

**Annexure - A**  
**Queries and their response for GeM Bid No. GEM/2020/B/588685 dated 06.03.2020 regarding implementation of SWAN in the UT of J&K**

Sr. No.	S.No.	Volume	Page No.	Content of the Bid requiring clarification	Clarification Volume Sought	Response from JaKeGA/ITD
1	1	Terms & Conditions	1	7. All the equipment's must be IPv6 compliant from day 1.	Request to please amend the clause as below : "All the Network equipment's must be IPv6 compliant from day 1."	As per GEM bid only
2	2	Terms & Conditions	1	9. The SI/Bidder must quote unit price including FMS, AMC for 5 Years for managing the SHQ, DHQ, BHQ in the UT.	Request customer to please elaborate more on the FMS requirement . 1 How much manpower is required. 2 Manpower's Sitting location & office timings. 3 SOW and responsibility of manpower. 4 Qualification of manpower.	1. SI/Bidder has to decide 24x7 Support, sitting place will be provided at locations. Refer T&C's Clause No. 11 and Clause No. 3 2. Refer T&C's Clause No. 18 3. Diploma/B.Tech/MCA and must be certified for all the IT equipments being proposed by SI/Bidder with atleast 3 Years Experience
3	3	Terms & Conditions	1	17. Implementation Schedule: 6-8 Months from Signing of MSA. LD and Penalty will be applicable after signing the MSA. Liquidated Damages (LD) will be charged @0.1% of the Order Value per week to max. of 4% applicable after end of 10 Weeks from the date of signing of the MSA agreement.	Request customer to please provide the correct delivery timelines as in different points timelines given are different , it should be minimum 12 weeks to deliver the hardware at SHQ and after UAT at SHQ bidder requires at least 2 weeks to deliver hardware at different locations. At least 4 weeks are required for the installation of the equipments . Also requesting customer to please charge penalty for undelivered hardware only.	As per GEM bid only, as we have given sufficient time to SI/Bidder for deliveries and implementation citing Tough Geographical terrain of the UT
4	4	Terms & Conditions	2	18.Scope of the System Integrator would be to supply, install, test and commission of equipment's as per the Bill-of Quantity at SWAN POPs i.e. SHQ, DHQ and BHO; and operation & maintenance support for five years. The System Integrator will also provide training to the technical team of JKSWAN IT Department during the implementation and O&M.	Request customer to provide the Existing setup details and detailed SOW for the installation and integration.	SWAN is being implemented for 1st time and no Old equipments are available or to be integrated. Pls. refer GEM bid document
5	5	Terms & Conditions	2	20. Passive Components is for implementing the SWAN project. Bidders are requested to quote for lumpsum work.	To Quote the passive components bidder seek more details of the existing network and further require network details.	SHQ will have around 20 Nodes approx., DHQ's will have around 10 Nodes (approx). BHO's will have around 5 Nodes (approx.) all well within 90 Mts. There might be certain locations like Horizontal offices may have to be connected through OFC. Estimation has to be ascertained by SI/Bidder
6	6	Terms & Conditions	2	21. Agreement / SLA will have to be signed by the L1 bidder with JKSWAN Administration/DIT Department.	Request customer to provide the details on SLA requirement as its not mentioned in the provided RFP documents.	SLA will be signed after PO is placed.
7	7	General		Acceptance and Testing criteria	Request customer to please specify the acceptance and testing criteria.	The UT will check and verify all IT & Non-IT Equipments being supplied by the SI/Bidder in-line to compliance submitted and Model being supplied. Testing will be done once installation is Over.
8	8	General		First level troubleshooting	In case of connectivity down, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	SI/Bidder responsibility
9	9	General		Power and earthing	Request customer to please specify whether bidder has to lay the all require Power cables from DG And UPS for the network equipment and for AC	Yes
10	10	General		Network equipment safety	All the network equipment's delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.	Refer T&C's Clause No. 11 but SI/bidder must ensure all Equipments are Insured till Go-Live and project handover to UT
11	11	General		Site readiness	Customer has to ensure the site readiness before bidder depute engineer at site for installation. Delay due to site readiness will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.	SNR will be issued by Concern official at-site. Pls. refer Bid Terms & Condition Clause No. 14
12	12	General		Site access and permission	All kind of permission/access at site from feasibility check to link delivery will be arranged by customer. In building internal cable routing in false ceiling and under POP wall will be in customer scope of work	Yes. For Internet Bandwidth it is UT responsibility pls. refer T&C's Clause No. 11
13	13	Terms & Conditions	2	22:The product being supplied must be warrantied for 5 Years from date of supply of at Central Site. The product being supplied should not have been declared EOL/EOS (an under taking in this regard must be submitted by OEM on their Letter Head duly stamp and sign). 23:All prices being Quoted must be inclusive of all applicable GST, Installation and maintenance for 5 Years from the date of GO-live of the project	Do we need 5 year warranty from Supply at central site or after Go-Live? OEM provides only after delivery of goods and it is recommended to keep warranty from delivery date of goods only.	5 Years Warranty from Go-Live
14	14	Terms & Conditions	1	3. The SI/Bidder must be ISO 9000, ISO 20000, ISO 27001 & CMMI SVC/3 or higher, with ITIL process Compliance (Declaration must be submitted on Letter Head), The SI/Bidder must have a dedicated 24x7 Help Desk.	Request customer to please amend the clause as below : "The SI/Bidder must be ISO 9000/ISO 9001, ISO 20000/ISO 27001 & CMMI SVC/3 or higher, with ITIL process Compliance (Declaration must be submitted on Letter Head), The SI/Bidder must have a dedicated 24x7 Help Desk."	As per GEM bid only
15	15	Terms & Conditions	1	4. The SI/Bidder must have executed at least one project of converged Network - voice data and video with minimum 50 nodes.	Bidder here assumes that Voice means IP telephony solution, data means Network elements like Routers & switches and Video means Video conferencing endpoints. Please confirm.	As per GEM bid only
16	16	Technical Specifications	24	MCU support Desktop Client Resolution from day one: 1080p @ 30fps	Desktop Client is basically used for Laptop & Mobile clients for which 720P is high definition which is enough. Request to change the resolution to 720P or better.	As per GEM bid only

