



Central Computer Centre
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Tender Pre-bid clarification meeting held on 27-11-2024 and Corrigendum-01

Tender Notification No: NITK/CCC-FM/2024-25/DOC4

Date: 22/11/2024

Name of the Service: Facility Management

The pre-bid meeting was held on 27-11-2024 at 3.30 pm in CCMT Hall, NITK, Surathkal. The committee also held interaction with various Service Providers on offline mode.

The following queries were raised by the participant prospective bidders companies regarding the tender clauses and the responses are as tabled below:

| SI No | QUERY | RESPONSE |
|-------|---|---|
| 1 | <p>Clarification was raised for 2.1 Detailed/Essential specifications of some of the items in the list, S.No 1 (Refer Page No. 44 in RFP)</p> <p>Request for inclusion of Digisol and TP Link brands for the preferred make of the switch</p> | <p>Refer 2.1 Detailed/Essential specifications of some of the items in the list, S.No. 1 (Refer Page No. 44 in RFP)</p> <p>Switch: Preferred Make: D-Link/Cisco/Aruba is amended as</p> <p>Switch: Make: D-Link/Cisco/Aruba</p> |
| 2 | <p>Clarification was raised for item under S.No. 1 of 2.2 Conditions (Refer Page No. 52 in RFP)</p> <p>Passive Materials: Preference – R&M, Systimax, AMP, Molex, D-Link</p> <p>Requested for inclusion of Digisol make for Passive Materials.</p> | <p>Refer item under S.No. 1 of 2.2 Conditions (Refer Page No. 52 in RFP)</p> <p>Passive Materials: Preference – R&M, Systimax, AMP, Molex, D-Link is amended as</p> <p>Passive Materials: Make – R&M/ Systimax / AMP/ Molex / D-Link / Digisol</p> |
| 3 | <p>Clarification was raised for S.No. 29 of Table 2T, Devices to be covered under RFBOM, (Refer Page No. 30 in RFP)</p> <p>Dual-band 802.11abgn/ac/ax Wireless Access Points, 2x2:2 streams (2.4GHz/5GHz) OFDMA, MU-MIMO, BeamFlex+, 802.3af PoE support. Does not include power adapter or PoE injector.</p> <p>Requested for providing details of any existing controllers' make, part/model & the license.</p> | <p>Refer S.No. 29 of Table 2T, Devices to be covered under RFBOM, (Refer Page No. 30 in RFP)</p> <p>Dual-band 802.11abgn/ac/ax Wireless Access Points, 2x2:2 streams (2.4GHz/5GHz) OFDMA, MU-MIMO, BeamFlex+, 802.3af PoE support. Does not include power adapter or PoE injector is amended as</p> <p>Dual-band 802.11abgn/ac/ax Wireless Access Points, 2x2:2 streams (2.4GHz/5GHz) OFDMA, MU-MIMO, BeamFlex+, 802.3af PoE support. Does not include power adapter or PoE injector.</p> <p>Must be compatible with the existing</p> |

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| | | Ruckus Wifi Controller at NITK and with other controllers(if changed in future). OpenWifi certified devices are preferred. |
| 4 | <p>Clarification was raised for S.No. 30 of Table 2T, Devices to be covered under RFBOM, (Refer Page No. 30 in RFP)</p> <p>Dual-band 802.11abgn/ac/ax Wireless Access Point with Multi-Gigabit Ethernet backhaul and onboard BLE/Zigbee,, 2x2:2 streams (2.4GHz/5GHz) OFDMA, MU-MIMO, BeamFlex+, dual ports, 802.3at PoE support. Does not include power adapter or PoE injector</p> <p>Requested for providing details of any existing controllers' make, part/model & the license.</p> | <p>Refere S.No. 30 of Table 2T, Devices to be covered under RFBOM, (Refer Page No. 30 in RFP)</p> <p>Dual-band 802.11abgn/ac/ax Wireless Access Point with Multi-Gigabit Ethernet backhaul and onboard BLE/Zigbee,, 2x2:2 streams (2.4GHz/5GHz) OFDMA, MU-MIMO, BeamFlex+, dual ports, 802.3at PoE support. Does not include power adapter or PoE injector is amended as</p> <p>Dual-band 802.11abgn/ac/ax Wireless Access Point with Multi-Gigabit Ethernet backhaul and onboard BLE/Zigbee,, 2x2:2 streams (2.4GHz/5GHz) OFDMA, MU-MIMO, BeamFlex+, dual ports, 802.3at PoE support. Does not include power adapter or PoE injector.</p> <p>Must be compatible with the existing Ruckus Wifi Controller at NITK and with other controllers (if changed in future). OpenWifi certified devices are preferred.</p> |
| 5 | <p>Clarification was raised for S.No. 30 under SCOPE OF WORK / TERMS OF SERVICE (Refer Page No. 27 in RFP)</p> <p>The Network servicing engineers shall be highly skilled and shall possess appropriate net- working certificates. Their qualification details shall be made available to NITK Surathkal at the time of taking over and whenever such personnel are changed.</p> <p>Requested for more clarity on this item.</p> | <p>Refer S.No. 30 under SCOPE OF WORK / TERMS OF SERVICE (Refer Page No. 27 in RFP)</p> <p>The Network servicing engineers shall be highly skilled and shall possess appropriate net- working certificates. Their qualification details shall be made available to NITK Surathkal at the time of taking over and whenever such personnel are changed is amended as</p> <p>All service engineers shall possess appropriate net- working certificates. Their qualification details shall be made available to NITK Surathkal at the time of taking over and whenever such personnel are changed.</p> |
| 6 | <p>Clarification was raised for S.No. 31 under SCOPE OF WORK / TERMS OF SERVICE (Refer Page No. 27 in RFP)</p> <p>The Facility Manager must provide sufficient service engineers and Help Desk coordinators for NITK Surathkal who are to be stationed at</p> | <p>Refer for S.No. 31 under SCOPE OF WORK / TERMS OF SERVICE (Refer Page No. 27 in RFP)</p> <p>The Facility Manager must provide sufficient service engineers and Help Desk coordinators for NITK Surathkal who are to be stationed at the premises of NITK Surathkal to cover the services</p> |

