

**Subject: REPLY / CLARIFICATION TO BIDDERS QUERIES & RFP FOR WIRELESS
SOLUTION - 341376**



GUJARAT ENERGY LIMITED

**REPLY / CLARIFICATION TO BIDDERS QUERIES
RAISED DURING PRE-BID MEETING FOR
TENDER 341376 WIRELESS SOLUTION**

REPLY / CLARIFICATION TO BIDDERS QUERIES RAISED DURING PRE-BID MEETING

Tender Ref. No.:		341376			
Tender Subject		Supply, Installation, Configuration and Support of Wireless Access Points and Controllers at Gujarat Energy limited			
Sr.	Page No. / Clause No.	Title of Clause as per tender	Description of clause as per tender	Bidder's Query	GEL Reply
1	1	BQC - Supply, Installation, Configuration and Support of Wireless Access Points and Controllers	Bidder must be an original Equipment Manufacturer (OEM) OR an authorized system integrator for sales, support and services of the OEM for the Wi-fi Wireless LAN solution including all License. Bidder must have back to back OEM support, till the	We understand that an Authorized System Integrator holding a valid OEM Manufacturer Authorization Form (MAF) along with back-to-back OEM support for the entire contract period of 5 years shall be eligible to participate in this tender. Kindly confirm.	Yes ,understanding is correct

			contract period of 5 years.		
2	2	BQC - Experience Criteria	The Bidder shall have at least ANY of the following experience of having successfully carried out supply and installation of Wi-fi Wireless LAN solution during the last 7 years reckoned from the month in which this tender is published:	The tender requires experience during the last 7 years. Considering the significant advancements in Wi-Fi technologies, including migration from Wi-Fi 5 (802.11ac) to Wi-Fi 6 (802.11ax), Wi-Fi 6E and Wi-Fi 7, along with substantial changes in controller architecture, security frameworks, RF optimization and cloud-based management, experience executed within the last 5 years is more relevant to current enterprise deployments. We request GEL to consider reducing the experience period from 7 years to 5 years.	BQC criteria cannot be revised .
3	2	BQC - Documentary Evidence	GGL associated Bidder (Existing and Previously) : Submit GGL issued PO/WO for fulfillment of criteria. • GGL non-associated Bidder: Bidder shall submit the copy of Purchase Order/Work order/Contracts for fulfillment of the criteria	Kindly confirm that submission of PO/WO/Contract along with any one of completion certificate, customer sign-off, AMC support certificate, tax invoice, or any other documentary evidence demonstrating successful execution of the work shall be acceptable for evaluation.	Bidder to submit the PO/WO/Contract along with any one of completion certificate, customer sign-off, AMC support certificate, tax invoice, or any other documentary evidence demonstrating successful execution of the work as per the BQC criteria-2 w.r.t any one of fulfilling criteria

			specified herein and shall submit the corresponding satisfactory work completion certificate / any other proof as documentary evidence towards adherence to the criteria specified herein.		
4	2	Financial Criteria	Financial Criteria: (1) Bidder shall have minimum Annual Turnover of Rs 40.0 lacs in any of the preceding three financial years to be reckoned from the Tender publishing date. (2) Bidder shall have a minimum Working Capital of Rs 8.0 Lakhs for the last audited financial year (3) Bidder's Net Worth as per the last audited Financial statement shall be Positive	Considering the nature and size of the project, we request GEL to clarify whether the financial eligibility criteria shall remain as specified in the tender document and whether financial credentials of parent/group company may also be considered, supported by relevant documentary evidence.	BQC criteria cannot be revised .
5	7	Terms & Conditions	Rack mounting, cabling, and integration with existing GEL IT infrastructure	Kindly clarify whether LAN cabling from Wi-Fi Access Points up to the network switches is within bidder scope or shall be provided by GEL. If within bidder scope, request GEL to provide cable quantities, distances and site-wise details.	LAN cabling from Wi-Fi Access Points up to the network switches is within GEL scope.

