NOTICE INVITING TENDER FOR
TRUNKEY BASIS

Selection of a Backend Partner for Supply & Integration of IT INFRA at designated Datacentres.

Ref: ITI/ Def-Mktg/IT-INFRA/2026-27

ITI LIMITED

(A Govt. of India Enterprise)
Defence-Marketing
ITI Limited, First Floor, Core 6,
Scope Complex, Lodi Road, New Delhi-110003
Website: https://www.itiltd.in/
Email: skumar_bcdel@itiltd.co.in
CIN No: L32202KA1950GOI000640

1. Introduction.

ITI Limited, a Public Sector Undertaking under the Department of Telecommunications, Ministry of Communications, is a leading Telecom equipment manufacturer and solution provider in India. The major customers are BSNL, BBNL, MTNL, Defense, Paramilitary forces, Railways, Banks, Central & State Govt. departments, Institutions and research organizations like ISRO.

ITI Limited has been undertaking various projects in all fields of telecommunications and information technology and also continuously deploying new technologies in the field of Telecom, ICT, Networking, e-Governance etc. ITI has diversified its operation and has been executing projects in the field of Smart Infrastructure (Smart Cities, Safe Cities, Smart Energy Meters, Smart Classrooms, Smart Poles etc), Bharatnet etc. ITI has been executing projects in latest technologies like GPON, OLT, ONT, OFC, HDPE etc.

ITI Limited would like to address the tender on turnkey basis for selection of backend partner "**for Supply & Integration of IT INFRA at designated Datacentres**". In this connection ITI Limited, invites sealed tender from eligible bidders for addressing the above tender opportunity and implementing the project as per their scope of work finalized with ITI.

2. Important Dates.

Date of tender Upload	03-08-2026
Due Date for tender Submission	10-08-2026 up to 12:00 PM
Estimated Cost (Approx.)	**Rs. 1,75,00,00,000/-**
Pre Empanelment Queries/Pre Bid meeting	No
ITI Contact Person	**DGM- DM & Projects (IAF)** **Ph.:011-24368533,24360555** **Email:-**skumar_bcdel@itiltd.co.in **https://www.itiltd.in** **Helpdesk:** **Mr.Faiz Ahmad Khan,** **AM-Projects** **e-mail: faizahmad_nsu@itiltd.co.in**
Tender Fee	Rs. 5,000/-+ Rs. 900/- = Rs. 5,900/-(Non-Refundable)
Earnest Money Deposit (EMD)	**Rs.3,50,00000/-**
PBG/Security Deposit/e-PBG	5%
Duration of e-PBG required (Months)	62
All other additional terms and Condition	**As mentioned in Bid document.**
The Bank Details of ITI Limited for NEFT/RTGS/Net Banking :	The Bank Details of ITI Limited for NEFT/RTGS/Net Banking is as below: Online RTGS/ NEFT Bank: State Bank Of India, Industrial Finance Branch, Residency Road, Bangalore-560025

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	MICR: 560002059 IFSC: SBIN0009077 A/C No.: 10637729843 EMD may also accepted in the form of BG
Mode of submission	Thru ITI e-tender portal https://itilimited.ewizard.in/.

3. Tender Scope of work & Technical compliance:-

ITI Limited has invited a tender for the selection of a Backend Partner "**for Supply & Integration of IT INFRA at designated Datacentres**".

The scope of work for this project shall be as detailed in Appendix A to AH of the tender document. The selected Backend Partner shall be responsible for executing the assigned scope in accordance with the requirements, technical specifications, and terms and conditions stipulated in the tender.

The proposed solution, products, services, and deliverables shall fully comply with all technical specifications, functional requirements, and performance criteria prescribed in the customer's tender/bid document. The bidder shall ensure complete adherence to all applicable standards, compliance requirements, and project implementation guidelines specified by the customer.

Schedule of Requirements:-

Item Number	Item Title	Item Description	Item Quantity	Unit of Measure	Delivery Period (In number of days)
1	Server Type 1 1U 64 Core	2 x Intel Xeon Gold 6548N 2.8G, 32C/64T, 20GT/s, 60M Cache, Turbo, HT (250W) DDR5-5200 along with product support for five years	37	pieces	168
2	Server Type 2 2U 48 Core	2 x Intel Xeon Gold 6542Y 2.9G, 24C/48T, 20GT/s, 60M Cache, Turbo, HT (250W) DDR5-5200 with product support for five years	8	pieces	168
3	Server Type 3 1U 32 Core	2 x Intel Xeon Gold 6544Y 3.6G, 16C/32T, 20GT/s, 45M Cache, Turbo, HT (270W) DDR5-5200 with product support for five years	35	pieces	168
4	Server Type 4 1U 32 Core	2 x Intel Xeon Gold 6526Y 2.8G, 16C/32T, 20GT/s, 37.5M Cache, Turbo, HT (195W) DDR5-5200 with product support for five years	5	pieces	168
5	Server Type 5 1U 48 Core	2 x Intel Xeon Gold 6542Y 2.9G, 24C/48T, 20GT/s, 60M Cache, Turbo, HT (250W) DDR5-5200 with product support for five years	30	pieces	168

6	Server Type 6 2U 48 Core	2 x Intel Xeon Gold 6542Y 2.9G, 24C/48T, 20GT/s, 60M Cache, Turbo, HT (250W) DDR5-5200, NVIDIA L40s or higher PCIe, 350W-400W, 48GB Passive, Double Wide, Full Height GPU or Better configuration with product support for five years.	4	pieces	168
7	SAN Storage with product support for five years	18 X 7.68TB NVMe SED NON-FIPS TLC SSD with dual drive protection with product support of 5 years	5	pieces	168
8	Backup Solution Software and Hardware	with minimum 1 PB logical capacity with product support for five years	5	pieces	168
9	SAN Switch	24 port 64Gb FC Switch with product support for five years	14	pieces	168
10	Server Load Balancer	10.1. SSL throughput of 30 Gbps scalable up to 50 Gbps 10.2. L7 throughput of 60 Gbps scalable up to 90 Gbps 10.3. SSL TPS with RSA 2k keys 60K scalable up to 100K 10.4.SSL TPS with ECC keys 30K scalable up to 60K with product support for five years	6	pieces	168
11	Scale Out NAS	SO NAS Node based with minimum 3 nodes to deliver 200 TB of usable capacity with product support for five years	2	pieces	168
12	services Installation and Commissioning	Installation and Commissioning of hardware components in Data Centers	1	each	196
13	services Integration	Integration of IMMOLS Upgraded Application after successful installation and commissioning of Hardware Components in data Centers	1	each	316

Note: Ensure that all technical specifications, project scope, and proposed solutions are fully compliant with the customer's bid requirements, technical specifications, and contractual obligations.

4. **Instruction to Bidders**

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (https://itilimited.ewizard.in/.).

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a. REGISTRATION PROCESS ON ONLINE PORTAL:
Bidders to enroll on the e-Procurement module of the portal https://itilimited.ewizard.in/ by clicking on the link "Bidder Enrolment".

a) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
b) Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
c) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
d) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
e) After registration send mail to Helpdesk: helpdeskeuniwizarde@gmail.com for Account activation.
f) As per portal norms Registration Fee will be applicable.

b. TENDER DOCUMENTS SEARCH:

a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'Interested tenders' folder.
c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

5. BID PREPARATION:

a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that needs to be submitted. Any deviations from these may lead to rejection of the bid.
d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF/XLSX/PNG, etc. formats.

6. BID SUBMISSION:

a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
d) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.
i) As per portal norms Tender Processing Fee will be applicable.

7. AMENDMENT OF BID DOCUMENT:

At any time prior to the deadline for submission of proposals, the department reserve the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

8. ASSISTANCE TO BIDDERS:

a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
b) Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/86/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, eprochelpdesk.01@gmail.com, eprochelpdesk.44@gmail.com, eprochelpdesk.06@gmail.com.
c) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
d) The bid should be submitted through e-Wizard portal (https://itilimited.ewizard.in/) only.
e) All payments should be done through e-Wizard Payment gateway.

5(i)	**Eligibility Criteria of Applicants**	
	a	**Company Profile**: The Bidder shall be a Company incorporated /registered in India under Companies Act 1956/2013/ proprietorship/ partnership firm/ Limited Liability Partnership (LLP) and should be in operations continuously for at least 5 years as on the last date of submission of bid. 1) In case the bidder has executed any work/project with/for ITI in the last 5years, it is essential that a satisfactory certificate signed by at least DGM level/or above officer from ITI to be submitted for such project. 2) In case CMC followed by project execution, the CMC charges quoted by bidder are optional and ITI reserves the right to either award CMC to the bidder or float a separate tender at the end of project completion which will be abide by bidder. 3) Any financial liability (like contract processing fee, Agreement Stamp fee, Portal fee, BG making fee etc.) on ITI for this project will be borne by Bidder.
	b	a) Minimum average Turnover during each of the last three financial years (2023-24, 2024-25 and 2025-26), should be at least 75 Crore/-. b) Net Worth of the bidding entity during each of the last three financial years (2023-24, 2024-25 and 2025-26) should be in positive. c) The Bidder shall submit copy of Audited statements/CA certificate for last three years should be submitted along with technical proposal.
	c	Selection of a Backend Partner "**for Supply & Integration of IT INFRA at designated Datacentres**".

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		The scope of work, technical requirements, eligibility criteria, deliverables, timelines, and other contractual obligations shall be as defined in the Customer Tender/BID Documents. The selected partner shall be responsible for executing the project in accordance with the customer's specifications, industry best practices, and agreed service-level requirements. For more details refer to scope of work as per the Customer Tender/BID Documents.
	d	The bidder should not have been blacklisted or debarred by any Pvt Ltd/State / Central Government or their agencies or Public Sector Undertakings (PSUs) as on bid submission date for corrupt, fraudulent or any other unethical business practices or for any other reason. Undertaking as per the format attached in **Annexure-I** duly signed by authorized signatory of bidder.
	e	All the applicable annexures and documents is as per customer BID.
	f	The supply item/OEM must be as per manufacturer certifications mentioned in BID. The technical specification of all the supplied items/ equipment's as per the Operational characteristics and features as mentioned in bid **Appendix-B.** All the above sites/solution & technical specifications must be complied with the original GeM Tender.
	g	Undertaking for willingness to work with ITI as per customer tender etc. terms and conditions.
	h	EMD (Back to Back Basis): **3,50,00000/- Cr** **EMD EXEMPTION:** The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. EMD shall be forfeited under following conditions, a) The bidder withdraws his bid before finalization of the tender. b) The information provided by the bidder is found to be false/forged documents have been provided. This will entail black listing of the bidder also. EMD of all unsuccessful bidders should be returned back once the contract is finalized. Only the EMD of successful bidder to be retained and adjusted against SD and in case no SD is prescribed, then on receipt & verification of PBG, the EMD to be returned. Applicability of exemption of EMD submission to MSME firms is based on prevailing GOI guidelines. For availing this exemption, certified copy of NSIC/MSME certificate and GOI notification need to be enclosed along with the technical bid. The EMD shall be discharged/released after verification of PBG.
	i	Undertaking expressing willingness to sign agreement with ITI.
	j	Bidder shall provide valid OEM Authorization Certificate for all the products quoted as well as certify that the proposed product is not declared end of sale. OEM documents and all applicable annexures/appendix shall be provided as per required by customer RFP.
	k	Consortium is not allowed. Bid splitting not applied. No part bidding allowed.
	l	ITI reserve the right to reject /cancel the bid at any time without assigning any reason.
	m	The agency should have successfully completed similar works (definition of similar Work should be clearly defined) during the last Five years ending last day of the month Previous to the one in

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		which bids are received as indicated below:- i. Three similar completed works each costing not less than 20% Of the estimated cost of work, i.e, 25 Crore each. OR ii. Two similar completed works each costing not less than 25% of the estimated cost of work, i.e, 37.5 Crore each OR iii. One similar completed work costing not less than 40% of the estimated cost of work, i.e 75 Crore each. **Similar Work: -** The bidder should have experience in the execution of IT projects, ITES projects, data centre projects, or any other projects that include IT infrastructure, IT components, or IT-enabled services.	
	n	Our company reserves the right that if any product, service or equipment is being manufactured in ITI limited, its supply and service must be provided to us by the vendor.	
5(ii)		**General : Provide Compliance for the following**	**YES/NO**
	a	All activities like Proof of concept on "No Cost No Commitment" (NCNC) basis wherever applicable will be the responsibility of bidders	
	b	Bidder should be willing to impart required training during undertaking services & execution of project (if applicable)	
	c	Bidder should be willing to sign an exclusive agreement with ITI for smooth execution of the project and all commercial terms will be as per the customer Tender/PO on back-to-back basis.	
	d	PBG will be taken from back-end partner, once ITI will be declared L1. Performance Bank Guarantee (PBG) required for the bid will be borne by the selected bidder.	
	e	LD Clause: LD shall be as per ITI Clauses (@ 0.5% of order value per week or part thereof subject to a maximum of 10% of the undelivered portion/ the order value (if the item(s) cannot be used unless full supply is made) or to cancel the order and purchase the materials from alternative source at the risk and cost of the supplier) OR as per the customer PO/tender clause whichever is higher.	
	f	Payment Terms: a) Payment terms will be as per back to back basis. b) Payment to the vendor shall be done after deduction of all i. LD/recoveries imposed by customer (if any) ii. ITI's margin	
	g	The bidder shall give an undertaking for the following: a. To extend end to end support of partnership b. To support ITI and bid in this tender with ITI as lead bidder c. To support ITI for preparation of the tender, post bid clarifications, technical presentations and any other requirements as per tender.	

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	h	**Delivery Schedule:** Delivery Schedule as per the customer Bid/Tender/ PO on back-to-back basis.(if applicable)	
	i	**Consignee Details:** As per bid and if any changes will be provided after the award of the work	
	j	Bidder will be responsible for any shortcoming in the BOM and the same should be rectified free of cost	
	k	Bidder should not be insolvent (Self Declaration).	
	l	ITI reserve the right to reject or cancel the bid at any time without assigning any reason.	
5(iii)		**Checklist of documents/information to be submitted: (These documents shall be used for evaluating technical parameters for bidder qualification.)**	
	a	Company Profile	
	b	Certificate of Incorporation a per clause 5(i)(a)	
	c	Memorandum & Articles of Association	
	d	Audited financial statements for the last 3 years (FY 2023-24, 2024-25 & 2025-26).	
	e	GST Registration Certificate	
	f	Copy of PAN Card	
	g	CIN (Corporate Identity Number), if applicable	
	h	Any other relevant registration documents on registration with other appropriate authorities (ESI, EPFO, etc.)	
	i	Authorization letter in the company letterhead authorizing the person signing the bid for this tender and Power of Attorney (POA).	
	j	Undertaking in letter head to indemnify ITI from any claims / penalties / statutory charges, liquidated damages, with legal expenses etc.	
	k	Undertakings in Company letter head as per Annexure I.	
	l	Bidders Details as per Annexure II.	
	m	Clause by clause compliance of tender terms with references to supporting documents as per Annexure III.	
	n	Pre-Contract Integrity Pact as per Annexure-V a) “Bidders participating in the tender have to agree to sign Integrity Pact on placement of order / contract” b) “Those bidders who are not willing to sign Integrity Pact will not be considered for bid opening”	
	o	The bidder should give an undertaking on the company’s letterhead that all the documents/certificates/information submitted by them against this tender are genuine.	
	p	Bidder shall submit technical data sheet by highlighting each complied specification. Wherever technical specifications and operational/functional requirements not mentioned in datasheet, OEM compliance shall be submitted.	

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	q	Work order / Contract clearly highlighting the scope of work, Bill of Material and value of the contract/order; and Completion / Commission Certificate issued & signed by the competent authority of the client entity on the entity's Letterhead.
	r	Complete tender and customer tender document duly signed and stamped on each page by the bidder be uploaded.
	s	Conditional bids will not be entertained and summarily rejected. Only online bids on https://itilimited.euniwizarde.inportal will be accepted and no physical bids will be accepted.
5(iv)		**Financial Bid:**
		L1 Evaluation Method: A- Lump sum Quote for supply and service items as per Schedule of Requirements (SoR) and Scope of Work (SoW) in INR (without Taxes) B- Margin to ITI as a percentage of A C - Absolute value of Margin = A*B D- Overall Quoted price=A-C • Duringevaluationbidderswithleast"D"willbeconsideredasL1. • The bid having higher value of "B" will be selected in case of tied D. • If the bidder is selected, during the final tender submission, the price to be quoted shall not be more than price "A" and the margin offered to ITI shall not be less than "B" **SoR & SoW Was as per Tender document and all clarifications & Amendments/Corrigendum**

09. Special Conditions of tender:

a. No advance will be paid to the bidder, even though ITI is eligible to get advance from the customer being a front end bidder.
b. The selected bidder, who has partnered with ITI for a particular tender/ project shall not partner with any other lead bidder for the same tender/project
c. If the bidder is selected, during the final tender submission, the margin offered to ITI shall not be less than the quoted price.

10. Special Conditions of TENDER:

a. No advance will be paid to the bidder, even though ITI is eligible to get advance from the customer being a front end bidder.
b. The selected bidder, who has partnered with ITI for a particular tender/ project shall not partner with any other lead bidder for the same tender/project
c. If the bidder is selected, during the final tender submission, the margin offered to ITI shall not be less than the quoted price.
d. The estimated project amount stated in this document is provisional and subject to revision during the actual bidding process. Consequently, the bidder's quoted amount may also fluctuate (increase or decrease).
e. The work order for the actual RFP will be awarded based on the ratio of the bidder's quoted amount to the revised estimated project value, as compared to the initial estimated value stated in this document."
f. The requisite final solution to all the supplied equipments/Services must be end to end support till final solution as per RFP clause.

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11. Other Terms and conditions:

Confidentiality

a) All documents, drawings, samples, data, associated correspondence or other information furnished by or on behalf of the Procuring Entity to the contractor, in connection with the contract, whether such information has been furnished before, during or following completion or termination of the contract are confidential.
b) If advised by the Procuring Entity, all copies of such information in original shall be returned on completion of the contractor's performance and obligations under this contract.

12. Transparency

All procuring authorities are responsible and accountable to ensure transparency, fairness, equality, competition and appeal rights. This involves simultaneous, symmetric and unrestricted dissemination of information to all likely bidders, sufficient for them to know and understand the availability of bidding opportunities and actual means, processes and time limits prescribed for completion of registration of bidders, bidding, evaluation, grievance redressal, award and management of contracts.
It implies that such officers must ensure that there is consistency, predictability, clarity, openness, equal opportunities in processes.

13. Fall Clause:

Fall clause is a price safety mechanism in rate contracts. The fall clause provides that if the rate contract holder reduces its price or sells or even offers to sell the rate contracted goods or services following conditions of sale similar to those of the rate contract, at a price lower than the rate contract price, to any person or organization during the currency of the rate contract, the rate contract price will be automatically reduced with effect from that date for all the subsequent supplies under the rate contract and the rate contract amended accordingly.

The provisions of fall clause will however not apply to the following:

i. Export/Deemed Export by the supplier;
ii. Sale of goods or services as original equipment prices lower than the price charged for normal replacement;
iii. Sale of goods such as drugs, which have expiry date;
iv. Sale of goods or services at lower price on or after the date of completion of sale/placement of order of goods or services by the authority concerned, under the existing or previous Rate Contracts as also under any previous contracts entered into with the Central or State Government Departments including new undertakings (excluding joint sector companies and or private parties) and bodies.

14. Price Variation

A suitable price variation formula should also be provided in the tender documents, to calculate the price variation between the base level and scheduled delivery date.

