

Corrigendum-I

Request for Proposal (RFP) for Selection of Agency for License and AMC Support of Existing ICT Infrastructure for Gujarat Fibre Grid Network Limited, Dept. of Science & Technology, Government of Gujarat

Issued by:
Gujarat Fibre Grid Network Limited
GFGNL Ref No: GFGNL/GFG/e-file/263/2025/0133/NOC

16th January 2026



Issued By:

Gujarat Fibre Grid Network Limited (GFGNL)

A Government of Gujarat Company

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

Corrigendum

The Bidders are requested to take note of the following changes made in the RFP document, which are to be considered while submitting the RFP response. They shall be presumed to have done so and submitted the RFP response / bid accordingly.

- This Corrigendum shall be the part of the RFP documents / process.
- All items specified in this Corrigendum supersede relevant items to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.
- Text with strikethrough means it is deleted.

Fact sheet:

#	Particular	Details
19.	Contract Duration	2 years from the date of issue of Work Order(WO) and will extend further for more 1 year on same rate terms and condition based on performance/quality ranking of services with mutual understanding .

Financial Bid:

1. ~~Payment will be made on actual number of agents deployed after deduction of applicable penalty.~~
2. ~~No. of Manpower against GFGNL services is indicative only & will vary based on actual work requirement. Further the manpower may be used for any project of DST.~~

12. Training

- ~~ii. The bidder shall provide training for the functioning of active and passive elements like cabin, SMPS, battery bank, rectifier, air conditioner, servo stabilizer, FCU, Fire suppression system, solar system etc.~~

32. Prices

- i. Prices quoted must be firm and shall not be subject to any upward revision on any account whatsoever throughout the period of contract. Tenderer however reserves the right to review the charges payable for the Maintenance and Management of the infrastructure at any time at the request of Tenderer whichever is earlier to incorporate downward revisions as applicable and necessary.
- ii. If at any time, during the period of contract, the PIA offers identical services/products to any other Govt. Department/ Organization at prices lower than those chargeable under this contract, he shall notify the same to the Tenderer and extend such reduced prices to the Tenderer with immediate effect.
- iii. At any time during the contract (a) if it comes to the notice of GFGNL regarding reduction of price for the same or similar works; and/ or (b) the prices received in a new tender for the same or similar works are less than the prices chargeable under the contract. The prices would be determined as follows:
 - iv. The prices once fixed will remain valid during the scheduled time period except for the provisions in clause of "Price" of this RFP.
 - v. GFGNL, for the extended period, if any, will determine and intimate the new price, taking into account various related aspects such as quantity, geographical location etc., and the date of its effect for the balance works to the vendor. In case the vendor does not accept the new price to be made applicable during the extended period and the date of its effect, GFGNL on behalf of DIGITAL BHARAT NIDHI(DBN), DoT shall have the right to terminate the contract without accepting any further works. This termination of the contract shall be at the risk and responsibility of the Contractor and GFGNL reserves the right to give work order for the balance works at the risk and cost of the defaulting vendor besides considering the forfeiture of its performance security.
 - vi. The Contractor while applying for extension of time for works, if any, shall have to provide an undertaking as "We have not reduced the price, and/ or offered price the same or similar works to any person/organization including Department of central/state Government or any central/state PSU at a price lower than the price chargeable under the contract for scheduled time period."
 - vii. In case undertaking is not applicable as above, the vendor will give the details of prices, quantity etc. to GFGNL, while applying extension of delivery period.

Annexure F:

Module Name	Option Name With Qty
SC5020 Base	Dell Storage SC5020
SC5020 Mezz Card	SC, SFP+, 4-port, Mezz Card, Qty 2
Front-End IO Cards	IO, 16Gb FC, 2Port, PCI-E, Full height, QTY 2
SC5020 Mezz Card Optics and DACs	Transciever, 10Gb-SFP+, Short Range
Bezel	SC5020 Bezel
SC5020 Controller Components	SC5020 Controller Components
Hard Drives	No Hard Drive Config
Hard Drives	SC5020, 2.5" SAS, Drive Blank
Power Supply	Redundant Power Supply, 1485W, C14: 200-240 VAC
Power Cords	Jumper Cord - C13/C14, 2M, 250V, 10A (India BIS), Qty 2
Front-End IO Cables	LC-LC Optical Cable, 5M
SAS Cables	12Gb HD-Mini to HD-Mini SAS cable, 2m, Qty 2
Dell Services:Hardware Support	5Yr PreSupport & Mission Critical (7x24) 4-hour Onsite Service
Dell Services:Future Technical Support	Technical Support
Dell Services:Deployment Services	ProDeploy Plus Dell Storage SC Series 5XXX SAN
Storage Center Base Software	Storage Center Core Software Bundle, Base License
Storage Center Drive License	Storage Center Drive Certificate
Freight Charges	Compellent-06 Handling & Insurance Charges(India)
Shipping	Ship Mod for Compellent SC5020-APCC and TW
Regulatory label	Regulatory Label for Compellent SC7020/SC5020 - APCC and TW
Base	SC400 Enclosure (1st enclosure of new array)
Bezel	SC400 Bezel

