

**REPRESENTATION RECEIVED AGAINST BID NO. GEM/2024/B/4486659 FOR THE NETWORKING WORK**

Sl. No.	Representation	Reply
1	Technical Specification of Access Points Outdoor Access Points Outdoor Access Points specification is given while no Outdoor Access Point is given in BOQ	Vendor need to quote as per BoQ and related specification.
2	Technical Specification of Access Points Under all Access Point specifications, it is mentioned "Access point should be Wi-Fi 6 certified" Please amend it to "Access point should be Wi-fi 6/WPC (ETA) Certified." as WiFi certification is foreign certificate while Indian certification is given by WPC.	it will be as per RFP Specification
3	Earnest Money Deposit The firms/ agencies duly registered with MSME/Startup shall be exempted from paying EMD. (Certificate attached) Please confirm that even MSME bidders registered with UDYAM portal are also exempted from furnishing of EMD.	As per GeM rule
4	Performance Security On receipt of notification of award of purchase order from the University, the successful Bidder/OEM/BIDDER within 15 days shall furnish the performance security @ 05% of the value of contract/ purchase order in the form of DD/FDR/NEFT PBG may also be included as an option for submission of Security Deposit	It will be as per tender document
5	Other important terms & Conditions for Bidder In case during the execution of the project or thereafter during Warranty/AMC it is found that any additional equipment (Hardware / Software) is required to fulfil contract obligations while the same is not included by the bidder/lead bidder (SI) in his bid/quote, the same shall be supplied by the bidder/lead bidder (SI). Any additional hardware to be supplied after finalization of BOQ post site survey, has to be paid separately	As per RFP only
6	Other important terms & Conditions for Bidder The goods shall be delivered at the destination in perfect condition. The bidder if so desires, may insure the valuable goods against loss by theft, destruction or damage by fire, flood undue exposure to weather or otherwise. The expenditure thereon shall be borne by the supplier. Loss or theft or destruction / damage by fire, flood etc are normally considered by any Insurance as an Act of God.	As per RFP only
7	Other important terms & Conditions for Bidder The supply timeline for all hardware is within 6 to 8 weeks from the date of PO/ Work Order(WO). The timeline may be extended to 12-16 weeks considering the inordinate delays in import of Chips required for manufacturing of the devices	As per RFP
8	Bidder's/ OEM Eligibility The OEM of active devices to be quoted by the bidder should have local technical Assistance Centre (TAC) support in India and Returned Materials Authorization (RMA) depot at least 20 across India This clause is RESTRICTIVE and should be removed This clause is not relevant for the current tender. All MII OEMs have one Service Center in India and without removing this clause, it would be highly restrictive to MII	No Change
9	Bidder's/ OEM Eligibility The OEM of Active network devices to be quoted by the bidder should be present in country from at least past 20 years This clause is RESTRICTIVE and should be removed This clause is not relevant for the current tender. Any OEM having proven manufacturing and service support setup in India for the 1st 5 years should be sufficient. Many MII OEMs were setup after the Govt push for local manufacturing in the last 5 years and without removing this clause, it would be highly restrictive to MII	The OEM of Active network devices to be quoted by the bidder should be present in India from at least past 10 years.
10	Bidder's/ OEM Eligibility The Bidder should have a valid partnership of proposed Active Networking OEM for at least 7 years This clause is RESTRICTIVE and should be removed "This is not relevant for the current project as companies continue to build / break relationships over time based on the business. The Bidder submitting written Manufacturer Authorization from the OEM should be sufficient to consider OEM support"	Accepted: valid partnership of proposed Active Networking OEM for at least 3 years