15. Risk Purchase

If the empanelled partner fails to adhere to the quality norms, delivery schedules and other terms and conditions contained in this Tender after acceptance of purchase order and if no agreement is reached on the revised delivery schedule maximum up to 15 Business Days, then buyer shall have the liberty to procure the material from an alternate source at the Empanelled partner's risk and cost, and the Empanelled partner shall be liable to make good the loss incurred by Buyer in this process

16. Indemnity:

The empanelled partner to indemnify ITI from any claims / penalties / statuary charges, liquidated damages, with legal expenses etc as charged by the customer. LD/ Penalties incurred on account of delay in supply, product failure during warranty if any and deficiency in Warranty and AMC services attributable to the partner shall be borne by the partner All terms and conditions of the customer tender/PO will be applicable to the empanelled partner on back to back bass without affecting the margin of ITI.

17. Arbitration:
Any dispute arising out of this TENDER shall be settled and resolved by any such Authorized person appointed by Chairman and Managing Director of ITI Limited.

18. Set Off:
Any Sum of money due and payable to the supplier under this contract may be appropriated by the purchaser or any other person contracting through the ITI and set off the same against any claim of the purchaser for payment of a sum of money arising out of this contract or under any other contract made by the supplier with the purchaser.

19. The interested partner may like to discuss the customer tender related information, TENDER Bidding Conditions, Bidding Process and clarifications, if any with the Deputy General Manager-Marketing

20. Intellectual Property Rights:

i. All deliverable, outputs, plans, drawings, specifications, designs, reports and other documents and software submitted by the contractor under this contract shall become and remain the property of the procuring entity and subject to laws of copyright and must not be shared with third parties or reproduced, whether in whole or part, without: the procuring entity's prior written consent.
ii. The contractor shall, not later than upon termination or expiration of this contract, deliver all such documents and software to the procuring entity, together with a detailed inventory thereof.
iii. The contractor may retain a copy of such documents and software but shall not use it for any commercial purpose.

21. Language of offers:
The offers prepared by the Company and all the correspondences and documents relating to the offers exchanged by the companies shall be written in English language.

22. In the event that ITI is required to provide demonstration or working of the product to their buyers, the same shall be arranged by the bidder selected partner/OEM at latter’s cost and expenditure.

23. Cost of TENDER:

The bidder shall bear all costs associated with the preparation and submission of his offer against this TENDER, including cost of presentation for the purposes of clarification of the offer, if so desired by ITI. ITI will, in no case be responsible or liable for those costs, regardless of the conduct or outcome of the TENDER process.

24. **Purchaser's Right to accept any bid and to reject any or All Bids or to cancel the TENDER:**
ITI Limited reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of purchaser’s action.

25. Amendment of TENDER:

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At any time prior to the last date for receipt of offers, ITI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the TENDER document by an amendment. In order to provide prospective bidder reasonable time in which to take the amendment into account in preparing their offers, ITI may, at their discretion, extend the last date for the receipt of offers and/or make other changes in the requirements set out in the Invitation for TENDER.

26. Disclaimer:

ITI and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of ITI and/or any of its officers, employees.

27. Accessibility of TENDER Document:

Complete Tender document with terms and conditions is provided in the following websites

(i) http://www.itiltd.in
(ii) https://itilimited.euniwizarde.in
(iii) http://eprocure.gov.in

Annexure-I

Undertakings (To be in Bidder's Letter Head)

M/s.......................... do here by undertake the following

1. Are not blacklisted by Central Govt./ any State or UP Govt/ PSU/ organized sector in India
2. To work with ITI as per this TENDER and Customer Tender terms and conditions. Also, we agree to implement the project (scope of work as per Tender terms and conditions including investment) covering Warranty& post-warranty services, maintenance etc, in the event of ITI winning the contract on back-to-back basis.
3. To submit Security Deposit of 5% per transaction to customer/ITI (as decided by ITI),
4. that we will be equipped with the required manpower with qualifications, certifications and experience as mentioned in the customer tender.
5. to get required certificate& support (warranty & post-warranty/maintenance) in the name of ITI from the OEM as per customer tender requirement.
6. To obtain relevant statutory licenses for operational activities.
7. to sign MoU/Teaming Agreement, Integrity Pact with ITI for addressing the customer tender as per customer's tender terms and conditions.
8. to indemnify ITI from any claims / penalties/ statuary charges, liquidated damages, with legal expenses etc as charged by the customer.

9. to support the offered equipment for a minimum period of 10 years including warranty and AMC or as per customer tender conditions.

10. To supply equipment/components which conform to the latest year of manufacture.

11. The bidder should give certificate stating that all the hardware/ software supplied under the contract shall not contain any embedded malicious codes that could inhibit the desired functions of the equipment or cause the network to malfunction in any manner.

Annexure-II

<u>Bidders Profile</u>

1.	Name and address of the company			
2.	Contact Details of the Bidder (Contact person name with designation, Telephone Number, FAX, E- mail and Web site)			
3.	Area of the business			
4.	Annual Turnover for financial years (Rs in Cr)	2022-23	2023-24	2024-25
5.	IT Turnover for 3 financial years (Rs in Cr)	2022-23	2023-24	2024-25
6.	Positive Net Worth as on 31.03.2025/2026			
7.	Date of Incorporation,			
8.	GST Registration number			
9.	PAN Number			

10.	CIN Number, if applicable	
11.	Number of manpower in company's rolls	
12	Work Experience details: **Annexure IV**	
13.	Certifications details like ISO or any other certification as per requirements of Customer.	

Annexure-III

<u>Compliance Statement</u>

Sl. No.	**Clause No.**	**Clause**	**Compliance (Complied/Not Complied)**	**Remarks with Documentary Reference**

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Annexure- IV

Project Experience

Sl. No.	Name of project	Value	Name of customer	Attached Documentary Proof

Annexure - V

INTEGRITY PACT

TENDER No.

THIS Integrity Pact is made on…………………day of .... 2025.

BETWEEN:

ITI Limited having its Registered & Corporate Office at ITI Bhavan, Dooravaninagar, Bangalore – 560 016 and established under the Ministry of Communications, Government of India (hereinafter called the Principal), which term shall unless excluded by or isrepugnant to the context, be deemed to include its Chairman & Managing Director, Directors, Officers or any of them specified by the Chairman & Managing Director in this behalf and shall also include its successors and assigns) ON THE ONE PART

AND:

……………………………………………….. represented by
Chief Executive Officer (hereinafter called the Contractor(s), which term shall unless excluded by or is repugnant to the context be deemed to include its heirs, representatives, successors and assigns of the contractor ON THE SECOND PART.

Preamble:

WHEREAS the Principal intends to award, under laid down organizational procedures, contract for ………………………………………………. of ITI Limited. The Principal, values full compliance with all relevant laws of the land, regulations, economic use of resources and of fairness/ transparency in its relations with its Contractor(s).

In order to achieve these goals, the Principal has appointed an Independent External Monitor (IEM), who will **monitor** the tender process and the execution of the contract for compliance with the principles as mentioned herein this agreement.

WHEREAS, to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Pact the terms and conditions of which shall also be read as integral part and parcel of the Tender Documents and contract between the parties.

NOW THEREFORE, IN CONSIDERATION OF MUTUAL COVENANTS STIPULATED IN THIS PACT THE PARTIES HEREBY AGREE AS FOLLOWS AND THIS PACT WITHNESSETH AS UNDER:

SECTION 1 – COMMITMENTS OF THE PRINCIPAL

The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:

a. No employee of the Principal, personally or through family members, will in connection with the TENDER for or the execution of the contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the personal is not legally entitled to.

b. The Principal will, during the TENDER process treat all bidder(s) with equity and reason. The Principal will in particular, before and during the TENDER process, provide to all bidder(s) the same information and will not provide to any bidder(s) confidential/ additional information through

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which the bidder(s) could obtain an advantage in relation to the TENDER process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons. If the principal obtains information on the conduct of any of its employee, which is a criminal offence under IPC/PC Actor if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary action as per its internal laid down Rules/ Regulations.

SECTION 2 – COMMITMENTS OF THE BIDDER / CONTRACTOR

2.1 The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. He commits himself observe the following principles during the participation in the TENDER process and during the execution of the contract.

a. The bidder(s)/contractor(s) will not, directly or through any other person or firm offer, promise or give to any of the Principal's employees involved in the TENDER process or the execution of the contract or to any third person any material or other benefit which he/ she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever (during the TENDER process or during the execution of the contract.

b. The bidder(s)/contractor(s) will not enter with other bidders/ contractors into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.

c. The bidder(s)/contractor(s) will not commit any offence under IPC/PC Act, further the bidder(s)/contractor(s) will not use improperly, for purposes of competition of personal gain, or pass onto others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractor(s) of foreign original shall disclose the name and address of the Agents /representatives in India, if any. Similarly, the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any.

e. The Bidder(s) f Contractor(s) will, when presenting the bid, disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. The Bidder(s)/Contractor(s) will not bring any outside influence and Govt bodies directly or indirectly on the bidding process in furtherance to his bid.

g. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or to be an accessory to such offences.

SECTION 3 – DISQUALIFICATION FROM TENDER PROCESS & EXCLUSION FROM FUTURE CONTRACTS

If the Bidder(s)/Contractor(s), during TENDER process or before the award of the contract or during execution has committed a transgression in violation of Section 2, above or in any other form such as to put his reliability or credibility in question the Principal is entitled to disqualify Bidder(s)/Contractor(s) from the TENDER process.

If the Bidder(s)/Contractor(s), has committed a transgression through a violation of Section 2 of the above, such as to put his reliability or credibility into question, the Principal shall be entitled exclude including blacklisting for future TENDER/contract award process. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the Principal taking into consideration the full facts and circumstances of each case, particularly taking into account the number of transgression, the position of the transgressor within the company hierarchy of the Bidder(s)/Contractor(s) and the amount of the damage. The exclusion will be imposed for a period of minimum one year.

The Bidder(s)/Contractor(s) with its free consent and without any influence agrees and undertakes to respect and uphold the Principal's absolute right to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack if any hearing before the decision to resort to such exclusion is taken. The undertaking is given freely and after obtaining independent legal advice.

A transgression is considered to have occurred if the Principal after due consideration of the available evidence concludes that based on facts available there are no material doubts.

The decision of the Principal to the effect that breach of the provisions of this Integrity Pact has been committed by the Bidder@)/ Contractor(s) shall be final and binding on the Bidder(sj/ Contractor(s), however the Bidder(s)/Contractor(8) can approach IEM(s) appointed for the purpose of this Pact.

On occurrence of any sanctions/ disqualifications etc arising out from violation of integrity pact Bidder(s)/ Contractor(s) shall not entitled for any compensation on this account.

Subject to full satisfaction of the Principal, the exclusion of the Bidder(s)/Contractor(s) could be revoked by the Principal if the Bidder ($)/ Contractor(s) can prove that he has restored/ recouped the damage caused by him and has installed a suitable corruption preventative system in his organization.

SECTION 4 – PREVIOUS TRANSGRESSION

4.1 The Bidder(s)/ Contractor(s) declares that no previous transgression occurred in the last 3 years immediately before signing of this Integrity Pact with any other company in any country conforming to the anti-corruption/ transparency International (TI) approach or with any other Public Sector Enterprises/ Undertaking in India of any Government Department in India that could justify his exclusion from the TENDER process.

4.2 If the Bidder(s)/ Contractor(s) makes incorrect statement on this subject, he can be disqualified from the TENDER process or action for his exclusion can be taken as mentioned under Section-3 of the above for transgressions of Section-2 of the above and shall be liable for compensation for damages as per Section- 5 of this Pact.

SECTION 5 – COMPENSATION FOR DAMAGE

5.1 If the Principal has disqualified the Bidder(s)/Contractor(s) from the TENDER process prior to the award according to Section 3 the Principal is entitled to forfeit the Earnest Money Deposit/Bid Security/ or demand and recover the damages equitant to Earnest Money Deposit/Bid Security apart

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from any other legal that may have accrued to the Principal.

5.2 In addition to 5.1 above the Principal shall be entitled to take recourse to the relevant provision of the contract related to termination of Contract due to Contractor default. In such case, the Principal shall be entitled to forfeit the Performance Bank Guarantee of the Contractor or demand and recover liquidate and all damages as per the provisions of the contract agreement against termination.

SECTION 6 – EQUAL TREATEMENT OF ALL BIDDERS/CONTRACTORS

6.1 The Principal will enter into Integrity Pact on all identical terms with all bidders and contractors for identical cases.

6.2 The Bidder(s)/Contractor(s) undertakes to get this Pact signed by its subcontractor(s)/sub-empanelled partner(s)/ associate(s), if spy, and to submit the same to the Principal along with the TENDER document/contract before signing the contract. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the provisions laid down in the Integrity Pact Agreement by any of its subcontractors/ sub-empanelled partners / associates.

6.3 The Principal will disqualify from the TENDER process all bidders who do not sign this Integrity Pact or violate its provisions.

SECTION 7 – CRIMINAL CHARGES AGAINST VIOLATIG BIDDER(S)/CONTRACTORS

7.1 If the Principal receives any information of conduct of a Bidder(s)/Contractor(s) or sub-contractor/ sub-empanelled partner/associates of the Bidder(s)/Contractor(s) which constitutes corruption or if the principal has substantive suspicion in this regard, the principal will inform the same to the Chief Vigilance Officer of the Principal for appropriate action.

SECTION 8 – INDEPENDENT EXTERNAL MONITOR(S)

8.1 The Principal appoints competent and credible Independent External Monitor(s) for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extend the parties comply with the obligations under this pact.

Details of IEM appointed by ITI are as under:

Name: ShriAtul Jindal IFS (Retd.),
Independent External Monitor (IEM)
Address- 3/10 VisheshKhand Opp. Little Friend School Gomti Nagar,
Lucknow-226010(UP)
E-mail:` atulindia1947@gmail.com

IEM – II
Shri Benny John, IRS (Retd.),
Villa No. 36, Kent Plam Villas,
Fort Valley Township, Athani,
Kakkanad, Ernakulam,
Kerala – 682 030

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8.2 The Monitor is not subject to any instructions by the representatives of the parties and performs his functions neutrally and independently. He will report to the Chairman and Managing Director of the Principal.

8.3 The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all product documentation of the Principal including that provided by the Bidder(s)/Contractor(s). The Bidder(s)/Contractor(s) will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor is under contractual obligation to treat the information and documents Bidder(s)/Contractor(s) with confidentiality.

8.4 The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the project provided such meeting could have an impact on the contractual relations between the Principal and the Bidder(s)/Contractor(s). As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in specific manner, refrain from action or tolerate action.

8.5 The Monitor will submit a written report to the Chairman & Managing Director of the Principal within ………….. to ………..Weeks from the date of reference or intimation to him by the principal and, should the occasion arise, submit proposals for correcting problematic situations.

8.6 If the Monitor has reported to the Chairman & Managing Director of the Principal a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman & Managing Director of the principal has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

8.7 The word 'Monitor' would include both singular and plural.

SECTION 9 - FACILITATION OF INVESTIGATION

9.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the Principal or its agencies shall be entitled to examine all the documents including the Books of Accounts of the Bidder(s)/Contractor(s) and the Bidder(s)/Contractor(s) shall provide necessary information and documents in English and shall extend all help to the Principal for the purpose of verification of the documents.

SECTION 10 - LAW AND JURISDICTION

1.1 The Pact is subject to the Law as applicable in Indian Territory. The place of performance and jurisdiction shall the seat of the Principal.

1.2 The actions stipulated in this Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

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SECTION 11 – PACT DURATION

This Pact begins when both the parties have legally signed it. It expires after 1 year on completion of the warranty/ guarantee period of the project /work awarded, to the fullest satisfaction of the Principal.

If the Bidder(s)/Contractor(s) is unsuccessful, the Pact will automatically become invalid after three months on evidence of failure on the part of the Bidder(s)/Contractor(s).

If any claim is lodged/made during the validity of the Pact, the same shall be binding and continue to be valid despite the lapse of the Pact unless it is discharged/determined by the Chairman and Managing Director of the Principal.

SECTION 12 - OTHER PROVISIONS

12.1 This pact is subject to Indian Law, place of performance and jurisdiction is the Registered & Corporate office of the Principal at Bengaluru.

12.2 Changes and supplements as well as termination notices need to be made in writing by both the parties. Side agreements have not been made.

12.3 If the Bidder(s)/Contractor(s) or a partnership, the pact must be signed by all consortium members and partners.

12.4 Should one or several provisions of this pact turn out to be invalid, the remainder of this pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions

12.3 Any disputes/ difference arising between the parties with regard to term of this Pact, any action taken by the Principal in accordance with interpretation thereof shall not be subject to any Arbitration.

12.4 The action stipulates in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

In witness whereof the parties have signed and executed this Pact at the place date first done mentioned in the presence of the witnesses:

For PRINCIPAL	For BIDDER(S)/CONTRACTOR(S)
……………………………	………………………………
Name Designation	Name Designation
Witness	
1. ………..	1. ………..
2. ………..	2. . ……

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Appendix A: Schedule of Requirement

Appendix B: Summary of Standard Terms and Conditions.

Appendix C: Undertaking for Bidders Sharing Land Border with India.

Appendix D: Format of Make In India Certificate

Appendix E: Format of MSE certificate

Appendix F: Technical Specifications.

Appendix G: Location wise distribution of servers and associated hardware

Appendix H: Format for OEM Support / Authorization Certificate

Appendix J: Scope of work for Supply, Installation and Commissioning of Hardware Components

Appendix K: Service Level Agreement for Supply, Installation and Commissioning of Hardware Components

Appendix L: Standard Arbitration Clauses.

Appendix M: Format for Pre-Integrity Pact clause

Appendix N: Performance Bank Guarantee Format

Appendix AA: Model ECS Mandate Form (to be submitted in original at the time of payment).

Appendix AB: Joint Receipt Inspection

Appendix AC: Data Center User Acceptance Test (DC UAT) after successful installation and commissioning

Appendix AD: Acceptance Test Procedure (ATP) after integration of Application

Appendix AE: Certificate for Malicious Code

Appendix AF: Non-Disclosure Agreement

Appendix AG: Format of Quality Claim

Appendix AH: Format of Quantity Claim

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APPENDIX A

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SCHEDULE OF REQUIREMENT

HARDWARE

Sl No	ITEM	QTY
1	**Server Type 1 (1U) 64 Core** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	37
2	**Server Type 2 (2U) 48 Core** 2 xIntel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	08
3	**Server Type 3 (1U) 32 Core** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	35
4	**Server Type 4 (1U) 32 Core** 2 x Intel Xeon 6 Performance 6517P, 3.2G, 16C/32T, 24GT/s,72M cache, Turbo, (190 W) DDR5-6400 or higher with product support for five years	05
5	**Server Type 5 (1U) 48 Core** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	30
6	**Server Type 6 (2U) 48 Core** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 with NVIDIA H200 NVL, PCIe, 450W, 141GB Passive or higher with product support for five years.	04
7	**SAN Storage with product support for five years** 18 X 7.68TB NVMe SED NON-FIPS TLC SSD with dual drive protection with product support of 5 years	05

8	**Backup Solution (Software and Hardware)** with product support for five years	05
9	**SAN Switch** 24 port 64Gb FC Switch with product support for five years	14
10	Scale Out NAS SO-NAS—Node based with minimum 2 nodes to deliver 200 TB of usable capacity with product support for five years	02
11	Installation and Commissioning of hardware components in IAF Data Centers	As per Para 4.2 Part II, Para 7.2. Part IV and Para 4 Appendix F of RFP
12	Integration of IMMOLS Upgraded Application after successful installation and commissioning of Hardware Components in IAF data Centers	As per para 4.2 Part II, Para 7.3. Part IV and Para 4 Appendix F of RFP

Note.

1. Whenever alternate/modified Part No. is offered, please confirm categorically that offered part no. is “fit in form and function” (attach OEM letter/digital photo/relevant drawing/catalogue etc. for reference/ guidance during technical evaluation).

2. Minimum Order Qty (MoQ)/ Minimum Order Value (MoV), if any, be clearly indicated.

3. Kindly go through the instructions contained in DPM-25 (as amended) on guidelines on RFP/Tenders before submitting the offer. Details can be perused at MoD official website www.mod.nic.in.

