



**REQUEST FOR PROPOSAL FOR PROCUREMENT, SUPPLY AND INSTALLATION OF
SERVERS, STORAGE, OS, SWITCHES**

Tender No.: [PNBGILTS/RFP/SERVER-PROCUREMENT/2025-26/03]

Date: 03.09.2025

PNB GILTS LIMITED

5, Sansad Marg,

New Delhi, 110001

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@PNB GILTS LTD

Purpose

PNB GILTS intends to procure Servers, Storage, Operating System and Switches to support its operational infrastructure efficiency.

Detailed specifications, configurations, and scope of work are provided in the annexures accompanying this RFP document.

Annexure	Annexure Details
A	Terms and conditions
B	Qualification and Eligibility Criteria and Covering letter format
C	Technical Proposal Covering Letters (Format I, II, III)
D	Scope of Work
E	Commercial Proposal Covering and Bid Format (I, II)

2. The bidders are requested to submit their final Techno-Commercial proposals and required annexures in separate password-protected techno-commercial proposals over email, with an individual password for technical and commercial proposals. **Passwords will not be shared with the proposals or a separate email until requested.**
3. Password-protected proposals (with separate passwords for technical and commercial proposals) should be sent to IT@pnbgilts.com
4. The technical bid should consist of Annexures A, B, C, and D. The commercial bid should consist of Annexure E.
5. **Contact Persons: -**
Mr. Ashutosh Sharma (IT@pnbgilts.com) Contact No: - 8178823688
Mr. Ganesh Barde (IT@pnbgilts.com) Contact No: - 8668392621

Yours faithfully,

Head of IT

ANNEXURE A - TERMS AND CONDITIONS

The bidder shall be responsible for the supply, installation and warranty (5) of Servers, Storage, OS and Switches at Delhi and Mumbai locations—as per the specifications outlined in this RFP. The delivery and installation must be completed within a maximum of four (4) weeks from the date of order placement. PNB GILTS LTD reserves the right to cancel the order at its discretion without giving any reason.

1. Evaluation of Bid:

PNB GILTS LTD will first evaluate the Technical Bids. Only those proposals that meet the technical requirements will be considered for Commercial Bid evaluation. PNB GILTS LTD reserves the right to negotiate the contract price and terms further with the vendor selected through this process.

2. Purchase Order:

PNB GILTS LTD will reserve the right to issue a full or partial purchase order on a selected vendor. In case of an inability from bidder to execute the order, PNB GILTS LTD will reserve the right to place an order with another bidder (vendor) of its choice. PNB GILTS LTD is not bound to accept the lowest or any bid it may receive and will reserve the rights to scrap the entire process initiated through this RFP.

3. Payment:

Payments for procurement of above mentioned Hardware will be paid only after supply and installation and warranty status updated on OEM portal.

- I. The bidder and its employees will strictly undertake not to communicate or allow to be communicated to any person or divulge in any way any information relating to the ideas, know-how, technique, data, facts, figures and any information whatsoever concerning or relating to the PNB GILTS LTD and its affairs to which the said employees have access in the course of the performance of the contract. Such employees shall also execute letters of fidelity and secrecy in such form as may be prescribed by the PNB GILTS LTD.
- II. All disputes and differences of any kind, whatever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement, each party may appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration is to be governed by the provisions of the Indian Arbitration Act.
- III. PNB GILTS LTD shall be under no obligation to accept the lowest bid or any other response to this tender notice including incomplete tenders / responses without assigning any reason whatsoever. PNB GILTS LTD reserve the right to modify / alter the full or partial terms and conditions of the tender / RFP / process and reissue fresh, if considered necessary, at point of time during process till placing purchase order.
- IV. Within the period of warranty/maintenance cover stipulated, PNB GILTS LTD would have the right to 1) Shift the systems to an alternate site at its choice. 2) Install electronic components such as memories, hard drivers, etc. to enhance the systems performance.
- V. Servers, Storages, Switches and others as proposed should strictly confirm to the specifications stipulated by us. In case of any deviation, we reserve the right to reject the quotation. In case of any deviation is detected after acceptance, vendor should replace the identified system(s) free of cost.
- VI. The bidder should certify the brand of components/sub-assemblies used in manufacturing the systems. PNB GILTS LTD would, prior to installation, open and inspect the systems, to confirm

the certification.

- VII. Bidders should not quote any part/component reaching End of Life and/or End of Support during the mentioned warranty period from the date of purchase.

Delivery:

Four (4) servers, storage (1) and Switches (2) & Operating system are to be delivered to the Head Office in Delhi, and three (3) servers, storage (1) and Switches (2) Operating system at the Disaster Recovery (DR) site in Mumbai. The exact delivery addresses will be provided to the selected bidder upon finalization. Following is an indicative timeframe for the overall selection process under this RFP.

Schedule of the Event

Sr. No.	Particulars	Dates and Timeline
01	Date of issue of the RFP	03.09.2025
02	Last Date and Time for submission of bids (technical and commercial) along with supporting documents	22.09.2025
03	Address for communication	PNB GILTS LIMITED, 5, Sansad Marg, New Delhi-110001
04	Address for Delivery	PNB GILTS LIMITED, 5, Sansad Marg, New Delhi-110001 PNB GILTS LIMITED, 2nd Floor, Pragati Tower, BKC, Mumbai- 400051
05	E-mail id and contact for any queries / Comments /clarification regarding RFP / process	Mr. Ashutosh Sharma (IT@pnbgilts.com) Contact No: - 8178823688 Mr. Ganesh Barde (IT@pnbgilts.com) Contact No: - 8668392621

- Bidders are expected to adhere to the timelines strictly mentioned above. However, PNB GILTS LTD reserves the right to change the aforementioned timelines.
- If there are any changes in the above schedule, the same will be communicated to all applicable bidders through notice / email.
- All costs and expenses incurred by Bidder in any way associated with the development, preparation, and submission of their responses to the RFP, including but not limited to attendance at meetings, discussions, presentations, demonstrations, Proof of Concept etc. and providing any additional information required by PNB GILTS LTD.