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| | <p>the premises of NITK Surathkal to cover the services on 24x7 basis throughout the year of contract. At least three service engineers must be available in each shift always. Sufficient personnel are to be deployed to cover the peak demand</p> <p>Requested for more clarity on this item.</p> | <p>on 24x7 basis throughout the year of contract. At least three service engineers must be available in each shift always. Sufficient personnel are to be deployed to cover the peak demand is amended as</p> <p>The Facility Manager must provide sufficient service engineers (including Help Desk coordinators) for NITK Surathkal who are to be stationed at the premises of NITK Surathkal to cover the services on 24x7 basis throughout the year of contract. At least two highly skilled service engineers and one skilled engineer must be available in each shift always. Sufficient personnel are to be deployed to cover the peak demand.</p> |
| 7 | <p>General: Section 1B: S.No 3, item No. 3 sub item (s), (Refer Page No. 9 in RFP) and Annexure A, Compliance Sheet, S.No 19, (Refer Page No. 77 in RFP)</p> <p>“Proof for 3 works not less than Rs 15 lakhs within the last two years”</p> | <p>Refer Section 1B: S.No 3, item No. 3 sub item (s), (Refer Page No. 9 in RFP) and Annexure A, Compliance Sheet, S.No 19, (Refer Page No. 77 in RFP)</p> <p>“Proof for 3 works not less than Rs 15 lakhs within the last two years”</p> <p><i>may be read as</i></p> <p>“Proof for 3 similar works not less than Rs 30 lakhs within the last two years”</p> |
| 8 | <p>General: a) Refer title under table 2T (Page No. 29 in RFP)“List of networking products for Rate Contract”</p> <p>b) Refer S.No 7 under item 2.2 Conditions (Page No. 53 in RFP) “Five Year warranty should be given for all active devices supplied under the rate contract”</p> <p>c) Refer Section 4: Price Bid Format (Page No. 74 in RFP) “Period: Year wise One year with extension up to maximum of five years subject to good performance and / or changes in the inventory of the significant items in the Rate Contract”</p> | <p>a) Refer title under table 2T (Page No. 29 in RFP) “List of networking products for Rate Contract” <i>may be read as</i> “List of networking products for Rate For Bill of Materials(RFBOM) ”</p> <p>b) Refer S.No 7 under item 2.2 Conditions (Page No. 53 in RFP) “Five Year warranty should be given for all active devices supplied under the rate contract” <i>may be read as</i> “Five Year warranty should be given for all active devices supplied under the Rate for Bill of Materials (RFBOM)”</p> <p>c) Refer Section 4: Price Bid Format (Page No. 74 in RFP) “Period: Year wise One year with extension up to maximum of five years subject to good performance and / or changes in the inventory of the significant items in the Rate Contract” <i>may be read as</i> “Period: Year wise One year with extension up to maximum of five years subject to good performance and / or changes in the inventory of the significant items</p> |

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| | | in the Rate for Bill of Materials(RFBOM)” |
| 9 | General: Refer Page No. 1 and 2 in RFP “E-mail: pic_ccc@nitk.edu.in “ | Refer Page No. 1 and 2 in RFP “E-mail: pic_ccc@nitk.edu.in “ <i>may be read as</i> “E-mail: pic.ccc@nitk.edu.in “ |

Sd/-
Buyer

Sd/-
Professor-in-Charge, CCC