4. **The dimensions of each hardware component above (servers as well as other devices including power/data cabling) should be compatible for installation within the existing rack dimensions of 600W X 2000H X 1000D at the IAF Data Centers.**

5. **All associated cables, connectors, SFPs and other accessories required for successful installation, commissioning and functioning of the above hardware at the IAF Data Centers are to be supplied along with the items mentioned above.**

6. **Detailed Technical specifications of the items mentioned in Para 1 above are enumerated in Appendix F to the RFP**.

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Appendix B

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SUMMARY OF STANDARD TERMS AND CONDITIONS

(to be submitted along with Techno commercial Bids)

Sl No	Applicable Clause of		Clause	Acceptance	Remarks (Append amplification Text, if any)
	RFP	DPM 2025			
1.	Part I Para 10	Page No 170 Para 13	Validity of Quotes/ Bids **(120 days from TOD)**	Please Specify	……..
2.	Part II Para 04	Page No. 172 Para 4	Delivery Period/ Delivery Terms	YES/ NO	
3.	Part II Para 05	Page No. 172 Para 5	Consignee (please specify)	YES/ NO	
4.	Part-IV Para 15	Page No.196 Para 24	Inspection Authority	(YES/NO)	
5.	Part III Para 07	Page No.177 Para 8	LD clause	YES/ NO	
6.	Part IV Para 01	Page No. 184 Para 1	Performance Bank Guarantee	YES/ NO	
7.	Part IV Para 06 & 07	Page No.185 Para 6	Terms of Payment	YES/ NO	
8.	Part IV Para 05	Page 188 Para 9	Fall Clause	YES/ NO	
9.	Part IV Para 18	Page No 192 Para 17	Year of Manufacture	Please Specify	
10.	Part IV Para 20	Page No.194 Para 21	Packing & Marking	(Yes/No)	
11.	Part IV Para 13 & 14	Page No 196 Para 23	Quality/Quality Assurance	(Yes/No)	
12.	Part IV Para 26	Page No.198 Para 27	Franking Clause	(Yes/No)	

13.	Part IV Para 21 & 38	Page No.199 Para 28 & 29	Warranty & Claims	(Yes/No)
14.	Part V Para 01	Page No.210 Para 28 & 29	Evaluation Criteria	(Yes/No)
	All the other T&C's as mentioned in Part III of RFP are also accepted. (Yes/ No) (in case any deviation please specify)			
Company Seal Date:…………….. **Signature of Authorized Representative / Designation**				

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Appendix C

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SHARING OF LAND BORDER WITH INDIA

UNDERTAKING

1. "I have read the Clause for Bidders Sharing Land Border with India regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this ……………… (**Firm's Name**) is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered. (Evidence of valid registration by the Competent Authority shall be attached.)"

(Signed)

Date: Designation/ Name/ Address of firm

Certificate by Bidders in the Cases of Specified ToT

"I have read the clause regarding restrictions on procurement from a bidder having Transfer of Technology (ToT) arrangement. I certify that this bidder does not have any ToT arrangement requiring registration with the competent authority."

OR

"I have read the clause regarding restrictions on procurement from a bidder having Transfer of Technology (ToT) arrangement. I certify that this bidder has valid registration to participate in this procurement. "

(Signed)

Date: Designation/ Name/ Address of firm

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Appendix D

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MAKE IN INDIA CERTIFICATE

"We, M/s ...., having read and understood the Public Procurement (Preference to Make in India) (PPP-MII) Order, 2024 (as amended and revised till date) and related notifications from the relevant Nodal Ministry/ Department, hereby submit a Self-Certification for Category of Suppliers, viz. Class-I Local Supplier/ Class-II Local Supplier/ Non-Local Supplier, giving the percentage of local content. [In case of Tenders above ₹ 10 crore, Class-I or Class-II Local Suppliers shall submit a certificate from statutory auditor/ cost accountant as per Sub-Paragraph (20.4.2.) above, along with the bid].

We also declare that we do not belong to any Country whose bidders are notified as ineligible on reciprocal basis under PPP-MII Order, 2024 (as amended and revised till date)."

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Appendix E

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MSE STATUS CERTIFICATE

"We, M/s ...., having read and understood the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 (as amended and revised till date), do solemnly declare the following: -

1. Type of Entity: .... (Please specify Company/ Partnership Firm/ Proprietary Concern/ Society/ Trust/ NGO/ Others)

2. Micro or Small Enterprise: .... (Please specify Type)

3. MSME Registering Body: .... (Please specify NSIC/ DIC/ KVIC/ KVIB/ etc.)

4. MSME Registration No.: .... (Enclose copy of registration certificate)

5. Udyam Registration No.: .... (Enclose copy of registration certificate, if applicable)

6. Whether Proprietor/ Partner belongs to SC/ ST or Women category: .... (Please specify names and percentage of shares held by SC/ ST Partners)

7. MSE Registration Validity Date: .... (Please specify Terminal validity date)"

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APPENDIX F

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TECHNICAL SPECIFICATIONS

HARDWARE

SERVERS

1. **Server Type 1 – 64 CORE (1U)**

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	No	
2.5" Chassis supporting up to 8 NVMe Drives	1			
Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher	1			
Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher	1			
64GB RDIMM, 6400MT/s or higher, Dual Rank	16			
Internal Boot Drive : RAID 1 with NVMe/ NVMe M.2 SSD	2			
8 GB or more RAID controller with reliable, high performance and fault-tolerant disk subsystem management capable to support RAID levels like 1, 5, 6, 10, 50, and 60	1			
1.92TB Enterprise NVMe Read Intensive drive	2			
At least 3 X 16(Gen 5) based PCIe/ OCP slots or more	1			
Very High Performance Fans	4			
Dual, Redundant (1+1), Hot-Swap Power Supply	1			
Dual Port 10/25GbE SFP28, OCP NIC 3.0	1			
Dual Port 10/25GbE SFP28 Adapter, PCIe based	1			
Dual Port FC 32G Fibre Channel HBA, PCIe based	1			
Embedded Management	---			
Lifecycle management console for Server, perpetual license, capable to provide insight into firmware and hardware inventory, server health monitoring with alerts, network discovery, reporting interface, power management plug-ins, template for multiple server deployment with configuration compliance. System should ensure that only trusted firmware and operating system code can start by verifying digital signatures at every boot. The system should prevent malicious software from loading during the system startup process, safeguarding against unauthorised access. The system should rapidly erase all data on storage devices to prevent sensitive information leakage during retirement, servicing, or re-deployment and support regulatory compliance and protect organizational data by ensuring drives are wiped clean. The system should verify the integrity of firmware during the boot process. The system				

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prevent unauthorised system configuration changes by locking the server through management interfaces. The OEM has to provide licenses of the mentioned functionality for the period of OEM specified life of the equipment supplied or at least 5 years (whichever is higher).				
Rack Mounting kit/ sliding rack rails	---			
5 year warranty covered under 4 Hrs onsite Mission Critical Support (response)				
OEM has to do deployment in initial 2 sites. OEM certified gold, equivalent or higher partner with at least 3 Datacentre deployment of simlar nature of curent RFP can continue deployment in remaining sites provided that Knowledge transfer has taken place between both OEM and OEM certified gold, higher or equivalent partner. OEM/OEM certified (gold, equivalent or higher) partner has to provide the knowledge transfer on operational aspects to the IAF team.	---			
Server to be Compliant with Red Hat OCP 4.18 and above, Microsoft SQL Server 2022 and above				

2. **Server Type 2 48 CORE (2U)**

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	No	
2.5" Chassis supporting up to 8 NVMe Drives	1			
Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher	1			
Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher	1			
64GB RDIMM, 6400MT/s or higher, Dual Rank	16			
8 GB or more RAID controller with reliable, high performance and fault-tolerant disk subsystem management capable to support RAID levels like 1, 5, 6, 10, 50, and 60	1			
Internal Boot Drive : RAID 1 with NVMe/ NVMe M.2 SSD	2			
1.92TB Enterprise NVMe Read Intensive drive	2			
3.84TB Enterprise NVMe Read Intensive drive	4			
Very High Performance Fans	4			
Dual, Redundant(1+1), Hot- Swap Power Supply	1			
At least 5 X 16 (Gen 5) based PCIe/OCP slots or more	1			
Dual Port 10/25GbE SFP28, OCP NIC 3.0	1			
Dual Port 10/25GbE SFP28 Adapter, PCIe Low Profile	1			
Dual Port FC32 Fibre Channel HBA, PCIe Low Profile	1			
Embedded Management	---			
Lifecycle management console for Server, perpetual license, capable to provide insight into firmware and	---			

hardware inventory, server health monitoring with alerts, network discovery, reporting interface, power management plug-ins, template for multiple server deployment with configuration compliance. System should ensure that only trusted firmware and operating system code can start by verifying digital signatures at every boot. The system should prevent malicious software from loading during the system startup process, safeguarding against unauthorized access. The system should rapidly erase all data on storage devices to prevent sensitive information leakage during retirement, servicing, or re-deployment and support regulatory compliance and protect organizational data by ensuring drives are wiped clean. The system should verify the integrity of firmware during the boot process. The system prevent unauthorized system configuration changes by locking the server through management interfaces. The OEM has to provide licenses of the mentioned functionality for the period of OEM specified life of the equipment supplied or at least 5 years (whichever is higher).				
Rack Mounting kit/ sliding rack rails	----			
5 year warranty covered under 4 Hrs onsite Mission Critical Support (response)	---			
OEM has to do deployment in initial 2 sites. OEM certified gold, equivalent or higher partner with at least 3 Datacentre deployment of simlar nature of curent RFP can continue deployment in remaining sites provided that Knowledge transfer has taken place between both OEM and OEM certified gold, higher or equivalent partner. OEM/OEM certified (gold, equivalent or higher) partner has to provide the knowledge transfer on operational aspects to the IAF team.	---			
Server to be Compliant with Red Hat OCP 4.18 and above, Microsoft SQL Server 2022 and above	---			

3. **Server Type 3 32 CORE (1U)**

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	No	
2.5" Chassis with up to 8 NVMe drives with hardware based RAID config	1			
Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher	1			
Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher	1			
64GB RDIMM, 6400MT/s or higher, Dual Rank	16			
8 GB or more RAID controller with reliable, high performance and fault-tolerant disk subsystem	1			

management capable to support RAID levels like 1, 5, 6, 10, 50, and 60				
Internal Boot Drive : RAID 1 with NVMe/ NVMe M.2 SSD	2			
1.92TB Enterprise NVMe Read Intensive Drive	2			
Very High Performance Fans	4			
Dual, Redundant (1+1), Hot- Swap, Power Supply	1			
At least 3 X 16(Gen 5) based PCIe/ OCP slots or more	1			
Dual Port 10/25GbE SFP28, OCP NIC 3.0	1			
Dual Port 10/25GbE SFP28 Adapter, PCIe Full Height, V2	1			
Dual Port FC32 Fibre Channel HBA, PCIe Low Profile	1			
Embedded Management	---			
Lifecycle management console for Server, perpetual license, capable to provide insight into firmware and hardware inventory, server health monitoring with alerts, network discovery, reporting interface, power management plug-ins, template for multiple server deployment with configuration compliance. System should ensure that only trusted firmware and operating system code can start by verifying digital signatures at every boot. The system should prevent malicious software from loading during the system startup process, safeguarding against unauthorized access. The system should rapidly erase all data on storage devices to prevent sensitive information leakage during retirement, servicing, or re-deployment and support regulatory compliance and protect organizational data by ensuring drives are wiped clean. The system should verify the integrity of firmware during the boot process. The system prevents unauthorized system configuration changes by locking the server through management interfaces. The OEM has to provide licenses of the mentioned functionality for the period of OEM specified life of the equipment supplied or at least 5 years (whichever is higher).				
Rack Mounting kit/ sliding rack rails	---			
5 year warranty covered under 4 Hrs onsite Mission Critical Support (response)	---			
OEM has to do deployment in initial 2 sites. OEM certified gold, equivalent or higher partner with at least 3 Datacentre deployment of similar nature of current RFP can continue deployment in remaining sites provided that Knowledge transfer has taken place between both OEM and OEM certified gold, higher or equivalent partner. OEM/OEM certified (gold, equivalent or higher) partner has to provide the knowledge transfer on operational aspects to the IAF team.	---			
Server to be Compliant with Red Hat OCP 4.18 and above, Microsoft SQL Server 2022 and above	----			

4. **Server Type 4 32 CORE (1U)**

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	No	
2.5" Chassis supporting up to 8 NVMe Drives	1			
Intel Xeon 6 Performance 6517P, 3.2G, 16C/32T, 24GT/s,72M cache, Turbo, (190 W) DDR5-6400 or higher	1			
Intel Xeon 6 Performance 6517P, 3.2G, 16C/32T, 24GT/s,72M cache, Turbo, (190 W) DDR5-6400 or higher	1			
64GB RDIMM, 6400MT/s or higher, Dual Rank	16			
Internal Boot Drive : RAID 1 with NVMe/ NVMe M.2 SSD	2			
8 GB or more RAID controller with reliable, high performance and fault-tolerant disk subsystem management capable to support RAID levels like 1, 5, 6, 10, 50, and 60	1			
1.92TB Enterprise NVMe Read Intensive Drive	2			
Very High Performance Fans	4			
Dual, Redundant (1+1), Hot- Swap, Power Supply	1			
At least 3 X 16(Gen 5) based PCIe/ OCP slots or more	1			
Dual Port 10/25GbE SFP28, OCP NIC 3.0	1			
Dual Port 10/25GbE SFP28 Adapter, PCIe Full Height, V2	1			
Dual Port FC32 Fibre Channel HBA, PCIe Low Profile	1			
Embedded Management	---			
Lifecycle management console for Server, perpetual license, capable to provide insight into firmware and hardware inventory, server health monitoring with alerts, network discovery, reporting interface, power management plug-ins, template for multiple server deployment with configuration compliance. System should ensure that only trusted firmware and operating system code can start by verifying digital signatures at every boot. The system should prevent malicious software from loading during the system startup process, safeguarding against unauthorized access. The system should rapidly erase all data on storage devices to prevent sensitive information leakage during retirement, servicing, or re-deployment and support regulatory compliance and protect organizational data by ensuring drives are wiped clean. The system should verify the integrity of firmware during the boot process. The system prevents unauthorized system configuration changes by locking the server through management interfaces. The OEM has to provide licenses of the mentioned functionality for the period of OEM specified life of the equipment supplied or at least 5 years (whichever is higher).	---			

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Rack Mounting kit/ sliding rack rails	---			
5 year warranty covered under 4 Hrs onsite Mission Critical Support (response)	---			
OEM has to do deployment in initial 2 sites. OEM certified gold, equivalent or higher partner with at least 3 Datacentre deployment of simlar nature of curent RFP can continue deployment in remaining sites provided that Knowledge transfer has taken place between both OEM and OEM certified gold, higher or equivalent partner. OEM/OEM certified (gold, equivalent or higher) partner has to provide the knowledge transfer on operational aspects to the IAF team.	---			
Server to be Compliant with Red Hat OCP 4.18 and above, Microsoft SQL Server 2022 and above	----			

5. **Server Type 5 48 CORE (1U)**

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	No	
2.5" Chassis supporting up to 8 NVMe Drives	1			
Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher	1			
Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher	1			
64GB RDIMM, 6400MT/s or higher, Dual Rank	16			
8 GB or more RAID controller with reliable, high performance and fault-tolerant disk subsystem management capable to support RAID levels like 1, 5, 6, 10, 50, and 60	1			
Internal Boot Drive : RAID 1 with NVMe/ NVMe M.2 SSD	2			
1.92TB Enterprise NVMe Read Intensive drive	2			
3.84TB Enterprise NVMe Read Intensive drive	4			
Very High Performance Fans	4			
Dual, Redundant (1+1), Hot- Swap, Power Supply	1			
At least 3 X 16(Gen 5) based PCIe/ OCP slots or more	1			
Dual Port 10/25GbE SFP28, OCP NIC 3.0	1			
Dual Port 10/25GbE SFP28 Adapter, PCIe Low Profile	1			
Dual Port FC32 Fibre Channel HBA, PCIe Low Profile	1			
Embedded Management	---			
Lifecycle management console for Server, perpetual license, capable to provide insight into firmware and hardware inventory, server health monitoring with alerts, network discovery, reporting interface, power management plug-ins, template for multiple server deployment with configuration compliance. System should ensure that only trusted	---			

firmware and operating system code can start by verifying digital signatures at every boot. The system should prevent malicious software from loading during the system startup process, safeguarding against unauthorized access. The system should rapidly erase all data on storage devices to prevent sensitive information leakage during retirement, servicing, or re-deployment and support regulatory compliance and protect organizational data by ensuring drives are wiped clean. The system should verify the integrity of firmware during the boot process. The system prevents unauthorized system configuration changes by locking the server through management interfaces. The OEM has to provide licenses of the mentioned functionality for the period of OEM specified life of the equipment supplied or at least 5 years (whichever is higher).				
Rack Mounting kit/ sliding rack rails	---			
5 year warranty covered under 4 Hrs onsite Mission Critical Support (response)	---			
OEM has to do deployment in initial 2 sites. OEM certified gold, equivalent or higher partner with at least 3 Datacentre deployment of similar nature of current RFP can continue deployment in remaining sites provided that Knowledge transfer has taken place between both OEM and OEM certified gold, higher or equivalent partner. OEM/OEM certified (gold, equivalent or higher) partner has to provide the knowledge transfer on operational aspects to the IAF team.	---			
Server to be Compliant with Red Hat OCP 4.18 and above, Microsoft SQL Server 2022 and above	----			

6. **Server Type 6- 48 Core (2U)**

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	NO	
2.5” Chassis supporting up to 8 NVMe Drives	1			
Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher	1			
Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher	1			
64GB RDIMM, 6400MT/s or higher, Dual Rank	16			
8 GB or more RAID controller with reliable, high performance and fault-tolerant disk subsystem management capable to support RAID levels like 1, 5, 6, 10, 50, and 60	1			
3.84TB Enterprise NVMe Read Intensive Drive	4			
Dual, Redundant (1+1), Hot- Swap, Power Supply	1			
At least 4 X 16 PCIe/ OCP slots (Gen 5) and 2 x16 Dual Width Full Length (Gen 5) slots	1			

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Dual Port 10/25GbE SFP28, OCP NIC 3.0	1			
Dual Port 10/25GbE SFP28 Adapter, PCIe Full Height	1			
Dual Port 100GbE QSFP Adapter, PCIe Full Height	1			
NVIDIA H200 NVL, PCIe, 450W, 141GB Passive or higher	2			
Internal Boot Drive : RAID 1 with NVMe	2			
Embedded Management	---			
Lifecycle management console for Server, perpetual license, capable to provide insight into firmware and hardware inventory, server health monitoring with alerts, network discovery, reporting interface, power management plug-ins, template for multiple server deployment with configuration compliance. System should ensure that only trusted firmware and operating system code can start by verifying digital signatures at every boot. The system should prevent malicious software from loading during the system startup process, safeguarding against unauthorized access. The system should rapidly erase all data on storage devices to prevent sensitive information leakage during retirement, servicing, or re-deployment and support regulatory compliance and protect organizational data by ensuring drives are wiped clean. The system should verify the integrity of firmware during the boot process. The system prevents unauthorized system configuration changes by locking the server through management interfaces. The OEM has to provide licenses of the mentioned functionality for the period of OEM specified life of the equipment supplied or at least 5 years (whichever is higher).	---			
Rack Mounting kit/ sliding rack rails	---			
5 year warranty covered under 4 Hrs onsite Mission Critical Support (response)				
OEM has to do deployment in initial 2 sites. OEM certified gold, equivalent or higher partner with at least 3 Datacentre deployment of simlar nature of curent RFP can continue deployment in remaining sites provided that Knowledge transfer has taken place between both OEM and OEM certified gold, higher or equivalent partner. OEM/OEM certified (gold, equivalent or higher) partner has to provide the knowledge transfer on operational aspects to the IAF team.	---			
Server to be Compliant with Red Hat OCP 4.18 and above, Microsoft SQL Server 2022 and above	----			