11	Bidder's/ OEM Eligibility The bidder must be ISO 9001, ISO 27001 certified The clause may be modified with ISO 9001 as mandatory and other ISO certifications as optional ISO 27001 certification is mainly taken by very large companies. Some other bidders may have ISO 14001	Accepted only for ISO 9001 which is mandatory and other ISO certifications as optional
12	Bidder's/ OEM Eligibility Bidder should have at least one number own NOC & SOC centre in Eastern India with 24x7 Support for clients This clause is RESTRICTIVE and should be removed Bidders are usually System Integration companies who have a team of engineers who have technical knowledge and expertise for maintenance of the supplied HW and systems. They also have live telephone contacts, e-mail and necessary computers to remotely monitor and maintain all connected hardware. This should be sufficient for maintenance as RNC is also posted at site	Accepted:NOC & SOC centre in any where in India with 24X7 support for clients.After the acceptance of Work Order bidder has to setup local office in the consignee State and submit the proof within 60 days
13	Bidder's/ OEM Eligibility Bidder should have at least two nos OEM Certified engineer (Active Networking OEM) in their payroll "Only CISCO has recognised OEM Certification course CCNA. No other OEM provides such certification and thus this clause is RESTRICTIVE and should be removed. Moreover, the tender has clear preference for MII products and hence CISCO being a foreign OEM doesn't qualify. " Other OEMs usually train their partner engineers on their products thru various online / offline training modules and the Bidder should be allowed to certify that their engineers are certified and capable to handle the maintenance of the hardware and installed network.	As per RFP
14	Bidder's/ OEM Eligibility City wide Supply and Installation of min. 25000 KM Single Mode Fiber This clause is RESTRICTIVE and should be removed If overhead fiber laying is involved in case of CUJ, such underground fiber laying experience is un-justified. Moreover, such big fiber laying experience will be available with only fiber laying companies or very large SI companies who indulge in fiber laying mainly	Accepted and this clause be removed
15	Bidder's/ OEM Eligibility Laying of minimum 15000-meter underground HDPE pipe with Fiber [i.e road crossing, cement concrete area at a depth of min 1.0 (one) meter to 6.0 (Six) meter]. This clause is RESTRICTIVE and should be removed If overhead fiber laying is involved in case of CUJ, such underground fiber laying experience is un-justified. Moreover, such big fiber laying experience will be available with only fiber laying companies or very large SI companies who indulge in fiber laying mainly	Accepted and this clause be removed
16	Bidder should have following experience of Passive Fiber Items for City / Campus Networking "This clause should be modified to allow bidders submitting govt order copies for any City / Campus Networking of WiFi solution. Also copies of Govt orders where the bidder has been a consortium member, should also be accepted. " "Such city / campus networks are always understood to be comprehensive with Fiber / Ethernet cable laying work. Such cable laying are not specifically mentioned always in PO copies. In many cases where Internet Services are also bundled, the order is issued in the name of the ISP providing the Internet BW and the bidder works as a consortium partner for the complete implementation"	Accepted :Work order may reflect the passive items i.e. fiber laying and other related work for campus networking solution
17	Bidder directly or through its (OEM)/vendors should ensure the insurance of the equipment which shall be undertaken at no additional cost. "What will be period of insurance needed? Till the completion of installation & commissioning or till the period of onsite maintenance up to 5 years? Fore-Maejure conditions and Vandalism should be excluded under Insurance coverage "	Upto 5 Years

18	During the maintenance period, Bidder should station one engineer/IT professional in CUJ campus to resolve any day-to-day problems that may arise in the network and catering end to end services need to be resolved within 24 hours, Bidder should provide one Resident Network Engineer (RNE). Since the campus is remote, CUJ may provide accomodation to the RNE free-of-charge with a local exchange telephone connection for the period of contract for which his services are required	Not considered
19	The contract will cover the system design, supply, delivery, install, testing & commissioning, implementation and have onsite warranty, followed by a Comprehensive annual maintenance period (CAMC) or multi-year extended warranty period for additional 3 years if agreed by CUJ for extension of the contract period. As such the warranty on the offered product is already the meximum permissible - ie 5 years. Any further extension of coverage will only be possible on CAMC basis, subject to confirmation from OEMs of Active products.	Accepted and it may be subjected to confirmation of Active OEMs
20	The Application services shall be extended to the end user of CUJ and CUJ campus using encryption protocols (SSL Portal, SSL tunneling, IPSec VPN), VPN Gateway over Wi-Fi or any other connectivity suggested in proposed solution without any degradation of QoS, congestion, data loss, data breach, data limit, insecure access and DDoS Attacks. Need more clarity on the SSL layers and portal contours, VPN gateway and how much needed to be covered over WiFi to ensure all bids are correctly aligned and technically comparable	As per RFP
21	The network solution must be capable of handling security issues through AAA authentication "Request to confirm wheather AAA Server will be Cloud based or Appliance based, Request to confirm Total no. of Users per college & concurrent no. of users per college. Clarification will be required on whether SMS Gateway or any other modules need to consider or not? "	it will be as per RFP Specification
22	The Campus is located on a hilly terrain that complicates ring-based deployments of Optical Fiber Cabling (OFC). Keeping in mind these constraints, it is hereby proposed a redundant star topology of 12 core armored single mode optical fiber cable Considering the terrain as Hilly, kindly clarify whether overhead laying of fiber is allowed along side the already existing electric / other poles and erecting new poles wherever needed? Laying of underground fiber is not feasible in rocky terrain and will be phenominally costly	Accepted: overhead laying of fiber is allowed along side the already existing electric / other poles and erecting new poles wherever needed
23	Kindly clarify the exact project cost to arrive on this clause.	Estimated Cost 2.5 Cr.