

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 & Page No.)	Tender Clause	Group	Clarification Required	Detail Clause in Tender	SSST clarification
1	Point- 15 Page-25	Category 6 UTP Cable: Make D-Link	CAT6	Electrical Testing Laboratories (ETL) like eligibility 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, Panduit, Belden, Finolex.
	Point- 15 Page-25	D-Link or Netgear	CAT6	Pls add commscope for cat6 cable , as fiber cable asked is of commscope.		
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. For detailed specification refer - Annexure G (attached herewith)
	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.		
	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)?		
	31 fire wall	sophos or paul alto	Firewall	number of users details		
	Fire 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	Sec 1.3 & Pg 3	Scope of Work	General	What are the primary goals of this project?		Scope is mention in tender on Page 3 under clause 1.3 Scope of Work

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5		General	General	Are there existing systems or infrastructure we need to integrate with?		No
6	Sec 9.7 & Pg 10	Warranty	General	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 connectiivty ,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 Pigtaills SM LIU (as per tech spec) Make Dlink, Netgear	Clause Ammended as : 24 Ports LIU fully loaded with Pigtaills 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	Our request is to change it to "OPTIC FIBRE CABLE 24 Core Single Mode Armoured: QTY 400 Meters Make Dlink, Phinolex OR Similar technology Make	24 Core outdoor SM OFC Cable (as per tech 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

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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)	Clause Ammended as : The quoted Brand & OEM should have direct presence in India Market for at least 10 Years and Own L2 & L3 Tech Support, Repair and Replace Centres in Maharashtra. (Details should be shared)
12	Sec 3.1 & Pg 6	Qualification Criteria	Qualification	Would it be acceptable if we can ensure equivalent support through our offices in Mumbai & Other states		No change in Tender Clause
13	MAF	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.	Qualification	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 transactions. Major component are of Active Network and Passive Network Component so MAF should provide at least for those OEM .	MAF for this tender (For Active Components)	No Change in tender Clause
14	Bidder Turn Over	Bidder turn Over Higher than Bid Value at least 5 times or higher	Qualification	It may indicate a high level of experience among the bidders participating in the Tender/BID. A significant increase in bidder turnover compared to the bid value suggests that experienced bidders are actively engaging in the bidding process.	Turnover in IT Sales/Infrastructure Project/ 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.

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15	Bidder Previous 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 in the 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.	Bidder must have successfully undertaken 02 Major IT Infrastructure/Networking supply and associated maintenance services during last three years FY 2021-22, 2022-23, and FY 2023-24.	Clause Ammended as: Bidder must have successfully undertaken 02 Major IT Infrastructure/Networking supply and associated maintenance services project cost of minimum 2.5 Crores during last three years FY 2021-22, 2022-23, and FY 2023-24.
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		No Change in Tender Clause
19	Sec 12 & Pag 25		Rack	Would it be acceptable to select the other OEM for the RACK and UPS, ensuring they meet all the technical and performance specifications outlined in the tender?	Supply of 12U 550 W x 450 D Wall Mount Rack with Accessories (PDU, FAN) (As per tech spec)	Clause Ammended as : Supply of Wall Mount Rack - Make D-Link, Valrack, MRS, APC. No change for UPS.
20	Annexure-D, BOQ Format, Page -15	Switch L3 24 Port Make Dlink, Netgear	Switch	We request to change it "Switch L3 24 Port Make Dlink, Netgear OR Similar Technically competent Make	Switch L3 24 Port Make Dlink, Netgear	Clause ammended as: Switch L3 24 Port Make Dlink, Netgear, Cisco, Aruba, Extreme
		General	Switch	For the network equipment, is there flexibility in switching brands (Like Digisol), or do we have to stick strictly to the listed OEMs (e.g., Dlink, Netgear)?		
	Annexure-D, BOQ Format, Page -15	Switch L3 24 Port Make Dlink, Netgear	Switch	Would it be possible to allow for different OEMs for switches and SFPs		
	1,2,3,4,--switches require	Dlink or netgear	Switch	cisco can be quoted if specification matches		


Amended
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Sr. No.	Tender Doc.(Section & 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 QTY 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)	No change in tender Clause
23	General	General	Switch	Can Configuration of Core Switch be Change	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 is 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	BOQ Sn 1	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.
28	BOQ Sn 1	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	Annexure E (7/8) & Pg 22	Annexure E	Wifi	For the WIFI Access point and Controller, is there flexibility in other brands (Like Aruba/Cisco), or do we have to stick strictly to the listed OEMs (e.g., Dlink, Netgear)?	Wi-Fi6 2x2 PoE Access Point with 5 years 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 poe injector	dlink or netgear	Wifi	Both normally not supplies these products, suggestion go for poe switch in each rack for wi fi access point	30W POE Injector Gigabit Make Dlink, Netgear	Same as Access Point OEM will be accepted.

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	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 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
	Compliance with DoT 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 either in firewall or WLC or any other way. All logs should be maintained.
	Clarification on Firewall Specifications:	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.	Wifi access	Firewall specification is attached as Annexure G
30	Security Policy	General	General	Network Segmentation		Various VLAN segmentation must be done for various building wise and have to ensure that critical area is having sufficient bandwidth

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31	Wifi	General	General	Wifi access point finilisation		Before installation of wi-fi access point , Wifi heat maps need o generate.
32	CERT-IN	General	General	Guideline under Section 70B and Section 84A of IT Act		Data must be encrypted during transmission across public network. Bidder should ensure that application, 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 Information (SPDI)		Bidder should responsible for protection of all user personal data as per IT Act


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





Annexure G - Firewall Technical Specification:

Firewall, Make - Sophos, Palo Alto, FortiGate, Cisco		
Performance	Firewall throughput	40,000 Mbps
	Concurrent Users	2000 1000
	Firewall IMIX	20,000 Mbps
	Firewall Latency (64 byte UDP)	4 μ s
	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 module)	1 module: 4 ports, 60W max
	Optional add-on connectivity	Multi-function LCD module
	Mounting	1U rackmount (2 rackmount ears included)