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STORAGE

7. All NVMe Unified storage with Dual Active controllers each with at least 190 GB Memory scalable to minimum 2 controllers or more than 2 controllers 1,00,000 IOPS with 30% of minimum write operations with 8K or higher block sizes

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	No	
7.68TB NVMe SED NON-FIPS TLC SSD with dual drive protection	18			
NVRAM/ Equivalent drives for enhanced performance, system shall provide 190 GB cache per controller	2			
4 port 25GBE Optical card module	2			
4 port 32GB FC with minimum 2 Port card module with SFPs	2			
25GBE Optical SFP (all SFPs to be supplied along with the equipment)	8			
Dual Redundant Power Supply	1			
Rack Mounting kit/ sliding rack rails	1			
5 year warranty covered under 4 hour onsite mission critical (response)	---			
5 years Keep your disk drive (drives will not be returned)	---			
OEM has to do deployment in initial 2 sites. OEM certified gold, equivalent or higher partner with at least 3 Datacentre deployment of similar nature of current RFP can continue deployment in remaining sites provided that Knowledge transfer has taken place between both OEM and OEM certified gold, higher or equivalent partner. OEM/OEM certified (gold, equivalent or higher) partner has to provide the knowledge transfer on operational aspects to the IAF team.	---			
Software: Storage management, Immutable as well as Secure Snapshots, Thin Clones, Thin provisioning, In-line/ Always-on data reduction, deduplication and compression, QoS for block, WORM/ Equivalent capability, Native Synchronous and Asynchronous replication	---			
Protocols to be supplied: FC, NVMe /FC, iSCSI, NVMe /TCP, NFS, FTP	---			
Storage should be based on a scale out architecture with an ability to add at least 2 or more controllers of different compute and memory capacities.	---			
Post scale out, it should be possible to place the data based on utilization across the cluster for workload re-balancing	---			
Storage should also support data in place upgrade to higher compute and memory controllers	---			
It should be possible to add two drive for lower TCO	---			
Storage shall support distributed global hot spare or similar functionality for offered disk drives, which	---			

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shall be configured as per the standard industry practise				
It should be possible to add drives based on mixed capacities	---			
The backend drive expansion enclosures should be connected over high bandwidth 100Gbps port and enclosures to house NVME drives only	---			
Solution must provide the maximum High Availability, Data Integrity and Data Protection. Storage shall be configured in a No Single Point of Failure config including Array Controller Card, Cache Memory, fan, power Supply etc. Storage shall have support for controller based snap-shots.	---			
Proposed Storage Solution must have deep integration with IT Operations Automation tools/Plugin that enables automated management and day to day operational tasks	---			
Solution must easily integrate with Virtual Environments by providing management and monitoring tools. Storage shall be multi-tenant and shall support at least 50 Tenant per storage with every tenant as separate logical storage with its own user access control.	---			
Container based Modern Applications (Micro services) support via CSI (Container Storage Interface) support	---			
Storage solution shall provide GUI and CLI with Management and Monitoring capabilities	---			
Solution must support embedded management SW	---			
Should be compatible with Redhat Open Shift Container Platform	---			
Should support Syslog, SNMP and SNMP Trap for monitoring	---			
5 year warranty covered under 4 Hrs onsite Mission Critical Support	---			

8. **BACKUP SOLUTION {with Data Protection Software (10 TB)}**

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	No	
Complete Backup solution shall be offered with 5 year warranty and should support 24x7 Backup solution shall support real time monitoring, with at a glance and drill down views of health, performance and workload of the hosts and backup appliance should be offered with non-returnable HDD support for the quoted capacity.	---			
OEM has to do deployment in initial 2 sites. OEM certified gold, equivalent or higher partner with at least 3 Data center deployment of similar nature of current RFP can continue deployment in remaining sites provided that Knowledge transfer has taken place between both OEM and OEM certified gold,	---			

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higher or equivalent partner. OEM/OEM certified (gold, equivalent or higher) partner has to provide the knowledge transfer on operational aspects to the IAF team.				
The proposed purpose-built backup appliance must provide efficient data reduction by using variable block length deduplication. Proposed purpose-built backup appliance should be able to interface with various industry leading server platforms, operating systems and Must offer with LAN/SAN based D2D backup using NAS (NFS/ CIFS)/ OST on IP Interface & VTL functionality using FC interface. All the protocols should be available to use concurrently with global deduplication for data ingested across all of them. The offered purpose-built backup appliance must have an inbuilt mechanism to defend the backup data against data integrity issues, it should also have a mechanism that check, validate and repair the backup data residing on the appliance against any corruption without any human intervention.	---			
Proposed backup ***appliance*** in the solution must have data security feature like retention lock and WORM (Write Once Read Many) or equivalent. It would be required to transmit backup data to a remote DR site. The proposed Backup software must offer Capacity based licenses with no restrictions on type SAN & LAN and must be able to interface with purpose- built backup appliance. Licenses and associated appliance should be supplied. Backup application in the proposed solution should be supporting MS SQL, Windows, Linux, etc.	---			
Backup software should support file level recovery from any backup of any VM or physical server. It should support a full system recovery in case of a system crash, either on a physical system or virtual machine.	---			
The proposed purpose-built backup appliance should have storage for metadata operation. Offered purpose-built backup appliance should be offered with the VTL, NAS, Replication License, De-Duplication License for the entire capacity of the appliance at all locations.	---			
Offered Backup appliance shall support minimum **60TB/Hr** of throughput at Target appliance.	---			
Proposed purpose built backup appliance should support 256 bit AES encryption for data at rest and data-in-flight during replication.	---			

Backup appliance should have multi-factor authentication and role-based access control (RBAC) to defend data from cyber risks.	---			
Proposed purpose-built backup appliance should be offered with multi tenancy feature which provide a separate logical space for each tenant user while maintaining a global de-duplication across data from all tenant users.	---			
The offered purpose-built backup appliance should be sized appropriately for backup of front-end data of 10 TB as per below mentioned backup data retention policy. The Backup Software shall be setting up the retention policy appropriately for backup of front-end data.	---			
a. Daily incremental backup - retained for 1 week in the backup appliance.	---			
b. Weekly full backup for all data types - retained for 4 Weeks in the Backup appliance	---			
c. Monthly full backup - retained for 2 months in the backup Appliance.	---			
Bidder must provide appropriate capacity considering 10% YOY growth for a contract period of 5 years including each site backup data is replicated to another site among 5 sites. Each site to have backup data for its own site along with backup data coming from any one site as well. Any additional backup component, any additional software and any other component required as per sizing needs to be provided by the **SI** and ***OEM*** at the time of bidding. Bidder must provide the backup appliance sizing on the basis of the backup retention policies along with rack, Power & cooling requirements to run the complete infrastructure in IAF.	---			
Proposed ***purpose-built backup appliance*** should have the ability to perform different backup, restore, replication jobs simultaneously and must support communications and data Backup through 32GbFC 10/25 GBps,100 GbE SFP+ Optical or copper & 1Gb Ethernet LAN for management. The proposed backup appliance should be offered with minimum 2 x Dual Port 10/25 GbE SFP+ Optical, 1 x Dual Port 32 GbE FC ports and 1x 1Gb for management.	---			
Proposed Backup solution shall support leading backup software land should support deduplication at backup server/ host / application level so that only	---			

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changed blocks travel through network to backup device.				
Proposed purpose-built backup appliance should support global and inline data de-duplication using variable block length deduplication technology	---			
The Bidder to include the necessary Rack Server hardware to deploy the backup software along with the operating system and other pre-requisites as part of the overall solution.	---			
5 year warranty covered under 4 Hrs onsite Mission Critical Support	---			
Should be compatible with Redhat OCPP	---			
Should support Syslog, SNMP and SNMP Trap for monitoring	---			
The OEM should be able to provide efficient compression ratio of 1:15 or more for at least textual data.				

9. **SAN Switch**

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	No	
24 port 64Gb FC Switch with Port Side Exhaust airflow. All SFPs of **64 Gbps** & redundant Power Supplies and Power Cords are to be included and supplied with the equipment.	1			
Rack Mounting kit/ sliding rack rails	1			
5 year warranty covered under 4 Hrs Mission Critical Support	---			
OEM deployment with knowledge transfer on operational aspects	---			
Should support Syslog (TCP Port), SNMP and SNMP Trap (TCP/ UDP Port 161 and 162 minimum)	---			

10. **Scale Out Network Attached Storage (SO-NAS)**

Item Description	Qty per Item	Compliance		Deviation/ Upgrade, if any
		Yes	No	
SO-NAS—Node based with **minimum 2 nodes** to deliver **200 TB** of usable capacity	1			
Total usable capacity to be provided with all NVMe drives	1			
FE 2x25GbE w/o Optics per controller	--			
BE 2x100GbE w/o Optics per controller	--			
2.6 GHz 24 Core Processor or higher per controller	--			
512GB Memory per controller	--			
Rack Rails / Rack Mounting Kit	2			

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Dual, Redundant PSU	2			
Intra-node / Backend Switches	**2**			
100GbE QSFP28 to QSFP28, Passive Copper Direct Attach Cable, 1 Meter	2			
Rack Mounting kit/ sliding rack rails	1			
5 year warranty covered under 4 Hrs onsite mission critical support (response)	1			
OEM has to do deployment in initial 2 sites. OEM certified gold, equivalent or higher partner with at least 3 Datacentre deployment of similar nature of current RFP can continue deployment in remaining sites provided that Knowledge transfer has taken place between both OEM and OEM certified gold, higher or equivalent partner. OEM/OEM certified (gold, equivalent or higher) partner has to provide the knowledge transfer on operational aspects to the IAF team.	1			
The storage should be **NVIDIA** certified/ have a reference architecture for AI/ML and Big Data lake.	---			
Storage should provide linear performance increase when capacity is added				
Storage should have a global cache architecture				
All storage nodes/controllers must be active, contributing in performance and capacity of the system				
The storage MUST be allowed to expand with new generation hardware without changes to the existing configuration and whilst the system is online. Should also allow non-disruptive hardware retirement if/when required.				
The storage must have a dedicated high speed low latency Ethernet or Infini band back-end communication technology amongst controller nodes				
Storage architecture must support non-disruptive automated re-balance of data across storage pools for optimum performance and capacity efficiency in the event of subsequent expansion of the system.				
The Storage must support data access over 10/25/40/100 Gigabit Ethernet front end networking and 1 Gigabit Ethernet for management.				
Must provide access for a variety of operating systems (Linux, Windows) using all standard protocols: NFS,SMB(CIFS), S3 etc. All protocols MUST be included without additional licenses and hardware.				
The storage must be configured with All-NVMe end-to-end architecture within one file system in the cluster, providing to end-users and applications an aggregate capacity and performance view of the system.				

The storage must have a Single File System scalable to support up to 50 Petabytes which can scale dynamically under a single namespace for the entire provided capacity				
File system should support non-disruptive expansion by adding enclosures/nodes and immediate use of added capacity and performance				
The storage system should be able to sustain multiple disk and single controller node failures. It should be possible to change the drive protection policy non-disruptively as the cluster scales				

NOTE:

1. **The dimensions of each hardware component above (servers as well as other devices including power/data cabling) should be compatible for installation within the existing rack dimensions at the IAF Data Centres, viz, 600mm Wide X 1000mm Depth and height can be varying in terms of multiples of U (1U= 1.75 inches or 44.45mm).**

2. **All associated cables, connectors, SFPs and other accessories required for successful installation, commissioning and functioning of the above hardware at the IAF Data Centers are to be supplied along with the items mentioned above.**

3. In case a higher model/configuration is offered for any of the above line items, the same may be submitted with detailed comparisons during submission of the technical bids. Wherever references to specific technologies are made to establish baseline performance and compatibility standards. Any equivalent solution meeting or exceeding these capabilities from multiple OEMs will be considered eligible as long as they are compatible with the other equipment supplied except for the processors of items mentioned from S.No. 1 to S.No. 6 of this Appendix due to compatibility requirements mentioned at para 1.8 of Appendix J.

APPENDIX G

[redacted]

LOCATION WISE DISTRIBUTION OF SERVERS AND ASSOCIATED HARDWARE

1. **Type of Servers**

1.1. **Server Type 1 (1U)** (Refer **Para 1** of **Appendix F** of RFP for full specifications)

Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher

1.2. **Server Type 2 (2U)** (Refer **Para 2** of **Appendix F** of RFP for full specifications)

Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher

1.3. **Server Type 3 (1U)** (Refer **Para 3** of **Appendix F** of RFP for full specifications)

Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher

1.4. **Server Type 4 (1U)** (Refer **Para 4** of **Appendix F** of RFP for full specifications)

Intel Xeon 6 Performance 6517P, 3.2G, 16C/32T, 24GT/s,72M cache, Turbo, (190 W) DDR5-6400 or higher

1.5. **Server Type 5 (1U)** (Refer **Para 5** of **Appendix F** of RFP for full specifications)

Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher

1.6. **Server TYPE 6 (2U)** (Refer **Para 6** of **Appendix F** of RFP for full specifications)

Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 with NVIDIA H200 NVL, PCIe, 450W, 141GB Passive or higher

2. **Other Infra Components**

2.1. **SAN Storage with product support for five years (**Refer **Para 7** of **Appendix F** of RFP for full specifications)

2.2. **Backup Solution (Software and Hardware)** (Refer **Para 8** of **Appendix F** of RFP for full specifications)

2.3. **San Switch** (Refer **Para 9** of **Appendix F** of RFP for full specifications)

2.4. **Scale Out NAS** (Refer **Para 10** of **Appendix F** of RFP for full specifications)

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3. DC Wise Server and Other Infra Components Breakdown

3.1. Data Center 1: Server Components

Sl no	Specifications	Type of server	Qty
1	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
2	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
3	**Server** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	06
4	**Server -** 2 X Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 2	04
5	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
6	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
7	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
8	**Server-** 2 x Intel Xeon 6 Performance 6517P, 3.2G, 16C/32T, 24GT/s,72M cache, Turbo, (190 W) DDR5-6400 or higher with product support for five years	TYPE 4	01
9	**Server -** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	01

10	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	03
11	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02

3.2. Data Center 1: Other Infra Components

Sl no	Component	Qty
1	**SAN Storage with product support for five years** 18 X 7.68TB NVMe SED NON-FIPS TLC SSD with dual drive protection with product support of 5 years	01
2	**Backup Solution (Software and Hardware)** with product support for five years	01
3	**SAN Switch** 24 port 64Gb FC Switch with product support for five years	02

3.3. Data Center 2: Server Components

Sl no	Specifications	Type of server	Qty
1	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
2	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
3	**Server -** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	06
4	**Server -** 2 X Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 2	04

5	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
6	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
7	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
8	**Server -** 2 x Intel Xeon 6 Performance 6517P, 3.2G, 16C/32T, 24GT/s,72M cache, Turbo, (190 W) DDR5-6400 or higher with product support for five years	TYPE 4	01
9	**Server -** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	01
10	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02

3.4. **Data Center 2: Other Infra Components**

Sl No	Component	Qty
1	**SAN Storage with product support for five years** 18 X 7.68TB NVMe SED NON-FIPS TLC SSD with dual drive protection with product support of 5 years	01
2	**Backup Solution (Software and Hardware)** with product support for five years	01
3	**SAN Switch** 24 port 64Gb FC Switch with product support for five years	02

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3.5. Data Center 3: Server Components

Sl no	Specifications	Type of server	Qty
1	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
2	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
3	**Server -** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	06
4	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
5	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
6	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
7	**Server** 2 x Intel Xeon 6 Performance 6517P, 3.2G, 16C/32T, 24GT/s,72M cache, Turbo, (190 W) DDR5-6400 or higher with product support for five years	TYPE 4	01
8	**Server -** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	01

3.6. Data Center 3: Other Infra Components

Sl No	Component	Qty
1	**SAN Storage with product support for five years** 18 X 7.68TB NVMe SED NON-FIPS TLC SSD with dual drive protection with product support of 5 years	01
2	**Backup Solution (Software and Hardware)** with product support for five years	01
3	**SAN Switch** 24 port 64Gb FC Switch with product support for five years	02

3.7. Data Center 4: Server Components

SI NO	Specifications	Type of server	Qty
1	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
2	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
3	**Server -** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	06
4	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
5	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
6	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
7	**Server** 2 x Intel Xeon 6 Performance 6517P, 3.2G, 16C/32T, 24GT/s,72M cache, Turbo,	TYPE 4	01

	(190 W) DDR5-6400 or higher with product support for five years		
8	**Server -** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	01

3.8. **Data Center 4: Other Infra Components**

Sl No	Component	Qty
1	**SAN Storage with product support for five years** 18 X 7.68TB NVMe SED NON-FIPS TLC SSD with dual drive protection with product support of 5 years	01
2	**Backup Solution (Software and Hardware)** with product support for five years	01
3	**SAN Switch** 24 port 64Gb FC Switch with product support for five years	02

3.9. **Data Center 5: Server Components**

Sl No	Specifications	Type of server	Qty
1	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
2	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270 W) DDR5-6400 or higher with product support for five years	TYPE 1	02
3	**Server -** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	06
4	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
5	**Server -** 2 X Intel Xeon 6 Performance 6737P, 2.9G, 32C/64T, 24GT/s,144 M cache, Turbo, (270	TYPE 1	02

	W) DDR5-6400 or higher with product support for five years		
6	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	02
7	**Server** - 2 x Intel Xeon 6 Performance 6517P, 3.2G, 16C/32T, 24GT/s,72M cache, Turbo, (190 W) DDR5-6400 or higher with product support for five years	TYPE 4	01
8	**Server -** 2 x Intel Xeon 6 Performance 6724P, 3.6G, 16C/32T, 24GT/s,72M cache, Turbo, (210 W) DDR5-6400 or higher with product support for five years	TYPE 3	01
9	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	05

3.10. **Data Center 5: Other Infra Components**

SL No	Component	Qty
1	**SAN Storage with product support for five years** 18 X 7.68TB NVMe SED NON-FIPS TLC SSD with dual drive protection with product support of 5 years	01
2	**Backup Solution (Software and Hardware)** with product support for five years	01
3	**SAN Switch** 24 port 64Gb FC Switch with product support for five years	02

3.11. **Data Center 6: Server Components**

Sl No	Specifications	Type of server	Qty
1	**Server -** 2 x Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255 W) DDR5-6400 or higher with product support for five years	TYPE 5	05
2	**Server -** 2 X Intel Xeon 6 Performance 6527P, 3.0G, 24C/48T, 24GT/s,144 M cache, Turbo, (255	TYPE 6	04

	W) DDR5-6400 with NVIDIA H200 NVL, PCIe, 450W, 141GB Passive or higher		

3.12. **Data Center 6: Other Infra Components**

SL No	Component	Qty
1	**Scale Out NAS** SO-NAS—Node based with minimum 3 nodes to deliver 200 TB of usable capacity with product support for five years	02
2	**SAN Switch** 24 port 64Gb FC Switch with product support for five years	04

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4. **Data Center Wise Consolidated Hardware Requirement as per Para 3 above and Appendix A to this RFP.**

IAF DCs	Server Type 1	Server Type 2	Server Type 3	Server Type 4	Server Type 5	Server Type 6 with NVIDIA L40s	SAN Storage	Backup Solution	San Switch	Scale out NAS
DC 1	11	4	7	1	4	0	1	1	2	0
DC 2	8	4	7	1	4	0	1	1	2	0
DC 3	6	0	7	1	4	0	1	1	2	0
DC 4	6	0	7	1	4	0	1	1	2	0
DC 5	6	0	7	1	9	0	1	1	2	0
DC 6	0	0	0	0	5	**4**	0	0	4	2
Total	**37**	**8**	**35**	**5**	**30**	**4**	**5**	**5**	**14**	**2**

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APPENDIX H

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FORMAT FOR OEM SUPPORT CERTIFICATE

(ON THE LETTER HEAD OF THE OEM)

Ref No.______________ Date: ________

This is to certify that ________(Name of OEM)___________, the OEM for the items listed below authorize ________(Name of Vendor/Company/Firm) ____to participate in the Tender Enquiry No._________________ dated___________ to sell following items to IAF.

