INDIAN INSTITUTE OF TECHNOLOGY PATNA
(Store & Purchase Section)

Corrigendum-IV

Date: 27.08.2021

Subject: Notice Inviting Tender (NIT) for **Comprehensive Annual Maintenance Contract (CAMC) of Network Devices along with Configuration Support of all the feature/module of each network device and related electrical equipment at IIT Patna, Bihta, Patna.**

Tender Reference No.: **IITP/S&P/EPR/9/CC-61/2020-21, Dated: 27.07.2021.**

Tender ID: **2021_IITP_640532_1.**

1. The terms in published tender on page 6 under scope of work, to be read as follows

   - Onsite Manpower:

S.NO	Post	Qualification	Nos	Experience
1	Team Leader (TL)	Min. BE/B.Tech (CSE/EE/IT)	1	Min. 5 Years
2	Technical Engineer	Min. Three Yr. Diploma (CSE/EE/IT)	4	Min. 3 Years

The repair & maintenance of passive components will be done by the vendor.

2. The line "The Vendor has to provide all passive components required for maintenance." under Scope of work on page no.8 of tender is hereby corrected as "The passive component will be provided by IITPatna."

3. The Annexure-I(b) in published tender on page 13, to be read as follows

Annexure-I(b)

S.No.	Part Codes	Device Name	Qty	Remarks
1	AIR-CAP2702I-D-K9	Cisco AP	100	
2	ASA5585-S20F20-K9	Cisco ASA	2	
3	C2921-VSEC/K9	Router	2	
4	CP-3905=	Cisco IP Phones	852	
5	WS-C3850-12S-E	Distribution Switches	10	
6	WS-C3850-24S-E	Distribution Switches	2	
7	WS-C6513-E	Core Switches	2	
8	WS-C2960X-48LPS-L	Cisco Access Switches	72	

9	WS-C2960X -24PS-L	Cisco Access Switches	38	
10	AIR-CT5760-100-K9	Cisco WLC	1	*Price breakup is not required for these items whose end of life/end of support has expired having serial number 10,11,12,13,14 and 15*
11	AIR-CT5760-HA-K9	Cisco WLC	1	
12	BE7K-K9	Call Manager	2	
13	PRIME-NCS-APL-K9	Cisco Prime	1	
14	SNS-3415-K9	ISE	2	
15	VG310	Voice Gateway	1	
16	Total Devices		1088	
17	Cambium AP, ePMP 5Ghz Force 300-25		02	
18	Outdoor Tower approx 32 Mtr high		01	
19	Outdoor Tower approx 10 Mtr high		01	

4. The Annexure-I(d) in published tender on page 18, to be read as follows

Annexure-I(d)

End of Support/End of Life Item List

Item Product Code	Item Name	Qty	End of Life (EoL) Date	End of Support (EoS) Date
PRIME-NCS-APL-K9	NMS	1	Not Announced	5/31/2020
BE7K-K9	Call Manager	2	March 31, 2018	8/31/2020
VG310	Voice gateway	1	Not announced	Not announced But the replacement may require due to dependency of Call manager
SNS-3415-K9	ISE	2	April 8, 2016	10/31/2021
AIR-CT5760-100-K9	WLC	2	October 14, 2016	4/30/2022
AIR-CT5760-HA-K9			October 14, 2016	4/30/2022

The bidder/vendor should take care that they have to provide the price of the new items in the price breakup / bill of quantity as per Annexure-I(d).

5. The line item of S.No.24 of Annexure-I(c) in published tender on page 17, to be read as "Tritronics 750 VA Offline UPS"

6. The Annexure-X in published tender on page 35, to be read as follows

Annexure – X

Format for Breakup of Price/Bill of Quantity

Sl. No.	Description			1st Year	2nd Year	3rd Year
A	**Maintenance support cost for**					
	Part Codes	**Device Name**	**Quantity**			
1.	AIR-CAP2702I-D-K9	Cisco AP	100			
2.	ASA5585-S20F20-K9	Cisco ASA	2			
3.	C2921-VSEC/K9	Router	2			
4.		Proposed NMS	1			
5.		Proposed Call Manager	2			
6.		Proposed Voice gateway	1			
7.		Proposed ISE	2			
8.		Proposed WLC	2			
9.	CP-3905=	Cisco IP Phones	852			
10.	WS-C3850-12S-E	Distribution Switches	10			
11.	WS-C3850-24S-E	Distribution Switches	2			
12.	WS-C6513-E	Core Switches	2			
13.	WS-C2960X-48LPS-L	Cisco Access Switches	72			

14.	WS-C2960X -24PS-L	Cisco Access Switches	38			
15.	Cambium AP, ePMP 5Ghz Force 300-25		02			
16.	Outdoor Tower approx 32 Mtr high		01			
17.	Outdoor Tower approx 10 Mtr high		01			
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41.	Total Maintenance Support Cost				
42.	GST Rate				
43.	Total GST Amount				
44.	Total Maintenance Support Cost including Taxes				
B	**Operational Cost**				
1.	**Basic Amount of Operational Cost**				
2.	**GST Rate**				
3.	**GST Amount**				
4.	**Total Operational Cost including GST**				
Total basic amount yearly			It should be equal to value in cell no. BA13 of BoQ	It should be equal to value in cell no. BA14 of BoQ	It should be equal to value in cell no. BA15 of BoQ
Total GST Amount Yearly			It should be equal to value in cell no. N13 of BoQ	It should be equal to value in cell no. N14 of BoQ	It should be equal to value in cell no. N15 of BoQ
Total Amount including Taxes per year			It should be equal to value in cell no. BB13 of BoQ	It should be equal to value in cell no. BB14 of BoQ	It should be equal to value in cell no. BB15 of BoQ
Total amount for Comprehensive Annual Maintenance Contract (CAMC) of Network Devices along with Configuration Support of all the feature/module of each network device and related electrical equipment (As in cell no. BB16 of BOQ)			It should be equal to value in cell no. BB16 of BoQ		

Annexure-XI

S. No.	Device / Software Name	IOS Release	License Qty	License / Utility Name	License Type
1	Prime	3.1.0.0.132	321	Prime Infrastructure Token Licenses	Permanent
2	ASA5585	9.8(4)20	2	Protection Control	Permanent
			2	Malware	Time Bound
			10000	VPN	Permanent
			2	URL Filtering	Time Bound
3	Vmware Vsphere	6	1		Permanent
4	CUCM	10.5.2.10000-5	1000	Essential	Permanent
5	ISE	2.2.0.470	3500	Base	Permanent
			3500	Wired	Permanent
6	WLC	03.07.04E	200	Ipservices/adder	Permanent

SLA:

Presently IITP has an open source complaint logging software in which call opening and closing time are registered. The selected bidder has to calculate downtime/uptime from the above software and submit the detailed excel sheet at the time of invoicing. The bidder is free to use their own call logging software for this purpose.

Response to bidder's queries:

S.No	Item / Product Number	Item	Qty	Prebid Queries	IITP Reply
1.	AIR-CAP2702I-D-K9	30-Apr-24		Can be quoted till Apr 2024. Please check on the duration	After EOS the onsite maintenance support should be provided by the bidder. IITP shall procure new device if required.
2.	AIR-CT5760-100-K9	30-Apr-22	1	Can be quoted till Apr 2022. Please check on the duration	After EOS the onsite maintenance support should be provided by the bidder. IITP shall procure new device if required.

3.	AIR-CT5760-HA-K9	30-Apr-22	1	Can be quoted till Apr 2022. Please check on the duration	After EOS the onsite maintenance support should be provided by the bidder. IITP shall procure new device if required.
4.	ASA5585-S20F20-K9	31-Aug-22	2	Can be quoted till Aug 2022. Please check on the duration	After EOS the onsite maintenance support should be provided by the bidder. IITP shall procure new device if required.
5.	C2921-VSEC/K9	31-Dec-22	2	Can be quoted till Dec 2022. Please check on the duration	After EOS the onsite maintenance support should be provided by the bidder. IITP shall procure new device if required.
6.	CP-3905=	(blank)	829	The tender has 852 qty whereas Cisco data is for 829 SKU's. Please share the remaining 23 serials else update the qty to 829.	No change
7.	SNS-3415-K9	31-Oct-21	2	These are already covered till Oct 2021 which is till their LDOS date. Please exclude them	As per Annexure-I(d), vendor has to provide new equipment which should have equivalent or higher configuration including license, the exisiting license may transfer on this.
8.	WS-C2960X-24PS-L	31-Oct-26	34	The tender has 38 qty whereas Cisco data is for 34 SKU's. Please share the remaining 4 serials else update the qty to 34.	No change
9.	BE7k-K9	31-Aug-20	2	Has passed LDOS. Please exclude from quote	As per Annexure-I(d), vendor has to provide new equipment which should have equivalent or higher configuration.
10.	PRIME-NCS-APL-K9	5/31/2020	1	Has passed LDOS. Please exclude from quote	As per Annexure-I(d), vendor has to provide new equipment which should have equivalent or higher configuration.

11.	Scope of work	Cisco license like Prime Infrastructure for Prime Infra Base, Lifecycle, Business Edition 7000 Server for UCSS, Top Level SKU for 9.x / 10 / x for UC Manager, ASA 5585-20 Firepower Amp and URL, Freight Management Center (VMware)) etc., they will also have to renew. Vendor will ensure about all the related license of existing running equipment.		This Licensing models has been end of sale and need to be replace with A-Flex-3 subscription model for 5 years. All new licences need to precure under A-Flex-3 with Cisco Smart Software manager. Please confirm that IIT Patna will allow fresh supply as part of this contract.	The existing infrastructure should be maintained and covered with necessary licenses. See corrigendum-XI for details of existing license
12.	1. Scope of work:	Telephone system; Make sample calls of different types (Local outgoing, Local incoming, Direct Inward Dialling, Direct Outward Dialling). Monitoring of PRI line and lodge complaint to the service provider if services go down. Generation of Logs/reports and submission to IIT Patna for review and necessary action, maintenance of reports.		Please provide the count of PRI Lines terminated on each Voice Gateway and the Monitoring System details for monitoring PRI line.	IIT Patna has two PRI lines multiplexed into one having single Cat6 cable (RJ-45) connectivity.
13.	Service Level Agreement (SLA):	Availability of power to data and telephone system(non-HA item) 99.99% Within 24 hours		We would request to change the clause as suggested below: *Availability of power to data and telephone system (non-HA item) - 99.00 % Within 24 working hours.*	No Change
14.	Service Level Agreement (SLA):	Voice Gateway 99.8% 6 to 8 hours for minorcomplaints, 24-48 hours formajor complaints		Since the Voce Gateway is not running in HA Mode, we would request for changing the clause as suggested below:*Voice Gateway 99.0% 10 to 12 hours for minor complaints, 24-48 working hours for major complaints.*	No Change

15.	Annexure-I(b)	BE7K-K9 Call Manager 2		Request to share the more details of BE7K. we are assuming there will two BE7K Hardware UCS server and running in HA Mode. If Yes, Please provide the details of Software version.	10.5.2.10000-5
16.	Annexure-I(b)	C2921-VSEC/K9 Router 2		"End of Sale" and "End of Support" for this particular voice gateway has already been announced for next year, i.e. 31 December 2022. This device would require an upgrade with latest Voice GW. So please share the relevant PRI / BRI details. Please clarify how many PRI/BRI are terminating on each of the Voice Gateway.	IIT Patna has two PRI lines multiplexed into one having single Cat6 cable (RJ-45) connectivity.

| 17. | SPECIAL TERMS & CONDITION | 1. Vendor must have registered office in India and must have at least 5 years of experience in networking projects in India. The relevant work orders and completion certification should be attached for supporting experience. Bidder should have the experience of relevant scope of work as in this tender in premiere institutions of national importance institute / organizations like IITs, NITs, IISERs, PSUs, State Govt etc. The bidder has to provide the satisfactory completion certificate in this regard from the respective organization. The participating bidder company should be at least 8 years old with the same registration, ID and PAN number.) | | We request IIT Patna to kindly allow the compliance basis the documentary evidence from the Bidder OR Bidder's Parent Company (in case the Bidder is a wholly owned subsidiary of Parent Company). Please confirm the acceptance of our request. | The parent company's document will be permitted upto that date only on which the subsidiary company was incorporated. After incorporation of the subsidiary company, its document will be required for compliance. |

| 18. | SPECIAL TERMS & CONDITION | 5. Experience of having successfully completed networking implementation and services (Supporting PO copy needs to be submitted) during last 3 years ending last day of month previous to the one in which applications are invited should be either of the following:Three similar completed works/services costing not less than Rs. 32,00,000/- (Rupees thirty twolakhs).ORTwo similar completed works/services costing not less than Rs. 40,00,000/- (Rupees forty lakhs).OROne similar completed work costing not less than amount equal to Rs. 64,00,000/- (Rupees sixty four lakhs). | | 1. We request IIT Patna to kindly allow the compliance basis the documentary evidence from the Bidder OR Bidder's Parent Company (in case the Bidder is a wholly owned subsidiary of Parent Company).2. To promote wider participation we would request IIT Patna to kindly amend the clause and allow relevant project experience during last 5 financial years.Please confirm the acceptance of our requests. | The parent company's document will be permitted upto that date only on which the subsidiary company was incorporated. After incorporation of the subsidiary company, its document will be required for compliance.Moreover, the order should be of similar services. |
| 19. | SPECIAL TERMS & CONDITION | 6. Bidder should be profitable organization in each year for last three years. Audited statement should be submitted. | | We request IIT Patna to kindly allow the compliance basis the documentary evidence from the Bidder OR Bidder's Parent Company (in case the Bidder is a wholly owned subsidiary of Parent Company). Please confirm the acceptance of our request. | The parent company's document will be permitted upto that date only on which the subsidiary company was incorporated. After incorporation of the subsidiary company, its document will be required for compliance. |

20.	19. Period of Contract:	Initially for one year (15 December 2021 to 14 December 2022), and can be extended on awarded rates and terms of conditions of the tender document for another two years on satisfactoryperformance of the vendor/bidder. The bidder should submit the price of CAMC for 3 years (year 1, year 2 and Year 3 separately). While selecting lowest bidder, the price of all the 3 years will be considered. The price of year 1 for replaced items must include comprehensive warranty & supportfrom OEM for three (03) years. The bidder has to ensure that the warranty & support cost for these devices should not be included in the price submitted for year 2 and year 3.		To enable us to propose the most competitive price point and also to source the relevant inputs from OEMs, we would request IIT Patna to confirm that the project would be awarded for a period of 3 years with IIT Patna having the right to terminate the contract in case the successful bidder fails to adhere with the contract terms for reasons solely attributable to the successful bidder.Please confirm the acceptance of our request.	No Change
21.	20. Payment mode:	• Maintenance Support Payment: After extending the device license validity, the vendor will produce the invoice for payment. The extended warranty period should reflect on the OEM website and device should also show the extended warranty period.		We understand that the payment for the AMC / ATS would be processed annually in advance within 15 days of submission of invoice. Please confirm our understanding.	No Change
22.	20. Payment mode:	New / Replacement Supply		The RFP does not provide any clarity regarding the payment terms for new / replacement supply of devices. We would request IIT Patna to confirm that	After installation, warranty should be displayed on OEM account and acceptance will be provided by IITP. The raised invoice then will processed immediately for 100% payment of maintenance and new supply.

			100% payment for all supply would ne processed within 15 days of submission of invoice.	
23.	Uptime and Penalty:	Non-performance deduction in each case	We would request IIT Patna to kindly cap the maximum overall quarterly penalty charges for the project at 7% of the quarterly billing amount.	No Change
24.	Corrigendum-I	The bidders can quote only items with minimum 20% domestic value additional/local content. Local content means the amount of value added in India which shall be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all custom duties) as a proportion of the total value, in percent.	As per our understanding of the RFP, scope of work includes the replacement of the End of Life (EoL) and/or End of Support (EoS) devices which are installed at IIT Patna [as listed in Annexure-I(d)] with the equivalent or higher specification devices. All these devices listed in Annexure-I(d) are from Cisco and Cisco cannot comply with the "***minimum 20% domestic value additional/local content***" clause added vide Corrigendum - I.In view of the above we would request IIT Patna to either withdraw / amend the applicability of the "Local Content" clause suitably or issue fresh guidelines to enable the successful Bidder to supply the required replacement of Cisco devices along with complying with the RFP provisions.	No change.

25.	RFP	Vendor/Bidder should have their own Network/System support team onsite to configure, monitor, and troubleshoot the networking infrastructure on 24x7x365 basis.	Kindly confirm the number of resources required in each category and in each shift during the support period.	No change, the duty roaster has to be followed. See page no.1 s.no.1
26.	RFP		Whether there need to be placed 2 technicians and 2 passive technician in every shift?	See page no.1 s.no.1
27.	RFP	• Operation and Management Structure; The operations at data/telephone network will be 24x7.There will be three shifts of operations. The indicative shift timings are Shift I: 0700 - 1500. Shift II: 1500 - 2300. Shift III: 2300 - 0700. All the additional accessories for repairing the outdoor/indoor fiber should be maintained in stock onsite, for timely repair, in case of damage.	What kind of manpower deployment to be provided shift wise.	The duty roaster has to be prepared accordingly. See page no.1 s.no.1
28.	RFP	Vendor will ensure the availability of professionally experienced team to provide the required on-site operation and maintenance on 24x7x365 basis.	Kindly confirm the number of resources required in each category and in each shift during the support period.	See page no.1 s.no.1
29.	RFP	Bidder/Vendor/Contractor shall render its services 24x7x365 days including Sunday and Public holidays.	Whether any additional resources required to do the maintenance of UPS or the same technicians deployed can do?	See page no.1 s.no.1

30.	RFP	Vendor will ensure the availability of following level of experienced manpower for entire period of contract. IITP (IIT Patna) will assess the experience of the proposed manpower before deployment of onsite engineer. The relevant supporting documents (Experience certificate) should be produced at the time of assessment.		Whether the bidder has to follow the Minimum Wages Act for deployment of resources? If yes, Central or State. Any other Act/Statutory and regulatory compliances as applicable, Kindly confirm. Any OEM certifications is required for the resoureces?	Vendors will follow relevant act and provisions related to minimum wages of Central Govt. All statutory compliance must be followed.
31.	RFP	Any passive component maintenance work of existing network infrastructure as given in Annexure-I(e) will be vendors responsibility. All materials for such work will be provided by IIT Patna, the replacement of damaged passive components (UTP Cables, OFC Patch cords, IO Ports, Casing/Conduit, LIU, Network Racks) should be done by the onsite deputed passive technicians.		What is the scope of vendor in case of trenching or tunneling? Whether IIT will arrange or the vendor has to do?	IITP will look after the Trenching or Tunneling work.
32.	RFP	The Vendor has to provide all passive components required for maintenance.		In page no:3 it is stated as "Any passive component maintenance work of existing network infrastructure as given in Annexure-I(e) will be vendors responsibility. All materials for such work will be provided by IIT Patna, the replacement of damaged passive components (UTP Cables, OFC Patch cords, IO Ports, Casing/Conduit, LIU, Network Racks) should be done by the onsite	The line "The Vendor has to provide all passive components required for maintenance." under Scope of work on page no.8 of tender corrected as "The passive component will be provided by IITPatna."

				deputed passive technicians". We understood that all materials for such work will be provided by IIT Patna, Kindly confirm.	
33.	RFP	Annexure-I(e) Passive Components:		Whether all required passive components shall arrange by IIT Patna or the vedor has to arrange? Need no of Segments and UTP Node Details	The passive components will be provided by IITP.
34.	RFP	Presently there are many End of Life (EoL) and End of Support (EoS) devices are installed at IITP, for details see Annexure-I(d). The vendor has to ensure replacement of these items as per Annexure-I(d) with the equivalent or higher specification devices along with licenses, installation and configurations without any additional charges. The replaced items should compatible with the existing network infrastructure and should have End of Life (EoL) at least 5 years from post installation.		Whether IIT will procure these devices or the vendor has to procure and replace the EOSL devices? Is there any provision in the BOQ to mention these amount?	As per tender Vendor has to procure and for BOQ price see this corrigendum

35.	RFP	Cisco license like Prime Infrastructure for Prime Infra Base, Lifecycle, Business Edition 7000 Server for UCSS, Top Level SKU for 9.x / 10 / x for UC Manager, ASA 5585-20 Firepower Amp and URL, Freight Management Center (VMware)) etc., they will also have to renew. Vendor will ensure about all the related license of existing running equipment.	Kindly confirm the current back-aligning of these devices. Also share the complete license / subscription details to get the renewal prices from respective OEMs.	The existing infrastructure should be maintained and covered with necessary licenses. See corrigendum-XI for details of existing license.
36.	RFP	PRIME-NCS-APL-K9 (NMS)	Kindly share the complete license / subscription/Total Products qty details covered under NMS to propose the Right Replacement ,also if there is any specific Requirement kindly mention the same ,	The existing infrastructure should be maintained and covered with necessary licenses. See corrigendum-XI for details of existing license.
37.	RFP	BE7K-K9 (call manager)	Kindly share the more details/BOQ to propose the Right Replacement ,	10.5.2.10000-5.
38.	RFP	SNS-3415-K9 (ISE)	for the Replacement of SNS-3415-K9 Kindly confirm no. of current Devices/users , do we need to consider any scalability , also do you Required data migration of this device to new Proposed Device ?	The existing infrastructure should be maintained and covered with necessary licenses. See corrigendum-XI for details of existing license.
39.	RFP	Annexure-I(d) AIR-CT5760-100-K9 (WLC)	Kindly confirm on Controller scalability if Required ,also kindly confirm the Ports Type I.e connected thru Ethernet Port /OFC Port , also kindly confirm A.P License Information as well to propose the correct Replacement	As per tender

40.	RFP	Annexure-I(d) AIR-CT5760-HA-K9 (WLC)	Kindly confirm on controller scalability if Required also kindly confirm the Ports Type I.e connected thru Ethernet Port /OFC Port , also kindly confirm License Information as well to propose the correct Replacement	As per tender
41.	RFP	Items specified in the Annexure-I(b) need to be covered under Comprehensive AMC by the vendor. The vendor will need to operate, monitor, reconfigure if needed, troubleshoot and resolve problems with the support from OEM, and/or replace faulty item with back to back arrangement from OEM.	Kindly share the current call logging procedure. Is there any tool available for call logging and report generation? Will it be extended for us also? Or the vendor has to deploy a new tool? Whether any tool is available to monitor the NW devices now? Will it be extended for us also? Or the vendor has to deploy a new tool for monitoring?	An open-source call logging tool is available which can be used by vendor. Vendor is free to use their own software also. For NMS, as per tender terms.
42.	RFP	Vendor has to check the power condition, UPS backup, UPS load and all the components across the campus for all network racks and outdoor AP locations. Vendor will also responsible to replace faulty UPS, replacement of batteries and its related work at their end. Computer Center will engage separate team for repairing of raw power supply only.	Kindly exclude UPS batteries from AMC as it is considered as consumable.	No change

43.	RFP	Vendor has to keep a set consisting of following tools for every onsite engineer within the campus required for maintenance of active/passive devices. • Screw Driver Kit • Electrical Multimeter • Optical Power Meter • Crimping/Punching tools. • Industrial Blower (one) • Industrial Vacuum Cleaner/Sucker (one) • OFC Splicer and OTDR (one) • Laptop • Any other tools as per requirement	Is it required separate Industrial Blower, Industrial Vacuum Cleaner/Sucker, OFC Splicer and OTDR for each engineer, or a single unit can be used for all?	As per tender
44.	RFP	Based on the network expansion plan of the Institute, Computer Center procures different network devices from different vendors. Many of the network devices are under warranty with different vendors and integrated with different network devices which will be covered under this AMC. Vendor has to provide all necessary co-operation and co-ordination with those existing vendors. In case of future expansion also Vendor has to provide similar co-operation and co-ordination with the future vendors.	Bidder to provide only skill support for the devices under warranty and coordination with warranty provider for spare and other support, kindly confirm.	Coordination and necessary skill support to be provided as required for the smooth function of network
45.	RFP	Vendor will circulate the call status (including closed call) report performed by Helpdesk on weekly basis to the respective stakeholders as defined by the Institute.	Whether the helpdesk is available at IIT now or the vendor has to deploy resources to do the helpdesk activities? Is there any software available for call logging and report generation or the	Presently IITP uses open source helpdesk software. Bidder may use their own for call logging and downtime calculation.

			vendor has to deploy new one?	
46.	RFP	Vendor has to maintain a performance log of all critical network devices and alert Computer Center in advance if there is any irregularity.	Is there any tool available for doing the performance monitoring or the vendor has to deploy new one?	As per tender
47.	RFP	Bidder/Vendor should maintain weekly, monthly and quarterly reports of lodged calls. The reports should cover all activity done by technical support team along with troubleshooting steps and commands.	Is there any software available for report generation or the vendor has to deploy new one?	An open-source call logging tool is available which can be used by vendor. Vendor is free to use their own software also. For NMS, as per tender terms.

| 48. | RFP | • Security for the Intranet (Local Network)- A LAN, especially at an educational institution should be protected not only from the outside threats (Internet), but also from within due to various reasons, some of which are outlined below:I. Students, internal users out of curiosity or even unknowingly may initiateactions which may result in data loss or breach of security from within.Disgruntled users (employees, students) may resort to hacking or cause denialof service attacks on network resources.II. Improperly updated workstations, servers, laptops or any end user clients maybe infected with malware which try to spread to other user nodes by generatingunwanted broadcast traffic thereby choking the network.III. Botnets are malware which infect user nodes and usually bypass local anti-viruschecks. These Botnets pass on control of the user node to hackers/criminalsoutside the network (Internet) who use the node to run automated attacks orgenerate spams, malicious content, etc.IV. Improperly configured passwords may result in password hacks and usage oflocal network resources to send spam or unsolicited terror threats through emailor using local network access to post incriminating blogs or posts onwebsites or social network sites. | | These requirements can be met by implementing total security solution at all levels (Network perimeter, servers and end points, etc) . Whether such system is in place or it is required to propose. If it is reqquired to propose need adequate provision in BOQ also.Workstations, Servers, laptops or any end user devices are not coming under scope of support, kindly confirm. | Networking monitoring has to be done using existing infrastructure and security solution present and subsequently report any suspicious event. |

49.	RFP	Configure network devices (routers, switches, firewalls, servers, etc.) to capture logging messages and backup to an external server. Whenever an interface goes down or the CPU usage goes above 80%, an e-mail alert should be sent to a specific email id.	Whether IIT will arrange external server/device to capture logging messages and backup or the vendor has to arrange? Whether any automated e-mail alert system available now or the vendor has to arrange? Or manual alerting is enough?	Storage for backup will be provided by IIT Patna, remaining as per tender.
50.	RFP	All the active components are to be monitored by the existing NMS (Cisco Prime) for their live status. The vendor has to ensure that all such devices are monitored by the NMS. If any new active device is added to campus network, the vendor has to integrate it in existing NMS.	Whether IIT shall do the license / subscription renewal of existing NMS tool? And the same tool shall be extended to use by us also?	The existing infrastructure should be maintained and covered with necessary licenses. See corrigendum-XI for details of existing license
51.	RFP	Vendor has to ensure hardware replacement, OS software updates, Firmware updates, troubleshooting and configuration support of all feature/module/ component for ex- VPN, Routing etc. of all the network equipment as per requirement. • Vendor has to give free software patches and upgrades for network devices to resolve any technical problem.	Since this is an OEM back-aligned contract, OS software updates, Firmware updates,software patches and upgrades shall be available based on the OEM policy only. Vendor is to apply those updates and patches.	No change

52.	RFP	24x7 monitoring of OFC cable and satisfactory working of rings, and monitoring of abnormality of bit error rate of OFC. In the event of unforeseen damage to any OFC link, ensure the traffic shift on the other ring and repair of OFC must be completed within 24 hrs. Generation of Logs/reports and submission to IITP Patna for review and necessary maintenance of reports.	IIT shall arrange the necessary components/cables to do the repair/replacement in case of failure.	As per this corrigendum
53.	RFP	Bidder/Vendor will replace the damaged equipment with new equipment of same model or with higher model of same OEM without any extra cost. The higher model should be compatible with the existing network devices. A certificate will be required from OEM that the replaced equipment is new and genuine; Refurbished devices will not be acceptable.	Since this is an OEM back-aligned contract, replacement of equipment shall be based on the OEM policy only. The replacement shall be same model or with higher model of same OEM.	OEMs have to confirm & provide product replacement certificate as per their own policy. The Bidder can only submit the documents as provided by the OEMs. The replaced items should be new having the equivalent or higher specification
54.	RFP	Vendor must have 24x7 call center support.	Is it OEM call center support or Vendor call center support required. Since the items are backlined with OEM , vendor call center can not log such calls.	As per tender

55.	RFP	Telephone system; Make sample calls of different types (Local outgoing, Local incoming, Direct Inward Dialing, Direct Outward Dialing). Monitoring of PRI line and lodge complaint to the service provider if services go down. Generation of Logs/reports and submission to IIT Patna for review and necessary action, maintenance of reports.		Maintenance of Telephone system is not covered under scope, kindly confirm.	Yes, covered under scope.
56.	RFP	Uptime and Penalty: Uptime shall be calculated on quarterly basis. Uptime will be based on the report produced by vendor and verified by representative of IIT Patna, based on system logs, equipment logs, downtime and rectification reporting etc. In case the uptime for each of the system under Warranty/AMC is less than the respective SLA, the non-performance deduction from payments for the system under Warranty/AMC shall be as per the following table: Table - 2 Uptime Non-performance deduction in each case As prescribed above No deduction Up to 1% fall in uptime as prescribed 2% of the operations value for the quarter Up to 3% fall in uptime as prescribed 10% of the operations value for the quarter More than 3%fall in uptime Breach of Contract		Kindly amend the upper cap of penalty to 10% of the contract value.	No change

57.	RFP	PRIME-NCS-APL-K9		The product is already reached End of Services Renewal but tender AMC price asked (no support is available from OEM and is unble to Price)	As per tender See this Corrigendum
58.	RFP	BE7K-K9			
59.	RFP	AIR-CT5760-100-K9			
60.	RFP	AIR-CT5760-HA-K9			
61.	RFP	Items which are to be replaced as per Annexure-I(d), will be decided by IIT Patna.		Need clarity because as per the Annexure-I(d) Max Product Reached End of Services Renewal	As per this corrigendum
62.		"Experience of having successfully completed networking implementation and services (Supporting PO copy needs to be submitted) **during last 3 years ending** last day of month previous to the one in which applications are invited should be either of the following:		"Experience of having successfully completed networking implementation and services (Supporting PO copy needs to be submitted) **during last 5 years ending** last day of month previous to the one in which applications are invited should be either of the following:	No change
63.	3	Presently there are many End of Life (EoL) and End of Support (EoS) devices are installed at IITP, for details see Annexure-I(d). The vendor has to ensure replacement of these items as per Annexure-I(d) with the equivalent or higher specification devices along with licenses, installation and configurations without any additional charges		We request IITP to consider Refresh of EOL devices as separate a requirement and do not merge into CAMC	No change
64.					

65.	5	Scope of Work - Cisco license like Prime Infrastructure for Prime Infra Base, Lifecycle, Business Edition 7000 Server for UCSS, Top Level SKU for 9.x / 10 / x for UC Manager, ASA 5585-20 Firepower Amp and URL, Freight Management Center (VMware)) etc., they will also have to renew.	Most of the Prime Infrastructure is already EOL as per OEM, It is not possible to renew licensed EOL devices. We recommand to refresh this infracture under separate requirement	No change
66.	6	Bidder/Vendor has to provide a standby access switch for every 20 installed switch, Access Point for every 50 installed APs and reasonable quantity of UPS (upto 1kVA). The standby equipment will be the property of bidder after AMC duration.	We request IITP to provide space to store the spare equipments with lock & keys	Bidder will handover the items to CC Team, the item will be kept in the CC store and can use as per requirement
67.	6	Onsite Manpower	We request IITP to share the complete list of locations where Onsite resources are required with pin code	The onsite resources/engineers support will be required across the IITP campus. The onsite resources will be seated at block-9, 2nd floor. Pin-801106
68.	7	Institute has installed two RF devices (Cambium ePMP) as per Annexur-1, one each at Director Bungalow and block 9 buildings, to provide point-to-point LAN/Internet connectivity. Both the devices including the towers and beacon should be in comprehensive warranty. The vendor has to ensure about its working round the clock 24x7x365	We request IITP to share the complete list of locations where support is require with pin code	Director Bungalow and Block-9, both sites are located with in IIT Patna campus. Pin-801106

69.	9	Quarterly preventive maintenance for upkeep and cleanliness of core, distribution, edge switches and network racks of each location. The roster plan for preventive maintenance should be shared with the CC Team. The PM should be done outside institute working hours.		We request IITP to share the list of expected activities to perform under preventive maintenance	As per Tender
70.	8	Managed equipment inventory should reflect on OEM website, product lifecycle and contract status, view alerts and reports relevant to IIT Patna network all with the ease of automated tools. All the replaced active components must be reflected on the OEM website in IIT Patna account.		We request IITP to confirm if the asset management tool is available as part of automated tools, if so kindly share the details of the same.	No change
71.	8	24x7 monitoring of OFC cable and satisfactory working of rings, and monitoring of abnormality of bit error rate of OFC. In the event of unforeseen damage to any OFC link, ensure the traffic shift on the other ring and repair of OFC must be completed within 24 hrs. Generation of Logs/reports and submission to IITP Patna for review and necessary maintenance of reports.		24x7 monitoring of OFC cable is not posible as the resouces asked under "man power" are only two in numbers.	Man power as per this corrigendum . And OFC uplinks status will be monitored through the NMS
72.	6	One Team Leader (TL)		We request IITP to confirm if the TL required for one shift covering 8x6 service window	Yes, but TL should be reachable on phone anytime.

73.	6	Two Technical Engineer's		We request IITP to confirm if the Technical Engineer required for two shifts covering 16x6 service window	See this corrigendum
74.	6	Two Passive Technician's		We request IITP to confirm if the passive technicians required for two shifts covering 16x6 service window	See this corrigendum
75.	8	Continuous monitoring of core switches, servers and distribution switches for proper working.		Please note that there is no resouce asked under "man power" pertaining to Server monitoring, please clarify if the same is required if so do we have to consider 24x7x365 service window.	As per tender
76.	10	The operations at data/telephone network will be 24x7.There will be three shifts of operations. The indicative shift timings are…...		This satement is contradicting with the resource sizing provided under "man power table", please clarify if we need to consider 24x7 service window for all the on site resources.	See This corrigendum
77.	10	Authorization letter (on letter head) from Original Equipment Manufacturer (OEM) must be submitted by Bidder/Vendor/ Contractor.		Can propose our in house AMC model instead of going for a OEM B2B model as the UPS rating is very less ranging from 1KA to 20KVA maximum, please confirm.	No change
78.	11	SLA - Table -1 Availability of power to data and telephone system(non-HA item)		We request IITP to remove this parameter from SLA which is soley relared to Power availability and it does not related to CAMC.	No change
79.	12	Uptime & Penalty - Table -2 - 2% of the operations value for the quarter		We request IITP to dilute the SLA as 2% of the operations value for the quarter of failed equipment	No change
80.	12	Uptime & Penalty - Table -2 - 10% of the operations value for the quarter		We request IITP to dilute the SLA as 10% of the operations value for the quarter of failed equipment	No change
81.	12	Uptime & Penalty - Table -2		We request IITP to confirm the upper cap of the penalty	No change

82.	12	Uptime & Penalty - Table -4		We request IITP to confirm the upper cap of the penalty	No change
83.	13	Annexure-I(b)		We request IITP to share the valid serial numbers in order to generate the quote from OEMs quoting tool, without serial numbers the amount required to support the devices can not be assumed	for serial number contact at sumitrip@cisco.com.
84.	18	Annexure-I(d)		The complete list of serial number is mandatory to fetch the details related to licenses installed on devices like prime	for serial number contact at sumitrip@cisco.com.
85.	38	Annexure – X - Format for Breakup of Price/Bill of Quantity		We request IITP to share the reference points refering to BA13, BA14, BA15, N13, N14, N15, BB13, BB14, BB15, as it is not available in RFP.	See This corrigendum
86.	39	Payment will be made on quarterly basis after producing the invoice along with maintenance, uptime, attendance, duty roster, call reports and with ESIC, PFA data of deputed employee duly certified by Head Computer Center		Please clarify if the payment term is in quarterly in advance, 30 days from the date of invoice.	As per Tender
87.		Evaluation of L1 bidder		Price breakup for 2nd and 3rd year is required in the tender. Will it be considered for evaluation of lowest bidder	As per tender
88.		Payment Terms		Will the device maintenance cost be paid quarterly?	After installation, warranty should be displayed on OEM account and acceptance will be provided by IITP. The raised invoice then will be processed immediately for 100% payment of maintenance and new supply. Only Operational cost will be released quarterly as per tender.
89.		UPS and Battery		Is battery covered under CAMC	Yes

90.				Is MAF required for 7.5 VA	Not required for make Tritronics
91.		Delivery time for Annexure-I(d) items		At least 3-4 months delivery time is required for supplying these items	IITP will try to release the PO early. And these items have to be supplied from day one.
92.		SLA Calculation		Will faulty equipment affect the SLA?	SLA will be calculated for service down. Rest as per tender.

7. The last date of bid submission is being extended as per following schedule:

    Last date and time for submission of quotation to be read as 10.09.2021 (till 03:00pm)

    Opening date and time of quotation to be read as 13.09.2021 (03:30pm)

Other terms and conditions remain unchanged.