Shree Saibaba Sansthan Trust, Shirdi Information Technology Department

e-Tender - Supply Installation, Integration, Commencing and Testing of IT Infrastructure with 5 years Support.

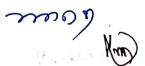
Response to Bidder's Queries

Sr. No.	Tender Doc.(Section &	Tender Clause	Group	Clarification Required	Detail Clause in Tender	SSST clarification
1	Page No.) Point- 15 Page-25	Category 6 UTP Cable: Make D-Link	CAT6	Electrical Testing Laboratories (ETL) like egligibility for CAT 6.	Supply of Category 6 UTP Cable, 305m/box (As per tech spec) Unit Box Make D-Link, Netgear	Clause Ammended as : Supply of Category 6 UTP Cable, 305m/box Unit Box Make D-Link, CommScope,
	Point- 15 Page-25	D-Link or Netgear	CAT6	Pls add commscope for cat6 cable , as fiber cable asked is of commscope.		Panduit, Belden, Finolex.
2		General	Diagram	Can you provide detailed information about the site(s) where the installation will take place (e.g., dimensions, current infrastructure)? Autocad Structural Diagram.	Diagram provided on email.	Already Provided on the email.
3	Point -32, Page-16	Firewall Make Sophos/Paul A	Firewall	We request you to change it as "Firewall Make Sophos/Paul Alto OR similar technically competent Make.	Firewall Make Sophos/Paul Alto	Clause Ammended as : Firewall Make Sophos, FortiGate, Cisco. Firewall will have at max 1000 users.
	Fire Wall	Suggest to consider more brand or specify specs of FW to qualify more brand Like Sophose/Sonicwall/Fortigate/Checkpoint/Paloalto etc	Firewall	Currently mentioned Sophos and paloalto only which are not commercially as well as technically don't match each other.		For detailed specification refer - Annexure G (attached herewith)
	Annexure D & Pg 16	Annexure D	Firewall	For the Firewall, is there flexibility in firewall brands (Like Fortinet), or do we have to stick strictly to the listed OEMs (e.g., Sophos, PaloAlto)?		
3	31 fire wall	sophos or paul alto	Firewall	number of users details		
F	ire Wall	The concurrent User count not mentioned	Firewall	To plan Firewall model, the load of concurrent users should mentioned to plan appropriate sizing of fire wall.	* ·	·
4 5	ec 1.3 & Pg 3	Scope of Work	General	What are the primary goals of this project?	(K - 7 + 2 + 2 + 2 + 2 + 2 + 2 + 2 + 2 + 2 +	Scope is mention in tender on Page 3 under clasue 1.3 Scope of Work

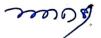
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		Tender Clause	Group	Clarification Required	Detail Clause in Tender	SSST clarification
	Page No.)					
5	•	General (Are there existing systems or infrastructure we need to integrate with?	•	No
6	Sec 9.7 & Pg 10	Warranty		Could you please provide more information regarding the expected Service Level Agreement (SLA) for this project? Specifically, we would like to understand the response and resolution times, uptime requirements, and any penalties for SLA violations to ensure we align our support services with the customer's expectations.		Details are mentioned in the Tender under Warrenty & Penalty Clause.
7	Other		General	Would it be possible to arrange a site visit before the bid submission to gain a better understanding of the project requirements and site conditions? To ensure our proposed solution aligns with their expectations and technical needs?		Already Mention in tender Clause 1.3 Scope of Work.
8	General	General	General	Building to building to ofc connectivity ,any duct provision considered .		It will responsibility of Bidder.
9	Point-12 Page - 25	LIU 24 Ports: Make Dlink, Netgear, Commscope	LIU	We request you to change it as "LIU 24 Ports: Make Dlink, Netgear, Commscope OR similar technically competent Make	24 Ports LIU fully loaded with Pigtalls SM LIU (as per tech spec) Make Dlink, Netgear	Clause Ammended as : 24 Ports LIU fully loaded with Pigtails SM LIU (as per tech spec) Make Dlink, Netgear, CommScope, Panduit, Belden.
10	Point- 15 Page-25	General	OFC	Can Floor be connected with Cat6 instead of Fiber		No change in Tender Clause.
	Point-10 Page - 25	OPTIC FIBRE CABLE 24 Core Single Mode Armoured: QTY 400 Meters Make Dlink, Phinolex	OFC		spec) Unit Meters Make Dlink, Commscope	Clause Ammended as : 24 Core outdoor SM OFC (As per tech spec) Unit Meters Make Dlink, Phinolex, Commscope, Belden



