

Response to Pre-bid Queries				
Bid for Purchase of Routers on behalf of Department of Science & Technology, Govt. of Gujarat, Gandhinagar (Tender No: HWT130718501)				
Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to Vendors
	Page No./Section No./ Clause No.	Tender Description		
1	Page No. 9, Clause No. Form no. T-I: Technical Specifications/S/N.01	Router should support capacity of minimum 100 Mbps with at least 1 no of 1G SFP Module and minimum 4 nos. of 10/100/1000 Ethernet ports Single Mode fibre directly Delivered router should be able to terminate fibre directly. Note: Device should allow configuration of atleast one LAN port as a WAN port without modification in the Router Hardware	We suggest that atleast 2 ports should support PoE/PoE+. This will allow GIL to connect devices like APs, CCTV cameras, IP phones etc over PoE. Request you to modify the clause as "Router should support capacity of minimum 100 Mbps with at least 1 no of 1G SFP Module and minimum 4 nos. of 10/100/1000 Ethernet ports. Atleast 2 ports should support PoE/PoE+"	No Change
2	Page No. 9, Clause No. Form no. T-I: Technical Specifications		New Addition: Since GIL envisages to run multiple applications on the same network it is recommended that the following clause is added : "Router should be able to select the best path for each application based on advanced criteria, such as reachability, delay, loss, and jitter. The router should also allow the network to intelligently choose WAN paths on per-application basis based on business policies for optimal performance"	No Change
3	Page No. 9, Clause No. Form no. T-I: Technical Specifications		New Addition: Request you to add the following clause : "Router should be EAL2 or higher/NDPP or equivalent certified"	No Change
4	Page No. 9, Clause No. Form no. T-I: Technical Specifications		New Addition: Request you to add the following clause : "Router should have minimum 2GB DRAM and 2GB Flash" This will help in storing multiple software images, more memory for storing bigger routing tables, QoS/ACL entries, enabling features like WAN optimization in future.	No Change

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5	Page No. 2/Eligibility Criteria/SN 03	The bidder should have demonstrable expertise and experience in executing at least ONE project in Government/PSU/ Corporate for LAN/WAN/ Network Integration / Systems Integration in last five years having a minimum value of Rs. 1 crore or TWO projects in Government/ PSU/Corporate for Network Integration / Systems Integration in last five years having a minimum value of Rs. 50 lakh each in India	Please ask you ask for last 3 (three) year of Experience In place of last 5 Year. Which help to attract more buyers	No Change
6	Additional Query		Suggestion: Please ask for OEM should have direct registered company in India form Minimum 5 years and OEM should have direct presence in Gujarat	No Change
7	Additional Query		We are keen to bid for the tender however we request that Magic Quadrant for the Wire and Wireless LAN Access should be considered. We have enclosed the latest - July 2018 Gartner report for your kind consideration. This would further help to bring best breed of OEMs in competition including the one who won last time.	No Change
8	Page No. 3/Brief Scope of Work/3	If required bidder may be asked to install & configure 4-5 Routers & train the current O&M operator of GSWAN for further installation, commissioning of entire lot.	1 day training will be conducted at GIL central location for the O&M operator. All applicable charges will be borne by the GIL for the trainees.	Reword as: "If required bidder may be asked to install & configure 4 Routers & train the current O&M operator of GSWAN for further installation, commissioning of entire lot."
9	Page No. 5/General Terms and conditions:/Inspection and Delivery:/a)	1st Lot of 150nos within 4 weeks from the date of confirmed purchase order.	Please revise the delivery time lines to 12 weeks	No Change
10	Page No. 5/General Terms and conditions:/26). Inspection and Delivery:/b)	2nd Lot of remaining 150nos within 6 weeks from the date of confirmed purchase order.	Please revise the delivery time lines to 12 weeks	No Change
11	Page No. 6/General Terms and conditions:/28. Penalty Clause:	LD/ penalty for delay shall be levied at 0.5% per week or part thereof for the late delivery/undelivered portion of the equipment with a maximum cap of 10% of the late delivery /undelivered portion of the value of work order.	LD/ penalty for delay shall be levied at 0.5% per week or part thereof for the late delivery/undelivered portion of the equipment with a maximum cap of 5% of the late delivery /undelivered portion of the value of work order.	No Change