6	8	Implementation	Vendor shall be responsible for implementation of complete solution at both PR DC at GIFT City Gandhinagar & DR DC (currently in SURAT), Corporate offices within 12 weeks from delivery of Hardware.	Kindly confirm that WAN connectivity, MPLS links, ILL/Internet bandwidth and inter-site connectivity required for operation of the Wi-Fi solution shall be arranged by GEL and shall not be part of bidder scope under this tender.	Yes ,WAN Network Connectiivty shall be provided by GEL
7	3	Scope of Work	Configuration & installation of Wi-Fi AP devices & switches (with all relevant accessories) at GEL office based on business requirements	Scope mentions configuration and installation of Wi-Fi Access Points and switches; however, no switches are included in the BOQ. Kindly clarify whether switches are required under bidder scope. If yes, please provide quantity, specifications, PoE requirement and relevant BOQ line items.	RFP shall be revised - Swicthes is not part of the Scope .
8	3	Scope of Work	Bidder need to provide power adapter along with WIFI Access Points.	We understand that suitable power sockets, electrical infrastructure and power availability at the installation locations shall be provided by GEL. Kindly confirm.	Yes ,understanding is correct
9	1 (BQC)	Eligibility Criteria	Bidder must be an original Equipment Manufacturer (OEM) OR an authorized system integrator for sales, support and services of the OEM for the Wi-fi Wireless LAN solution including	We understand that a bidder possessing a valid OEM Authorization Letter/MAF and back-to-back OEM support for the entire contract duration shall be eligible to participate as an Authorized System	Yes ,understanding is correct

			all License. Bidder must have back to back OEM support, till the contract period of 5 years.	Integrator. Kindly confirm.	
10	General	General Query for Survey	General Query for survey	Kindly confirm whether the Access Point quantities specified in the BOQ are based on a detailed site survey already conducted by GEL. In case additional Access Points are required during implementation due to coverage or performance considerations, the same may be procured separately through a mutually agreed change management process.	Yes, Access Point quantities specified in the BOQ are based on a detailed site survey already conducted.
11	7	Terms & Conditions	Once in year health check for all devices/ equipment's. Vendors can propose Industry best practices for proactive health check-up frequencies / methodologies	Kindly elaborate the scope of the annual health check, including whether it covers configuration audit, firmware/software review, RF optimization, security assessment, performance review, utilization analysis and submission of health-check reports.	Annual Health check comprises of Routine Firmware/Hotfixes and Access point functional check
12	4	Warranty Support	Bidder shall provide Five (5) years onsite comprehensive warranty support (including but not limited to Parts, Labor, Configuration, Software Upgrade, Updates etc.).	Kindly clarify whether software upgrades, firmware updates, configuration changes and routine troubleshooting activities can be carried out remotely. Please also specify situations where physical onsite support shall be	Onsite support shall be required during incident and for software upgrades. For firmware updates, configuration changes and routine troubleshooting activities OEM/Partner can provide remote support and onsite support for any contingency situation .

				mandatory during the 5-year warranty period.	
13	5	Delivery	Vendor shall be responsible for delivery of hardware & software both ordered at both Primary DC at GIFT CITY GANDHINAGAR & DR (currently in SURAT) or any other alternate site as per GEL requirement within 12 weeks from the date of issuance /award of Purchase order refer Annexure-1 list of GEL location for delivery of WiFi- Access points	Considering prevailing OEM manufacturing, procurement and logistics lead times for enterprise wireless infrastructure products, we request GEL to extend the delivery timeline from 12 weeks to 16 weeks from the date of Purchase Order issuance.	RFP shall be revised with 16 weeks delivery timelines .
14	Pag no. 5 cla us e no. 14	Technical Specification - Wi-Fi Controller at Datacentre	Each controller should support minimum 8 SSIDs and the onpremises controller should be scalable to handle minimum 100 APs or more. Management solution should be HA (Active-Standby with stateful failover not exceeding 60 seconds) for On Premises	Each controller should support minimum 8 SSIDs and the onpremises controller should be scalable to handle minimum 100 APs or more. Management solution should be HA for On Premises, please remove the point of failover SLA of 60 seconds as it depend upon link feasibility between two controllers and AP to controllers	Clarified & Partially Amended. The requirement for High Availability (HA) with stateful failover stands. To address the dependency on network latency, the failover SLA of not exceeding 60 seconds shall be applicable, provided that the network latency/link feasibility between the Active and Standby controllers meets the OEM's recommended specifications for HA deployment.The core

