

Clarifications to queries apropos tender no. ITPO/ITSD/WIFI-ADM IN BUILDING/2017 dated 13.04.2017 for “Supply, Commissioning and Integration of Hardware, Software & Services for creation of Wi-Fi enabled Admin Buildings in Pragati Maidan.”

S.No.	Queries	Clarifications
1.	You have asked for only Govt./PSU orders – We would like to request to kindly consider corporate orders as well.	No Change.
2.	You have only asked for only Wi-Fi projects – We would like to request you to kindly consider networking orders (Switching, Routing etc.)	No Change.
3.	No Approved Brands – Kindly mention some approved brands in order to avoid Chinese brands. You can consider Gartner report for this.	Products complying with the defined specifications may be quoted by the vendor.
4.	Scope of bandwidth provisioning & management is not mentioned.	Bandwidth shall be provisioned by ITPO from a third party vendor and the same shall be managed by the successful bidder in association with the bandwidth provider.
5.	Authentication mechanism & compliance guidelines is not clear.	Bidder has to propose the draft authentication mechanism which will be approved by ITPO. The solution provided should be compliant with relevant DoT guidelines and relevant provisions of IT Act, 2000.
6.	NOC support is not mentioned.	The vendor should provide services & support as per scope of the tender & maintain performance as per SLA.
7.	Business model is not clear.	Please refer payment terms & conditions.
8.	SLA is not clear.	SLA is defined in Annexure XI of the tender document.
9.	Any survey already carried out. A mix of access points needs to be considered to cover entire building with BoQ is not clear about outdoor or indoor APs.	Interested bidder may carry out site survey and submit the bid accordingly.
10.	Wireless Access Points with 802.11n – <ul style="list-style-type: none"> • 11n is obsolete technology already. • All latest smart phones & laptops support 802.11ac. • 802.11ac provides better performance & Interference mitigation. • 802.11ac should be considered for future proof deployment. 	Refer point no. 3 of corrigendum dated 09/05/2017
11.	As per page no. 15 and point no. 4 – The bidder should have a technical support office in operation in Delhi/NCR and support centres in manned with qualified staff with a toll free number. – Suggestion - The toll free no. should be from either OEM/or bidder.	Refer point no. 11 of corrigendum dated 09/05/2017
12.	Description mentioned on page no. 11 – 13(Six), 60(Thirteen) – The quantity is mismatch in numeric and words.	Refer point no. 1 of corrigendum dated 09/05/2017
13.	Wireless Controller – Extraction of log of every	No Change.

	<p>user activity – The users who have logged in, the internet activity can be monitored and extracted from gateway device i.e. Firewall device where internet link is terminated as wireless controller is providing management of access points and users connected, these type of services can't be served. – Kindly change the requirement to “Extraction of logs of every user connected.”</p>	
14.	<p>Wireless Access Points – Locks for theft protection are needed – Every Access Point has its own mechanism to protect it from theft. – Kindly change the requirement to “mechanisms from theft protection are needed.”</p>	No Change.
15.	<p>Port Switch Specification – 24- Ports 10/100/1000 Mbps with at least L3 PoE ports and 2 SFP – The L3 switch is required to terminated L2 access switch and asking for PoE on L3 switch is only increasing the cost of the L3 switch, also the L2 switch may be far from 100 mtrs where fiber connectivity may be required. – Kindly change the requirement to “16SFP + 8 combo 10/100/1000 BASE-T /SFP ports L3 gigabit switch.</p>	Refer point no. 4 of corrigendum dated 09/05/2017
16.	<p>16 Ports 10/100/1000 Mbps with at least L2 PoE and 2 SFP. – The L2 switch required to terminated at least 24 Access Points where the switch should required to be 24 port POE ports and at least 2 SFP ports – Kindly change the requirements to “24 PoE ports and at least 2 SFP ports.”</p>	Refer point no. 5 of corrigendum dated 09/05/2017
17.	<p>Suggestions for making the tender for OEM brands who are leading in the industry –</p> <ul style="list-style-type: none"> • All active/Passive equipments should be from the same OEM. • OEM must have minimum 600 cr. Total turnover in India in last three years (OEM should submit related documentary proof) • OEM must have minimum 200 cr. Turnover in India for passive in last one year (OEM should submit related documentary proof) • OEM shall be listed in CMR and ISO: 14001 certified. • CAT 6 UTP components should have independent lab verification like ETL, ERTL certificates. • The cabling should be certified to have application support warranty for next 25 years. 	<ul style="list-style-type: none"> • Refer “Note” of point no. 2 “Required Technical Specifications” of Clause no. 7 “Scope of Work” • Safety standards required have already been specified in the tender document. • The bidder needs to provide “Penta Scanning Test” reports of the passive cabling work done.
18.	<p>Switching – Should support PoE (Power over Ethernet) with power budget min 100W. –</p>	No Change.