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12	Page No. 6/General Terms and conditions:/28. Penalty Clause:	Delay beyond 10 weeks may lead to termination of the contract. In such a case the Performance Bank Guarantee of the bidder will be forfeited.	Delay beyond 20 weeks shall give right to customer to levy associated penalties however no termination right shall be included under this clause.	No Change
13	Page No. 6/General Terms and conditions:/29) Operational/Warranty period Penalty:	During warranty period, if the complaint is not resolved within 24 hours of the logging of the complaint, the penalty of Rs. 500 per day per faulty Router will be levied. However, if the complaint(s) not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.	This shall be removed.	No Change
14	Additional Query		SLA: Bidder SLA started when the complaint has been logged with the bidder central helpdesk.	Centralised Helpdesk has already been implemented under GSWAN Project. Bidder has to follow the GSWAN Helpdesk Mechanism for any complains logged for equipment provided by Bidder under this project. Current O&M operator of GSWAN will do First level troubleshooting (FLT) and if it is not resolved than complain will be assigned to Bidders by current O&M operator of GSWAN for resolution. After assigning Complain to Bidder, Bidder's SLA will be started & Bidder has to resolve the complaint (end to end responsibility including coordination with OEM & other agencies if any) in line with SLA
15	Additional Query		First level troubleshooting (FLT): FLT will be done by GSL IT team. Incase the GSL team not able to provide the valid details on time then no downtime will be attribute to bidder.	Current O&M operator of GSWAN will do First level troubleshooting (FLT) and if it is not resolved than complain will be assigned to Bidders by current O&M operator of GSWAN for resolution. After assigning Complain to Bidder, Bidder's SLA will be started & Bidder has to resolve the complaint (end to end responsibility including coordination with OEM & other agencies if any) in line with SLA
16	Additional Query		RMA: Pick and replacement (RMA) for the faulty router will be delivered at customer central locations.	Pick and replacement (RMA) for the faulty router will be delivered at the central location i.e. Gandhinagar, Gujarat.

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17	Additional Query		RMA installation: Customer O&M engineer will be responsible to bring the faulty router at central location and install the replacement at respective location.	Yes. The current O&M operator of GSWAN will be responsible to bring the faulty router at central location and install the replacement at respective location.
18	Additional Query		Assumptions: No penalty will be applicable in case replacement not delivered due to national holiday or any other situation beyond the control of bidder.	No Change
19	Additional Query		Acceptance must be released within 24 to 48 hours of the hardware delivery.	No Change
	Additional Query		MAF: Need MAF format & 7 working day to get the MAF from OEM. Accordingly submission date to be define	The last date of bid submission extended.
21	Page No. 3/Brief Scope of Work/2	Installation, commissioning and FAT is not in the scope of this Bid. However, 5 Year OEM warranty & support is in the scope of the bidder.	We are assuming onsite oncall support from bidder is require during 5 years of contract apart from OEM warranty. The quotation will be accordinly.	Centralised Helpdesk has already been implemented under GSWAN Project. Bidder has to follow the GSWAN Helpdesk Mechanism for any complains logged for equipment provided by Bidder under this project. Current O&M operator of GSWAN will do First level troubleshooting (FLT) and if it is not resolved than complain will be assigned to Bidders by current O&M operator of GSWAN for resolution. After assigning Complain to Bidder, Bidder's SLA will be started & Bidder has to resolve the complaint (end to end responsibility including coordination with OEM & other agencies if any) in line with SLA. Pick and replacement (RMA) for the faulty router will be delivered at the central location i.e. Gandhinagar, Gujarat.
22	Page No. 9, Clause No. Form no. T-I: Technical Specifications/S/N.01	Router should support capacity of minimum 100 Mbps with at least 1 no of 1G SFP Module and minimum 4 nos. of 10/100/1000 Ethernet ports Single Mode fibre directly Delivered router should be able to terminate fibre directly. Note: Device should allow configuration of atleast one LAN port as a WAN port without modification in the Router Hardware	Please confirm whether 100Mbps is aggregated WAN bandwidth which includes (Routing, Switching, Voice, Security & Wireless access) ? Please also suggest bandwidth support require over router.	These routers are required for last mile connectivity under GSWAN. No devices like like APs, CCTV cameras, IP phones etc. will be connected to these Routers. No Change.
23	Bid submission	Last Date of Submission of Bid: 03.08.2018 till 1500 hours	Please extend last date of bid submission by a week time.	The last date of bid submission extended.