Annexure 1 – Eligibility Criteria of the Bidder

(To be submitted on Bidder’s Letterhead)

To
 Head IT
 PNB GILTS LTD,
 5, Sansad Marg,
 4th Floor, New Delhi- 110001

Dear Sir,

We confirm our Compliance of below Eligibility Criteria given in RFP for Procurement, Supply and Installation of Servers, Storage, OS and Switches:

Sr. No.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	COMPLIANCE (YES/NO) (Pg. No. of the Technical Bid submitted)
1.	The bidder should be registered as a company in India as per Company Act 1956 or 2013/ Partnership Bidder registered under LLP Act, 2008, operating since last 5 years as on the Bid Submission date of RFP.	Certificate of Incorporation or any other certificate of registration issued by competent authority from Government of India.	
2.	The bidder must provide confirmation that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have not participated in the bid process.	Self-Undertaking to be submitted by the Bidder	
3.	The bidder should be either Original Equipment Manufacturer (OEM) of Servers or their authorized representative in India. In case both OEM and its authorized representative bid for the captioned tender both will be rejected by the Company.	Bidder to submit the OEM's MAF	
4.	The Bidder should have an average turnover of INR 80 Crores (Rupees Eighty Crores) or above for the last three financial years i.e., FY2021-22, FY2022-23 and FY2023-24 from their Indian Operations. For MSE bidders, the criteria is: The Bidder should have an average turnover of INR 50 Crores (Rupees Forty Crores) or above for the last	Provide CA Certificate as per Annexure-5 and Audited Financial statements (Balance sheet and Profit & Loss statement) for the last three (3) Consecutive Financial years. The CA certificate provided in this regard should be without any riders.	

Sr. No.	ELIGIBILITY CRITERIA	SUPPORTING DOCUMENTS TO BE SUBMITTED	COMPLIANCE (YES/NO) (Pg. No. of the Technical Bid submitted)
	three financial years i.e. FY2021-22, FY2022-23 and FY2023-24 from their Indian Operations.		
5.	The bidder should have positive net worth during each of the financial years FY2021-22, FY2022-23 and FY2023-24.		
6.	The bidder should have national presence and should have supplied and maintained at least 300 servers in India during last five financial years in at least One PSU / central government organizations / BFSI / Financial Institution in India from the date of submission of bid.	Satisfactory Performance Certificate from the Clients. OR Copy of Purchase Order along with email from the client containing all the required information. Kindly note that that Client's Email should be from their official Email IDs only, containing their name, designation & Mobile no. OR Copy of Work Order along with any other proof of execution subject to the satisfaction of the Company.	
7.	The Bidder should not have been blacklisted/debarred/banned by any Government / Government agency / Banks / Financial Institutions/PSU in India during last 3 years from the date of submission of Bid.	Undertaking to be submitted as per Annexure-4	
8.	The bidder should not be involved in any litigation which threatens solvency of company.	Certificate is to be provided by the chartered accountant /statutory auditor	
9.	Bidder should Quote Server and Storage from same OEM	Self-Undertaking to be submitted by the Bidder	
10.	Bidder should have support offices in Delhi/NCR and Mumbai Metropolitan Region.	Self-Undertaking to be submitted by the Bidder	

NOTE:

1. In case any purchase order has been issued to the bidder by the company in respect of any other project/product and the same has not been delivered/executed even after the prescribed time period and is pending for execution as on date of bid, the bid of the respective bidder is liable for rejection.
2. Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.
3. Technical Evaluation will be done by Company's Evaluation committee and the decision of the committee will be final.
4. Bidders to submit relevant documentary evidence for all parameters mentioned.

5. Providing any wrong information by the bidder will result in disqualification of the bidder. The Company may cross check above parameters by any means / during site visit.
6. All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party. All documents addressed to the Company, should be submitted in Original.
7. All third-party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident. The document providing the authorization of the signatory should be submitted to the Company for all parties.
8. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third-party document may make the bid liable for rejection.
9. Company reserves the right to Cancel the Purchase Order, Terminate the Contract, Forfeit the Performance Bank Guarantee and Blacklist the Successful bidder, in case the Successful bidder exceeds the threshold limit of Delay for any of the items above. Company, at its sole discretion, may exercise any or all of the options against the Successful bidder, in such circumstances.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

Annexure 2 – Bidder’s Information

(To be submitted on Bidder’s Letterhead)

Reg. : RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

S.N.	Information	Particulars / Response
1	Company Name	
2	Constitution	
3	Date of Incorporation	
4	Company Head Office Address	
5	Registered office address	
6	GST No.	
7	Whether MSE (quote registration no. and date of registration, copy to be attached)	
8	Bank Account Detail: Account Number, Account Name, IFSC, Bank Name	Account Number: Account Name: IFSC: Bank Name:
9	Name, Designation, Tel. No, E-Mail of the authorized signatory submitting the RFP (Please enclose the copy of the board resolution)	
10	Specimen Full signature	
11	Contact person’s name, address, telephone number, mobile number, Fax Number, E-Mail ID. (give at least 2 contact person’s details)	
12	Details of Service Support Center in Delhi/NCR and Mumbai	Complete Address: No. of Support Engineers: Contact Person (Name & No.): Email ID:
13	Whether company has been blacklisted for service deficiency in last 3 years. If yes, details thereof.	
14	Any pending or past litigation (within three years)? If yes, please give details	Yes/No/Comments (if option is ‘Yes’)

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

Annexure 3 – Performance Certificate

(To be provided on letter head of the issuing company)

To,
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Sir,

Reg.: RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

This is to certify that M/s _____ has successfully supplied, installed and commissioned _____ no. of _____ (OEM – M/s _____ & Model No. _____) on _____. Thereafter, the said products/items are running successfully at ours from _____ to _____.

The services provided by the M/s _____ are satisfactory.

The certificate has been issued on the specific request of the company.

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company

Annexure 4 – Undertaking for Non - Blacklisted

(To be submitted on Bidder's Letterhead)

To,
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Sir,

Reg.: RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

We M/s _____, a company incorporated under the Companies act, 1956/
Companies Act 2013/ LLP Act, 2008 with its headquarters at,
_____ do hereby confirm that we have
not been blacklisted/debarred/banned by any Government / Government agency / Banks / Financial
Institutions/PSU in India during last 3 years from the date of submission of Bid.

This declaration has been submitted and limited to, in response to the tender reference mentioned in this document.