					requirement for supporting minimum 8 SSIDs and scalability up to 100 APs or more remains unchanged.
15	Pag no. 6 cla us e no. 14	Technical Specificatio n - Wi-Fi Controller at Datacentre	Proposed solution must have at least 4 GE RJ45 & 2 x 10G SFP+ interface with short range Transceivers included from day 1.	We request you to change port requirement as "Proposed solution must have at least 2 GE RJ45 & 2 x 10G SFP+ interface with short range Transceivers included from day 1. as normally controller connected with core switch with asked 10G port in case of redundancy two ports are sufficient	Pls refer revised RFP
16	Pag no. 7 cla us e no. 5	Delivery	Vendor shall be responsible for delivery of hardware & software both ordered at both Primary DC at GIFT CITY GANDHINAGAR & DR (currently in SURAT) or any other alternate site as per GEL requirement within 12 weeks from the date of issuance /award of Purchase order refer Annexure-1 list of GEL location for delivery of WiFi- Access points	Request to Ammend the delivery terms from 12 to 18-20 Weeks	RFP shall be revised with 16 weeks delivery timelines .

17	Pag no. 9 cla us e no. 9	Payment Terms	Invoice must be generated in Monthly / quarterly UOM (Unit of measurement) and as per GEL requirement.	Monthly/quarterly billing may not be feasible as the project involves major CAPEX materials and equipment, requiring upfront procurement and payment to OEMs/vendors. Request: Kindly consider milestone-based billing as Mentioned in below. 90% of payment on hardware delivery of devices at all GEL Locations 10% of payment on successful installation and commissioning of all Hardware and submission of installation report duly signed /certified by GEL Network SME	Refer revised SOW
18	Pag no. 9 cla us e no. 9	Payment Terms	The bidder may raise invoices on a quarterly basis in arrears and payment will be released on a quarterly basis, upon satisfactory delivery of the services for the said period, subject to any penalty levied on the supplier with the confirmation from Engineer- In – Charge.	Monthly/quarterly billing may not be feasible as the project involves major CAPEX materials and equipment, requiring upfront procurement and payment to OEMs/vendors. Request: Kindly consider milestone-based billing as Mentioned in below. 90% of payment on hardware delivery of	Refer revised SOW

				devices at all GEL Locations 10% of payment on successful installation and commissioning of all Hardware and submission of installation report duly signed /certified by GEL Network SME	
19	1	Hardware (Including software licenses ,subscription of 5 years) Installation alongwith one year warranty	70% of payment on hardware delivery of devices at all GEL Locations • 30% of payment on successful installation and commissioning of all Hardware and submission of installation report duly signed /certified by GEL Network SME	Kindly Ammend Payment Terms as below 90% of payment on hardware delivery of devices at all GEL Locations 10% of payment on successful installation and commissioning of all Hardware and submission of installation report duly signed /certified by GEL Network SME	Tender terms prevails