Sr. No	. Tender Doc.(Section & Page No.)	Tender Clause	Group	Clarification Required	Detail Clause in Tender	SSST clarification
. 11	3.1 - Page-6	Own L2 & L3 Tech Support & Repair Centres in Maharashtra. (Details should be shared)	Qualification	Our request is to change it to "Bidder should have own L2 & L3 Tech support & OEM should replacement centres in Maharashtra.	The quoted Brand & OEM should have direct presence in India Market for at least 10 Years and Own L2 & L3 Tech Support & Repair Centres in Maharashtra. (Details should be shared)	The quoted Brand & OEM should have direct presence in India Market for at
12	Sec 3.1 & Pg 6	Qualification Criteria		Would it be acceptable if we can ensure equivalent support through our offices in Mumbai & Other states		No change in Tender Clause
		MAF and Technical specs compliance should be on OEM letter head. And should be verified with OEM at the time of Technical evolution. MAF should provide for Active Network Component and Passive Network Component.	i t	An inked sign serves as a physical representation of approval or agreement, providing a clear indication of consent or acknowledgment. Similarly, a stamped MAF acts as a formal validation of the information provided on the form, ensuring its accuracy and legality. These practices help establish credibility, prevent fraud, and maintain the integrity of official records and cransactions. Major component are of active Network and Passive Network component so MAF should provide at least or those OEM.		No Change in tender Clause
14 Bi	· th	dder turn Over Higher C an Bid Value at least 5 nes or higher	a Ti ti si	mong the bidders participating in the ender/BID. A significant increase in bidder arnover compared to the bid value aggests that experienced bidders are	Maintenance services Minimum of Rs. 50' Lakhs generated from IT Networking supply and associated maintenance services during last three Financial years i.e: FY 2021-22, 2022-23, and 2023-24.	Clause Ammended as: Turnover in IT Sales/Infrastructure Project/ Maintenance services Minimum of Rs. 2.5 Crores Lakhs generated from IT Networking supply and associated maintenance services during last three Financial years i.e: FY 2021-22, 2022-23, and 2023-24.

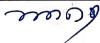




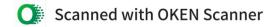
Sr. N	o. Tender Doc.(Section 8 Page No.)	Tender Clause	Group	Clarification Required	Detail Clause in Tender	SSST clarification
15	Experience - Networking Tender	Last 2 year supply order - Two purchase orders of Active and Passive component Order with L2 and L3 Switches Supply order of equal or higher value of BID Value	Qualification	This clause may stipulate that bidders with a track record of fulfilling orders satisfactorily or meeting certain criteria are given preferential treatment ir. (he bidding process. By including a previous order clause in a bid, the organization aims to reward loyal, trusted, and reliable suppliers This practice can help streamline procurement processes, and ensure continuity of supply.	02 Major IT Infrastructure/Networking supply and associated maintenance service during last three years FY 2021-22, 2022-23 and FY 2023-24.	Clause Ammended as: Bidder must have successfully s undertaken 02 Major IT Infrastruc: ure/Networking supply ar associated maintenance services pro cost of minimum 2.5 Crores during la three years FY 2021-22, 2022-23, and
16	Certificates	ISO Certificates 9001, 20000-1, 27001	Qualification	These are designed to ensure quality, efficiency, and consistency in products, services, and processes of Bidder.		No change in tender clause
17	Organisation Technical Resource	Bider should have At least 15 or higher certified Technical Resource team of Passive and Active Certification	Qualification	Certified resource can enhance problem- solving skills, technical knowledge, and overall professional competence.		Annexure F, page no 29 , Bidders Capability is taken.
18	General	General	Qualification	ISO certification is must for bidder	N	lo Change in Tender Clause
	Sec 12 & Pag 25			OEM for the RACK and UPS, ensuring they	Rack with Accessories (PDU, FAN) (As per kech spec)	lause Ammended as : Supply of Wall lount Rack - Make D-Link, Valrack, RS, APC. o change for UPS.
		Switch L3 24 Port Make Dlink, Netgear	N	We request to change it "Switch L3 24 Port Make Dlink, Netgear OR Similar Technically ompetent Make	Sw	ause ammended as: vitch L3 24 Port Make Dlink, Netgear, co, Aruba, Extreme
		General	fl	or the network equipment, is there exibility in switching brands (Like Digisol), r do we have to stick strictly to the listed EMs (e.g., Dlink, Netgear)?		
- 1		witch L3 24 Port Make S link, Netgear		/ould it be possible to allow for different EMs for switches and SFPs		•
1,2	2,3,4,switches require DI	link or netgear . S	witch cis	sco can be quoted if specification matches		