Thanking You,
Yours faithfully,

Date: _____
Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact No:

Seal of Company:

Annexure 5 – Turnover Certificate

(To be submitted on CA Letterhead)

To,
 Head IT
 PNB GILTS LTD,
 5, Sansad Marg,
 4th Floor, New Delhi- 110001

Reg.: RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

This is to certify that M/s _____, a company incorporated under the Companies Act, 1956 with its headquarters at, _____ has the following Turnover, Net Profit/Loss and Net worth from its Indian Operations. This information is based on the Audited Financial Statements for FY2021-22, FY2022- 23, and FY2023-24_ (to be submitted for years as per Eligibility Criteria (ANNEXURE-1) point no. 4 and 5).

Financial Year (for Three Consecutive FY)	Turnover (in Rs.)	Net Profit/Loss (in Rs.)	Net Worth (in Rs.)	Turnover from Indian operations
2021-22				
2022-23				
2023-24				

Date: _____

Place: _____

Note: Only Bidder Company's / Firm's figures need to be mentioned from its operations in India. (Not to include subsidiary, consortium, affiliate or group entities figures)

Signature of CA/Statutory Auditor

Name of CA/Statutory Auditor:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

UDIN No:

Annexure 6 – Escalation matrix

(On company letterhead of bidder and OEM)

To,
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Sir

Reg.: RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

We hereby submit the escalation matrix of our organization M/s _____) as following: -

Sl. No.	Escalation Level	Name	Designation	Contact No.	Email ID
1	Escalation Level 1				
2	Escalation Level 2				
3	Escalation Level 3				
4	Escalation Level 4				
5	Escalation Level 5				

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company

Annexure 7 – Undertaking for having Service Support Centers in India
(On Bidder's Letterhead)

To,
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Sir

Reg.: RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

We, M/s _____ hereby submit the following information regarding our Service Support Center and other Support Offices in Delhi/NCR and Mumbai:

We have Support Offices in India at following locations:

SI. No.	Full Address	Contact Person Name	Designation	Contact Number
1				
2				
3				
4				
5				

(Add as many rows as required)

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.:

Seal of Company:

Annexure 8 – Technical Specifications of the Products

(To be submitted in original on letter head of OEM & signed and stamped by OEM and to be countersigned by the bidder)

Minimum Specification- Entry Level Server - 32 Core CPU (2 socket server)

Description	Specifications	Compliance (Yes/No)	Remarks
Chassis	1U Rack Mountable		
CPU	two numbers of 5th Generation Intel® Xeon® Scalable Processor 32 Cores or later		
Chipset	Intel® C741 Chipset or higher		
Memory	32DIMM slots. 512 GB DIMMS scalable upto 2.0 TB using DDR5 Registered DIMM (RDIMM) operating at 4800 MT/s		
Bus Slots	Server should support upto three PCI-Express 5.0 x16 slots. Additional two x8 or higher PCIe 5.0 slots		
BOOT optimized storage	2 x 480GB M.2 NVMe Hot Plug Boot Optimized Storage in RAID 1		
HDD Bays	Upto 20 1T EDSFF or 10 2T 20EDSFF (FUTURE)		

<p>Controller</p>	<p>Server should support one of the below controllers, must support Mixed Mode which combines RAID and HBA mode operation simultaneously :</p> <p>Embedded / PCIe based x16 RAID controller with 8GB Flash backed write cache, supporting RAID 0, 1, 5, 6, 10, 50, 60. Must support mix-and-match SAS, SATA, and NVMe drives to the same controller. Controller must support 6G SATA, 12G SAS, 16G NVMe.</p> <p>or</p> <p>Embedded / PCIe based x16 RAID controller supporting RAID 0, 1, 10. Must support mix-and-match SAS, SATA, and NVMe drives to the same controller. Controller must support 6G SATA, 12G SAS, 16G NVMe.</p> <p>or</p> <p>Embedded / PCIe based RAID controller with 4GB Flash backed write cache supporting RAID 0, 1, 5, 6, 10, 50, 60 s Must support mix-and-match SAS, SATA, and NVMe drives to the same controller. Controller must support 6G SATA, 12G SAS, 16G NVMe.</p> <p>Above mentioned controller must support following :</p> <ol style="list-style-type: none"> 1. Hardware root of trust and secure encryption and decryption of critical drive data 2. Online Capacity Expansion (OCE) 3. Configurable stripe size up to 1 MB 4. Global and dedicated Hot Spare with Revertible Hot 5. Instant Secure Erase 6. Migrate RAID/Stripe Size 7. Modifying Cache Write Policy 8. Move Logical Drive 9. Re-enable Failed Logical Drive <p>or</p> <p>PCIe based x32 RAID controller with 8GB Flash backed write cache, supporting RAID 0, 1, 5, 6, 10, 50, 60, 1T, 10T supporting up to 32 direct-connected storage devices (SAS/SATA/NVMe). Must support mix-and-match SAS, SATA, and NVMe drives to the same controller. Controller must support 6G SATA, 24G SAS, 16G NVMe.</p> <p>Controller must support following :</p> <ol style="list-style-type: none"> 1. Expand Logical Drive 2. Instant Secure Erase 3. Migrate RAID/Stripe Size 4. Modifying Cache Write Policy 5. Move Logical Drive 6. Re-enable Failed Logical Drive 		
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Networking features	<p>Server should support below networking cards:</p> <ol style="list-style-type: none"> 1. 1Gb 4-port network adaptors 2. 10Gb 2-port Ethernet adaptor 3. 10GBaseT 2-port Ethernet adaptor 4. 10/25Gb 2-port SFP28 Ethernet adaptor 5. 10/25Gb 4-port SFP28 Ethernet adaptor 6. 100Gb 2-port QSFP28 Ethernet 7. 100Gb 1-port QSFP56 Ethernet 8. 100Gb 2-port QSFP56 Ethernet 9. 200Gb QSFP56 Ethernet <p>InfiniBand Options: 100Gb or 200Gb Single or Dual port Adapter</p>		
Interfaces	<p>Serial - 1 (Optional) USB support with Up to 5 total: 1 front, 2 rear, 2 internal. 1GbE Dedicated management port</p>		
Power Supply	<p>Should support hot plug redundant low halogen power supplies with minimum 94% efficiency</p>		
Fans	<p>Redundant hot-plug system fans</p>		
Industry Standard Compliance	<p>ACPI 6.4 Compliant PCIe 5.0 Compliant WOL Support Microsoft® Logo certifications PXE Support Energy Star SMBIOS 3.4 UEFI 2.7 Redfish API IPMI 2.0 Secure Digital 4.0 Advanced Encryption Standard (AES) Triple Data Encryption Standard (3DES) SNMP v3 TLS 1.2 DMTF Systems Management Architecture for Server Hardware Command Line Protocol (SMASH CLP) Active Directory v1.0 ASHRAE A3/A4</p>		
System Security	<p>UEFI Secure Boot and Secure Start support Immutable Silicon Root of Trust FIPS 140-2 validation Common Criteria certification Configurable for PCI DSS compliance Advanced Encryption Standard (AES) and Triple Data Encryption Standard (3DES) on browser Support for Commercial National Security Algorithms (CNSA) Smart card (PIV/CAC) and Kerberos based 2-factor Authentication Tamper-free updates - components digitally signed and verified Secure Recovery - recover critical firmware to known good state on detection of compromised firmware Ability to rollback firmware</p>		