Enclosure Management Module	Enclosure Mangement Module, Dual
Hard Drives	SC400, 3.5" SAS, Drive Blank
Hard Drives	SC, 12TB, NL-SAS, 12Gb, 7.2K, 3.5" HDD
Rack Rails	Rack Rails, Static
Power Supply	Redundant Power Supply, 600W
Power Cords	Jumper Cord - C13/C14, 2M, 250V, 10A (India-BIS), Qty-2
SAS Cable	12Gb HD-Mini to HD-Mini SAS cable, 0.5m, Qty-2
Dell Services: Hardware Support	5Yr PreSupport & Mission Critical (7x24) 4-hour Onsite Service
Dell Services: Future Technical Support	Technical Support
Dell Services : Deployment Services	ProDeploy Plus Dell Storage SC Disk Series 400/420 2U Exp Enclosure
Freight Charges	Cempellent-04 Handling & Insurance Charges(India)
Shipping	Dell SC400 Shipping, APCC
Regulatory Label	Regulatory Label for SC400/SCv300 - APCC and TW
Base	SC400 Enclosure (add-on enclosure)
Bezel	SC400 Bezel
Enclosure Management Module	Enclosure Mangement Module, Dual
Hard Drives	SC400, 3.5" SAS, Drive Blank
Hard Drives	SC, 12TB, NL-SAS, 12Gb, 7.2K, 3.5" HDD
Rack Rails	Rack Rails, Static
Power Supply	Redundant Power Supply, 600W
Power Cords	Jumper Cord - C13/C14, 2M, 250V, 10A (India-BIS), Qty-2
SAS Cable	12Gb HD-Mini to HD-Mini SAS cable, 0.5m, Qty-2
Dell Services: Hardware Support	5Yr PreSupport & Mission Critical (7x24) 4-hour Onsite Service
Dell Services: Future Technical Support	Technical Support
Dell Services : Deployment Services	ProDeploy Plus Dell Storage SC Disk Series 400/420 2U Exp Enclosure

Freight Charges	Compellent-04 Handling & Insurance Charges(India)
Shipping	Dell SC400 Shipping, APCC
Regulatory Label	Regulatory Label for SC400/SCv300—APCC and TW

Storage: -

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

AppSync Unity Hybrid	1
AppSync Bsc for Unity 300/380=IC	1
ProSupport Mission Critical AppSync Basic, 60 Month(s)	1
RecoverPoint for Unity XT Hybrid[Dell EMC RecoverPoint for Unity XT Hybrid	1
RP Basic for Unity 380/480/680/880=IC	1
ProSupport Mission Critical, RecoverPoint Basic, 60 Month(s)	1
CTX DS-6610B 8P/24P switch w/rear to front airflow	2
Connectrix DS-6610B 8 Port 16G SFP Port on Demand Upgrade Kit	1
Dell Networking Cable, OM4 LC/LC Fiber Cable, (Optics required), 5 Meter	8
ProDeploy Plus Connectrix Fibre Channel Switch Deployment (up to 4 new hosts)	1
ProDeploy Plus Connectrix Fibre Channel Switch Deployment Verification (up to 4 new hosts)	1
ProSupport and 4Hr Mission Critical Initial, 12 Month(s)	1
ProSupport and 4Hr Mission Critical Extension, 48 Month(s)	1