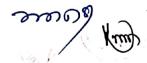
Sr. No	. Tender Doc.(Section 8					
	Page No.)	& Tender Clause	Group	Clarification Required	Detail Clause in Tender	SSST clarification
21	General	General	Switch	Redudancy for Core switch required ?	Switch L3 24 Port Make Dlink, Netgear	No change in tender Clause
22	General	General	Switch	Can 2 SFP switch used instead of 4 SFP	Switch L2 24 Port Make Dlink, Netgear QT 23 Non-PoE Access Switch with min 24x1 GbE RJ45 Ports, Min 4 x 1 GbE SFP Ports, and required OS License with 5 years warranty (as per spec)	¥ 0
23	General	General	Switch	Can Configuration of Core Switch be Chang	ge Switch L3 24 Port Make Dlink, Netgear	No Change in Tender Clause
24	General	General	Switch	Network monitoring Software essential		As mentioned in Tender Clause 3.5, it reponsibility of bidder to maintain entire network during warranty period So bidder have to decide.
25	BOQ Sn 1	Switch L3 24 Port Make Dlink, Netgear	Switch	Could you clarify the utilization of the remaining 24 copper ports on the core switch?	Switch L3 24 Port Make Dlink, Netgear	Future scope of expansion.
26	BOQ Sn 2	Switch L3 24 Port Make Dlink, Netgear	Switch	We have noticed that the core switch and distributor switch have the same port speed and specifications. Shouldn't the core switch have higher specifications for better performance considering future perspective.	Switch L3 24 Port Make Dlink, Netgear	Technical specification given in annexure E (01) and (02) No change in Clause.
27 B		Switch L3 24 Port Make Dlink, Netgear	Switch	Why hasn't redundancy been considered for the core switch in this setup?	Switch L3 24 Port Make Dlink, Netgear	No change in Tender Clause.
8 BC	· ·	Switch L3 24 Port Make Dlink, Netgear	Switch	Are routing protocols like OSPF, RIP, or BGP required for this setup?	Switch L3 24 Port Make Dlink, Netgear	Yes
29 An	nexure E (7/8) & Pg 22A		Wifi .	For the WIFI Access point and Controller, is	warranty (As per spec) Make Dlink, Netgear	Clause Ammended as Wi-Fi6 2x2 PoE Access Point with 5 years warranty (As per spec) Make Dlink, Netgear, Cisco, Aruba, Extreme
9 pc	oe injector dl	ink or netgear	Wifi		,	Same as Access Point OEM will be accepted.