	Secure erase of NAND/User data TPM (Trusted Platform Module) 2.0 Bezel Locking Kit option Chassis Intrusion detection option		
Operating Systems and Virtualization Software Support	Windows Server. Red Hat Enterprise Linux (RHEL) SUSE Linux Enterprise Server (SLES) VMware ESXi. Canonical Ubuntu Oracle Linux and Oracle VM Citrix		
Provisioning	1. Should support tool to provision server using RESTful API to discover and deploy servers at scale 2, Provision one to many servers using own scripts to discover and deploy with Scripting Tool (STK) for Windows and Linux or Scripting Tools for Windows PowerShell		
Firmware security	1. For firmware security, system should support remote management chip creating a fingerprint in the silicon, preventing servers from booting up unless the firmware matches the fingerprint. This feature should be immutable 2. Should maintain repository for firmware and drivers recipes to aid rollback or patching of compromised firmware. Should also store Factory Recovery recipe preloaded to rollback to factory tested secured firmware		
Embedded Remote Management and firmware security	1. System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It should be capable of offering upgrade of software and patches from a remote client using Media/image/folder; It should support server power capping and historical reporting and should have support for multifactor authentication 2. Server should have dedicated 1Gbps remote management port 3. Server should have storage space earmarked to be used as a repository for firmware, drivers and software components. The components can be organized in to install sets and can be used to rollback/patch faulty firmware 4. Server should support agentless management using the out-of-band remote management port 5. The server should support monitoring and recording changes in the server hardware and system configuration. It assists in diagnosing problems and delivering rapid resolution when system failures occur 6. Two factor Authentication 7. Local or Directory-based user accounts with Role based access control 8. Remote console sharing upto 6 users simultaneously during pre-OS and OS runtime operation, Console replay - Console Replay captures and stores for replay the console video during a server's last major fault or boot sequence.		

	<p>Microsoft Terminal Services Integration, 128 bit SSL encryption and Secure Shell Version 2 support.</p> <ol style="list-style-type: none"> 9. Should provide support for AES and 3DES on browser. 10. Should provide remote firmware update functionality. 11. Should provide support for Java free graphical remote console. 12. Should support managing multiple servers as one via <ul style="list-style-type: none"> Group Power Control Group Power Capping Group Firmware Update Group Configuration Group Virtual Media and Encrypted Virtual Media Group License Activation 13. Should support RESTful API integration 14. System should support embedded remote support to transmit hardware events directly to OEM or an authorized partner for automated phone home support 15. Server should have security dashboard : displaying the status of important security features, the Overall Security Status for the system, and the current configuration for the Security State and Server Configuration Lock features. 16. One-button Secure Erase designed to decommission/repurpose servers 17. NVMe wear level display 18. Workload Performance Advisor - Provides server tuning recommendations to improve server performance 		
<p>Server Management</p>	<p>Software should support dashboard view to quickly scan the managed resources to assess the overall health of the data center. It should provide an at-a-glance visual health summary of the resources user is authorized to view.</p> <p>The Dashboard minimum should display a health summary of the following:</p> <ul style="list-style-type: none"> • Server Profiles • Server Hardware • Appliance alerts <p>The Systems Management software should provide Role-based access control</p> <p>Zero Touch Provisioning (ZTP) using SSDP with remote access</p> <p>Management software should support integration with popular virtualization platform management software like Vmware vCenter & vRealize Operations, and Microsoft System Center & Admin Center</p> <p>Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD.</p> <p>Should provide an online portal that can be accessible from anywhere. The portal should provide one stop, online access to the product, support information and provide information to track warranties, support contracts and status. The Portal should also provide a personalised dashboard to monitor device health, hardware events, and contract and warranty status. Should provide a visual status of individual devices and device</p>		

	<p>groups. The Portal should be available on-premises (at our location - console based) or off premise (in the cloud).</p> <p>Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.</p> <p>Should have dashboard for firmware baselines while performing minimum required firmware checks and highlighting out-of-compliance devices for updates with the selected firmware baseline</p> <p>The Server Management Software should be of the same brand as of the server supplier.</p>		
Cloud Enabled Monitoring and Management	<ol style="list-style-type: none"> 1. Secure connection from customer sites to cloud service 2. Unified Identity & Access Management 3. Manages and controls servers regardless of physical location 4. Subscription-based entitlement 5. Efficient Device Onboarding 6. Firmware Update Awareness with Intelligent delta-only based updates 7. Set Group firmware Baseline and Compliance monitoring and notification 8. Group based firmware management that can be scheduled or on-demand 9. Remote Site management with low bandwidth/high latency network connectivity 10. Role-based access and views for managed customer environments 11. GUI and Rest APIs for core features 		

STORAGE (DC)

SNO	Description	Specifications	Compliance (Yes/No)	Remarks
1	Operating System & Clustering Support	<ol style="list-style-type: none"> 1. The storage array should support industry-leading Operating System platforms including: Windows 2019 / 2022, VMware and Linux. 2. The offered Storage Shall support all above operating systems in Clustering. 		
2	Capacity & Scalability	<ol style="list-style-type: none"> 1. The Storage Array shall be offered with 20TB Usable Capacity using SSD Drives. 2. For effective power saving, Storage subsystem shall be supplied with 2.5" Small form factor SFF drives however storage subsystem shall also support LFF drives with the addition of required disk enclosures. 3. Storage Array shall support at least 240 Enterprise SAS SFF drives or more than 100+ LFF drives. 		
3	Front-end Ports & Back-end Ports	<ol style="list-style-type: none"> 1. Offered Storage system shall be supplied with minimum of Quad 16 Gb FC ports per controller 2. The proposed storage system shall support 12G SAS Back-end connectivity. 		