SL No. of RFP	Part No.	Description	Drawing No. Code	Major Assy	Qty

2. It is further certified that items to be supplied by the above named firm would correspond to the quality as specified in Para 16 of Part-IV the RFP.

3. OEM Certificate/OEM Support Certificate to be sourced from OEM only. OEM Certificate/ OEM Support Certificate sourced through third parties will be rejected.

4. This Certificate is valid up to ______________________

Authorised Rubber Seal Authorized Signatory / Designation

Note: This certificate is to be submitted on the OEM’s letter head. An English translation of same should also be submitted with quote.

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APPENDIX J

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SCOPE OF WORK FOR SYSTEM INTEGRATOR

1. **Supply of Hardware Components**

1.1. SI shall supply the hardware infrastructure components (as listed at Para Part I of the RFP as per specifications mentioned in **Appendix F** of the RFP) being procured by Purchaser.

1.2. The Warranty and Maintenance Support for all the components purchased shall commence from the date of successful deployment (DC UAT by IAF) inside the data center. SI shall manage an inventory of critical components and spares and co-ordinate with the OEMs to ensure replacement of the same whenever required. Seller should provide Maintenance support for all hardware components for its entire life cycle including warranty, maintenance, spares and technical support at no added cost. All End-of-Life (EOL)/ obsolete systems/ applications including OS/ firmware and supporting hardware are to be upgraded by Seller continuously as part of product support to ensure these systems/ sub-systems do not function with obsolete/unsupported/ vulnerable sub-systems/software in its life cycle. In addition, administrator/ root passwords of supplied hardware wherever applicable, is to be handed over by seller to buyer permanently. Buyer should be able to change the password to comply with internal cyber security policy.

1.3. SI shall supply the infrastructure in a phased manner (as mentioned in delivery schedule at Para 4.2. of Part II of this RFP). Any changes in the delivery shall be decided and communicated solely by the Purchaser after assessing the workload and data center readiness.

1.4. Purchaser may conduct Third Party Audit (TPA) and inspections of the supplied hardware as per needs. SI shall have to implement all such audit recommendations on priority, under the supervision of Purchaser.

1.5. SI shall participate in JRI as per Para 12 Part IV of the RFP.

1.6. Any additional hardware (sub-component level) such as ports, memory (RAM), structured cabling, connectors, patch panels, SFP Connectors, HBA Cards and any other accessories, etc. are supposed to be catered by the SI. Software requirements (Firmware for multiple software compatibility, CSIs, Drivers etc.) are also to be catered by SI.

1.7. SI shall ensure supply of all associated cables, connectors, SFPs and other consumables along with the hardware listed at Para 1 of Part II and specifications mentioned in Appendix F which are required for setting up the Upgraded IMMOLS application at IAF Data Centres. In addition, the SI shall make allowance to provide any essential component that is critical for the installation and commissioning of the hardware other than the ones explicitly mentioned above. Bidders are advised to factor in all the requirements of setting up of the hardware and components and their integration and successful operation of the same in the IAF Data Centres.

1.8. The new application will be sending and receiving live VMs deployed on Microsoft Hyper V from the existing IMMOLS application deployed on servers with Intel processors. The SI has to ensure that the servers provided should have processors compatible to execute the above-mentioned tasks and belong to the same processor family as that of the existing application to ensure that the live VM transfer is done seamlessly.

2. **Installation, Commissioning and Operationalization of Hardware Components**

2.1. SI shall install, test and commission the hardware components being procured by Purchaser as per Para 1 Part II of the RFP.

2.2. SI shall be responsible for the investment required for supply, installation, testing and commissioning the Infrastructure components along with OS installation (MS OS to be provided by buyer), system software (hardware, manpower, tools and technology etc.), to populate the Six Data Centers in a phased manner during the RFP specified delivery terms such that all the support actions are handled in-house ensuring all sensitive log data are not handled in seller's ICT devices/premises complying to Cyber security policy/guidelines of the buyer.

2.3. The number of hardware components to be populated by the SI in each data center is as per Para 1, Para 4.2. of Part II and Para 4 of Appendix G to RFP.

2.4. SI shall also ensure the interoperability standards such as communication protocols, integration interfaces etc. to facilitate seamless communication and data exchange across the entire underlying infrastructure procured by Purchaser.

2.5. A centralized monitoring mechanism shall be formulated with the IAF Project Manager which shall provide real-time SLA monitoring for all the Infrastructure components including incidents, queries and service requests raised, received by OEM and resolved along with resolution time and status of unresolved incidents.

2.6. SI shall create and maintain a knowledge base (RCA) for all the contingencies, problems, issues and resolutions, FAQs etc. There must be provision to regularly update the knowledge base through an automated process.

2.7. SI shall co-ordinate with the OEMs to ensure replacement of the faulty hardware components whenever required along with configuration and installation.

2.8. The SI shall be responsible for technical support for all the Infrastructure components including onsite Enterprise support from OEMs as and when required. Technical support shall include all the firmware updates and patches, hotfixes, bug fixes that are released by the respective OEMs during the period of Contract.

2.9. The onsite support staff should possess capability for supporting the equipment and components proposed, including but not limited to undertaking preventive and break-fix maintenance, troubleshooting, resolving problems, tuning, etc.

2.10. SI shall prepare low-level network layout design for hardware components installed by him in the IAF Data Centre. It will be updated on a regular basis when there are changes in the network setup of the Purchaser and its users.

2.11. Necessary access rights, visibility, control, and access logs of the infrastructure components will be provided to Purchaser during the deployment and commissioning in data centers.

2.12. SI shall provide all necessary support to IAF and Implementation Agency during the period of integration and operationalization of application on hardware components in data centers.

2.13. SI shall complete the network configurations of all lines of hardware components data center wise.

2.14 SI shall maintain spare units of the required Hardware or equipment at appropriate locations to meet the Service Level Agreement (SLA) requirements.

2.15 SI shall assign IP addresses of AFNET schema to all the hardware.

3. Software Management

3.1. The SI will provide any firmware/ software upgradation free of cost for all device/ applications/ services whenever new version is release for the devices. All essential patch/ signature/ software will be provided by the Seller for complete project life cycle period. Seller will also provide a user account for OEM customer portal to have access to download latest firmware/ signature update, to check the inventory status and access to knowledge/ technology depositary of the OEM. This account should also have the support to raise Technical assistance cases (TAC) with OEM by Buyer.

3.2. Seller will be responsible for version management of each type of software on asset management application during the project implementation stage. Thereafter Seller will gracefully handover the version management to the Buyer's teams.

3.3. User accounts will be created for Buyer i.e. Indian Air Force, at central services portal of the OEMs. All support services from OEM will directly transferred to Buyer and will be linked and visible to Buyer user account to ensure transparent online visibility i.r.o. all hardware inventory, software licensing, products support, type of service support and duration of support. Seller will ensure all support & licenses from OEM are directly contracted in the name of Indian Air Force and all supports, services, premium support services from OEM are directly provided to Buyer. **Licensing and support services will not (R) not** be in the name of vendor or sub-vendor and will be directly delivered to Buyer.

Pre-Requisites and Documentation

4. **Equipment Identification.** The equipment identification scheme will be prepared by the Seller in consultation with the Buyer. All the active equipment will be labelled as per the identification scheme.

5. **Change Request (CR).** After submission of final design documents by OEM and approved by the Buyer, any modification will be handled by change request (CR). Each CR raised, will be analyzed by the OEM and a detailed report for and will be made available to the Buyer for approval. The report must contain possible impact on the network, services to be effected by CR, time to implement the CR, expected network down time, software updates and hardware required to implement the CR. All the CRs will be compiled and maintained by Buyer at its Data Centers. No extra charges are to be paid by the buyer for Change Request during warranty period.

6. **Documentation.** At the end of the installation and commissioning stage, following list of documents must have been delivered by the SI/OEM to Buyer: -

6.1. One Copy of CRD, impact & gap analysis, HLD, LLD, ATP and Implementation Plan. Two copies of these documents will be delivered to Dte of IMMOLS Air HQ (RK Puram).

6.2. Documentation of Software version recommended for each device.

6.3. Suggested best operations and safety practices.

6.4 The complete set of documentations including above listed one and technical documents of all the active and passive equipment shall be made available in softcopies also.

7. **Incident Management**. The SI shall perform the following activities warranty period of the contract: -

7.1. SI shall manage, resolve and close all Incidents in accordance with this section and the applicable Service Levels.

7.2. SI acknowledges and agrees that the primary objective of Incident management is to restore normal service operation as quickly as possible and communicate the resolution to purchaser.

7.3. SI shall perform the following Incident management sub-processes: -

7.3.1. Verification and identification of Incident
7.3.2. Incident logging, categorization, and prioritization
7.3.3. Investigate and diagnose Incidents
7.3.4. Manage Incidents
7.3.5. Resolution and recovery
7.3.6. Management review
7.3.7. Incident Closure

7.4. SI shall ensure that all Incidents are logged, and Purchaser shall be given access, as and when required.

7.5. The SI shall also update Incident Log Entry with the following information or details within the designated Response Time. This information or details shall include: -

7.5.1. A unique Incident Log Entry number (each number to be applied sequentially).

7.5.2. The date and time the incident Log Entry is made.

8. **Resolution Time for incident pertaining to Hardware Components.** The SI shall perform the following activities: -

8.1. The time taken for Resolution of each Incident shall be measured from the moment the Incident Log Entry is (or ought reasonably to have been created, in the case of any unreasonable delay on the part of SI in doing so) until the moment of resolution of such Incident.

8.2. Resolution shall involve SI implementing either a Temporary Fix or a Permanent Fix, which shall be recorded and communicated to Purchaser.

8.3. If SI chooses to implement a Permanent Fix, then Resolution shall be deemed to have occurred when SI confirms to the satisfaction of the IAF Maintenance team (and such satisfaction is confirmed in writing by the IAF Maintenance team, such confirmation not to be unreasonably withheld) that both the cause and effect of the relevant Incident has been adequately addressed and that the relevant element of the Solution (or the relevant Track) functions and performs in accordance with the Requirements, their applicable Specifications and any other relevant requirements of the Agreement and there is no longer any impact on Purchaser.

8.4. If SI wishes to achieve resolution by way of the implementation of a Temporary Fix, it shall provide Purchaser or User Department with details of the Temporary Fix for Purchaser or User Department's approval, such details to include the intended effect of the Temporary Fix once implemented. If Purchaser or User Department approves the Temporary Fix, then SI shall immediately apply the agreed Temporary Fix. The Incident shall be considered resolved when SI confirms to the satisfaction of the Purchaser or User Department's Incident Manager (and such satisfaction is confirmed in writing by Purchaser or User Department's Incident Manager, such confirmation not to be unreasonably withheld) that the intended effect of the Temporary Fix has been achieved.

8.5. If, after SI has provided the confirmation, the Incident reoccurs within five (5) hours of such confirmation being given, the Incident shall be deemed not to have been Resolved. Any time that elapses thereafter will be added to the lapsed time previously logged in respect of that lapsed Incident.

8.6. If an Incident has not been Resolved at the end of the applicable Measurement Period in which it has occurred, Purchaser shall treat the Incident as ongoing, in which case the Resolution Time shall be calculated as set out in SLAs, where the relevant Service Level is not achieved, shall occur, or begin to occur (as the case may be) until the Incident is Resolved.

9. **Escalation in respect of incident and resolution by the SI**. The SI should handle escalations in the following way: -

9.1. In respect of any High Priority, Medium Priority and low priority Incidents, Purchaser or User Department shall be entitled to notify members of SI's senior management as follows: -

9.1.1. Purchaser may notify SI's Project Manager if a Low priority incident is not resolved or permanently fixed, respectively in accordance with the applicable Service Level

9.1.2. Purchaser may notify SI's Chief Technical Officer/Owner and OEM Technical management if a Medium or High priority incident is not resolved or permanently fixed, respectively in accordance with the applicable Service Level.

9.2. In addition to notifying any of the persons referred to in section above, Purchaser shall be entitled to require the attendance of any such person(s) at a meeting with Purchaser attending to discuss the Incident and the steps that are being taken by SI/OEM to resolve it. Any such meeting shall be at a time and location that Purchaser shall require. Advance meeting notice of 24hrs would be communicated to SI and OEM.

10. The SI shall render the services strictly adhering to the SLAs mentioned **Appendix K** of this RFP. Any delay on the part of the SI in the performance shall attract penalty. Post that Purchaser shall have the option of getting the work done through alternate sources at the cost and risk of the SI, which will be realized from applicable payments of the SI, or from the Performance Bank Guarantee or by raising claims.

11. Any system, failing at subsystem level at least three times in three consecutive months, displaying chronic system design or manufacturing defects or quality control problems will be totally replaced by the SI with same or higher specification, of the same OEM or a different OEM (if Purchaser deems necessary) at their own cost and risk within 30 days, from the date of last failure. If the SI fails to replace the system within 30 days, penalty will be charged at the rate of 0.2% (Zero-point two percent) of system purchase value per day (for each such system) up to a maximum of 10% (Ten percent) of the purchase order.

12. Non-Adherence to any of the parameters of the SLA caused wholly by any act of the Purchaser or omission of anything required to be done by the Purchaser shall not be taken into account for the purpose of calculating penalty on the SI, subject to production of supporting evidence by the SI.

13. Any incident to the extent the same is caused wholly on account of any system component both provided and maintained exclusively by the Purchaser shall not be taken into account for the purpose of calculating the penalty on the SI, subject to production of supporting evidence by the SI.

14. The services provided by the SI shall be regularly reviewed by the Purchaser and Purchaser shall: -

14.1. Check performance of the SI against this SLA over the review period and consider any key issues of the past period's performance statistics including major incidents, service trends, etc.

14.2. Discuss escalated problems, new issues and matters still outstanding for resolution.

14.3. Review of statistics related to rectification of outstanding faults and agreed changes.

14.4 Obtain suggestions for changes to improve the service levels.

15. The general terms with respect to the SLA is defined as mentioned below: -

15.1. **Incident**. An Incident is an event that results in loss of the confidentiality, integrity or availability of information that Purchaser's IT system processes and/or stores and/or transmits or a violation of Government security policies or procedures or guidelines or regulations. Some of the common examples of an incident includes but not limited to the following: -

15.1.1. Defacement of a Website or Application.

15.1.2. Phishing, Spam, Vishing attacks.

15.1.3. Infection of Malware, Trojan, Virus, Ransomware, Worms, etc.

15.1.4. Unauthorized access to a data, application, service, database, hardware, software, etc.

15.1.5. Denial of service, Distributed Denial of Service.

15.1.6. Security misconfiguration.

15.1.7. Any other type of incident.

15.2. **Service Request**. A Service Request is a request made to SI to fulfil a requirement for day-to-day operations as per scope specified in this RFP.

15.3. **Problem Ticket**. A problem ticket shall be generated for recurring incident or for incidents whose actual root cause is not known. The problem ticket shall be used for further investigation to determine the actual root cause. It is mandatory to identify the root cause for all problem tickets. The root cause shall be clearly recorded in the internal knowledge base as part of Ticketing Management – Service Desk Platform. The identified root cause shall be validated and technically accepted by the end User to whom the problem ticket belongs or the Purchaser. The problem report shall also mandatorily include appropriate corrective action and preventive action to prevent the re-occurrence of the incident or problem.

16. **Interpretations and General Instructions**

16.1. In case the service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of Contract and shall invoke liquidated damages.

16.2. Purchaser can take appropriate action including termination of the Contract as mentioned in respective SLAs.

16.3 Root cause analysis (RCA) should be prepared for all cases of breach in SLA's and shared with Purchaser. For any exceptions or SLA breach beyond the control of the SI, the SI may submit the RCA along with a justification, which may be considered by the Purchaser. In case the RCA establishes that the breach on SLA was on account of infrastructure or service issues under the scope of this RFP, the SI would be liable for the applicable penalty.

16.4 For certain incidents, RCA may also be carried out by Purchaser or its appointed agency.

16.5 In case an RCA carried out by the Purchaser or surprise security reviews and audits conducted by the Purchaser authorized representative(s) reveal non-adherence to minimum Service Levels as attributable to any act or thing required to be done or omitted to be done by the SI, the corresponding SLA parameter shall be reckoned on the basis of such finding of non-adherence, irrespective of any measurement done, report given or RCA carried out by the SI.

APPENDIX K

[redacted]

SERVICE LEVEL AGREEMENT FOR SYSTEM INTEGRATOR

1. **Cost heads**

Sl No.	Cost Head Name	Payment Milestone	Payment Percentage
1.	C1	Supply of Hardware components at all data centers as per the staggered delivery plan mentioned in **Para 4.2 Part II**, **Para 8.1 Part IV**, **Para 4 Appendix G** of RFP and completion of JRI as per **Para 12 Part IV** of RFP and clearance from Air Force Cyber Group as mentioned in **Para 30** and **31 Part IV** of RFP	**92% of the total cost** of items supplied at each data center wise as per staggered supply order mentioned in **Para 4.2. Part II** of RFP , **Para 8.1 Part IV**, **Para 4** of **Appendix G** to RFP and compliance of Cyber Security aspects as mentioned in **Para 30 and 31** of **Part-IV**
2.	C2	Installation and commissioning of Hardware components at all data centers as per the staggered delivery plan mentioned in **Para 4.2. Part II, Para 8.2 Part IV**, **Para 4 Appendix G** of RFP and completion of DC UAT mentioned in **Para 12.5. Part IV** and **Appendix AC** of RFP	**92% of the total cost** of items installed and commissioned at each data center mentioned in **Para 4.2. Part II, Para 8.2 Part IV** and **Para 4** of **Appendix G** of RFP
3.	C3	Integration testing of the supplied hardware components with IMMOLS 3.0 application inside each data center as per the staggered delivery plan mentioned in **Para 4.2. Part II, Para 8.3 Part IV**, **Para 4 Appendix G** of RFP, completion of ATP mentioned in **Para 12.5 Part IV** , **Appendix AD** of RFP and resolution of incident as mentioned in **Para 7 and 8** of Scope of work for SI placed at **Appendix J**	**92% of the total cost** of items installed and commissioned at each data center mentioned in **Para 4.2. Part II, Para 8.3 Part IV** and **Para 4** of **Appendix G** of RFP
The Incident Management during Warranty period			
SL No.	**Cost head**	**Incident management during 2nd,3rd, 4th and 5th Year of Warranty period**	**Applicable SLA**
4.	C4	Payment of 2% of **Combined value** of **Para 8.1., 8.2. and 8.3. Part IV** of RFP after resolution of all incidents arising during the warranty period of the hardware components within the stipulated timelines for second (2rd) year of warranty period	As per mentioned in **Para 8 Appendix K** and **Para 8.4. Part IV** of RFP

5.	C5	Payment of 2% of **Combined value** of **Para 8.1., 8.2. and 8.3. Part IV** of RFP after resolution of all incidents arising during the warranty period of the hardware components within the stipulated timelines for third (3rd) year of warranty period	As per mentioned in **Para 9 Appendix K** and **Para 8.4. Part IV** of RFP
6.	C6	Payment of 2% of **Combined value** of **Para 8.1., 8.2. and 8.3. Part IV** of RFP after resolution of all incidents arising during the warranty period of the hardware components within the stipulated timelines for fourth (4th) year of warranty period	As per mentioned in **Para 10 Appendix K** and **Para 8.4. Part IV** of RFP
7.	C7	Payment of 2% of **Combined value** of **Para 8.1., 8.2. and 8.3. Part IV** of RFP after resolution of all incidents arising during the warranty period of the hardware components within the stipulated timelines for fifth (5th) year of warranty period	As per mentioned in **Para 11 Appendix K** and **Para 8.4. Part IV** of RFP

2. **Incident Severity Definition**

Sl No	**Severity**	**Definition**
1.	High	**2.1.1. High severity incidents are the ones, which have a critical business impact. These incidents shall have any of the following characteristics: -** 2.1.1.1. Entire Hardware components not working as per defined standards. 2.1.1.2. Sub component of hardware not working or crashed. 2.1.1.3. System software not functioning due to patches Incorrect. 2.1.1.4. Upgrade of System software mandated by IAF policies. 2.1.1.5. Firmware update not carried out. 2.1.1.6. Data theft/ loss/ corruption. 2.1.1.7. Severe impact on Customer satisfaction. 2.1.1.8. No work-around to mitigate the disruption in service. 2.1.1.9. Repeat calls (same incident that has occurred earlier and reported more than two times). 2.1.1.10. Uptime of user application based on hardware performance as mentioned in Para 21.5. of Part IV of this RFP 2.1.1.11. Any incident escalated by IMMOLS Project Monitoring Team or any authorized personnel of IAF as High Priority.