14	o. Tender Doc.(Section & Page No.)		Group	Clarification Required	Detail Clause in Tender	SSST clarification
	Boq Sn 9	30W POE Injector Gigabit Make Dlink, Netgear	Wifi	For powering up the access points, is there a reason we are using PoE injectors instead of PoE switches?	30W POE Injector Gigabit Make Dlink, Netgear	No change in tender clause
	AAA Authentication for A WiFi Users:	Annexure D BOQ 7	Wifi	It was proposed that an AAA (Authentication, Authorization, and Accounting) system be implemented to authenticate end users accessing WiFi. The authentication method could be via OTP (One-Time Password) or a user-based system, ensuring that only authorized and legitimate users can access the network.	Wifi access	User base System should be implemented by Bidder
	Guidelines for User Logs:	Annexure D BOQ 7	Wifi	In line with the Department of Telecommunications (DoT) guidelines, it was emphasized that a system must be established to maintain detailed logs of WiFi users. These logs should include all necessary data to help identify individuals involved in cybercrimes, thereby assisting law enforcement agencies in their investigations.	Wifi access	Should be implemented by bidder eighter in firewall or WLC or any othe way. All logs should be maintained.
	Clarification on Firewall A	Annexure D BOQ 7	Wifi	A request for clarification was raised regarding the number of concurrent users expected to connect through the firewall, as well as the throughput capacity of the firewall. Clear specifications on these parameters are needed to ensure that the firewall can handle the load and maintain optimal network performance.	Vifi access	Firewall specification is attached as Annexure G
	Security Policy G	eneral	General .*	Nework Segmentation	•	Various VLAN segmentation must be done for variuos building wise and have to ensure that critical area is having sufficient bandwidth



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Sr. No.	Tender Doc.(Section &	Tender Clause	Group	Clarification Required	Detail Clause in Tender	SSST clarification
	Page No.)		1	,		
31	Wifi	General	General	Wifi access point finilisation		Before installation of wi-fi access point,
1			1	,		Wifi heat maps need o generate.
32	CERT-IN	General	General	Guideline under Section 70B and Section		Data must be encrypted during
				84A of IT Act		transmission across public network.
1			1		ii ii	Bidder should ensure that application,
		1				Website, Thirdparty tool used in
						network must have SSL/TLS encryption
				•		protocol.
33	Data Protection	General	General	IT Act Section 43A-Sensite Personal Data or		Bidder should responsible for protection
				Information (SPDI)		of all user personal data as per IT Act

Bowe

(Goraksha Gadilkar, I.A.S.) Chief Executive Officer Shree Saibaba Sansthan Trust, Shirdi

Annexure G - Firewall Technical Specification:

Performance	e - Sophos, Palo Alto, FortiGate, Cisco Firewall throughput	40,000 Mbps
Citotinanos	Concurrent Users	2000 1000
	Firewall IMIX	20,000 Mbps
	Firewall Latency (64 byte UDP)	4 μs
	IPS throughput	7,000 Mbps
	Threat Protection throughput	1,500 Mbps
	NGFW	6,300 Mbps
	Concurrent connections	6,500,000
	New connections/sec	148,000
	IPsec VPN throughput	20,500 Mbps
	IPsec VPN concurrent tunnels	5,000
	SSL VPN concurrent tunnels	2,500
	Xstream SSL/TLS Inspection	1,450 Mbps
	Xstream SSL/TLS concurrent connections	18,432
	(local quarantine/logs)	Integrated min. 120 GB SATA-
		III SSD
	Ethernet interfaces (fixed)	8 x GbE copper 2 x SFP fiber*
	Bypass port pairs	1
	Management ports	1 x RJ45 MGMT 1 x COM RJ45
		1 x Micro-USB (cable incl.)
	Other I/O ports	2 x USB 3.0 (front) 1 x USB 2.0
		(rear)
	Number of Flexi Port slots	1
	Flexi Port Module (optional)	8 port GbE copper 8 port GbE
		SFP fiber 4 port 10GE SFP+
		fiber 4 port GbE copper
		bypass (2 pairs) 4 port GbE
	•	copper PoE + 4 port GbE
		copper 4 port 2.5 GbE copper
	, '	PoE 2 port GbE Fiber (LC)
		bypass + 4 port GbE SFP Fiber
	Max. total port density (incl. use of modules)	18
	Max. Power-over-Ethernet (using Flexi Port	1 module: 4 ports, 60W max
	module) Optional add-on connectivity	Multi-function LCD module
-	Mounting	1U rackmount (2 rackmount
	Modifiens	ears included