Pre-bid Query Response

Sr. N o	RFP Docum ent Clause / Sectio n No	Clause Title	Page No.	Content of the RFP Requiring Clarification	Clarification Sought	Query Response
1	II. Fact Sheet	Contract Duration	9	2 years from the date of issue of Work Order(WO) and will extend further for more 1 year on same rate based on performance/quality ranking of services.	<p>With reference to the tender conditions regarding contract duration and extension, we would like to submit the following for your kind consideration:</p> <p>As per existing terms, the contract is proposed for two (2) years with an extension of one (1) additional year at the same rates based on performance. However, we would like to highlight that many OEMs may not be able to extend services for an additional year at the same rates, as renewal prices generally increase year-on-year as per OEM pricing policies. Additionally, the USD to INR exchange rate after completion of two years cannot be predicted, which may significantly impact commercial viability.</p> <p>In view of the above, we kindly request GFGNL to consider the following modification:</p> <p>The initial contract shall be for two (2) years.</p>	<p>Updated clause: Contract duration - 2 years from the date of issue of Work Order(WO) and will extend further for more 1 year on same terms and condition based on performance/quality ranking of services with mutual understanding. Refer "section 3, Clause 32 -Prices " for additional information.</p>

Sr. No	RFP Document Clause / Section No	Clause Title	Page No.	Content of the RFP Requiring Clarification	Clarification Sought	Query Response
				<p>After completion of two years, GFGNL may approach the bidder/vendor for extending the contract for one (1) additional year, subject to mutual agreement.</p> <p>The extension for the third year shall be based on mutual understanding and acceptance by both GFGNL and the bidder/vendor, considering prevailing OEM pricing and exchange rate conditions.</p> <p>If the bidder/vendor is agreeable to extend for the third year, the contract shall be extended accordingly.</p> <p>If the bidder/vendor is not agreeable to extend the contract beyond two years, the contract shall automatically conclude at the end of the second year, without any obligation on either party.</p> <p>We request you to kindly review and consider the above proposal and provide necessary clarification or amendment in the tender document.</p>		

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					Thank you for your cooperation.	
2	3. Eligibility Criteria	Point - 6	13	<p>Bidder should submit a "Manufacturers Authorization form" (MAF) for supply of AMC and support by the respective OEM authorizing the bidder to supply AMC of existing Network hardware.</p>	<p>Post the transition of VMware to Broadcom, there have been significant changes in the partner authorization model. Broadcom has restricted and consolidated its partner ecosystem, resulting in only a limited number of authorized partners in India for VMware/Broadcom products. Due to this change, several system integrators who have valid experience in providing AMC and support services for VMware environments are currently not eligible to obtain MAF, despite having existing customers with valid VMware/Broadcom deployments and expiring support contracts.</p> <p>This restriction may unintentionally limit competition and participation in the tender, even among capable and experienced bidders.</p> <p>In view of the above, we kindly request the tendering authority to consider relaxing or removing the</p>	<p>Refer GeM RFP section scope of work link with clause V- "System integration component", sub-clause "e".</p>

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					<p>MAF requirement specifically for VMware/Broadcom AMC and support services, or alternatively allow submission of self-declaration / customer confirmation / proof of past AMC support for VMware environments, to enable wider participation and ensure competitive bidding.</p> <p>We request you to kindly clarify and consider the above for the benefit of all prospective bidders.</p>	
3	VIII. Backup and Restore Services:	A & B	17	<p>a. Bidder should provide backup of operating system, Virtual Machines and application as per stipulated policies of GSDC/GFGNL.</p> <p>b. Bidder should also provide prompt problem resolution in case of failures in the backup processes</p>	<p>We request clarification on the scope of work related to the backup solution and infrastructure.</p> <p>Our understanding is that:</p> <p>The backup software, backup server, and backup storage infrastructure will be provided by GFGNL, and</p> <p>The selected bidder's scope will be limited to configuration of backup policies, monitoring, and support/operations of the existing backup solution, including troubleshooting and resolution of backup failures.</p>	Understanding is correct

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				<p>Kindly confirm whether the above understanding is correct.</p> <p>In case the bidder is required to supply backup software licenses, backup server hardware, and backup storage, we request the tendering authority to kindly provide:</p> <p>Details of the expected backup architecture,</p> <p>Preferred or mandated backup software (OEM/version), Storage capacity and performance requirements, and Any specific technical or compliance requirements.</p> <p>This clarification will help bidders to accurately assess the scope and submit a compliant and competitive bid.</p>		
4	Annexure F: Detailed list of Material	Storage:	69	SC5020 Base	<p>We seek clarification regarding the storage equipment mentioned in the tender documents:</p> <p>In Section IV: Existing Inventory Details with Support Requirement, the storage system is listed as Dell</p>	Pls see revision. Modification in annexure F also listed above.

