposit (E.M.D.)</b>			

**Eligibility Criteria**

**Form No. A: Company Registration**

Sr. No.	Name of Bidder	Certificate of Incorporation	Document Submitted or Not?
1			

**Note:** Please fill this form and upload the supporting documents.

**Form No. B: Office in GUJARAT**

Sr. No.	Address	Contact Person	Contact Nos.	Type of supporting document attached
1				

**Note:** You may mention more than one office (if applicable) by adding multiple rows which may be added by "NUMBER OF ROWS TO ADD".

**Form No. C: Work Experience**

Sr. No.	Project	Project Details	Period of Contract	Contact details of client	Type of supporting document attached
1					

**Note:** You may mention more than one project by adding multiple rows which may be added by "NUMBER OF ROWS TO ADD".

## Financial Details of the Bidder

Turnover (INR: In Lakh)		
2021 – 22	2022 – 23	2023-24

**Note:**

1. Submit the audited financial statement/ audited annual report of the above-mentioned financial years.

Name:

Designation:

Signature of the Authorized Signatory (with seal):

Annexure - VII : Performa Of Compliance Letter

**Performa of Compliance Letter**

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

To,

Date : dd /mm /yyyy

GM (-----)

Gujarat Fibre Grid Network Limited

Block No: 6, 5th Floor, Udyog

Bhavan, Sector-11, Gandhinagar

382010

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

Dear Sir,

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the Bidder>>. We have to inform you that we have read and understood the technical specifications and total requirements of the above-mentioned bid submitted by us on <<Date>>. We hereby confirm that all our quoted items meet or exceed the requirements and are absolutely compliant with specifications mentioned in the bid document.

We also explicitly understand that all quoted items meet technical specifications of the bid and that such technical specifications override the brochures/standard literature if the same contradict or not indicated in brochures.

We are not banned or blacklisted by any Government institution of India.

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

Thanking you,

For <Name of the Bidder>>

<<Authorized Signatory>>

<<Stamp of the Bidder>>

[Sign Of Bidder]

Annexure – VIII : Self-declaration / Undertaking of not being barred by any State / Central Government / PSU

(To be submitted by Bidder on their letterheads)

To,  
Chief Finance Officer (CFO)  
Gujarat Fibre Grid Network Limited (GFGNL),  
Block No: 6, 5th Floor,  
Udyog Bhavan,  
Sector-11, Gandhinagar -382010

Sir,  
In response to the “**Request for Proposal (RFP) for Selection Of Last Mile Connectivity Agency (LMCA) On Service Model for Various Government Institutions Connectivity through BharatNet Network (Reference No: Request for Proposal (RFP) for Selection Of Last Mile Connectivity Agency (LMCA) On Service Model for Various Government Institutions Connectivity through BharatNet Network (Reference No: GFGNL/GFG/e-file/263/2024/0095/Commercial-Utilization)**” as an Owner / Partner / Director of \_\_\_\_\_, I/We hereby declare that presently our Company / Firm \_\_\_\_\_ have not been barred from participating in any tender / providing services / procurement process or supply of materials by an organization by any department / office / PSU / board or corporation of either Government of India or any state government.

I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours Truly,  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
Seal:

[Sign Of Bidder]

Annexure – IX: Self Certification by Bidder and OEM

(This shall be provided on Rs.300/- non-Judicial stamp paper.)  
**Undertaking as per guidelines published by Ministry of Finance, Dept. of  
Expenditure, Public Procurement division dated 23.07.2020**

Date: DD/MM/YYYY

Tender Ref No.

To,

<<<Client Name & Address>>

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the Bidder and OEM>>.

I have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that <<Name of Bidder and OEM>> is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that <<Name of Bidder and OEM>> fulfills all requirements in this regard and eligible to be considered. [Where applicable, evidence of valid registration by Competent Authority shall be attached.]

If given information is found to be false, this would be ground for immediate termination and further legal action in accordance with law.

Authorized Signatory:

Name:

Designation:

Name of the Bidder:

Name of the OEM:

Address:

Company Seal:

[Sign Of Bidder]

Annexure – X: MAF (one and only one OEM for each component)

**Manufacturer’s Authorization Format (MAF) From OEM**

Date:

To  
.....  
.....  
.....

Ref: Tender No.

Subject: Manufacturer Authorization Letter for RFP No. ....

Dear Sir,

We, \_\_\_\_who are established and reputed developers/manufacturers of \_\_\_\_\_having development center/ factories at \_\_\_\_\_(address of development center/factory) do hereby authorize M/s.\_\_\_\_(Name & Address of agent) to submit a bid and sign the contract with you against above mentioned RFP.

We authorized the \_\_\_\_ (name of the Bidder) for the following modules/products:

Sr. No.	Product Name	Make & Model

**<<for Software components>>**

We hereby confirm that the offered Product in the referenced RFP will be provided unconditionally with a back to back warranty and support including subscription covering upgrades, updates, patch updates, bug fixes, Fault Reporting, Trouble Ticketing, call resolution etc. available for the period of two years for the entire scope of the project through M/s\_(SI/ Bidder) from the date of Go-Live and also till Go-live.

**<<For Hardware components>>**

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 period of two years for the entire scope of the project through M/s\_\_ (SI/ Bidder) from the date of Go-Live and also till Go-live.

Thanking You

For <OEM/ Manufacturer name>

< (Authorized Signatory)>

Name:

Designation:

Contact Details:

Seal of the Company

**NOTE:**

1. The letter should be submitted on the letter head of the manufacturer / OEM and should be signed by the authorized signatory.

=====**End Of Document**=====

[Sign Of Bidder]