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24	Page No. 2/Eligibility Criteria	The bidder should have demonstrable expertise and experience in executing at least ONE project in Government/PSU/ Corporate for LAN/WAN/ Network Integration / Systems Integration in last five years having a minimum value of Rs. 1 crore or TWO projects in Government/ PSU/Corporate for Network Integration / Systems Integration in last five years having a minimum value of Rs. 50 lakh each in India	Please ask for last 3 (three) year of Experience In place of last 5 Year.	No Change
25	Additional Query		Requesting you ask for OEM should have direct registered company in India form Minimum 5 years and OEM should have direct presence in Gujarat.	No Change
26	Additional Query		Suggestion in Eligibility Criteria: Add "OEM for networking equipment's should be present in latest Magic Quadrant for the Wired and Wireless LAN Access Infrastructure gartner report." Gartner is the world's leading research and advisory firm. They evaluates vendors and their solutions to determine if those vendors meet the needs of the current market and their customers' requirements. By putting this criteria tender authority can make sure that only Industry top vendors with quality & industry standard products can participate the tender; and the inferior quality product vendors are kept out of the RFP.	No Change
27	Page No. 9, Clause No. Form no. T-I: Technical Specifications/S/N.04	4. Router should have a dedicated Management and Console port, WebUI Access, SNMP (v1, v2, v3), TFTP, etc.	Suggestion: 4.Router should have a dedicated Management/Console port, WebUI Access, SNMP (v1, v2, v3), TFTP, etc. Router having console port as well as WEB GUI access to configure the router locally/remotely so no need of separate dedicated Management port on router it will increase the cost.	Revised as "4. Router should have a dedicated Management/ Console port for WebUI /CLI Access, SNMP (v1, v2, v3), TFTP, etc."