	The PoE budget should be as per power consumption on wireless AP, and total no of Access points to be connected. It should be at least 150W for access PoE switch to connect 10 AP of 15W power consumption.	
19.	Switching Certification – FCC class A, CE class A, VCCI class A, IC, C- Tick, BSMI, CB, cUL, LVD	As per tender document. No Change.
20.	Wireless Certification – FCC, CE,VCCI, Wi-Fi, C-Tick,BSMI, EN, Cul, LVD, UL2043 certified AP	As per tender document. No Change.
21.	Switching – support of at least 50 Gbps switching capacity – The switching capacity should be more on L3 switch against L2 switch. L3 switch must have 80 Gbps and L2 switch must have 50 Gbps.	As per tender document. No Change.
22.	For a small network of 400 concurrent users with 60 Access points PoE switch with L3 lite. L2 plus functionality should be sufficient rather than fully L3 function.	As per tender document and subsequent corrigendum/addendum.
23.	Delivery + Installation of Wired + Wireless period – One month – Minimum time to receive the items take 4-6 weeks from OEM/Distributors – Kindly change	Refer point no. 7 of corrigendum dated 09/05/2017
24.	How would you distinguish or decide or compare between category A (meaning the TOP solution like Ruckus) VS Category c (meaning average solution like Digilink or Dlink).	The vendor may decide OEM as per applicability of tender specifications/terms & conditions.
25.	ITPO has considered single controller, what's the failover plan if one controller fails?	The bidder needs to meet the minimum specified requirements of the tender document & maintain system performance as per SLA defined in Annexure XI of the tender document.
26.	You have taken one L3 switch, is this going to the core switch, will it manage rest of the 13 switches, if yes, what if this switch fails?	The bidder needs to meet the minimum specified requirements of the tender document & maintain system performance as per SLA defined in Annexure XI of the tender document.
27.	Are access points to be placed indoors or few APs would have to be placed outdoor also, please clarify?	Refer reply to the query no. 9 above.
28.	What's the backup required on 2 KVA and 5 KVA UPS?	Refer point no. 1 of corrigendum dated 09/05/2017
29.	Is there a network architecture/ design prepared, so that installation can be done accordingly?	Network design to be suggested by successful bidder prior to implementation.
30.	Are there any specific security features you are looking for, please list them?	Refer point no. 8 of corrigendum dated 09/05/2017
31.	Instead of one person required full time, is it possible to provide services based on specific SLA as cost of one person may not be justified.	No Change.
32.	The requirement of EPF registration should be made optional as the project doesn't require extensive services. If we sublet the service	No change as regular on-site manpower to be stationed at ITPO has been sought in the tender.