4	Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability		
5	No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.		
6	Disk Drive Support	<ol style="list-style-type: none"> 1. The storage system shall support Enterprise SAS Drives, SSD and mid-line SAS drives of 7.2k rpm drives. 2. The proposed storage array shall also have support for FIPS 140-2 validating self-encrypted drives. 		
7	Cache	<ol style="list-style-type: none"> 1. The proposed Storage Array shall be given with Minimum of 48GB cache / memory per array in a single unit. 2. Cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology. 3. The proposed Storage shall also have optional support for Flash cache using SSD / Flash drives. Offered storage shall support at-least 8TB Flash Cache. 		
8	Raid Support	<ol style="list-style-type: none"> 1. The proposed Storage Subsystem shall support Raid 1 , 10, 5 and Raid 6 2. All Raid Sets shall support thin provisioning. Vendor shall offer the license of thin provisioning for complete supported capacity of the array. 3. Thin provisioning shall be supported with offered Flash Cache. 4. Raid processing shall be offloaded to a dedicated ASIC instead of CPU. In case vendor is not supporting it then vendor shall ensure that additional 32GB Cache is configured inside the storage arrays to offset the raid processing workload. 		
9	Point in time and clone copy	<ol style="list-style-type: none"> 1. Offered Storage array shall be configured with array based Snapshot and clone functionality and shall be configured for a minimum of 512 snapshot licenses. 2. Offered Storage array shall support at-least 512 point in time copies (Snapshots) and 128 volume / Clone copies. 3. The offered storage snapshot technology shall use Redirect on write technology. 		
10	Replication	<ol style="list-style-type: none"> 1. The proposed storage subsystem shall support storage based replication to DR location. License for maximum supported capacity of the array shall be offered. 2. The proposed storage subsystem shall support replication to multiple storage array of the same 		

		family in fan-out mode. At least 1:4 mode shall be supported.		
11	Virtualization and Thin provisioning	<ol style="list-style-type: none"> 1. The proposed storage shall be offered and configured with virtualization capability so that a given volume can be striped across all spindles of given drive type within a given disk pool. Disk pool shall support all listed raid sets of Raid 1, Raid 10, Raid 5 and Raid 6. 2. The proposed Storage shall be offered and configured with Thin Provisioning capability. 		
12	Data Tiering	The proposed storage shall also be licensed for Sub-Lun Data tiering in real time fashion across different type of drives within a given pool like SSD, SAS, Midline SAS etc. License for same shall be offered for maximum supported capacity of the array.		
13	Global and dedicated Hot Spare	<ol style="list-style-type: none"> 1. The proposed Storage Array shall support Global hot Spare for offered Disk drives. 2. At least 2 Global hot spare drive shall be configured for every 30 drives. 3. The proposed storage array shall have the support for distributed hot spare 		
14	Logical Volume & Performance	<ol style="list-style-type: none"> 1. Storage Subsystem shall support a minimum of 512 Logical Units. Storage Array shall also support the creation of more than 120TB volume at controller level. 2. The proposed Storage shall have inbuilt performance management software. The configuration Dashboard shall show overall IOPS and MB/sec performance. 		
15	Load Balancing & Muti-path	Multi-path and load balancing software shall be provided if vendor does not support MPIO functionality of Operating system.		
16	Performance	The proposed storage shall have listed benchmark for performance of more than 700,000 IOPS for 100% random read and more than 8GB/sec for segmented sequential write operations. The bidder shall provide documentary proof for it.		
17	Array Integration	Offered storage array shall have plug-in for VMware VCenter, Microsoft System center as well as vStorage APIs (VAAI) for array integration.		

STORAGE (DR)

SNO	Description	Specifications	Compliance (Yes/No)	Remarks
1	Operating System & Clustering Support	<ol style="list-style-type: none"> 1. The storage array should support industry-leading Operating System platforms including: Windows 2019 / 2022, VMware and Linux. 2. The offered Storage Shall support all above operating systems in Clustering. 		
2	Capacity & Scalability	<ol style="list-style-type: none"> 1. The Storage Array shall be offered with 10TB Usable Capacity using SSD Drives. 2. For effective power saving, Storage subsystem shall be supplied with 2.5" Small form factor SFF drives however storage subsystem shall also support LFF drives with the addition of required disk enclosures. 3. Storage Array shall support at least 240 Enterprise SAS SFF drives or more than 100+ LFF drives. 		
3	Front-end Ports & Back-end Ports	<ol style="list-style-type: none"> 1. The proposed Storage system shall be supplied with minimum of Quad 16 Gb FC ports per controller 2. The proposed storage system shall support 12G SAS Back-end connectivity. 		
4	Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability		
5	No Single point of Failure	The proposed Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.		
6	Disk Drive Support	<ol style="list-style-type: none"> 1. The storage system shall support Enterprise SAS Drives, SSD and mid-line SAS drives of 7.2k rpm drives. 2. The proposed storage array shall also have support for FIPS 140-2 validating self-encrypted drives. 		

7	Cache	<ol style="list-style-type: none"> 1. The proposed Storage Array shall be given with Minimum of 48GB cache / memory per array in a single unit. 2. The cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology. 3. The proposed Storage shall also have optional support for Flash cache using SSD / Flash drives. Offered storage shall support at-least 8TB Flash Cache. 		
8	Raid Support	<ol style="list-style-type: none"> 1. The proposed Storage Subsystem shall support RAID 1, 10, 5 and RAID 6 2. All Raid Sets shall support thin provisioning. Vendor shall offer the license of thin provisioning for complete supported capacity of the array. 3. Thin provisioning shall be supported with the offered Flash Cache. 4. Raid processing shall be offloaded to a dedicated ASIC instead of CPU. In case vendor is not supporting it then vendor shall ensure that additional 32GB Cache is configured inside the storage arrays to offset the raid processing workload. 		
9	Point in time and clone copy	<ol style="list-style-type: none"> 1. The proposed Storage array shall be configured with array-based Snapshot and clone functionality and shall be configured for a minimum of 512 snapshot licenses. 2. The proposed Storage array shall support at-least 512 point in time copies (Snapshots) and 128 volume / Clone copies. 3. The proposed storage snapshot technology shall use Redirect on write technology. 		
10	Replication	<ol style="list-style-type: none"> 1. The proposed storage subsystem shall support storage based replication to DR location. License for maximum supported capacity of the array shall be offered. 2. The proposed storage subsystem shall support replication to multiple storage array of the same family in fan-out mode. At least 1:4 mode shall be supported. 		
11	Virtualization and Thin provisioning	<ol style="list-style-type: none"> 1. The proposed storage shall be offered and configured with virtualization capability so that a given volume can be striped across all spindles of given drive type within a given disk pool. Disk pool shall support all listed raid sets of Raid 1, Raid 10, Raid 5 and Raid 6. 2. The proposed Storage shall be offered and configured with Thin Provisioning capability. 		