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					<p>EMC Unity 380.</p> <p>However, in Annexure F: Detailed List of Material, the storage equipment is mentioned as Dell SC5020 Base.</p> <p>Kindly confirm which storage system is included in the scope for support and AMC under this tender. Clarification on this discrepancy will help us prepare an accurate and compliant bid.</p>	
5	3.7	Eligibility Criteria	13	<p>The Bidder must have one office in Ahmedabad/Gandhinagar of Gujarat state. or undertaking from the bidder that they will open an office within one month of placement of PO by GFGNL.</p>	<p>If the bidder deploys a resident engineer at GFGNL premises for the entire contract period to ensure smooth operations subject to GFGNL will provide necessary seating and workspace, then maintaining a separate open office in Ahmedabad/Gandhinagar may not be required. In such a scenario, we request GFGNL to consider relaxing the open office requirement, which will help enable wider participation while still ensuring effective on-site support and operational continuity.</p>	As per RFP

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6	-	-	-	-	We have received your RFP. Before we proceed with OEM back-to-back support, we kindly request that you provide the OEM product model number and service number for warranty support clarification.	Model No already mentioned in list.Pls refer Table no 1
7	tion 3: General Conditions of Contract	4. Payment Terms & Time line	34	Payment shall be made on quarterly basis of the submission of the bill by the agency, subject to the penalty of the SLA	<p>As per the OEM's standard policy, the existing hardware OEM requires 100% advance payment against Purchase Order or payment within 30 days after warranty and support renewal.</p> <p>Considering the overall project cost and the 2-year contract period, it will not be feasible for us to process payments on a quarterly basis, as the OEM does not support back-to-back quarterly payment terms.</p> <p>We therefore request the department to modify the payment terms to "payment within 30 days after successful renewal of warranty and support".</p> <p>This change is essential for us to participate in the tender and ensure uninterrupted OEM support services.</p>	As per RFP ask, the accountability of SI can only be ensure by releasing the payment quarterly with penalty implications.

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8	Fact Sheet	Fact Sheet (20)	Page no. 9 of 73	Estimated value: Rs.76,00,000/-	We wish to clarify if the estimated value is exclusive of GST. Kindly confirm.	Understanding is correct
9	Section 1: Invitation for RFP	4. Scope of Work (X. Warranty and Services: (b))	Page no. 18 of 73	Free maintenance services will be provided during the period of warranty. Professionally qualified engineer who have expertise in the System and Networking Hardware supplied by the bidder will provide these services.	What is GFGNL expectation in terms of deployment of manpower. Please define the number of engineers per shift along with no. of shifts if any.	The major objective of GFGNL through this RFP is to make the service available till the end user without any impact, for this bidder shall be solely responsible to maintain and manage the ICT infra. either through virtually via own engineer/OEM or physical visit without any intervention/support of GFGNL following all government security and other compliances
10	Section 3: General Conditions of Contract	Clause no. 26 Training	Page no. 46 of 73	The bidder shall provide training for the functioning of active and passive elements like cabin, SMPS, battery bank, rectifier, air conditioner, servo stabilizer, FCU, Fire suppression system, solar system etc.	Since these items are not asked in the said RFP and no details of them are given, we request either to amend the clause or delete the same.	Pls see revision
11	-	-	-	The training session frequency, duration and batch sizes shall be mutually decided so as to meet the actual requirement. The training physical material including the e-mail, documentations handover, experience gathered(lesson	We would request GFGNL to define the number of sessions per year to incorporate the cost accordingly.	The training is only needed in case of VM platform/OEM change since new Platform would introduce its own maintenance suite.

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				learned) shall be shared by the resources onboarded through this bid.		

Table no 1

Item Description		Quant ity	Make/Model	Serial Numbers
Firewall		2	Fortinet FortiGate 100F (FG-100F)	FG100FTK20014087, FG100FTK20014121
10GE SFP+ Transceiver Modules		4	Fortinet Compatible	A47A7UH, A47A7QG, A47A7RB, A47A7RE
Storage DPE		1	Dell EMC Unity 380 (DPE 25x2.5)	PSICK203302612
L3 Switch		2	Cisco Catalyst 9300L 24-port	FOC2438L9CY, FOC2441L2YK
SAN Switch		2	Brocade/CTX DS-6610B	BRCEZL1932R01B, BRCEZL1932R01A
Blade Servers		9	Dell PowerEdge FC640	1K5VB33, 6BZTB33, 2K5VB33, 3K5VB33, 4K5VB33, 5K5VB33, 7BZTB33, 8EZTB33, 9BZTB33
Blade Chassis		8	Dell PowerEdge FX2	SFNS243204AR, SFNS2432071X, SFNS2432071Z, SFNS2432073], SFNS2432073U, SFNS2432074D, SFNS2432075F, SFNS243203TS

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