

#	Tender Item / Clause	Technical Observation	Clarification Requested	Customer Response
1	Next Generation FirewallClause: [Bidder to insert clause no.]“All features must remain fully operational even in the event of license expiry.”	Firewall features may behave differently after license/subscription expiry. Core functions may continue, while some cloud-based features may stop working.	Please clarify which features (IPS, Antivirus, Application Control, Web Filtering, Sandbox, etc.) must continue after license expiry. Also confirm whether the last available signatures are acceptable, or live cloud updates must continue.	All named features should be working after post expiry. i.e. i) continued inspection using the last-downloaded signature set. ii) continued receipt of live cloud/category updates without an active subscription.
2	Layer 3 Core SwitchClause: [Bidder to insert clause no.]1,080 Gbps switching capacity; 800 Mpps forwarding; 4 GB DRAM; minimum 12-switch stacking for 10 km	The stated specifications appear to match a specific OEM model. Also, a 12-switch stack is not commonly supported by the other major OEMs.	Please confirm that these are minimum requirements and that equivalent or higher specifications from other OEMs will be accepted. Please also clarify the requirement for 12-switch stacking over 10 km.	Yes, the stated performance figures are only minimum you can quote above that or latest specified (if any), the equipment should be quote at least minimum (given specifications) or higher (to meet all specification which are given in the RFP). The required stacking density should be 12 or higher
3	Layer 3 Core SwitchClause: [Bidder to insert clause no.]“Hybrid Port Mode”; “Limited Lifetime Warranty, Advance Hardware Replacement and Software Upgrades”	“Hybrid Port Mode” and “Limited Lifetime Warranty” are specific OEM terminology. Other OEMs may provide equivalent functionality under different names.	Please confirm whether functionally equivalent features using different OEM terminology will be accepted. Also confirm whether 3-year warranty, advance replacement and software upgrades will be acceptable instead of a specifically branded “lifetime warranty.”	Hybrid port mode (well-known terminology) is required as we have to run different service on limited ports/modes. Minimum life time warranty for hardware is mandatory for all bidders with NBD support.
4	Layer 2/3 Access SwitchClause: [Bidder to insert clause no.]4 GB DRAM; minimum 10-switch stacking	The 10-switch stacking requirement may limit compliance to a specific OEM, as other manufacturers may support fewer switches in a stack.	Please confirm whether 10-switch stacking is mandatory, or whether an equivalent high-availability/redundancy solution will be accepted.	Hybrid port mode (well known terminology) is required as we have to run different service for limited ports / modes minimum 3 years or life time warranty for hardware is mandatory for all bidders with NBD support and offer is also being calculated in technical marking also.
5	Network Management System (NMS) with PCClause: [Bidder to insert clause no.]“MRTG Windows-based configuration.”	MRTG is a specific monitoring solution. Modern NMS platforms can provide similar or broader monitoring using SNMP.	Please confirm whether an SNMP-based NMS will be accepted if it provides device monitoring, bandwidth/traffic monitoring, performance statistics, alerts and reporting. Please also confirm whether SNMP v2c/v3 will be accepted.	Yes bidder can quoted SNMP based NMS (windows

6	UPS – 1 KVA for Access Switches UPS 1 KVA for access switches, APC or equivalent, 3-year warranty	UPS capacity and warranty are specified, but the required backup time is not mentioned.	Please specify the required backup/runtime duration for the UPS.	1KVA ups with standard backup time should be quoted
7	UPS – 5 KVA for Server Room UPS 5 KVA for Server Room Cabinet, APC or equivalent, 3-year warranty	UPS capacity and warranty are specified, but the required backup time is not mentioned.	Please specify the required backup/runtime duration for the UPS.	Standard backup time should be quoted
8	Wireless LAN Controller & Wireless Access Point Clause: [Bidder to insert clause no.]“PD-MRC”; “Dynamic PSK (DPSK)” ; “maximum Channel Throughput Technology”	The mentioned technologies appear to be proprietary terms used by a specific OEM. Other OEMs may provide similar functionality under different names.	Please confirm whether equivalent technologies from other OEMs will be accepted if they provide the same functionality and performance.	The required antenna system is selected after long R&D for such dense bandwidth consuming area/building, bidder can quote same or above after detail survey. (survey is mandatory for this tender)
9	Hardware Firewall – Warranty & Support	3-year warranty, 24x7 OEM support and security subscriptions are specified, but the hardware replacement SLA is not defined.	Please clarify whether hardware replacement should be NBD, 4-hour, or another specified SLA.	NBD hardware replacement is required
10	Core Layer-3 Switches – Warranty & Support	Limited lifetime warranty and advance replacement are required, but the replacement timeframe is not specified.	Please confirm the required replacement SLA, such as NBD advance replacement or another timeframe.	NBD hardware replacement is required
11	Layer-2 Switches – Warranty & Support	Limited lifetime warranty and advance replacement are required, but the replacement timeframe is not specified.	Please confirm the required replacement SLA, such as NBD advance replacement or another timeframe.	NBD hardware replacement is required
12	NMS with PC – Warranty & Support	3-year warranty, OEM support and updates are required, but support hours and replacement SLA are not specified.	Please clarify whether support should be 24x7x365 or 8x5, and whether NBD hardware replacement is required.	NBD hardware replacement is required
13	PoE+ Switches – Warranty & Support	3-year warranty and advance hardware replacement are required, but the replacement timeframe is not specified.	Please confirm whether NBD advance replacement is required or another SLA will apply.	NBD hardware replacement is required
14	Wi-Fi Controller – Warranty & Support	Limited lifetime warranty and OEM support are required, but support coverage and replacement SLA are not defined.	Please clarify the required support hours and hardware replacement SLA, including whether NBD replacement is required.	NBD hardware replacement is required

15	Wi-Fi Access Points – Warranty & Support	Limited lifetime warranty and OEM support are required, but the hardware replacement SLA is not specified.	Please confirm whether NBD advance replacement is required or whether the OEM's standard warranty terms will apply.	NBD hardware replacement is required
16	Passive Network Nodes – Warranty & Support	Warranty, support and replacement requirements are not clearly specified.	Please clarify the warranty period, support coverage and replacement SLA, if applicable.	NBD hardware replacement is required
17	LED Screen for NMS – Warranty & Support	Warranty, support and replacement requirements are not clearly specified.	Please clarify the required warranty period, support coverage and replacement SLA.	As per Standarded by OEM
18	UPS 5 KVA for Server Room – Warranty & Support	Warranty, support and repair/replacement SLA are not clearly specified.	Please clarify the warranty period, support coverage and replacement/repair SLA, including whether NBD replacement is required.	As per Standarded by OEM