	contract to our service provider, who would be registered with ESI, will that we accepted.	
33.	50% payment on supply of material is too less, not more than 15% should be linked with stabilization and acceptance certificate.	No Change.
34.	If GST will get implemented, how will it be treated?	Refer clause no. 23 "Taxes and Duties" of the tender document.
35.	Penalty of 2000/- if the system is down for 1 hour is very high?	No Change.
36.	Wireless Controller- Should support Wi-Fi Security standards – For a Wireless Setup of ~500 users, it is recommended to have proper security in place including Stateful Firewall, Intrusion Prevention, URL filter, Application control, Antivirus inspection etc. in order to secure the same and avoid misuse of the network. A Wireless network without security can prove to be a risk to the organization. Request to clarify the security features required along with Wi-Fi to secure and prevent unauthorized usage.	No Change.
37.	REQUIERD TECHNICAL SPECIFICATION- Note: - Make and Model (To be specified by vendor) All the products should be of same OEM – Request to allow different OEMs for Security, Wireless and Switching to allow better and specialized participation in the bid. As some of vendors do not have security inbuilt and restrict the participation.	Refer "Note" of point no. 2 "Required Technical Specifications" of Clause no. 7 "Scope of Work" of the tender document.
38.	The bidder should have the experience of successful executing similar project(s) of implementation of Wi-Fi solution in last 5 financial years (i.e. 2015-16, 2014-15, 2013-14, 2012-13, 2011-12) or till the date of submission of bid for any Central/State govt. Department/PSU . The project value for a single project must not be less than Rs. 40 lakhs or For two similar projects should not be less than Rs. 25 lakhs each or For three similar projects should not be less than Rs. 15 lakhs each.— we request you to kindly add : any reputed organization or any private company	No Change.
39.	Page no. 10 Technical specification – In this clause you have mentioned 24 PORT POE L3 Switch, it should be NON POE because there is no need for POE	Refer reply to the query no. 15 above.
40.	Page no. 10 Technical specification – In this clause you have mentioned ALL THE PRODUCTS SHOULD BE SAME OEM, But In networking field OEM have expertise for his products like some OEM have expertise for AP, and some have FOR switches So this clause	No Change.

	should be not there.	
41.	Page no. 10 Technical specification – In this clause you have mentioned Wireless Access point IEEE 802.11a/b/g/n, IT should be 802.11 ac because a/b/g/n/ series is EOL and ac series is latest technologies.	Refer reply to the query no. 10 above.
42.	Page no. 14 Project timelines S.No 10. In this clause you have mentioned Project timelines 45 days, It should be 60 days because materials come back to back and it takes around 6 weeks for delivery.	Refer reply to the query no. 23 above.
43.	PORT SWITCH SPECIFICATION (L3 switch) — Should support PoE(Power over Ethernet) with Power Budget Min 100 W. -- Non Standard Power budget asked in tender Change to “should support PoE/PoE + with minimum power budget with 370 watt”	No Change.
44.	PORT SWITCH SPECIFICATION (L3 switch) — Should support IGMP Snooping. -- IGMP table size is not defined Change to “Should support minimum 4K IGMP Groups.”	As per tender document.
45.	PORT SWITCH SPECIFICATION (L3 switch)— Request to add “Should support minimum 2K ACL's”	As per tender document.
46.	PORT SWITCH SPECIFICATION (L3 switch) — Request to add “Should have minimum 2MB of packet buffer size for traffic to support huge file transfers.”	As per tender document.
47.	PORT SWITCH SPECIFICATION (L3 switch) — Request to add “Should have inter-vlan routing and static routes for IPv4 and IPv6 from day 1 and upgradeable to support PBR, OSPF and PIM- SM /DM as and when required.”	As per tender document.
48.	Stabilization and Acceptance Certificate by ITPO-T + 45 DAYS → Every IT related material comes from foreign country and same takes 4 to 6 weeks for getting delivery “please extend the project completion time for 60 days”	Refer reply to the query no. 23 above.
49.	The bidder should have a technical support office in operation in Delhi/NCR and support centres manned with qualified staff with a Toll Free number. → We have our service centre in Delhi NCR and also have helpdesk for locking the complaint but we do not have toll free no and most of bidders also do not have the same. “The toll free No should be either bidder or OEM”	Refer reply to the query no. 11 above.