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28	Page No. 9, Clause No. Form no. T-I: Technical Specifications/S/N.05	Router should support AAA features using Radius, LDAP, etc.	<p>Suggestion: : 5. Router should support AAA features using Radius/LDAP, etc.</p> <p>Radius and LDAP protocol are two commonly used protocols for authenticating and authorizing users. RADIUS also supports more complex forms of authentication, such as EAP and It also support accounting. However, LDAP does not directly support user accounting. Request to make Radius or LDAP.</p>	Revised as " 5. Router should support AAA features using Radius/LDAP, etc."
29	Page No. 5/General Terms and conditions:/Evaluation of the Bids:/23.2	The Technical Evaluation will be carried out of the responsive bids. If required bidder will have to arrange the demo of the quoted model during the time of technical evaluation. The financial bid of the technically qualified bidders will be opened and financially L1 bidder will be decided from the sum total of prices (without tax) for all line items (with 5 years Warranty & support), GIL may negotiate the prices with L1 Bidder, under each item/head offered by Bidder.	Make the router demo compulsory during technical evaluation (instead of IF Required), as the specs are generic	No Change
30	Additional Query		Acceptable brand should be listed in Gartner latest report	No Change
31	Page No. 2/Eligibility Criteria/SN 04	<p>Bidder should be an established IT System Integrator and should have been engaged in similar IT projects/solutions business for a period of at least five years as on the bid issuance date.</p> <p>The bidder must have a valid GST Registration in India.</p>	<p>Bidder should be an established IT System Integrator and should have been engaged in similar IT projects/solutions business for a period of at least five years as on the bid issuance date.</p> <p>Remark: Since Installation, commisioning and FAT is not in the scope of this Bid. IT system Integration companies with 5 years experience inhandling any type of IT projects/solution should be allowed to participate. Participation should not be restricted to companies with similar experience only.</p>	No Change
32	Page No. 2/Eligibility Criteria/SN 02	The bidder must have Average Annual turnover of at least Rs. 1 Crore for last three financial years as on 31st March, 2018.	<p>The bidder must have Average Annual turnover of at least Rs. 1 Crore for last three financial years as on 31st March, 2017.</p> <p>Remark: Since the time allotted by the IT department to complete the financial audit is till 30th September 2018. Please consider change of dates and accept audited balance sheets till 31st March 2017.</p>	No Change

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33	Page No. 3/General Terms and conditions:/9)	The Bidder will have to remit Bid Processing Fees (Nonrefundable) of Rs. 5,900/- (Including G.S.T.) /- & Earnest Money Deposit (E.M.D.) of Rs. 1,25,000/- on or before 03.08.2018 up to 1500 Hrs in a sealed cover at GIL office with the heading "Bid Processing fees & EMD for the e-Tender No. HWT130718501 for purchase of Routers on behalf of Department of Science & Technology, Gandhinagar.	Will a concession on these rates be given to companies registered under the MSME (Micro Small and Medium Enterprises)	No Change
34	Page No. 9, Clause No. Form no. T-I: Technical Specifications/S/N.05	Router should support AAA features using Radius, LDAP, etc.	If we want router with support of AAA features using Radius, LDAP, etc. Then cost will go high and this features is supported in very few router.	Revised as " 5. Router should support AAA features using Radius/LDAP, etc."
35	Page No. 9, Clause No. Form no. T-I: Technical Specifications/S/N.01	Router should support capacity of minimum 100 Mbps with at least 1 no of 1G SFP Module and minimum 4 nos. of 10/100/1000 Ethernet ports Single Mode fibre directly Delivered router should be able to terminate fibre directly. Note: Device should allow configuration of atleast one LAN port as a WAN port without modification in the Router Hardware	This feature is also supported in very router.	No Change
36	Page No. 9, Clause No. Form no. T-I: Technical Specifications		Suggestion: 1. The router shall have EAL3 Certification This Evaluation Assurance Level certificate ensures that product is tested methodologically (3rd party testing labs). And valid internationally , A product must meet specific assurance requirements to achieve a particular EAL certificate . To Achieve this level in Router category assures that quality is top class and it's the most secure IT equipment	No Change
37	Page No. 9, Clause No. Form no. T-I: Technical Specifications/S/N.01	Router should support capacity of minimum 100 Mbps with at least 1 no of 1G SFP Module and minimum 4 nos. of 10/100/1000 Ethernet ports Single Mode fibre directly Delivered router should be able to terminate fibre directly. Note: Device should allow configuration of atleast one LAN port as a WAN port without modification in the Router Hardware	Router must support minimum capacity 150Mbps with at least 1G combo port and minimum 4 nos. of 10/100/1000 Ethernet ports	No Change