17	17	Technical Specifications		System to be IPv6 ready from day one	We support VC hardware infra & VC end support Ipv4 & IPv6 from day one, but VC soft client is Ipv4, its will be ready by this year H2,2020. Request customer to revise the clause as " VC Hardware infra to support IPv6 from day one".	As per GEM bid only
18	18	Technical Specifications	70	(a)User management and password-based protection(b)AAA/RADIUS /TACACS authentication(c)MAC address authentication and 802 point1x authentication(d)Multiple 802 point1x users per port(e)SSH 2 point 0 and HTTPS(f)IP-MA-port binding(g)EAL/NDPP Certified	Suggest to change it to 80° field of view or better	As per GEM bid only
19	19	Technical Specifications	81	Number of microphone supported: 4	There are multiple audio input ports in the end points where we can connect separate MIC, same OEM mic supported in chain are 2 Nos. & single mic can support 6 Meter radius. Kindly confirm the room size & request to change it to OEM MIC 2 nos.	As per GEM bid only
20	20	Technical Specifications	70	Security : (a)User management and password-based protection(b)AAA/RADIUS /TACACS authentication(c)MAC address authentication and 802 point1x authentication(d)Multiple 802 point1x users per port(e)SSH 2 point 0 and HTTPS(f)IP-MA-port binding(g)EAL/NDPP Certified	Customer has asked for EAL2 or NDPP Certification in all type of Routers & Network Switches. Request customer to allow equivalent certifications to EAL2 or NDPP certifications also.	As per GEM bid only
21	21	Technical Specifications	49	Security : (a)Support for IPSEC Site-to-Site, Should provide a hardware assisted IPsec with encryption performance up to 150Mbps (b)shall support for NAT and PAT (c) Access control – Multilevel (d)Support ACL's to provide supervision and control (e) Multiple Privilege Levels for managing & monitoring (f) Support for Remote Authentication User Service (RADIUS) and AAA (g) Support for Standard Access Lists to provide supervision and control (h) Controlled SNMP Access using ACL on router to ensure SNMP access only to identified NMS/EMS (i) PPP CHAP support PAP (optional) (j) DoS prevention through TCP Intercept & DDoS protection (k) EAL/NDPP Certified	Customer has asked for EAL2 or NDPP Certification in all type of Routers & Network Switches. Request customer to allow equivalent certifications to EAL2 or NDPP certifications also.	As per GEM bid only
22	22	Product Specifications	3	Eligibility :- The Components of NMS will be from the same family of interoperable and compatible solutions with a high level of data exchange between the various modules of the NMS. The NMS shall provide reports on availability and performance data of critical infrastructure. NMS and EMS should be from the same OEM with capabilities of BMS in future use.	Request customer to please allow that NMS & EMS can be provided from different OEMs.	SI/Bidder responsibility
23	23	Terms & Conditions	1	12. 80% payment against delivery of all materials at Central site in SHQ and balance 20% against complete installation at all site; SI/Vendor to submit e-PBG through GeM as per GeM norms	Please clarify payment will be basis individual site or complete project go live.	Please refer terms and conditions clause No 12.