20	Pag no. 8 cla us e no. 8	Penalty Terms	Material Delivery delay – penalty of 0.5 % of the overall material basic cost per week of delay, maximum penalty of 10% of overall Material cost.	Request to kindly remove the penalty clause for delay in delivery, as delivery timelines may be affected by global supply-chain issues, raw material shortages, production constraints, logistics delays, and other circumstances beyond the bidder's control. Since these factors are not always within the control of the bidder or OEM, maintaining the committed delivery schedule may not always be possible. Request: Kindly consider removing the penalty clause for such delays, or provide an exemption where the delay is due to global raw material shortages, OEM production issues, supply-chain disruptions, or other force majeure conditions.	Tender terms prevails , we are revising Delivery timeline.
21	Pag no. 5 cla us e no. 14	Technical Specificatio n - Wi-Fi Controller at Datacentre	Each controller should support minimum 8 SSIDs and the onpremises controller should be scalable to handle minimum 100 APs or more. Management solution should be HA (Active- Standby with stateful failover not exceeding 60	Please remove the point of failover SLA of 60 seconds as it depend upon link feasibility between two controllers and AP to controllers Each controller should support minimum 8 SSIDs and the onpremises controller should be scalable to handle minimum 100	Clarified & Partially Amended. The requirement for High Availability (HA) with stateful failover stands. To address the dependency on network latency, the failover SLA of not exceeding 60 seconds shall be applicable, provided that the network latency/link feasibility between the

			seconds) for On Premises	APs or more. Management solution should be HA (Active-Standby with stateful failover) for On Premises.	Active and Standby controllers meets the OEM's recommended specifications for HA deployment. The core requirement for supporting minimum 8 SSIDs and scalability up to 100 APs or more remains unchanged.
22	Pag no. 5 cla us e no. 14	Technical Specificatio n - Wi-Fi Controller at Datacentre	Each controller should support minimum 8 SSIDs and the onpremises controller should be scalable to handle minimum 100 APs or more. Management solution should be HA (Active-Standby with stateful failover not exceeding 60 seconds) for On Premises	Since, the current requirement is of 100Access Point and considering the future scalability and life of this setup and better ROI, we request to have controller with capacity to manage atleast 200 Access Point from day one. So that it can incorporate Access Point in future too. Hence, we request to amend the clause as below. Each controller should support minimum 8 SSIDs and the onpremises controller should be scalable to handle minimum 100 APs or more. Management solution should be HA (Active-Standby with stateful failover) for On Premises.	Clarified & Partially Amended. The requirement for High Availability (HA) with stateful failover stands. To address the dependency on network latency, the failover SLA of not exceeding 60 seconds shall be applicable, provided that the network latency/link feasibility between the Active and Standby controllers meets the OEM's recommended specifications for HA deployment. The core requirement for supporting minimum 8 SSIDs and scalability up to 100 APs or more remains unchanged.
23	Pag no. 6 cla us e no. 14	Technical Specificatio n - Wi-Fi Controller at Datacentre	Proposed solution must have at least 4 GE RJ45 & 2 x 10G SFP+ interface with short range Transceivers included from day 1.	We request you to change port requirement as "Proposed solution must have at least 2 GE RJ45 & 2 x 10G SFP+ interface with short range Transceivers included from day 1. as normally controller	Pls refer revised RFP

				connected with core switch with asked 10G port in case of redundancy two ports are sufficient	
24	Pag no. 5 cla us e no. 5 & 14	Technical Specificatio n - Wi-Fi Access Point Indoor Ceiling	Access Point must support aggregate data rate of minimum 2.5 Gbps The AP should have one PoE RJ- 45 port supporting at least 1Gbps	Since, the ask is of 2.5Gbps data rate, and ask of 1 RJ-45 Port is creating a blocking architecture. Hence, request to amend the clause number 14 as below: The AP should have two RJ-45 port with atleast one POE port supporting at least 1Gbps each. Having two RJ-45 port will achieve non- blocking architecture as well as it will not require upgrade of existing switch too.	Pls refer revised RFP
25	Pag no. 7 cla us e no. 5	Delivery	Vendor shall be responsible for delivery of hardware & software both ordered at both Primary DC at GIFT CITY GANDHINAGAR & DR (currently in SURAT) or any other alternate site as per GEL requirement within 12 weeks from the date of issuance /award of Purchase order refer Annexure-1 list of GEL location for	Request to Ammend the delivery terms from 12 to 18-20 Weeks	Pls refer revised RFP