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38	Additional Query		Router should support memory Size 512MB and Flash Size 512MB	No Change
39	Page No. 9, Clause No. Form no. T-I: Technical Specifications/S/N.02	Router must support TCP/IP, PPP, IPSec and Bridging	The router must support TCP/IP, PPP, IPSec VPN, GRE VPN, DSVPN, L2TP VPN	No Change
40	Page No. 9, Clause No. Form no. T-I: Technical Specifications/S/N.03	Router should support all standard routing protocols like BGP, OSPF, RIP, Static routes, IP-tunneling, NAT, NTP, etc.	Router should support all standard routing protocols like BGP, OSPF, RIP, Static routes, IP-tunneling, NAT, NTP, RIPng, OSPFv3, IS-ISv6, BGP4+ etc	No Change
41	Additional Query		The router should support AP management(AC discovery/AP access/AP management),CAPWAP,WLAN user management , WLAN radio management (802.11a/b/g/n), WLAN QoS (WMM), WLAN security (WEP/WPA/WPA2/Key management)	No Change
42	Additional Query		The number of VRF supported- 32 Nos	No Change
43	Additional Query		The number of VPN routes supported - 5000 Nos	No Change
44	Additional Query		The number of GRE tunnels supported - 128.	No Change
45	Additional Query		The number of IPSec tunnels supported- 75.	No Change
46	On Page 5 of 16: General Terms and Conditions: Clause 26) Inspection and Delivery: Note. Point 03:	If required bidder may be asked to install & configure 4-5 Routers & train the current O&M operator of GSWAN for further installation, commissioning of entire lot.	Where should these routers will be installed and what kind of training required. ?	If required bidder may be asked to install & configure 4 Routers at Gandhinagar or Ahmedabad & train the current O&M operator of GSWAN for further installation, commissioning of entire lot." Training required for Device Configuration and make it functional under GSWAN network.

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Additional Clarifications				
1		<p>On Page 5 of 16: General Terms and Conditions: Clause 26) Inspection and Delivery: Note. Point 03: If required bidder may be asked to install & configure 4-5 Routers & train the current O&M operator of GSWAN for further installation, commissioning of entire lot.</p>		<p>Reword as: "If required bidder may be asked to install & configure 4 Routers & train the current O&M operator of GSWAN for further installation, commissioning of entire lot."</p>
2		<p>On Page 5 of 16: General Terms and Conditions: Clause 23) Evaluation of the Bids:</p> <p>23.1 After the closing time of submission, GIL committee will open the Technical Bids of the bidders and verify the submission of Bid Processing Fees & EMD as per terms and conditions laid down in the bid document.</p> <p>23.2 The Technical Evaluation will be carried out of the responsive bids. If required bidder will have to arrange the demo of the quoted model during the time of technical evaluation. The financial bid of the technically qualified bidders will be opened and financially L1 bidder will be decided from the sum total of prices (without tax) for all line items (with 5 years Warranty & support), GIL may negotiate the prices with L1 Bidder, under each item/head offered by Bidder.</p>		<p>On Page 5 of 16: General Terms and Conditions:</p> <p>Read Clause 23) Evaluation of the Bids as follows:</p> <p>23.1 After the closing time of submission, GIL committee will open the Technical Bids of the bidders and verify the submission of Bid Processing Fees & EMD as per terms and conditions laid down in the bid document.</p> <p>23.2 The Technical Evaluation will be carried out of the responsive bids. If required bidder will have to arrange the demo of the quoted model during the time of technical evaluation. The financial bid of the technically qualified bidders will be opened and financially L1 bidder will be decided from the sum total of prices (without tax) for all line items (with 5 years Warranty & support), GIL may negotiate the prices with L1 Bidder, under each item/head offered by Bidder.</p> <p>23.3 After declaration of the L1 bidder; L1 bidder will have to arrange 4 nos. of Routers within 10 days for demonstration in the live GSWAN environment.</p> <p>If it is found suitable for the GSWAN network than only purchase order will be placed.</p> <p>23.4 In case, L1 bidder fails in demonstration than next lowest bidder (L2) will be awarded the contract at the rates of L1 rates. L2 bidder has to match the rates with the L1 bidder.</p>