12	Data Tiering	The proposed storage shall also be licensed for Sub-Lun Data tearing in real time fashion across different type of drives within a given pool like SSD, SAS, Midline SAS etc. License for same shall be offered for maximum supported capacity of the array.		
13	Global and dedicated Hot Spare	<ol style="list-style-type: none"> 1. The proposed Storage Array shall support Global hot Spare for the offered Disk drives. 2. At least 2 Global hot spare drives shall be configured for every 30 drives. 3. The proposed storage array shall have support for a distributed hot spare 		
14	Logical Volume & Performance	<ol style="list-style-type: none"> 1. Storage Subsystem shall support minimum of 512 Logical Units. Storage Array shall also support creation of more than 120TB volume at controller level. 2. The proposed Storage shall have in-built performance management software. Configuration Dashboard shall show overall IOPS and MB/sec performance. 		
15	Load Balancing & Multi-path	Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.		
16	Performance	The proposed storage shall have listed benchmark for performance of more than 700,000 IOPS for 100% random read and more than 8GB/sec for segmented sequential write operations. Vendor shall provide documentary proof for it.		
17	Array Integration	The proposed storage array shall have plug-in for VMware VCenter, Microsoft System center as well as vStorage APIs (VAAI) for array integration.		

Core Switch 24 Ports 1G/10G SFP+ and 4 x 40G/100G QSFP28 Uplink ports		
Sr. No	Minimum Technical Specification	Compliance (Yes/No)
1	General Features	
a.	The switch should be Gigabit Layer 2 and Layer 3 switch with console/auxiliary ports along with all accessories.	
b.	Switch should have hot swappable redundant Power Supply and fan tray from day-1.	
c.	Switch should have non-blocking per-slot throughput from day 1.	
d.	Software upgrades, updates shall be included as part of the warranty	

e.	The switch should be based on programmable ASICs purpose-built to allow for a tighter integration of switch hardware and software to optimize performance and capacity.	
f.	The switch should have an integrated trusted platform module (TPM) or equivalent for platform integrity to ensure the boot process is from a trusted source	
g.	Switch shall support cloud-based and on-premises management	
h.	Operating temperature of 0°C to 45°C	
i.	All mentioned features (above & below) should be available from day 1. Any license required to be factored from day 1	
2	Performance	
a.	Should have 16GB DRAM and 32GB Flash.	
b.	The switch will have at up to 1.2 Tbps switching capacity.	
c.	Forwarding rates: The switch should have 900 Mbps forwarding rates.	
d.	IPv4 Routing entry support: 24K or more.	
e.	IPv6 Routing entry support: 12K or more.	
f.	IPv4 and IPv6 Multicast Routes : 4K or more.	
g.	MAC addresses support: 32K or more.	
h.	VLANs ID: 4K or more and 1K VLANs simultaneously.	
i.	ACL /QOS entry support : 4K or more.	
j.	Packet buffer : 32 MB or more	
k.	The device should be IPv6 ready from day one.	
l.	Should support the ability to configure backup of the previous configuration automatically.	
3	Functionality:	
a.	The switch should support front plane stacking on uplink port or Backplane stacking and should have Stacking Performance of minimum 160 Gbps.	
b.	The Switch should support long-distance across the Rack and Floor Switch Stacking.	
c.	Must support RIPv2, RIPv6, EVPN, BGP, BGP4, VRF, VXLAN, EVPN, OSPFv2 and v3 Routed Access, Policy-Based Routing (PBR), PIM SM, PIM-DM, PIM-SSM and Virtual Router Redundancy Protocol (VRRP) from Day 1	
d.	The switch should support IEEE 802.3ad link-aggregation control protocol (LACP) and port trunking	
e.	The switch should support IEEE 802.1s Multiple Spanning Tree	
f.	The switch should support STP, Trunking, Private VLAN (PVLAN), Q-in-Q, Deficit Weighted Round-Robin(DWRR) or equivalent scheduling, Committed Information Rate (CIR)/Equivalent and eight egress queues per port	

g.	Switch shall support rolled back to the previous successful configuration.	
h.	The switch should support SNMPv1, v2, and v3, SSL, SSHv2, Telnet, ping, traceroute	
i.	The switch should support TPM & Zero-Touch Provisioning (ZTP). The switch shall support IP SLA for Voice monitors, quality of voice traffic using the UDP Jitter and UDP Jitter for VoIP tests	
j.	The switch should have Data Center Bridging (DCB), Supports lossless Ethernet networking standards to eliminate packet loss due to queue overflow, Priority Flow Control (PFC) 2 priorities per port, Enhanced Transmission Service (ETS) DCB Exchange Protocol (Pre-standard LLDP DCBX IEEE 1.01 version)	
k.	Switch should have SCSI, Lossless iSCSI, RDMA over Converged Ethernet version 2 (RoCE v1 and v2) and Non-Volatile Memory Express (NVMe over Fabrics)	
l.	The switch should be manageable from cloud and On-premises solution.	
m.	The switch should support IEEE 802.1X	
n.	The switch should support Port-based authentication	
o.	The switch should support MAC-based authentication	
p.	The switch should provide IP Layer 3 filtering based on source/destination IP address/subnet and source/destination TCP/UDP port number	
q.	The switch should support Source-port filtering	
r.	The switch should support RADIUS/TACACS+, Dynamic ARP protection, Port Security, STP route guard, BPDU guard.	
s.	OS should have support for Management automation via Netconf/Yang/REST-API, Python or equivalent technology	
t.	Should support Netflow/ Sflow/ Jflow, Port mirroring or equivalent technology	
4	Interface Requirement	
a.	i) 24 nos. of 1G/10G SFP+ ports	
b.	ii) 4 nos. of 40G/100G SFP28 uplink ports.	
5	Regulatory Compliance	
a.	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 or equivalent Indian Standard like IS-13252:2010 or better for Safety requirements of Information Technology Equipment.	
b.	Switch shall conform to EN 55022/55032 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B or equivalent Indian Standard like IS 6873 (Part 7): 2012 or better for EMC (Electro Magnetic Compatibility) requirements.	
6	OEM qualification criteria, Warranty and Support	

a.	The switch shall be offered with a minimum five years of hardware warranty with NBD Shipment and software updates/upgrades from the OEM directly	
b.	Switch or Switch's Operating System on different hardware platforms should be tested for EAL 2/NDPP or above under Common Criteria Certification.	
c.	The OEM shall be in Leaders Quadrant of Gartner report for Wired & Wireless LAN Infrastructure for minimum 5 Consecutive Years.	