50.	Bid Submission End Date 04/05/2017 (03:00 PM) → “Please extend the tender submission date till 15th of May”	Refer bid submission date extension corrigendum dated 09/05/2017
51.	WIRELESS CONTROLLER & WIRELESS ACCESS POINTS (Controller) -- Should support minimum 8 or more SSIDs → No Of SSID is low and VLAN mapping need to be there for different network Change to “Should support minimum 100 or more SSIDs. Also solution should able to map SSID with VLAN”	As per tender document.
52.	WIRELESS CONTROLLER & WIRELESS ACCESS POINTS (Controller) -- Should support automatics channel selection- interference avoidance → Method need to be defined Change to “Should support automatics channel selection- interference avoidance. Vendor need to specify method for the same”	Bidder will propose the methods for approval of ITPO.
53.	WIRELESS CONTROLLER & WIRELESS ACCESS POINTS (Controller) -- Should support minimum 400 or more concurrent user → Need to consider future plan also Change to “Should support minimum 60 AP from day and able to support 600 AP in future without hardware changes. Also able to support 500 users from day 1 and able to support 1500 users in future.”	As per tender document.
54.	WIRELESS CONTROLLER & WIRELESS ACCESS POINTS (Controller) – Please add “Wireless controller should have WIPS/WIDS capability”	No Change.
55.	WIRELESS CONTROLLER & WIRELESS ACCESS POINTS (Controller) – Please add “WLAN Controller should be based on distributed architecture”	Network design/architecture may be suggested by the successful bidder prior to implementation.
56.	WIRELESS CONTROLLER & WIRELESS ACCESS POINTS (Access Point) -- Should support IEEE 802.11a/b/g/n, Dual Band 2.4 GHz and 5.0 GHz. → Access point required here is on old technology Change to “Should support IEEE 802.11a/b/g/n/ac, Dual-Band 2.4 GHz and 5.0 GHz with 3dbi inbuilt antenna gain”	Refer reply to the query no. 10 above.
57.	WIRELESS CONTROLLER & WIRELESS ACCESS POINTS (Access Point) -- At least 1 no 10/100/1000 Mbps port supports PoE and 1 console port → Kindly remove console port. In Controller managed solution everything is managed by controller Change to “At least 1 no 10/100/1000 Mbps port supports PoE”	No Change.

58.	WIRELESS CONTROLLER & WIRELESS ACCESS POINTS (Access Point) -- Should support at least 300Mbps data rate. → Throughput required is low compared to latest technology available Change to "Should support at least 450 Mbps data rate on 2.4 Ghz and 1300 Mbps on 5Ghz"	As per tender document.
59.	WIRELESS CONTROLLER & WIRELESS ACCESS POINTS (Access Point) – Please add "Transmit power should be minimum 22 dbm on 2.4 and 5Ghz."	No Change.
60.	Supply, Installation, Configuration and Commissioning of equipment's 24 Port POE L2 Switch – 13 (six) Wi-Fi Access Point – 60 (Thirteen) "24 port L2 switch required 13 nos. Written in words six"	Refer reply to the query no. 12 above.
61.	Port Switch Specification – 16 ports 10/100/1000 Mbps with at least L2 PoE ports and 2 SFP. "In BOQ supply of 24 port L2 switch is asked In specifications 16 port L2 switch is marked Do ITPO need PoE for L3 switch also, because it's basically not required as L3 switch will behave as core switch and L2 switch will be distribution/access switch from which AP will be connected".	Refer point no. 5 of corrigendum dated 09/05/2017
62.	CABLING Testing and report shall be submitted to ITPO. "Specify the type of reports required to be submitted".	Refer point no. 6 of corrigendum dated 09/05/2017
63.	CABLING The cabling job should be carried out under the supervision of certified engineers. "What certification is required, please clarify".	This is only an advisory to ensure completion of entrusted job in a professional manner and to ensure quality output.
64.	CABLING All installed cabling components and the system (Cables, Cable managers, I/Os, Patch Cords, Jack Panels, Access Points etc.) should be (as per applicability):- IEEE SO2.11 n compliant Conform to the TIA/EIA 568-B standards "Cable Managers are not under any compliance standard. TIA/EIA 568-B standards are for implementation and not for cable quality (ANSI/TIA-568-C.2). Please clarify if instead of exact match to standards, approx. Match will be acceptable".	As specified in the tender document, conformity to the industry standards as per applicability may be ensured.
65.	If it is determined that a virus has been found, Bidder agrees to use reasonable efforts to assist ITPO in curtailing spread of the virus and correcting or replacing the impaired or	Vendor to maintain system performance as per SLA specified in the tender. All tools/software arrangement required for the said purpose to be arranged by the vendor. All expenditure on

