

Clarification document-II

**Request for Proposal (RFP) for
Selection of Agency for Supply, Installation, Testing and Commissioning to upgrade backhaul network
for Gujarat Fibre Grid Network Limited, Dept. of Science & Technology, Government of Gujarat**

Issued by:

Gujarat Fibre Grid Network Limited

Reference No: **GFGNL/GFG/e-file/263/2023/0122-2**

13th March 2025



Issued By:

Gujarat Fibre Grid Network Limited (GFGNL)

A Government of Gujarat Company

Block No: 6, 5th Floor, Udyog Bhavan, Sector-11, Gandhinagar 382010

Annexure VIII: MAF

Manufacturer's Authorization Format (MAF) From OEM

Ref:

Date:

To

.....,
.....,
.....,

Subject: Manufacturer Authorization Letter for RFP No.

Sir,

We, <OEM Name> having our registered office at <OEM address>, hereinafter referred to as OEM are an established manufacturer of the following items quoted by <Bidder Name> having their registered office at <Bidder address>, hereinafter referred to as Bidder. We <OEM Name> authorize <Bidder's name> to quote our product for above mentioned tender.

We confirm that we have understood the delivery & installation timelines defined in the tender. We confirm that we have worked out all necessary logistics and pricing agreement with <Bidder name>, and there won't be any delay in delivery, installation, and support due to any delay from our side.

AMC, Warranty, Maintenance, Spares and duration: We also ensure to provide the required spares, AMC, warranty, maintenance and service support unconditionally for the supplied equipment for a period of 10 years from the date of Go-Live including 7 years comprehensive onsite back-to-back OEM warranty and AMC followed by extended comprehensive onsite warranty and AMC for remaining 3 years preferably back-to-back by OEM or by PIA as per tender service levels. In case, the tenderer requires to extend the period of contract with PIA beyond 10 years, we, as OEM, also undertake to provide support for this extended period also, in case, the supplied product is supported anywhere globally.

Compulsion for Latest Products: The make & model propose by bidder through OEM is quoted should not be older than 1 year from the date of assigned work order. We also confirm that offered product will not be EOL (End of Life) within 10 years from Bid submission date.

OEM direct relationship with GFGNL through MAF servicing the obligations: In case of PIA exits from the Project for any reason, including but not limited to default, insolvency, termination of its agreement with the purchaser, or other circumstances resulting in the inability of PIA to fulfill its obligations under the Agreement, OEM shall be obligated to continue providing the services to

purchaser or to the new PIA appointed by the purchaser in accordance with the terms and conditions outlined in the agreement between OEM and the original bidder/PIA including no change in commercials. In case of any difficulties in logging complaint at bidder end, user shall have option to log complaint at our call support Centre. We understand that any false information/commitment provided here in this MAF and during supplies may result in <OEM's Name> getting blacklisted/debarred from doing business with GFGNL.

De-risk obsolescence: If any product is declared end of sale/support, we shall proactively ensure that a suitable equivalent or higher roll over product is offered through the bidder/PIA to GFGNL for due approval, contract and order executions thereafter without any additional cost to the GFGNL.

Following are the few key responsibilities of OEM but not limited to,

- Provide yearly product training to the tenderer or its authorized agency throughout the product warranty and support contract. This training may include refreshers at no additional cost.
- OEM with PIA will jointly worked on Quarterly performance reports, including Incident reports and share performance improvement plans including but not limited to MTTR, Repair & Return (R&R) & Tech support performance, design and traffic engineering etc. to ensure the effectiveness and alignment with the objectives of the RFP.
- Assist in enabling APIs, testing, and providing on-site or off-site support, as per the tenderer's requirements, including any necessary integration with third-party network devices(only approved by tenderer) or solutions with tenderer network devices/solutions. For this OEM and PIA/SI will collaborate and take appropriate actions to provide support.
- All licenses supplied in the project on the name of tenderer, i.e., "Gujarat Fibre Grid Network Limited" and Perpetual or with update and upgrades during the entire contract period and after the contract period without any condition and additional cost to GFGNL, the software should work without support (Update/Upgrade).
- We will proactively notify the bidder including tenderer of any security vulnerabilities and provide fixes for timely system patches during the contract period. Our tech support will align to assist the bidder team during major upgrades or integrations in the network.
- Regular patch updates for the supplied products and equipment will be monitored, provided, and applied with minimal to no impact. Any updates that may have a nominal impact will be implemented only after obtaining prior approval from the tenderer.

We hereby declare that the proposed below product complies with all the specifications defined and desired in this RFP and subsequent corrigenda.

| Sr No | Product Name | Make & Model |
|-------|--------------|--------------|
|-------|--------------|--------------|

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| | | |

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.
2. Any deviation would lead to summarily rejection of bid.

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