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact no.:

Seal of Company:

Annexure 9 – Land & Border Undertaking

(On Bidder's Letterhead)

To
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Sir,

Reg.: RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

We M/s _____, having its registered office at _____ have directly participated in the captioned RFP hereby undertake that we have read the clauses stated in the Office Memorandum issued by Ministry of Finance, Government of India on the Insertion of Rule 144 (xi) in the General Financial Rules (GFRs), 2017 dated 23 July 2020 and amendments & clarifications hereto regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries. We certify that we are not from such a country or, if from such a country, have been registered with the Competent Authority and will not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. We certify that we fulfil all requirements in this regard and are eligible to be considered.

If at any time our undertaking is found false or non-compliant with the above order of the Ministry of Finance, Bank may immediately terminate the contract and may take legal action in accordance with the law.

Date: _____

Place: _____

Signature of Authorized Signatory:

Name of Signatory:

Designation:

Email ID:

Mobile No:

Telephone No.

Seal of Company:

Annexure 10- Checklist
(On Bidder's Letterhead)

Reg.: RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

S No.	Document	Submitted (Yes/No)	Page No.
1.	Copy of the Certificate of Incorporation or any other certificate of registration issued by the competent authority from the Government of India.		
2.	Letter of confirmation on the Bidder company's letterhead (self-certified letter).		
3.	Annexure-A Terms and Conditions		
4.	Annexure-1 Eligibility Criteria of The Bidder		
5.	Annexure-2 Bidder's Information		
6.	Annexure 3 Performance Certificates		
7.	Annexure-4 Undertaking for Non-Blacklisted		
8.	Annexure-5 Turnover Certificate		
9.	Annexure-6 Escalation Matrix (Both OEM & Bidder)		
10.	Annexure-7 Undertaking for having Service Support Centers in India		
11.	Annexure-8 Technical Specifications of the Products		
12.	Annexure-9 Land & Border Undertaking		
13.	Annexure-10 Checklist		
14.	Annexure 11 Technical Proposal Covering letter		
15.	Annexure-12 Minimum Eligibility Criteria Covering letter		
16.	Annexure-13 Scope of Work for supply and installation of servers, storage, OS and switches		
17.	Annexure-14 Commercial proposal covering letter Format - I		
18.	Annexure-14 Commercial proposal bid-Format II		
19.	All other relevant documents as sought in the RFP.		

Date: _____

Place: _____

Signature of Authorized Signatory

Name of Signatory:

Designation:

Email ID:

Contact no.:

Seal of Company:

*** Modification of any of the contents of the Annexures may result in disqualification of the Bid.**

ANNEXURE -11

FORMAT - I

Technical Proposal Covering Letter (On Bidder's Letter Head)

To,
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Dear Sir/ Madam(s),

Reg.: RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

Having examined the Request For Proposal (RFP) _ Documents dated _ the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **Supply and Installation of servers, storage, OS and switches** required capabilities in terms of functional and technical expertise for servers including all licenses required (other than mentioned in complete RFP document) and implement for in conformity with the said RFP Documents and hereby undertake that we accept all the conditions of the RFP and will provide the complete services as per the Scope of Work.

We undertake to state that we have submitted all the necessary documents/responses as per the technical proposal of this RFP.

We agree to abide by this bid for the bid validity period specified in RFP and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

We understand that you are not bound to accept the lowest or any bid you may receive. Enclosure,

1. Technical Bid as per Annexure/s (A, B, C and D) and required supporting documents.

Yours faithfully,

Date:

Place:

Signature of the Authorized Person

Name of the Authorized Signatory:

Designation:

Name of the Organization: Seal:

FORMAT - II
Conformity Letter (On Company Letter Head)

To,
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Dear Sir,

Reg.: RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

Further to our proposal dated _____, in response to the Request for Proposal (RFP No. _____ hereinafter referred to as "RFP") issued by PNB GILTS LTD . ("PNB GILTS LTD") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms, conditions and stipulations as contained in the aforesaid RFP and the related annexures, addendums, corrigendum and other documents including the changes made to the original tender/RFP documents, issued by the PNB GILTS LTD, however that, only the list of deviations furnished by us along with technical bid which are expressly accepted by the PNB GILTS LTD and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. The PNB GILTS LTD is not bound by or bound to accept any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal / document or any subsequent deviations sought by us, whether orally or in writing, and the PNB GILTS LTD's decision not to accept any such extraneous conditions and deviations, will be final and binding on us.

We also hereby confirm that our prices as specified in the Annexure/s Commercial Bid are as per the Payment terms specified in the Tender / RFP document. We agree to abide by this Tender /RFP Offer for **180 days** from the date of the Tender / RFP (Commercial Bid) opening, and our offer shall remain binding on us and may be accepted by PNB GILTS LTD any time before expiry of the offer.

We also confirm that the soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents issued by PNB GILTS LTD, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Date:

Place:

Signature of the Authorized Person

Name of the Authorized Signatory:

Designation:

Name of the Organization: Seal:

FORMAT - III

Confirmation of Genuineness of hardware (On Bidder's Letter Head)

To,
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Dear Sir,

Reg.: RFP FOR PROCUREMENT, SUPPLY, INSTALLATION OF SERVERS AND STORAGE

Sub: Confirmation of Supply Genuineness of hardware for RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

Further to our proposal dated _____, in response to the Request for Proposal (RFP) _____ dated _____ issued by PNB GILTS LTD., we hereby confirm that all the components / parts / assembly / software used in the said project to be supplied shall be original new components / parts / assembly / software(s) from Original Equipment Manufacturer and that no refurbished / duplicate / second hand components / parts / assembly / software(s) shall be supplied or shall be used. We shall also produce a certificate from the Original Equipment Manufacturers in support of the above statement.