	<p>destroyed work products.</p> <p>“Will the tools to stop spread of virus and any related mechanism to counter this will be provided by ITPO”.</p>	<p>account of the above to be borne by the vendor.</p>
66.	<p>General requirements</p> <p>The successful bidder will be required to carry out shifting of all the equipments in the new Administration Building which is coming up in Pragati Maidan in light of re-development activity going on in Pragati Maidan at no extra cost to ITPO.</p> <p>“Clarification required on shifting of equipments”.</p>	<p>As per tender document.</p>
67.	<p>The bidder should undertake to provide support for the supplied equipment's/products and systems/sub-systems for two year of comprehensive on-site warranty maintenance plus two year of comprehensive on-site maintenance (the later at the discretion of ITPO after initial 1 year). After the warranty maintenance of one year, if ITPO decides to go in for in-house maintenance of systems or through a third party, the bidder/OEM shall supply the spares to ITPO or the party designated by ITPO. In case of the item/spare part being not available due to any reason the bidder/OEM shall provide an equivalent or latest item/spare part in lieu of the original item/spare part subject to the approval of the ITPO.</p> <p>“What will be the payment methods for spare parts provisioning as if ITPO takes the maintenance in-house or gives to 3rd party that means current bidder is out of contractual obligation”.</p>	<p>Refer point no. 10 of corrigendum dated 09/05/2017</p>
68.	<p>The bidder should have ISO 9001:2008/2015 certification.</p> <p>“ISO 20000-1:2011 should also be added as service provisioning is also part of contract. ISO 27001:2013 should also be added because this project needs secure implementation. Above recommendation are as per industries' best practice”.</p>	<p>As per tender document.</p>
69.	<p>Auditors and External Visitors through secured login. Enterprise users should access Wi-Fi with enterprise class security and within permissible access.</p> <p>Should support Guest Management.</p> <p>Device should support Account Creation. The temporary account is generated by front desk account in the local database.</p> <p>“What level of Guest Managements required. Is</p>	<p>User Accounts management criteria shall be decided during the implementation phase. Successful bidder may suggest at that time.</p>

	Guest self registration portal (editable) is required where guest can register themselves and then they will get password on same portal of Admin will create guest account and guest will use given username and	
70.	Wi-Fi network should ensure better availability and should be free from unauthorized access and security attacks. "Some advanced security features like identifying the attack, finding the violator etc. Need NMS (network management system),. Please advice if NMS is required and if we have to provide server for NMS. Basic NMS features are provided by Wireless controller but in a limited manner".	As per tender document.
71.	Undertake cabling necessary for system integration and overall solution as per international IT standards. "Kindly clarify which IT standards or what are quality criteria".	Overall implemented solution should be conforming to DoT guidelines and relevant clause of I.T Act, 2000.
72.	Rack Cabling, Data & Power Cabling. "Do we have to quote unit prices for all network cabling item, so that payment can be made as per that and consumed quantity. This will also help ITPO to make future order on basis on rate agreed in Tender else for any additional requirement ITPO has to do tendering".	Scope of work shall include all rack cabling, power cabling etc. Lumpsum rates for this job have to be quoted as per item rate BoQ.
73.	2 KVA online UPS with Racks and Batteries with two (2) years warranty 5 KVA online UPS with Racks and batteries with two (2) years warranty "How much backup time is required, so that battery can be provided as per same requirement".	Refer reply to the query no. 28 above.
74.	Last date for submission of online Bids 04/05/2017 (03:00 PM) "Bid submission date may be extended till 18 th May, 2017 for more number of bidders to participate and ensure health completion".	Refer reply to the query no. 50 above.

Sd/-

General Manager
I.T. Services Division