2.	Medium	**2.2.1. Medium severity incidents are the ones, which have a significant business impact. These are concerns needing attention as quickly as possible, but shall not cause business processes to fail within one day. These incidents shall have any of the following characteristics:** 2.2.1.1. Part of the Hardware components not available or not working as desired because of hardware and system software issues. 2.2.1.2. Internal user escalations for slow response of the Hardware components impacting the efficiency of users. 2.2.1.3. Any incident escalated by IMMOLS Project Monitoring Team or any authorized personnel of IAF as Medium Priority. 2.2.1.4. Providing RCA of high severity Incidents.
3.	Low	**2.3.1. Low severity incidents are the ones, which have minimal business impact. These incidents shall have any of the following characteristics:** 2.3.1.1. No impact on processing of normal business activities. 2.3.1.2. A low impact on the efficiency of hardware and system software 2.3.1.3. Has a simple workaround for both hardware components? 2.3.1.4. Updates/upgrade not mandated but recommended by OEM or IAF. 2.3.1.5. Any incident escalated by IMMOLS Project Monitoring Team or any authorized personnel as Low Priority

3. **General information on Service Level Agreements**

3.1. Data Center wise staggered delivery of all the quoted Hardware components shall be completed within stipulated timeline as mentioned in **Para 4.2. Part II**, **Para 8.1. Part IV**, **Para 4 Appendix G** of RFP specified delivery terms and conditions along with security Aspects. Supplier/System Integrator is to ensure clearance of hardware supplied from AFCG as mentioned in **Para 30** and **31 Part-IV** of this RFP.

3.2. Components for each DC shall be considered as a single package (Lot) and the delivery shall be considered to be complete only when all the individual components mentioned for that DC are received by Purchaser in the stipulated timelines.

3.3. Partial deliveries of the items shall be permitted as per the delivery timelines. However, the payment against each lot shall be released only after delivery of complete lot items and acceptance by the Purchaser.

3.4. Installation and commissioning of Hardware components shall be considered completed only after successful completion of DC UAT by buyer as mentioned in **Para 4.2. Part II, Para 8.2. Part IV, Para 12.5 Part IV**, **Para 4 Appendix G** and **Appendix AC** of RFP.

3.5. Incidents occurring after successful installation and commissioning of Hardware components in each DC till complete integration of application in each data center to be counted under cost head C3 which is payment milestone as mentioned in **Para 4.2. Part II and Para 8.3 Part IV** of RFP.

3.6. Incidents occurring after successful integration of application with Hardware components in each DC till completion of warranty period of the contract to be counted under cost head **C4 to C7** which is **8% payment** of the contract value (**2% each for 2nd, 3rd, 4th and 5th year of warranty**).

3.7. Penalty under **C4 to C7** to be imposed on and deducted from **8% payment** as mentioned in **Para 8.4 Part IV** of RFP.

4. **Service Level Agreements for supply of hardware Components for Data center 1, 2 and 6**

SLA	Definition	Required Delivery Time	Penalty Applicable after Required Delivery Time	
Delivery of Hardware Components	The bidder is required to supply the hardware components as mentioned in **Sl No 1,2** & **6** of **Para 4.2. Part II** of RFP and clearance from Air Force Cyber Group as mentioned in **Para 30 and 31 Part IV** of RFP	**T** + 12 Weeks	Delay up to **4** Weeks	**0.10%** of **C1** per Week or part there of
			Delay of **4-8** weeks	**0.10%** per week (for 2 weeks)+ **0.15%** per week or part there of (for 2-4 weeks) of **C1**
			Delay beyond **8** weeks	**0.10%** per week (up to 2 weeks) + **0.15%** per week (for 2-4 weeks) + **0.30%** per week or part thereof (for 5-12 weeks) of **C1** as mentioned in **Para 8.1. Part-III** of RFP for the cost of items not delivered at each Data Centre

Note:

1. T is the date of the acceptance of the Supply order as mentioned in **Para 4.4. Part II** and **Para 2 Part III** of RFP.
2. SI shall provide a valid business reason to Purchaser for delay in delivery. If no valid reason is provided by the SI for delay of more than 12 weeks, then the Purchaser reserves the right to invoke forfeiture of the PBG.
3. **C1** refers to the respective cost head as per the cost head table mentioned in **Para 1.1** of **Appendix K** of RFP.

5. **Service Level Agreements for supply of hardware Components for Data center 3, 4 and 5**

<table>
<tr><th>SLA</th><th>Definition</th><th>Required Delivery Time</th><th colspan="2">Applicable
Penalty</th></tr>
<tr><td rowspan="3">Delivery of Hardware Components</td><td rowspan="3">The bidder is required to supply the hardware components as mentioned in Sl No 3,4 & 5 of Para 4.2. Part II of RFP and clearance from Air Force Cyber Group as mentioned in Para 30 and 31 Part IV of RFP</td><td rowspan="3">T + 24 Weeks</td><td>Delay up to 4 Weeks</td><td>0.10% of C1 per Week or Part there of</td></tr>
<tr><td>Delay of 4-8 weeks</td><td>0.10% per week (for 4 weeks)+ 0.15% per week or part there of (for 4-8 weeks) of C1</td></tr>
<tr><td>Delay beyond 8 weeks</td><td>0.10% per week (up to 4 weeks) + 0.15% per week (for 4-8 weeks) + 0.30% per week or part thereof (of C1) up to max of 10% of C1. as mentioned in Para 8.1. Part-III of RFP for the cost of the items not delivered at each Data Centre.</td></tr>
<tr><td colspan="5"><u>Note</u>:
1. T is the date of the acceptance of the Supply order as mentioned in Para 4.4. Part II and Para 2 Part III of RFP.
2. SI shall provide a valid business reason to Purchaser for delay in delivery. If no valid reason is provided by the SI for delay of more than 12 weeks, then the Purchaser reserves the right to invoke forfeiture of the PBG.
3. C1 refers to the respective cost head as per the cost head table as mentioned in Para 1.1 of Appendix K of RFP.</td></tr>
</table>

6. **Service Level Agreements for Installation and Commissioning of Hardware Components (For all Data Centers)**

<table>
<tr><th>SLA</th><th>Definition</th><th>Required Delivery Time</th><th colspan="2">Applicable
Penalty</th></tr>
<tr><td rowspan="3">Installation and Commissioning of Hardware Components</td><td rowspan="3">The bidder is required to Install and commission the hardware components as mentioned in Para 4.2. Part II and Para 4 Appendix G and Appendix AC of RFP</td><td rowspan="3">T1 + 4 Weeks</td><td>Delay up to 1 Weeks</td><td>0.10% of C2 per Week or Part there of</td></tr>
<tr><td>Delay of 1-2 weeks</td><td>0.10% per week (for 1 week)+ 0.15% per week or part there of (for 1-2 weeks) of C2</td></tr>
<tr><td>Delay beyond 2 weeks</td><td>0.10% per week (up to 1 week) + 0.15% per week (for 1-2 weeks) + 0.30% per week or part thereof (of C2) up to max of 10% as mentioned in Para 8.2. Part-III of RFP for the cost of the items to Installed and Commissioned at each Data Centre.</td></tr>
<tr><td colspan="5">Note:
1. T1=T+12/T+24 is the date of the successful supply of all components in the data center as mentioned in Para 4.2. Part II and Para 4 Appendix G of RFP.
2. SI shall provide a valid business reason to Purchaser for delay in delivery. If no valid reason is provided by the SI for delay of more than 4 weeks, then the Purchaser reserves the right to invoke forfeiture of the PBG.
3. C2 refers to the respective cost head as per the cost head table as mentioned in Para 1.2 of Appendix K of RFP.</td></tr>
</table>

7. **Service Level Agreements for Incident management of hardware Components till successful integration of application with hardware in each data center**

Helpdesk and Incident Management Phase SLAs					
Mile-stone	**SLA**	**Definition**	**Target**	**Applicable penalty**	
1	Incident - Time to Resolve (**High Severity Incidents**)	High severity incidents should be resolved within **48 hours** of problem reporting. Measured as the time taken from the time the issue/ incident is reported to the SI till the time the problem is resolved/ fixed. <u>Considerations</u>: 1. Ad hoc reporting and data requests not to be considered for SLA compliance. 2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs	48 Hours or Next two Business/ working days	Within 48 Hours	NIL
				48-72 Hours	**0.10%** of the cost of Hardware component as per **C3** or part there of
				72-96 hours	**0.10%** till 48 hours+ **0.15%** till 96 hours of the cost of Hardware component as per **C3** or part there of
				96 Hours and beyond	**0.10%** till 48 hours+ **0.15%** till 96 hours+ **0.30%** for every 24 hours till resolution of the cost of Hardware component as per **C3** part there of or deduction of max 10% of **C3** as per **Para 8.3. Part-III** of RFP

2	Incident - Time to Resolve (**Medium Severity Incidents**)	Medium severity incidents should be resolved within **72 hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 1. Ad hoc reporting and data requests not to be considered for this. 2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs	72 hours or next three business/ working days	Within 72 Hours	NIL
				72-96 Hours	**0.10%** of the cost of Hardware component as per **C3** part there of
				96-120 hours	**0.10%** till 96 hours+ **0.15%** till 120 hours of the cost of Hardware component as per **C3** part there of
				120 hours and beyond	**0.10%** till 96 hours+ **0.15%** till 120 hours+**0.30%** for every 24 hours till resolution of the cost of Hardware component as per **C3** or part there of or deduction of max 10% of **C3** as per **Para 8.3. Part-III** of RFP
3	Incident - Time to Resolve **(Low Severity Incidents)**	Low severity incidents should be resolved within **96 Hours** of problem reporting. Measured as the time taken from the time the issue/	96 hours or next four business/ working days	Within 96 Hours	NIL
				96-120 Hours	**0.10%** of the cost of Hardware component as per **C3** part there of

		incident reaches SI till the time the problem is resolved / fixed. Considerations: 3.1. Ad hoc reporting and data requests not to be considered for this. 3.2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs		120-144 hours	**0.10%** till 120 hours+ **0.15%** till 144 hours of the cost of Hardware component as per **C3** or part there of or
				144 hours and beyond	**0.10%** till 120 hours+ **0.15%** till 144 hours+**0.30%** for every 24 hours till resolution of the cost of Hardware component as per **C3** or part there of or deduction of max 10% of **C3** as per **Para 8.3. Part-III** of RFP
4	Submission of Root Cause Analysis (RCA) reports	RCA to be submitted for all high and medium severity incidents within **5 working days** of resolution	5 days	For delay of every 1 week in submitting RCA report, 0.30% of cost of Hardware component as per **C3** or part there of	

8. **Service Level Agreements for Incident management of hardware Components for second (2nd) Year of warranty period**

Helpdesk and Incident Management Phase SLAs					
Mile-stone	**SLA**	**Definition**	**Target**	**Applicable penalty**	
1.	Incident - Time to Resolve **(High Severity Incidents)**	High severity incidents should be resolved within **48 hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 1.1. Ad hoc reporting and data requests not to be considered for SLA compliance. 1.2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs	48 Hours or Next two Business/ working days	Within 48 Hours	NIL
				48-72 Hours	**0.10%** of the cost of **C4** or part there of
				72-96 hours	**0.10%** till 48 hours+ **0.15%** till 96 hours of **C4** or part there of
				96 Hours and beyond	**0.10%** till 48 hours+ **0.15%** till 96 hours+**0.30%** for every 24 hours till resolution of the cost of **C4** or part there of or deduction of max 10% of **C4** as per **Para 8.4. Part-III** of RFP
2.	Incident - Time to Resolve **(Medium Severity Incidents)**	Medium severity incidents should be resolved within **72 hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations:	72 hours or next three business/ working days	Within 72 Hours	NIL
				72-96 Hours	**0.10%** of the cost of **C4** or part there of

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		2.1. Ad hoc reporting and data requests not to be considered for this. 2.2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs		96-120 hours	**0.10%** till 96 hours+ **0.15%** till 120 hours of the cost of **C4** or part there of
				120 hours and beyond	**0.10%** till 96 hours+ **0.15%** till 120 hours+**0.30%** for every 24 hours till resolution of the **C4** cost or part there of deduction of max 10% of **C4** as per **Para 8.4. Part-III** of RFP
3.	Incident - Time to Resolve **(Low Severity Incidents)**	Low severity incidents should be resolved within **96 Hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 3.1. Ad hoc reporting and data requests not to be considered for this. 3.2. Any resolution delay which is not attributable to IA shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs	96 hours or next four business/ working days	Within 96 Hours	NIL
				96-120 Hours	**0.10%** of the cost of **C4** or part there of
				120-144 hours	**0.10%** till 120 hours+ **0.15%** till 144 hours of the cost of **C4** or part there of
				144 hours and beyond	**0.10%** till 120 hours+ **0.15%** till 144 hours+ **0.30%** for every 24 hours till resolution of the cost of **C4** or part there of or deduction of max 10% of **C4** as per **Para 8.4. Part-III** of RFP

4.	Submission of Root Cause Analysis (RCA) reports for third year of warranty period	RCA to be submitted for all high and medium severity incidents within 5 working days of resolution	5 days	For delay of every 1 week in submitting RCA report, **0.30%** of cost of **C4** or part there of

9. **Service Level Agreements for Incident management of hardware Components for Third (3rd) Year of warranty period**

Helpdesk and Incident Management Phase SLAs					
Mile-stone	**SLA**	**Definition**	**Target**	**Applicable penalty**	
1.	Incident - Time to Resolve **(High Severity Incidents)**	High severity incidents should be resolved within **48 hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 1.1. Ad hoc reporting and data requests not to be considered for SLA compliance. 1.2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs	48 Hours or Next two Business/ working days	Within 48 Hours	NIL
				48-72 Hours	**0.10%** of the cost of **C5** or part there of
				72-96 hours	**0.10%** till 48 hours+ **0.15%** till 96 hours of **C5** or part there of
				96 Hours and beyond	**0.10%** till 48 hours+ **0.15%** till 96 hours+**0.30%** for every 24 hours till resolution of the cost of **C5** or part there of or deduction of max 10% of **C5** as per **Para 8.4. Part-III** of RFP

2.	Incident - Time to Resolve **(Medium Severity Incidents)**	Medium severity incidents should be resolved within **72 hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 2.1. Ad hoc reporting and data requests not to be considered for this. 2.2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs	72 hours or next three business/ working days	Within 72 Hours	NIL
				72-96 Hours	**0.10%** of the cost of **C5** or part there of
				96-120 hours	**0.10%** till 96 hours+ **0.15%** till 120 hours of the cost of **C5** or part there of
				120 hours and beyond	**0.10%** till 96 hours+ **0.15%** till 120 hours+**0.30%** for every 24 hours till resolution of the **C5** cost or part there of or deduction of max 10% of **C5** as per **Para 8.4. Part-III** of RFP
3.	Incident - Time to Resolve **(Low Severity Incidents)**	Low severity incidents should be resolved within **96 Hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 3.1. Ad hoc reporting and data requests not to be considered for this.	96 hours or next four business/ working days	Within 96 Hours	NIL
				96-120 Hours	**0.10%** of the cost of **C5** or part there of
				120-144 hours	**0.10%** till 120 hours+ **0.15%** till 144 hours of the cost of **C5** or part there of

		3.2. Any resolution delay which is not attributable to IA shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs		144 hours and beyond	**0.10%** till 120 hours+ **0.15%** till 144 hours+ **0.30%** for every 24 hours till resolution of the cost of **C5** or part there of or deduction of max 10% of **C5** as per **Para 8.4. Part-III** of RFP
4.	Submission of Root Cause Analysis (RCA) reports for Fourth year of warranty period	RCA to be submitted for all high and medium severity incidents within 5 working days of resolution	5 days	For delay of every 1 week in submitting RCA report, **0.30%** of cost of C5 or part there of	

10. **Service Level Agreements for Incident management of hardware Components for Fourth (4th) year of warranty period**

Helpdesk and Incident Management Phase SLAs					
Mile-stone	**SLA**	**Definition**	**Target**	**Applicable penalty**	
1.	Incident - Time to Resolve **(High Severity Incidents)**	High severity incidents should be resolved within **48 hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 1.1. Ad hoc reporting and data requests not to be considered for SLA compliance. 1.2. Any resolution delay which is not attributable to SI shall be excluded from SLA	48 Hours or Next two Business/ working days	Within 48 Hours	NIL
				48-72 Hours	**0.10%** of the cost of **C6** or part there of
				72-96 hours	**0.10%** till 48 hours+ **0.15%** till 96 hours of **C6** or part there of
				96 Hours and beyond	**0.10%** till 48 hours+ **0.15%** till 96 hours+**0.30%** for every 24 hours till

		calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs			resolution of the cost of **C6** or part there of or deduction of max 10% of **C6** as per **Para 8.4. Part-III** of RFP
2.	Incident - Time to Resolve **(Medium Severity Incidents)**	Medium severity incidents should be resolved within **72 hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 2.1. Ad hoc reporting and data requests not to be considered for this. 2.2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs	72 hours or next three business/ working days	Within 72 Hours	NIL
				72-96 Hours	**0.10%** of the cost of **C6** or part there of
				96-120 hours	**0.10%** till 96 hours+ **0.15%** till 120 hours of the cost of **C6** or part there of
				120 hours and beyond	**0.10%** till 96 hours+ **0.15%** till 120 hours+**0.30%** for every 24 hours till resolution of the **C6** cost or part there of or deduction of max 10% of **C6** as per **Para 8.4. Part-III** of RFP
3.	Incident - Time to Resolve **(Low Severity Incidents)**	Low severity incidents should be resolved within **96 Hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is	96 hours or next four business/ working days	Within 96 Hours	NIL

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		resolved / fixed. Considerations: 3.1. Ad hoc reporting and data requests not to be considered for this. 3.2. Any resolution delay which is not attributable to IA shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs		96-120 Hours	**0.10%** of the cost of **C6** or part there of
				120-144 hours	**0.10%** till 120 hours+ **0.15%** till 144 hours of the cost of **C6** or part there of
				144 hours and beyond	**0.10%** till 120 hours+ **0.15%** till 144 hours+ **0.30%** for every 24 hours till resolution of the cost of **C6** or part there of or deduction of max 10% of **C6** as per **Para 8.4. Part-III** of RFP
4.	Submission of Root Cause Analysis (RCA) reports for Fifth year of warranty period	RCA to be submitted for all high and medium severity incidents within 5 working days of resolution	5 days	For delay of every 1 week in submitting RCA report, **0.30%** of cost of **C6** or part there of	

11. **Service Level Agreements for Incident management of hardware Components for Fifth (5th) Year of warranty period**

Helpdesk and Incident Management Phase SLAs					
Mile-stone	**SLA**	**Definition**	**Target**	**Applicable penalty**	
1.	Incident - Time to Resolve **(High Severity Incidents)**	High severity incidents should be resolved within **48 hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations:	48 Hours or Next two Business/ working days	Within 48 Hours	NIL
				48-72 Hours	**0.10%** of the cost of **C7** or part there of

		1.1. Ad hoc reporting and data requests not to be considered for SLA compliance. 1.2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs		72-96 hours	**0.10%** till 48 hours+ **0.15%** till 96 hours of **C7** or part there of
				96 Hours and beyond	**0.10%** till 48 hours+ **0.15%** till 96 hours+**0.30%** for every 24 hours till resolution of the cost of **C7** or part there of or deduction of max 10% of **C7** as per **Para 8.4. Part-III** of RFP
2.	Incident - Time to Resolve **(Medium Severity Incidents)**	Medium severity incidents should be resolved within **72 hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 2.1. Ad hoc reporting and data requests not to be considered for this. 2.2. Any resolution delay which is not attributable to SI shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs	72 hours or next three business/ working days	Within 72 Hours	NIL
				72-96 Hours	**0.10%** of the cost of **C7** or part there of
				96-120 hours	**0.10%** till 96 hours+ **0.15%** till 120 hours of the cost of **C7** or part there of
				120 hours and beyond	**0.10%** till 96 hours+ **0.15%** till 120 hours+**0.30%** for every 24 hours till resolution of the **C7** cost or part there of deduction of max 10% of **C7** as per **Para 8.4. Part-III** of RFP

3.	Incident - Time to Resolve **(Low Severity Incidents)**	Low severity incidents should be resolved within **96 Hours** of problem reporting. Measured as the time taken from the time the issue/ incident reaches SI till the time the problem is resolved / fixed. Considerations: 3.1. Ad hoc reporting and data requests not to be considered for this. 3.2. Any resolution delay which is not attributable to IA shall be excluded from SLA calculation subject to the condition that SI is able to prove the same to the Purchaser's satisfaction with RCAs	96 hours or next four business/ working days	Within 96 Hours	NIL
				96-120 Hours	**0.10%** of the cost of **C7** or part there of
				120-144 hours	**0.10%** till 120 hours+ **0.15%** till 144 hours of the cost of **C7** or part there of
				144 hours and beyond	**0.10%** till 120 hours+ **0.15%** till 144 hours+ **0.30%** for every 24 hours till resolution of the cost of **C7** or part there of or deduction of max 10% of **C7** as per **Para 8.4. Part-III** of RFP
4.	Submission of Root Cause Analysis (RCA) reports for third year of warranty period	RCA to be submitted for all high and medium severity incidents within 5 working days of resolution	5 days	For delay of every 1 week in submitting RCA report, **0.30%** of cost of **C4** or part there of	

Appendix L

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STANDARD ARBITRATION CLAUSES

INDIGENOUS PRIVATE BIDDERS.