We also confirm that in respect of licensed operating systems and other software utilities to be supplied, the same will be procured from authorized sources and supplied with Authorized License Certificate such as Paper Licenses, Product Keys etc.

In case the PNB GILTS LTD finds that the above conditions are not complied with, we agree to take back the Hardware etc., supplied as above and return the money paid by you, in full within seven days of intimation of the same by the PNB GILTS LTD , without demur or any reference to a third party and without prejudice to any remedies PNB GILTS LTD may deem fit.

Yours faithfully,

Date:

Place:

Signature of the Authorized Person

Name of the Authorized Signatory:

Designation:

Name of the Organization: Seal:

ANNEXURE 12

Minimum Eligibility Criteria Covering Letter (On Bidder's Letter Head)

To,
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Dear Sir,
Sub: Minimum Eligibility for RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

Having examined the Request for Proposal (RFP) Documents _____ dated _____ the receipt of which is hereby duly acknowledged, we, the undersigned, undertake that we fulfill the Minimum Eligibility Criteria requirements.

We further undertake to state that we have enclosed / submitted all the necessary documents and details as per the "Minimum Eligibility Criteria" requirements of the said RFP.

Yours faithfully,

Signature of the Authorized Person

Name of the Authorized Signatory:

Designation:

Name of the Organization:

Seal:

Date:

Place:

ANNEXURE 13

Scope of Work for Supply and Installation of Servers, Storage, OS and Switches

The broad categories of the activities that are to be carried out for “PROCUREMENT, SUPPLY, INSTALLATION AND SUPPORT OF SERVERS” are to provide Server Hardware, Installation of Servers, to provide After-Sales-Support require to maintain healthy IT infrastructure.

PNB GILTS LTD invites proposals from competent and eligible bidders for the supply, installation, and onsite support of servers at its Delhi and Mumbai locations. The procurement includes:

- a. Three (3) servers to be installed at the Delhi location.
- b. Two (2) servers to be installed at the Mumbai location.
- c. Buyback of three (3) existing servers as part of the proposal.

The servers will be used for disk-based applications, and bidders are expected to fulfill the following requirements:

1. Supply & Installation

- Deliver and install the servers at the designated locations (Delhi and Mumbai).
- Perform **rack mounting** and **RAID configuration** as per the specifications provided by PNB GILTS LTD.

2. Software & OS Installation

- The **Server Operating System (OS) license** will be procured and provided separately by PNB GILTS LTD.
- Bidders are responsible for installing the OS using the media provided by PNB GILTS LTD.
- Install all necessary drivers and perform drive mapping as per system requirements.

3. System Testing

- Facilitate and perform post-installation **system testing** at both locations to ensure readiness and compliance with PNB GILTS LTD's operational requirements.

4. Backup & Recovery

- Create and deliver a **first image backup** of each server, which must be usable for recovery in the event of a server crash.

5. Installation and Onsite/Offsite Support

- Bidder should be responsible to install, testing and made go-live the servers.
- Ensure resolution of any hardware or installation-related issues till the entire tenure of the contract.

6. Warranty Support of five years

- The selected bidder shall ensure the availability and replacement of all necessary parts and accessories required for the server configuration through the Original Equipment Manufacturer (OEM) during the warranty period.
- In case of hardware failure, the bidder's support engineer must visit the customer location within the defined support window, replace the faulty components, and restore the server to operational condition.

7. Issue Diagnosis & Resolution

- For any server-related issues, the primary troubleshooting method shall involve running diagnostic tools to identify the root cause.

- Upon identification of a hardware fault or raising of a trouble ticket, the support engineer must respond and reach the site within the stipulated support window.

8. Firmware Updates

- The bidder shall be responsible for arranging and performing firmware upgrades for the servers, if required, during the warranty period.

9. Help Desk Management

- The bidder shall maintain a centralized helpdesk system to log and manage all support calls and issues.
- Online access to all the issues/tickets should be maintained, enabling visibility of all logged tickets along with their current status.

Signature of the Authorized Person

Name of the Authorized Signatory:

Designation:

Name of the Organization:

Seal:

Date

Place

ANNEXURE 14

Commercial Proposal Covering Letter Format -I (On Bidder's Letter Head)

To,
Head IT
PNB GILTS LTD,
5, Sansad Marg,
4th Floor, New Delhi- 110001

Dear Sir,

Sub: Commercial Proposal for RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

Having examined the Request For Proposal (RFP) Documents _____ dated _____ the receipt of which is hereby duly acknowledged, we, the undersigned, offer our services, as mentioned, conformance with the scope of work of said RFP documents and as per the attached Commercial Proposal and hereby undertake that we accept all the terms and conditions of the RFP.

We further undertake, if our bid is accepted, to deliver the services in accordance with the delivery schedule finalized.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract negotiations, up to expiration for the validity period of the Proposal.

We understand that you are not bound to accept the lowest or any bid you may receive. Enclosure-

1. Commercial Bid

Yours faithfully,

Signature of the Authorized Person

Name of the Authorized Signatory:

Designation:

Name of the Organization:

Seal:

Date

Place

Commercial Proposal bid Format – II (On Company Letter Head)

Commercial Proposal for RFP FOR PROCUREMENT, SUPPLY AND INSTALLATION OF SERVERS, STORAGE, OS AND SWITCHES

Commercial Bid Format (On Company Letter Head)

ITEM	Make/PART No./Model no.	No of units	TOTAL PRICE (Exclusive of Taxes)
Servers with Five years comprehensive warranty Locations: DC Delhi (Qty:4) & DR Mumbai (Qty:3)		7	
Storage 20 TB usable space in DC & 10 TB usable space in DR with Five years comprehensive warranty		2	
Network Switch 2 for DC & 2 for DR with Five years comprehensive warranty		4	
OS –Microsoft Windows standard 2025 server 16 Core license for DC & DR		28	
One Time Installation and Configuration and OS Migration Charges from the existing to latest at DC and DR		1	
	GRAND TOTAL		

Date:

Signature of the Authorized Person

Price Valid Till: -

Name of the Authorized

Signatory: Designation:

Name of the Organization:

Seal: