


RESPONSE TO PRE-BID QUERIES SUPPLIERS / VENDORS FOR THE SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF NETWORK SWITCHES, ROUTERS & Wi-Fi ACCESSPOINTS ON BUY-BACK BASIS OF OLD NETWORK SWITCHES RFP Ref. No: NABFINS/017/2024-25.


Sl. No.	Reference/Point Number/Page No. of RFP	Point in RFP	Pre-bid queries	Remarks	Response to pre-bid queries
1	Clause 6 (Page 11)	Delivery Timeline: The RFP specifies a delivery timeline of 6 weeks from the date of the purchase order/work order.	We request modification to: - Delivery: Subject to OEM lead time	Clarification needed on flexibility due to OEM lead times.	The selected bidder will be advised to deliver and install the equipment which is available in stock/market within 6 weeks as mentioned in RFP. There will be relaxation for delivery schedule for those equipment which is not readily available in market. The relaxation on delivery schedule will be considered only by submission of email/letter from OEM.
2	Clause 7 (Page 11)	Terms of Payment: The current payment terms state that payment will be made after the supply, installation, configuration, and commissioning of equipment, and within 15 working days from the date of invoice.	We propose changing the payment terms to: - Payment for hardware and licenses upon delivery - Payment for installation and configuration after project handover.	Requesting revised payment terms to align with financial planning.	No Changes
3	Annexure I - Core Switch (Page 13-14)	Dimensions and Weight Specifications: The specified dimensions (H: 4.4 cm x W: 44.2 cm x D: 38.5 cm) and weight (5.8 kg) for the core switches may limit the selection to a particular OEM.	We propose allowing flexibility in the dimensions and weight specifications to accommodate equivalent or superior switches from various OEMs.	Ensuring competitive bidding and optimal network performance.	No Changes
4	Annexure I - Access Switch (Page 14-15)	Access Switch Specifications: The requirement mentions both a compact and fanless 12-port PoE model and a 48-port model. Additionally, the PoE power is specified as 370W and up to 740W of Class 4 PoE.	Could you please clarify the correct model and PoE power requirement? As 12 port PoE switch is not mentioned in BoQ.	Clarification needed on contradictory specifications.	Bidders may consider the requirement as: 48x ports 10/100/1000BASE-T 740W Class 4 PoE Ports 4x 1G/10G SFP ports
5	Annexure I - Core Switch and Access Switch (Pages 14-15)	SFP and SFP+ Module Counts: The RFP does not specify the counts for SFP and SFP+ modules required.	Could you please provide the specific counts for SFP/SFP+ modules needed for the core and access switches? (Also, specify single mode or multimode)	Ensuring accurate proposal and procurement of the necessary modules.	Bidder need to consider Multi Mode technology, the selected vendor need to supply the same brand and compatible model of SFP+ modules. (2 no.s for each router, 4 no.s for each core switch, 2 no for each access switch)



6	Annexure I - Wi-Fi Access Point (Page 14-15)	Unified Management Console	We assume that you are looking for Mesh networking and there is no requirement for Wireless LAN Controller. Please confirm	Clarification on management console requirements.	Bidders need to consider Cloud based Wireless LAN Controllers with 3 years subscription and license.
7	Annexure I - Scope of Work (Page 13)	Scope of Configurations: The RFP mentions that the selected vendor needs to configure the equipment as per the requirements of NABFINS, including VLAN configuration. Could you please provide more details on the specific configuration requirements and any additional configurations needed?		Clarification on the detailed scope of configurations required for the equipment.	The primary requirement of VLAN is for segregating among, core network, bio-metric devices, & CCTV cameras. If any additional configuration is required by NABFINS will be communicated to selected vendor.
8	General Inquiry	Quoting Equivalent or Better Models: Is it permissible to quote equivalent or better models for the equipment specified in the RFP?		Clarification on quoting alternative models that meet or exceed specifications.	Better performance models in Industry
9	General Inquiry	Is there any approved vendor list?			No
10	General Inquiry	Buyback of Old Network Switches: Could you provide details on the models and specifications of the existing devices that are to be bought back?		Ensuring accurate assessment and valuation of the old devices.	Bidders need to visit the site (on prior approval) for understating the requirements and also need to check the brand/model & condition of the buy-back equipment before submission of bid.
11	General Inquiry	Passive Networking Components: The RFP does not mention passive networking components such as cables, patch panels, patch cords, cable managers, and network racks.	Could you please confirm if these items are required and, if so, provide the specifications and quantities needed? Additionally, please confirm the availability of these in existing network.	Ensuring accurate proposal and procurement of all necessary components.	The requirement is only for the items mentioned in the Scope of Work and SFP modules. No need to consider cables, patch panels, patch cords, cable managers, and network racks.
12	Clause 1(f) - Bidder Qualifications (Page 8)	Partnership Level: The RFP states that the Vendor/Bidder/Service provider should be the highest level partner of the proposed hardware/software.	We request that the RFP be modified to allow for other levels of OEM partnership as well, provided the vendor/bidder can demonstrate sufficient expertise and capability to meet the project requirements.		NABFINS will be considering Platinum/ Gold Partners. Bidder need to submit certificate.
13	Page - 8	INSTRUCTIONS WITH REGARD TO SUBMISSION OF TENDER 1. Bidder Qualification- Point no. C	• The Integrity Pact must be printed on ₹200 stamp paper, but the tender does not specify the state of issuance. Can you confirm which state's stamp paper is acceptable?		Bidders can submit the Integrity Pact in 200 rupees stamp paper which can be issued by any state Government.

14	Page - 8	1. Bidder Qualification- Point no. D	The tender specifies Manufacturer Authorization Form (MAF) is mandatory. Can there be relaxation for bidders who are direct distributors or resellers?		No Change in RFP. Manufacture Authorization form (MAF) need to submit along with technical bid.
15	Page - 8	1. Bidder Qualification- Point no. F	The tender states that the Vendor/Bidder/Service Provider should be the highest level partner of the proposed hardware/software. Can you clarify what qualifies as the 'highest level partner'? Does this refer to OEM Platinum/Gold partnerships, or will authorized resellers and distributors also be considered?		NABFINS will be considering Platinum/ Gold Partners. Bidder need to submit certificate.
16	Page - 8	1. Bidder Qualification- Point no. G	<ul style="list-style-type: none"> The tender requires 24x7 onsite support, but the exact expectations are unclear. Does this mean immediate response onsite for all incidents, or is remote support acceptable for minor issues? 		The OEM should provide 24/7 online support.
17	Page - 8	1. Bidder Qualification- Point no. H	The tender requires the Vendor/Bidder/Service Provider to have a minimum of three certified professionals on the proposed hardware/software. Can you clarify whether these certifications should be OEM-specific or if equivalent industry-standard certifications will be accepted? Additionally, do these professionals need to be directly employed by the bidder, or will subcontracted or partner-certified professionals be considered?		The bidder should have at least 3 nos. of technically qualified personals in their payroll for technical support.
18	Page - 8	1. Bidder Qualification- Point no. I	<ul style="list-style-type: none"> The work experience requirement states two organizations in the last two years but does not specify whether government or private sector experience, value of work done is required. Can you clarify this? 		The bidder should have completed 2 similar project or should have similar ongoing project (For evidence bidders need to submit work order/ purchase order or contract after masking the commercials)



19	Page - 11	6. Delivery	The timeline for delivery, installation, and commissioning is set at six weeks. Can there be any relaxation or extension in case of procurement or logistical delays?		The selected bidder will be advised to deliver and install the equipment which is available in stock/market within 6 weeks as mentioned in RFP. There will be relaxation for delivery schedule for those equipment which is not readily available in market. The relaxation on delivery schedule will be considered only by submission of email/letter from OEM.
20	Page - 11	7. Terms of Payment	<ul style="list-style-type: none"> • Is there any advance payment option? • Will there be any penalties for late delivery or installation delays? • Are bidders expected to include a Performance Bank Guarantee (PBG) in their financial bid? 		The EMD of the selected vendor will be retained until the completion of the project.
21	Page - 14	8. DELIVERY OF BID	<ul style="list-style-type: none"> • Can you confirm the exact deadline and submission format for technical and financial bids? • The tender mentions only offline submission. In case of delays in courier or postal delivery, will the department accept password-protected PDF submissions via email? 		
22	Page - 13 to 14	Scope of Work (Annexure I)	<ul style="list-style-type: none"> • Is there any preferred brand or vendor for routers, switches, and access points? • Do the devices need to be integrated with any existing network infrastructure? • What are the expected latency and throughput benchmarks? • Are there any specific QoS (Quality of Service) policies to be implemented? • The tender only mentions quantity (7 units) for buy-back network switches but does not provide make, model, serial number, or purchase year. Can you provide these details to help bidders accurately assess the buy-back value? 		<p>Refer corrigendum 1</p> <ul style="list-style-type: none"> • Is there any preferred brand or vendor for routers, switches, and access points? Ans: No • Do the devices need to be integrated with any existing network infrastructure? Ans: Yes. • What are the expected latency and throughput benchmarks? Ans: • Are there any specific QoS (Quality of Service) policies to be implemented? Ans: No • The tender only mentions quantity (7 units) for buy-back network switches but does not provide make, model, serial number, or purchase year. Can you provide these details to help bidders accurately assess the buy-back value? Ans: Bidder is advised to Visit Site for

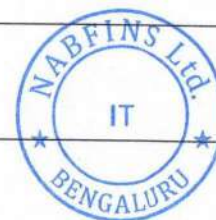
		<ul style="list-style-type: none"> • The tender states that downtime should be scheduled only on non-working days and holidays, but this may not always be possible. Is there any flexibility to perform activities during low-traffic hours on working days? • Will there be any evaluation criteria for pricing the buy-back items? • Are bidders required to handle de-installation and disposal of old equipment? • The tender does not mention if Make in India products are acceptable. Is there any preference or mandatory requirement for locally manufactured products? (Purchase Preference shall be given to Class 1 or Class 2 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. Buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.) • Can you provide more details on the warranty and support expectations? 		<p>brand/model & condition of the buy-back devices.</p> <ul style="list-style-type: none"> • The tender states that downtime should be scheduled only on non-working days and holidays, but this may not always be possible. Is there any flexibility to perform activities during low-traffic hours on working days? <p>Ans: No Changes. The selected bidder need to perform the task after office hours of NABFINS or holidays.</p> <ul style="list-style-type: none"> • Will there be any evaluation criteria for pricing the buy-back items? <p>Ans: In the financial bid the column no." J " will be consider for evaluation.</p> <ul style="list-style-type: none"> • Are bidders required to handle de-installation and disposal of old equipment? <p>Ans: Yes</p> <ul style="list-style-type: none"> • The tender does not mention if Make in India products are acceptable. Is there any preference or mandatory requirement for locally manufactured products? (Purchase Preference shall be given to Class 1 or Class 2 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. Buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.) <p>Ans: NABFINS is not Ministry or department or attached or subordinate office of or autonomous body controlled by the government of India, NABFINS is a registered company as per Companies Act 2013.hence not following Make in India policy. So bidders may quote for any brand of equipment.</p> <ul style="list-style-type: none"> • Can you provide more details on the warranty and support expectations? <p>Ans: 3 years onsite warranty & online support from OEM.</p>
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23	6. DELIVERY:	The selected vendor shall complete the delivery, installation and commissioning the devices with in within 6 weeks from the date of issue of the purchase order / work order.	Request you to consider a minimum of 8 weeks for delivery, installation and commissioning of the devices from PO.		The selected bidder will be advised to deliver and install the equipment which is available in stock/market within 6 weeks as mentioned in RFP. There will be relaxation for delivery schedule for those equipment which is not readily available in market. The relaxation on delivery schedule will be considered only by submission of email/letter from OEM.
24	Annexure I : SCOPE OF WORK	All the equipment supplied must have 3 years' on-site support from OEM.	Kindly clarify, whether direct onsite support from OEM is mandatory or bidder can factor the onsite support.		The product should have online support and warranty from OEM
25	Annexure I : SCOPE OF WORK	All the equipment supplied must have 3 years' on-site support from OEM.	Kindly mention the SLA required for Hardware replacement (8x5xNBD or 24x7x4)		The OEM should provide 24/7 online support.
26	Annexure II : Technical Bid Format Router	4. WAN Ports: 4 x 1G Ethernet WAN ports (2 SFP and 2 RJ45)	Kindly mention if bidder need to consider any transceivers for the 2 SFP ports. If yes kindly mention the quantity and type (single mode / multi-mode).		Bidder need to consider Multi Mode technology, the selected vendor need to supply ths same brand and compatible model of SFP+ modules. (2 no.s for each router, 4 no.s for each core switch, 2 no for each access switch)
27	Annexure II : Technical Bid Format Router	9. Management: SD-WAN Manager	Kindly confirm if NABFINS has any existing SD-WAN deployment		At present NABFINS is not having SD WAN manager.
28	Annexure II : Technical Bid Format Router	9. Management: SD-WAN Manager	Kindly mention the SD-WAN use cases required, this will help to factor necessary licenses.		The requirement for SD WAN manager is factored for future usage. The bidder need to consider this feature in router.
29	Annexure II : Technical Bid Format Router	9. Management: SD-WAN Manager	Can bidder propose cloud based SD-WAN controller		No. NABFINS looking on premise SD-WAN controller
30	Annexure II : Technical Bid Format Core Switch	4. 24x 1G/10G SFP+ ports	Kindy mention the quantity and type of SFPs required to be quoted.		Bidder need to consider Multi Mode technology, the selected vendor need to supply the same brand and compatible model of SFP+ modules. (2 no.s for each router, 4 no.s for each core switch, 2 no for each access switch)



31	Annexure II : Technical Bid Format Core Switch	6. 2 field-replaceable, hot-swappable power supply slots. 1 minimum power supply required (order separately)	Kindly clarify, do bidder need to quote with redundant power supply?		Bidder need to consider Multi Mode technology, the selected vendor need to supply the same brand and compatible model of SFP+ modules. (2 no.s for each router, 4 no.s for each core switch, 2 no for each access switch)
32	Annexure II : Technical Bid Format Core Switch	8. Dimensions: (H) 4.4 cm x (W) 44.2 cm x (D) 38.5 cm (1.73" x 17.4" x 15.2") 9. Weight: 5.8 kg (12.78 lbs)	These specifications seems to be OEM and Product specific. Kindly remove		No Changes
33	Annexure II : Technical Bid Format Core Switch	11. High performance up to 1760 Gbps switching capacity, up to 1310 MPPS of throughput and up to 400 Gbps stacking bandwidth	Throughput required seems to be too high for the required port count. Kindly relook.		No Changes
34	Annexure II : Technical Bid Format Access Switch	3. Silent deployment with compact and fanless 12 port PoE model. 4. Ports: 48x ports 10/100/1000BASE-T ports 4x 1G/10G SFP ports	3 and 4 are Contradicting points. Kindly clarify.		Bidders may consider the requirement as: 48x ports 10/100/1000BASE-T 740W Class 4 PoE Ports 4x 1G/10G SFP ports
35	Annexure II : Technical Bid Format Access Switch	8. Power over Ethernet (PoE): 370W, maximum, depending on model 12. Built-in 1/10GbE uplinks and up to 740W of Class 4 PoE for support of IoT devices	8 and 12 are contradicting points. Kindly clarify.		Bidders may consider the requirement as: 48x ports 10/100/1000BASE-T 740W Class 4 PoE Ports 4x 1G/10G SFP ports
36	Annexure II : Technical Bid Format Access Switch	4. Ports: 48x ports 10/100/1000BASE-T ports 4x 1G/10G SFP ports	Kindly mention the quantity and type of transceiver needs to be considered for core switch connectivity.		Bidder need to consider Multi Mode technology, the selected vendor need to supply the same brand and compatible model of SFP+ modules. (2 no.s for each router, 4 no.s for each core switch, 2 no for each access switch)
37	Annexure II : Technical Bid Format Wi-Fi Access Point	9) Unified management console	Can bidder propose cloud based management console.		A "unified management console" is generally considered a cloud-based solution
38	Generic		Is there any existing wireless controller available with NABFINS.		Yes, But NABFINS is replacing all the Access Points with new
39	Generic		Do bidder needs to unmount the existing switches and access points.		Yes, the selected bidder need to unmount the existing devices from the rack and install new devices.



40	Annexure IX : FINANCIAL BID		Kindly share the make and model details of existing core and access switch for quoting the buyback price.		Bidders need to visit the site (on prior approval) for understating the requirements and also need to check the brand/model & condition of the buy-back equipment before submission of bid.
41	Generic		Kindly confirm if NABFINS will provide sufficient Rack, cooling, passive cabling and power required for the activity.		Yes, the requirement is only for core switch, access switch, access points and routers. The rack, and passive cabling remains same.
42	Generic	1. SFPs Not Considered in RFP	We noticed that SFPs are not mentioned in the RFP. Could you kindly clarify if they should be considered for this project?		Bidder need to consider Multi Mode technology, the selected vendor need to supply the same brand and compatible model of SFP+ modules. (2 no.s for each router, 4 no.s for each core switch, 2 no for each access switch)
43	Generic	2. Current Setup with Single Uplink to Access Switches	Currently, the setup uses a single uplink to access switches. Should we consider single link or dual link for SFPs configuration instead?		Bidder need to consider dual link for SFP configuration
44	Generic	3. VSF - 50 GIG Mention in the RFP	The RFP document mentions 50 GIG for the VSF. However, the standard options available are 40 GIG QSFP or 100 GIG QSFP. Could you please confirm which specification needs to be factored into the proposal?		Bidder need to consider 1 no. of 50 GIG port (for VSF) and 4 nos. of 10 GIG SFP ports in core switch and 2 nos. of 10 GIG ports in access switches.
45	Generic	4. Current Wireless Setup with Fortinet	The existing wireless setup uses Fortinet devices. Should we continue with the same Fortinet solution, or should we consider an equivalent or superior solution?		Presently NABFINS is not using Fortinet wireless devices.
46	Generic	5. POE Ports Requirement	The RFP specifies 12 POE ports. Could you confirm if a switch with 12 POE ports will suffice, or is a full 48-port POE switch required?		Bidders may consider the requirement as: 48x ports 10/100/1000BASE-T 740W Class 4 PoE Ports 4x 1G/10G SFP ports
47	Generic	6. Floor-to-Floor Connectivity	Current setup is running with single link, kindly check and confirm redundant link availability from Access switch to core		Bidder need to consider dual link