1. All disputes or differences arising out of or in connection with the present contract, including the one connected with the validity of the present contract or any part thereof, shall be settled by bilateral discussions.

2. Any dispute, disagreement or question arising out of or relating to this contract or relating to construction or performance (except as to any matter the decision or determination whereof is provided for by these conditions), which cannot be settled amicably, shall within 21 (twenty one) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to a sole Arbitrator.

3. Within 60 (sixty) days of the receipt of the said notice, an arbitrator shall be nominated in writing by the authority agreed upon by the parties.

4. The sole Arbitrator shall have its seat in New Delhi or such other place in India as may be mutually agreed to between the parties.

5. The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 (as amended from time to time), and the award of such Arbitration shall be enforceable in Indian Courts only.

6. The decision of the Arbitrator shall be final and binding on the parties to the contract.

7. Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration, including the fees and expenses, shall be shared equally by the parties, unless otherwise awarded by the sole Arbitrator.

8. The parties shall continue to perform their respective obligations under the contract during the pendency of the arbitration proceedings, except in so far as such obligations are the subject matter of the said arbitration proceedings.

Note:- In the event of the parties deciding to refer the dispute(s) for adjudication to an Arbitration Tribunal, then both parties can mutually agree on the number of arbitrators (which cannot be an even number) to be appointed. In case there is no agreement, a single (sole) arbitrator may be appointed. The parties can mutually agree on a procedure for appointing the arbitrator or arbitrators, or else, in case of arbitration with three arbitrators, each party will appoint within 60 (sixty) days of receipt of the notice one arbitrator and the two appointed arbitrators will appoint the third arbitrator within 90 (ninety) days, who will act as the presiding arbitrator. If one party fails to appoint an arbitrator within 60 (sixty) days, or if the two appointed arbitrators fail to agree on the third arbitrator, then the court/ authority concerned may appoint any person or institution as arbitrator. The application for appointment of the third arbitrator in such cases has to be made to the Chief Justice of the High Court within whose jurisdiction the parties are situated. The fees of the arbitrator appointed by the parties shall be borne by each party and the fees of the third arbitrator, if appointed, shall be equally shared by the buyer and seller.

FOREIGN BIDDERS.

All disputes or differences arising out of or in connection with the present contract including the one connected with the validity of the present contract or any part thereof, should be settled by bilateral discussions.

9. Any dispute, disagreement or question arising out of or relating to this contract or relating to construction or performance (except as to any matter the decision or determination whereof is provided for by these conditions), which cannot be settled amicably, shall within 60 (sixty) days or such longer period as may be mutually agreed upon, from the date on which either party informs the other in writing by a notice that such dispute, disagreement or question exists, will be referred to the Arbitration Tribunal consisting of three arbitrators.

10. Within 60 (sixty) days of the receipt of the said notice, one arbitrator shall be nominated in writing by the Seller and one arbitrator shall be nominated by the Buyer.

11. The third arbitrator, who shall not be a citizen or domicile of the country of either of the parties or of any other country unacceptable to any of the parties, shall be nominated by the parties within 90 (ninety) days of the receipt of the notice mentioned above, failing which the third arbitrator may be nominated under the provisions of the United Nations Commission on International Trade Law (UNCITRAL) by the International Chamber of Commerce, Paris at the request of either party. However, the said nomination would be after consultation with both the parties and shall preclude any citizen or domicile of any country as mentioned above. The arbitrator nominated under this clause shall not be regarded nor act as an umpire.

12. The Arbitration Tribunal shall have its seat in New Delhi or such other place in India as may be mutually agreed to between the parties.

13. The arbitration proceedings shall be conducted in India under the Indian Arbitration and Conciliation Act, 1996 (as amended from time to time), and the award of such Arbitration Tribunal shall be enforceable in Indian Courts only or as may be mutually agreed between the parties.

14. The decision of the majority of the arbitrators shall be final and binding on the parties to the contract.

15. Each party shall bear its own cost of preparing and presenting its case. The cost of arbitration including the fees and expenses of the third arbitrator shall be shared equally by the Seller and the Buyer, unless otherwise awarded by the Arbitration Tribunal.

16. In the event of a vacancy caused in the office of the arbitrators, the party which nominated such arbitrator shall be entitled to nominate another in his place and the arbitration proceedings shall continue from the stage they were left by the outgoing arbitrator.

17. In the event of a vacancy caused in the office of the arbitrators, the party which appointed such arbitrator shall be entitled to appoint another in his place and the arbitration proceedings shall continue from the stage they were left by the outgoing arbitrator.

18. In the event of one of the parties failing to appoint its arbitrator within 60 (sixty) days as above or if any of the parties does not appoint another arbitrator within 60 (sixty) days of the place of arbitrator falling vacant, then the other party shall be entitled after

due notice of at least 30 (thirty) days, to request the International Chamber of Commerce, Paris, or dispute resolution institutions in India, like the Indian Council of Arbitration (ICA) or the International Centre for Alternate Dispute Resolution (ICADR) etc., to appoint another arbitrator as above.

19. The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings, except in so far as such obligations are the subject matter of the said arbitration proceedings.

Note:- The provisions with regard to appointment of an Arbitrator by the International Chamber of Commerce, Paris, shall only be resorted to in cases of International Commercial Arbitration. Similarly, the UNCITRAL provisions will only apply with regard to appointment of Arbitrator and fixation of fees of the Arbitrator when it is a foreign arbitration. The procedure to be adopted during arbitration will be as provided in the Indian Arbitration & Conciliation Act, 1996 (as amended from time to time).

CPSUs/ DPSUs

20. In the event of any dispute or difference between CPSUs/ DPSUs and Departments/ Organizations under MoD, relating to the interpretation and application of the provisions of the contract, such dispute or difference shall be referred at the First level (tier), to a Committee comprising of Secretaries of the Administrative Ministries/ Departments to which the disputing parties belong and Secretary, Department of Legal Affairs. In case the two disputing parties belong to the same Ministry/ Department, the Committee may comprise of the Secretary of the Administrative Ministry/ Department concerned and Secretary, Department of Legal Affairs. Secretary, Department of Public Enterprises may be invited in case the dispute pertains to a CPSE. The resolution of such disputes shall be by unanimous decision of the Committee.

21. In case the dispute remains unresolved after consideration by the Committee, it will be referred at the Second level (tier), to the Cabinet Secretary, whose decision will be final and binding on all concerned.

22. The procedure in this regard, referred to as the Administrative Mechanism for Resolution of Commercial Disputes (AMRCD), is available in Department of Legal Affairs/ Ministry of Law & Justice’s OM No. 334774/DoLA/AMRD/2019 dated 31 Mar 2020.

Appendix M

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FORMAT OF INTEGRITY PACT

General

1. This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on .... day of the month of .... 20.........., between, on one hand, the President of India represented by .... (Name and designation of the officer), ... (name of organisation of the officer), Government of India (hereinafter called the “BUYER”, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s .... represented by.......................... (name and designation of the individual), (hereinafter called the “BIDDER/ SELLER” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

2. WHEREAS the BUYER proposes to procure .... *{name of good(s)/ service(s)}* and the BIDDER/ SELLER is willing to offer/ has offered the stores and WHEREAS the BIDDER is a private company/ public company/ Government undertaking/ partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Ministry/ Department/ Organisation of the Government of India/ PSU performing its functions on behalf of the President of India.

Objectives

3. NOW, THEREFORE, the BUYER and the BIDDER agree to enter into this pre-contract agreement, hereinafter referred to as Integrity Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any influence/ prejudiced dealings prior to, during, and subsequent to the currency of the contract to be entered into with a view to:-

   3.1. Enabling the BUYER to obtain the desired said stores/ equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

   3.2. Enabling the BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER shall commit to prevent corruption, in any form, by its officials by following transparent procedures.

Commitments of the BUYER

4. The BUYER commits itself to the following:-

   4.1. The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, shall demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the Contract.

4.2 The BUYER shall during the pre-contract stage, treat all BIDDERs alike, and shall provide to all BIDDERs the same information and shall not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERs.

4.3 All the officials of the BUYER shall report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

4.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to contract process. In such a case, while an enquiry is being conducted by the BUYER, the proceedings under the contract would not be stalled.

Commitments of the BIDDERs

5. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

5.1. The BIDDER shall not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

5.2. The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or for bearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.

5.3. The BIDDER shall disclose the name and address of its agents and representatives and the Indian BIDDER shall disclose its foreign principals or associates.

5.4. The BIDDER shall disclose the payments to be made by it to agents/brokers or any other intermediary, in connection with this bid/ contract.

5.5. The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/ authorised government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially, to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

5.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to, or intends to make, to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the bid/ contract and the details of services agreed upon for such payments.

5.7 The BIDDER shall not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

5.8 The BIDDER shall not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

5.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

5.10 The BIDDER commits to refrain from giving any complaint, directly or through any other manner, without supporting it with full and verifiable facts. Complaint, if any, shall be processed as per MoD Guidelines for Handling of Complaints in vogue. In case the complaint is found to be vexatious, frivolous or malicious in nature, it would be construed as a violation of the Integrity Pact.

5.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

5.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/ stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. The term 'relative' for this purpose would be as defined in Section 2 (77) of the Companies Act 2013.

5.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

Previous Transgression

6. The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

7. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process, or the contract, if already awarded, can be terminated for such reason.

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Sanctions for Violations

8. Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), shall entitle the BUYER to take all or any one of the following actions, wherever required:-

8.1 To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

8.2 Forfeiture of any or all forms of security deposits/ bonds/ guarantees submitted by the BIDDER either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason thereof.

8.3 To immediately cancel the Contract, if already signed, without giving any compensation to the BIDDER.

8.4 To recover all sums already paid by the BUYER, and in case of an Indian BIDDER, with interest thereon at 2% higher than the prevailing MCLR of State Bank of India, while in case of a BIDDER from a country other than India, with interest thereon at 2% higher than the LIBOR.If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.

8.5 To encash the Advance Payment Bank Guarantee and Performance Bond/ Warranty Bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.

8.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

8.7 To debar the BIDDER from participating in future bidding processes of the Ministry of Defence and/or Government of India as per the extant policy of MoD/ GoI.

8.8 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is closely related to any of the officers of the BUYER, or alternatively, if any close relative of an officer of the BUYER has financial interest/ stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filling of tender. Any failure to disclose the interest involved shall entitle the BUYER to debar the BIDDER from the bid process or rescind the contract without payment of any compensation to the BIDDER. The term 'close relative' for this purpose would mean spouse whether residing with the Government servant or not, but not include a spouse separated from the Government servant by a decree or order of a competent court; son or daughter or step son or step daughter and wholly dependent upon the Government servant, but does not include a child or step child who is no longer in any way dependent upon the Government servant or of whose custody the Government servant has been deprived of by or under any law; any other person related, whether by blood or marriage, to the Government servant or to the

Government servant's wife or husband and wholly dependent upon the Government servant.

8.9 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER and if he does so, the BUYER shall be entitled forthwith to rescind the contract and all other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.

8.10 To recover all sums paid in violation of this Pact by the BIDDER to any middleman or agent or broker with a view to securing the Contract.

8.11 In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

9. The BUYER shall also be entitled to take all or any of the actions mentioned at Sub- Paragraphs 8.1 to 8.11 of this Pact, on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

10. The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and binding on the BIDDER. However, the BIDDER may approach the Independent Monitor(s) appointed for the purposes of this Pact.

Independent Monitors

11. The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. The names and addresses of nominated Independent Monitors (at the time of issue of RFP) are as follows (However, the vendor must refer to the MoD website at www.mod.gov.in to check for any updates/changes):-

(Names and Addresses of the Monitors to be given).

11.1. Shri Ranjan Kumar Ghose, IA&AS (1982) (Retd),
DX-145, Kendriya Vihar, Sector-56
Gurugram, Haryana-122201
Mob. 9810152001, e-mail: ranjankghose@gmail.com

11.2. Shri Yogendra Tripathi, IAS/Karnataka (1985) (Retd)
Flat No. 2802,28th Floor, Tower-B2, County
107, Sector-107,Noida, Uttar Pradesh-201301
Mob:8527576222, e-mail: yogendratripathi@yahoo.com

11.3. Shri Chet Ram Koli, IRS (1985) (Retd)
Flat No. 272, 27th Floor, Florence Building, Courtyard
Pokhran Road No. 2, Thane (W), Maharashtra-400610
Mob:9869479987,e-mail: crkoli@yahoo.com

12. A copy of all communications to Independent Monitors made by the BUYER and/ or by the BIDDER(s) shall be sent to the Director (Vigilance). The designation and contact details of the Director (Vigilance) are as follows:-

12.1. Directorate of Vigilance at Vikash Bhawan-II, 5th Floor,

Upper Bela Road, Civil Lines, Delhi-110054

13. After the Integrity Pact is signed, the BUYER shall provide a copy thereof, along with a brief background of the case to the Independent Monitors, if required by them.

14. The BIDDER(s), if they deem it necessary, may furnish any information as relevant to their bids, to the Independent Monitors.

15. If any complaint with regard to violation of this Pact is received by the BUYER in a procurement case, the BUYER shall refer the complaint to the Independent Monitors for their comments/ enquiry.

16. If the Independent Monitors need to peruse the relevant records of the BUYER in connection with the complaint sent to them by the BUYER, the BUYER shall make arrangement for such perusal of records by the Independent Monitors.

17. Both the parties accept that the Independent Monitors have the right to access all the documents relating to the project/ procurement, including minutes of meetings.

18. As soon as the Independent Monitor notice, or has reason to believe, a violation of this Pact, the Monitor shall so inform the Authority designated by the BUYER.

19. The BIDDER(s) accepts that the Independent Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER shall also grant the Independent Monitor, upon their request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractor(s). The Independent Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/ Subcontractor(s) with confidentiality.

20. The BUYER shall provide to the Independent Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the parties. The parties shall offer to the Independent Monitor the option to participate in such meetings.

21. The Independent Monitor shall submit a written report to the designated Authority of BUYER/ Secretary in the Department within eight to ten weeks from the date of reference or intimation to them by the BUYER/ BIDDER and, should the occasion arise, submit proposals for correcting problematic situations, for taking final decision/action.

Facilitation of Investigation

22. In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER, and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

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Law and Place of Jurisdiction

23. This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

Other Legal Actions

24. The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

Validity

25. The validity of this Integrity Pact shall be from date of its signing and extend up to three years or up to 60 days beyond the date of completion of all contractual obligations including warranty to the satisfaction of both, the BUYER and the BIDDER/ SELLER, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

26. Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties shall strive to come to an agreement with respect to their original intentions.

27. The parties hereby sign this Integrity Pact at .... on ....

BUYER	**BIDDER**
	(in the name and on behalf of the company's Chief Executive Officer)
Name of the Officer :	Name of the Individual: ....
Designation :	Designation: ....
Dept./Ministry/Org. :	Name of the Firm: ....
Witnesses:-	**Witnesses**:-
1.	1. ....
2.	2. ....

Digitally signed by DEEPAK KUMAR SONI
Date: 2026.08.03 16:12:01 IST

Appendix N

[redacted]

FORMAT OF BANK GUARANTEE (BG)
GUARANTEE BOND

To,

The President of India, through

....

(Complete postal address of the beneficiary)

1. In consideration of the President of India (hereinafter called 'the Government') having agreed to exempt .... {hereinafter called 'the said Contractor(s)'} from the demand, under the terms and conditions of an Agreement dated .... made between .... and .... for .... (hereinafter called 'the said Agreement'), of security deposit for the due fulfilment by the said Contractor(s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for ₹(Any other foreign currency, in case of foreign procurement contract) .... (Rupees/ Any other foreign currency, in case of foreign procurement contract .... Only), we, ... (*indicate the name of the bank*), (hereinafter called 'the Bank'), at the request of the said Contractor(s), do hereby undertake to pay to the Government an amount not exceeding ₹/ Any other foreign currency, in case of foreign procurement contract .... (Rupees .... Only) against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We, ... (*indicate the name of the bank*), do hereby undertake to pay the amounts due and payable under this Guarantee, without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Government by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding ₹ .... (Rupees/ Any other foreign currency, in case of foreign procurement contract .... Only).

3. We undertake to pay to the Government any money so demanded, notwithstanding any dispute or disputes raised by the Contractor(s) in any lawsuit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment, so made by us under this bond, shall be a valid discharge of our liability for payment thereunder and the contractor(s)/ supplier(s) shall have no claim against us for making such payment.

4. We, ... (*indicate the name of the bank*), further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable until all the dues of the Government under or by virtue

of the said Agreement have been fully paid and its claims satisfied or discharged or until .... Office/ Department/ Ministry of .... certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under this Guarantee is made on us in writing, on or before the ...., we shall be discharged from all liability under this Guarantee thereafter.

5. We, ... (*indicate the name of the bank*), further agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance/ warranty by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the Government or any indulgence by the Government to the said Contractor(s) or by any such matter or thing whatsoever which, under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/ Supplier(s).

7. We, ... (Indicate *the name of the bank*), lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the Government in writing.

8. notwithstanding anything contained herein above:-

8.1. Our liability under this Guarantee shall not exceed ₹/Any other foreign currency, in case of foreign procurement contract .... (Rupees/ Any other foreign currency, in case of foreign procurement contract .... Only).

8.2. This Bank Guarantee shall remain valid until .... (hereinafter the expiry date of this guarantee). The Bank Guarantee will cease to be valid after .... irrespective of whether the Original Guarantee is returned to us or not.

8.3. We are liable to pay guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written demand or a claim in writing on or before .... (expiry date).

Dated the .... day of .... (month and year)

Place: ....

Signed and delivered by...........................(name of Bank).

Through its authorised signatory

(Signature with seal)
DPMF 23

Appendix AA

[redacted]

FORMAT OF ELECTRONIC CLEARING SERVICE (ECS) MANDATE

Customer's option to receive payments through e-Payment (ECS/ EFT/ Direct Credit/ RTGS/ NEFT/ Other payment mechanisms as approved by RBI)

1. Customer's name :

2. Particulars of Bank account: -

2.1. Bank name :

2.2. Branch name :

2.3. Branch address :

2.4. Branch Tele No(s):

2.5. IFS code :

2.6. 9 Digit code :

of the Bank Branch appearing on MICR cheque issued by Bank

2.7. Account Type :

(Savings/ Current/ Cash/ etc.)

2.8. Ledger No. :

2.9. Ledger Folio No. :

2.10. Account No. :

(as appearing on the Cheque Book)

(Please attach a blank cancelled cheque or photocopy of a cheque or front page of your savings bank passbook issued by your bank for verification of the above particulars)

3. **Date of Effect :**

"I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the user institution responsible. I have read the option invitation letter and agree to discharge the responsibility expected of me as a participant under the scheme."

(……………………………….)

Date: Signature of Customer

Certified that the particulars furnished above are correct as per our records.

Bank's Stamp: (……………………………….)

Date: Signature of the Authorised

Official from the Bank

Digitally signed by DEEPAK KUMAR SONI
Date: 2026.08.03 16:12:01 IST

APPENDIX AB

[redacted]

JOINT RECEIPT INSPECTION (JRI) ACCEPTANCE CERTIFICATE

Contract No.

Place of Test:

Date:

JRI Proceedings Report No.:

Certified that M/s ……………………… have completed the Joint Receipt Inspection (JRI) of equipment as mentioned in JRI Proceedings Report on ……………………. (date).

………………………………..	…………………………..
Rep of IAF	Rep of M/s
Name:	Name:
Designation:	Designation:
Rank:	
Date:	Date:
Place:	Place:

Digitally signed by DEEPAK KUMAR SONI
Date: 2026.08.03 16:12:01 IST

APPENDIX AC

[redacted]

DC USER ACCEPTANCE TEST (DC UAT) AFTER INSTALLATION AND COMMISSIONING

DC UAT (HARDWARE)

1. **Scope for Hardware Components**

1.1. Hardware Components

1.1.1. Servers.

1.1.2. Storage devices.

1.1.3. Backup appliance.

1.1.4. Networking hardware (switches, routers, firewalls, load balancers, etc.).

1.2. Tests Covered

1.2.1. Physical inspection.

1.2.2. Hardware diagnostics.

1.2.3. Configuration validation.

1.2.4. Performance testing.

1.2.5. Redundancy and failover testing.

1.2.6. Integration testing.

1.2.7. Documentation and warranty review.

1.2.8. Environmental compliance

2. **User Acceptance Criteria**

2.1. General Criteria

2.1.1. All hardware must conform to the approved technical specifications detailed in the procurement contract.

2.1.2. The delivered components must include all necessary accessories (cables, brackets, power cords, etc.), software licenses, and documentation.

2.1.3. OEM-provided tools for monitoring, diagnostics, and management must be functional and accessible.

2.1.4. No physical damage, scratches, or defects should be present on the hardware.

2.1.5. Serial numbers and service tags must match procurement records.

2.1.6. Warranties and support agreements should be verified and activated.

2.2. **Specific Criteria**

2.2.1. Servers

2.2.1.1. Processor(s). Verify the number of cores, threads, and base/turbo frequencies.

2.2.1.2. Memory. Validate capacity, type (DDR4/DDR5), speed, and slot population.

2.2.1.3. Storage. Check the type (SAS/SATA/NVMe), capacity, and RAID configurations.

2.2.1.4. Network Interfaces. Confirm number and type (1GbE/10GbE/25GbE ports).

2.2.1.5. Hardware Management. Validated by OEM tools for accessibility and functionality.

2.2.1.6. Power. Dual power supply functionality under failover conditions.

2.2.2. Storage Devices.

2.2.2.1. Disk Configuration. Validate total capacity, usable capacity, RAID level, and hot spares.

2.2.2.2. Performance. Measure IOPS, throughput, and latency using OEM or Third Party Audit (TPA) tools.

2.2.2.3. Connectivity. Check SAN/NAS connectivity, including Fibre Channel or iSCSI configurations.

2.2.2.4. Replication. Test synchronous and asynchronous replication configurations.

2.2.2.5. Data Protection. Verify snapshot and deduplication capabilities.

2.2.3. Backup Appliances

2.2.3.1. Storage Capacity. Validate usable and de-duplicated storage capacities.

2.2.3.2. Backup/ Restore. Perform backup and restore operations using production-like data.

2.2.3.3. Network Integration. Test connectivity with backup software.

2.2.3.4. Data Compression. Verify deduplication and compression ratios.

2.2.4. Networking Hardware.

2.2.4.1. Port Validation. Check total ports, speed (10GbE/25GbE/40GbE), and type (RJ45/SFP/SFP+).

2.2.4.2. VLAN Configuration. Validate VLAN compatibility.

2.2.4.3. Routing. Test static and dynamic routing (OSPF/BGP).

2.2.4.4. Security. Verify firewall rules, ACLs, and port security.

2.2.4.5. Redundancy. Test failover configurations such as link redundancy or redundant routing.

3. **Results**

3.1. DC UAT report (Jointly signed by SELLER and BUYER reps including implementation agency) containing: -

3.1.1. Compliance to the DC UAT Hardware criteria listed from Para 1 and 2 above.

3.1.2. Tests carried out, expected and actual results.

3.2. DC UAT Acceptance Certificate

3.2.1. This certificate will be signed by the BUYER rep and System Integrator. On satisfactory completion and acceptance certificate of DC UAT by IAF, SELLER/System Integrator can claim the milestone payment linked to this activity.

3.2.2. Provide reference to the DC UAT report.

APPENDIX AD

[redacted]

ACCEPTANCE TEST PROCEDURE (ATP) AFTER INTEGRATION OF APPLICATION

ATP HARDWARE

1. **Pre-Acceptance Preparations for Hardware Components**

1.1. Documentation Review

1.1.1. Cross-check delivery documents (packing lists, invoices, service tags) against procurement records.

1.1.2. Verify provided manuals, installation guides, and warranty certificates.

1.2. Environment Setup

1.2.1. Prepare the test rack for hardware installation.

1.2.2. Ensure necessary power, cooling, and network connectivity.

1.2.3. Ensure required testing tools and software.

2. **Testing Procedures**

2.1. Physical Inspection

2.1.1. Inspect chassis, bezels, and external ports for damage.

2.1.2. Validate power cables, mounting kits, and other accessories.

2.1.3. Ensure serial numbers match procurement documents.

2.2. Hardware Diagnostics

2.2.1. Use OEM recommended diagnostic tools.

2.2.2. Run full hardware diagnostics for CPU, memory, storage, and NICs.

2.2.3. Perform stress tests for CPUs using OEM tools.

2.2.4. Verify memory modules availability, capacity and performance using OEM tools.

2.3. Configuration Validation

2.3.1. Configure BIOS/UEFI settings (e.g., enabling virtualization, secure boot, power-saving features).

2.3.2. Validate RAID arrays using OEM tools.

2.3.3. Test and verify management interfaces by checking firmware, versions, update if required and ensure remote console functionality.

2.3.4. Configure VLAN tagging and verify NICs compatibility for Sellers network IP Schema.

2.4. Redundancy and Failover Testing

2.4.1. Simulate power failure for redundant power supplies to verify failover.

2.4.2. Test RAID rebuild functionality under simulated disk failure conditions.

2.4.3. For networking devices, disable active links to test LACP and spanning tree failover operations.

2.4.4. Validate dual-homing for devices with redundant network paths.

2.5. Integration Testing

2.5.1. Connect the hardware to SAN infrastructure and validate failover.

2.5.2. Test interoperability with software platforms such as Hyper-V, or container orchestration systems (e.g. Redhat Open Shift).

2.5.3. Perform a simulated data restore from backup appliances to validate end-to-end integration.

2.6. Documentation and Warranty Verification

2.6.1. Cross-check provided documentation against hardware specifications and check compliance.

2.6.2. Validate warranty registrations and ensure service levels (e.g. next business day support or as stated in SLAs mentioned in **Appendix K** of this RFP).

(iii) Verify availability and configuration of OEM management suites.

2.7. Environmental Compliance Testing

2.7.1. Measure power consumption at idle and peak loads using OEM tools.

2.7.2. Monitor and log thermal output using OEM supplied/TPA sensors and tools.

3. Test Records and Reporting

3.1. Maintain detailed logs of installation and configuration steps. Log results for each test is to be maintained in a structured format with time stamps and test conditions.

3.2. Record test results, issues encountered, and resolutions. Document any deviations from expected results along with troubleshooting steps and resolutions.

3.3. Prepare a detailed acceptance report summarizing test results, issues resolved, and final recommendations.

3.4. Prepare a summary report highlighting the test outcomes and compliance status.

4. Acceptance and Sign-Off for Hardware Components

4.1. Acceptance Criteria

4.1.1. All functional, performance, and integration tests must pass without critical issues.

4.1.2. Security vulnerabilities, if any, must be resolved or mitigated.

4.1.3. Complete documentation and activated licenses must be verified.

4.2. Sign-Off Procedure

4.2.1. Finalize the acceptance report with test results.

4.2.2. Obtain sign-off from designated stakeholders, including IT, procurement, and vendor representatives.

4.2.3. Transition the software to production or operational deployment.

4.3. ATP shall be carried out at each Data Center after successful integration of application and DC UAT in each Data Center. However, there may be situation where ATP could not be carried out due to delays exclusively attributable to Buyer. In this case, payment as mentioned **in Para 7 Part IV** of RFP will be executed by the buyer. However, if DC UAT is pending at any Data Center due to delays attributable to SELLER, the ATP shall not be carried out till DC UAT has been accepted at that particular data center. This comprehensive Acceptance Test Procedure ensures the procured Hardware adheres to technical, functional, and operational requirements, seamless integration and deployment of application within the data center.

APPENDIX AE

[redacted]

CERTIFICATE: MALICIOUS CODE CERTIFICATE FROM BIDDER

(To be rendered on the Company Letter head)

1. This is to warrant that the Hardware and the Software being offered, as part of the Contract, does not contain embedded malicious code at the time of installation and commissioning. Patch level update of the hardware/software is enclosed.

2. The latest security patches available at the time of installation and commissioning, have been updated in the hardware/software. We undertake to provide solutions to address all security issues during the warranty and support period of the hardware/software, provided end of support for the same has not been declared for the equipment by the OEM's and to address all the exposed security issues by exercising immediate Work-around until the OEM has made the respective solutions available.

Note:- The firm will be considered to be in breach of the contract, in case any physical damage or any compromise in information and cyber security or infringement related to copyright and Intellectual Property Rights (IPRs) is caused due to activation of any malicious code embedded in the Hardware/software.

Signature
Designation
Name
Address of firm

Date:

Place:

Digitally signed by DEEPAK KUMAR SONI
Date: 2026.08.03 16:12:01 IST

MALICIOUS CODE CERTIFICATE FROM HARDWARE OEM

1. It is certified that the firmware/ microcode installed in the hardware products (As listed below), which is proposed to be delivered by our Business Partner M/s_____________, is approved by the OEM. The products have been thoroughly tested and found to be working as per the OEM's specifications at the time of delivery and no malicious code has been found in these products. Patch level update of the system is enclosed.

2. The latest security patches as available at the time of supply, have been updated in the firmware. We undertake to provide solutions to address all security issues during the installation, warranty and support period of the equipment, provided end of support for the same has been declared for the equipment by the OEM(s).

Signature
Designation
Name
Address of firm

Date:

Place:

List of Hardware:-

1. ____________

2. ____________

Digitally signed by DEEPAK KUMAR SONI
Date: 2026.08.03 16:12:01 IST

MALICIOUS CODE CERTIFICATE FROM SOFTWARE OEM

1. It is certified that the firm has taken all steps to ensure that the software produced (as listed below), which is proposed to be licensed by ____________________ is found to be working as per the OEM's specifications at the time of delivery. No malicious software computer program/ code is hidden within the software that performs a function unauthorized by the OEM's published documentation has been introduced in these products. Patch level update of the software is enclosed.

2. The latest security patches as available at the time of supply, have been updated in the software. We undertake to provide solutions to address all security issues during the installation, warranty and support period of the software, provided end of support for the same has not been declared for the equipment by the OEM's.

Signature
Designation
Name
Address of firm

Date:

Place:

List of Software:-

1. ____________

2. ____________

Digitally signed by DEEPAK KUMAR SONI
Date: 2026.08.03 16:12:01 IST

MALICIOUS CODE CERTIFICATE FROM BIDDER

1. This is to warrant that the hardware and software being offered, as part of the Contract does not contain embedded malicious code at the time of installation and commissioning. Patch level update of the hardware/ software is enclosed.

2. The latest security patches as available at the time of installation and commissioning, have been updated in the hardware/ software. We undertake to provide solutions to address all security issues during the warranty and support period of the hardware/software, provided end of support for the same has not been declared for the equipment by the OEM's and to address all exposed security issues by exercising immediate Work-around until the OEM has made the respective solutions available.

Note:- The firm will be considered to be in breach of the contract, in case any physical damage or any compromise in information and cyber security or infringement related to copyright and Intellectual Property Right (IPRs) is caused due to activation of any malicious code embedded in the hardware/ software.

Signature
Designation
Name
Address of firm

Date:

Place:

Digitally signed by DEEPAK KUMAR SONI
Date: 2026.08.03 16:12:01 IST

APPENDIX AF

[redacted]

[redacted]

NON-DISCLOSURE AGREEMENT

PROCUREMENT OF HARDWARE FOR IMMOLS FOR STAGING, TRAINING AND PRODUCTION ENVIRONMENT FOR OPERATION OF IMMOLS UPGRADED APPLICATION IN IAF DATA CENTERS

[redacted] [redacted]

This is Non-Disclosure and Confidentiality Agreement (this Agreement) is entered into as of **XX XXX 2026** by and between:

Disclosing Party: INDIAN AIR FORCE, Ministry of defense, GoI Organization

Receiving Party: M/s____.

Disclosing Party and Receiving Party have indicated an interest in exploring a potential business relationship relating to **PROCUREMENT OF HARDWARE FOR IMMOLS FOR STAGING, TRAINING AND PRODUCTION ENVIRONMENT FOR OPERATION OF IMMOLS UPGRADED APPLICATION IN IAF DATA CENTERS**

In connection with its respective evaluation of the transaction, each party, their respective affiliates and their respective directors, officers, employees, agents or advisors (collectively, “Representatives”) may provide or gain access to certain confidential and proprietary information. A party disclosing its Confidential to the other party is hereafter referred to as a “Disclosing Party”. A party receiving the confidential information of a Disclosing Party is hereafter referred to as a “Receiving Party”. In consideration for being furnished confidential Information, Disclosing and Receiving Party agree as follows:

Confidential Information, Confidential Information is:

All Information shared by Disclosing Party, “Confidential Information” shall mean (i) all information relating to Disclosing Party’s products, business and operation including, but not limited to, financial documents and plans, customers, suppliers, manufacturing partners, marketing strategies, vendors, products, products development plans, technical product data, product samples, costs, sources, strategies, operation procedure, proprietary concepts, inventions, sales leads, sales data, customer lists, customer profiles, technical advice or knowledge, contractual agreements, price lists, suppliers lists, sales estimates, product specification, trade secrets, distribution methods, inventories, source code, software, algorithms, data, drawings or schematics, blueprints, computer programs and system and know-how or other intellectual property of Disclosing Party and its affiliates that may be at any time furnished, communicated or delivered by Disclosing Party to Receiving Party, whether in oral, tangible, electronic or other form; (ii) the terms of any agreement, including this agreement, and the discussions, negotiations and proposals related to any agreement.

Signature Receiving Party

____

Digitally signed by DEEPAK KUMAR SONI
Date: 2026.08.03 16:12:01 IST

APPENDIX AG

[redacted]

FORMAT OF QUALITY CLAIM

Quality Claim to the Contract Number ....dated ....

Claim Protocol Number ....

Laid down on .... (Name of the Claimed Equipment)

Concerning ....

Commission, consisting of Chairman .... and

Members ....

has acquainted with the claimed equipment and made the following decision:-

1. .... (Item Description and Serial Number .... (give details of equipment), produced/ manufactured by the .... (name of producer/ manufacturer) on .... (date of production/ manufacture), number of running hours .... (hours), with guarantee period of .... (years, months), of which .... (years, months completed). From the beginning of operation, the product has been operating for .... hours.

2. .... (Indicate operation conditions of the equipment, type of fuel and oil used during operation of the equipment, etc.)

3. .... (Description of the defect, the date and circumstances under which the defect was ascertained, short description of the probable causes and probable consequences of the defect).

4. **List of units (or their parts)** .... (defective equipment will remain in that organisation's storeroom or where it has been operating, till arrival of the Seller's instruction)

5. **Conclusion of the Commission**... (e.g. on investigation the commission decided that the claimed equipment is not DPM - 2025 (Vol. II) Appendices and Forms(150) serviceable and that it must be subject to repair or must be replaced with a new equipment. The kind of repair and place where the repair should be carried out are to be stated).

5.1. The following parts are required for the repair of the equipment (or its parts) ....

5.2. The defect occurred .... within the guarantee period from the reason as follows ....

5.3. The costs of the repair of the equipment or its parts ………………………………………………………………………………………… …………………...

5.4. The costs of the repair will be debited to .... (manufacturer/ owner).

Digitally signed by DEEPAK KUMAR SONI
Date: 2026.08.03 16:12:01 IST

5.5. To settle the claim, the Seller has to replace the equipment and dispatch the unit and other parts .... (indicate the parts and where the repair should be carried out, the manner of reimbursement of costs connected with the repair of the equipment, etc.)

Supplementary Data

6. The equipment was handed over in accordance with the .... Number .... on .... (date).

7. The following documents are enclosed to this claim protocol to support the justification of the claim:-

7.1. ....

7.2. ....

(Photos, samples, results of analysis, packing sheets, etc.)

Signature of the Commission Members and Chairman, with place and date of issue
....
....
....

APPENDIX AH

[redacted]

FORMAT OF QUANTITY CLAIM

Quality Claim to the Contract Number ....dated ....

Claim Protocol Number ....

Laid down on .... (Name of the Claimed Equipment)

Concerning ....

Commission, consisting of Chairman .... and

Members ....

has acquainted with the claimed equipment and made the following decision:-

1. The equipment was delivered by M/s ....
against Bill of Lading Number .... of ....
in the quantity of one collo with the Marking ....
Case Number ....

2. The obtained equipment is delivered under Contract Number .... Item Serial Number ....
Cost...

3. The state of packing and seals on goods packages, correspondence of the gross weight and the weight indicated in the way bills (packing lists), and numbers of the colli are to be pointed out .... Condition of the colli .... Gross weight of the colli .... Net weight of the colli ....

4. While unpacking the goods packages, the following discrepancy between the shipping documents (packing lists) and the packed equipment was discovered/ separately for each package ....

5. **Conclusion of the Commission**
....
....
....

6. The following documents confirming the justification of the complaint are attached with the report (Packing list, photos of the damaged goods, etc.) ....
....
....

Chairman : ....
Members : ....
Place and date of issue : ....