			delivery of WiFi- Access points		
26	Access Point - Sr No 18	Technical Specification - Wi-Fi Access Point Indoor Ceiling	Access point should have console port.	In a controller-based (thin AP) architecture the AP holds no independent configuration - it downloads its entire configuration from the controller. A serial console is therefore not used for provisioning, upgrade, backup or troubleshooting at any stage of the lifecycle. A ceiling-mounted AP is physically installed above false ceiling or on a wall, where connecting a serial cable is impractical; industry practice is remote CLI over SSH. Enterprise-class Wi-Fi 7 indoor APs from all leading OEMs have consequently dropped the serial console in favour of SSH CLI plus controller-based management, so this clause cannot be met by any current-generation Wi-Fi 7 indoor AP without disqualifying the market.	RFP shall be revised and console point shall be removed.

27	Access Point - Sr No 21	Technical Specification - Wi-Fi Access Point Indoor Ceiling	Must operate as a sensor for wireless IPS / WIDS / WIPS.	The intent of the clause - continuous wireless threat detection and prevention - is fully met. The offered architecture uses distributed sensing by every deployed AP rather than a dedicated sensor-only radio or a separate sensor appliance. Distributed sensing across all APs gives wider and more uniform RF coverage of the monitored area than a small number of dedicated sensors, at no additional hardware cost. Where the department requires permanent full-time monitoring in a specific critical zone, any offered AP can additionally be configured in a monitor-dedicated mode at the time of deployment.	Tender terms prevails
28	Access Point - Sr No 20 and Con troller - Sr No 31	Technical Specification - Wi-Fi Controller at Datacentre	Product should not be declared End-of- Sale by OEM for next 07 years from bid submission date.	No OEM in the networking industry issues a binding 7-year forward End-of-Sale guarantee, as product lifecycles are governed by silicon availability, evolving IEEE standards and statutory / regulatory changes. What is offered instead, and what protects the department's interest, is: (i) the offered models are the newest generation available today, giving the longest possible	Tender terms prevails

				remaining lifecycle; (ii) a written OEM declaration of non-End-of-Sale status as on the bid submission date; (iii) contractual support, spares and software updates for the full five-year period quoted, with the standard OEM practice of a minimum 5-year post-End-of-Sale support tail thereafter, which together cover a period in excess of 7 years from bid submission.	
29	Controller - Sr No 10	Technical Specification - Wi-Fi Controller at Datacentre	Wireless solution supports enterprise WLAN security protocols including CCMP/AES, TKIP, WEP 64-bit and 128-bit, SSL/TLS-based secure management and authentication and RSA certificate-based security mechanisms; transparent support for client L2TP/IPsec, XAUTH/IPsec and PPTP VPN traffic.	WEP and TKIP are cryptographically broken and have been formally deprecated. WEP was withdrawn by IEEE in 2004; TKIP was deprecated by IEEE 802.11 and its use is prohibited by the Wi-Fi Alliance for 802.11ac/ax/be (Wi-Fi 5/6/6E/7) certification, and the 6 GHz band mandates WPA3 exclusively. No 802.11be (Wi-Fi 7) equipment from any OEM can implement WEP or TKIP and remain Wi-Fi CERTIFIED. Enabling these ciphers would also contravene CERT-In / NIC hardening guidance and the Government of India cyber-security guidelines for wireless networks, and would expose the network to trivial key-recovery attacks. This clause	Pls refer revised RFP

				appears to be a legacy carry-forward and, if retained, would make the tender un-biddable by every compliant Wi-Fi 7 OEM.	
30	Controller - Sr No 30 (read with Sr No 28)	Technical Specification - Wi-Fi Controller at Datacentre	Must be able to classify different types of interferences; must provide real-time charts / log showing interferers per access point, on a per-radio, per-channel basis.	The operationally significant requirement - identifying that interference exists, on which AP, radio and channel, how severe it is, and whether it is Wi-Fi or non-Wi-Fi in origin - is fully met, together with the automatic corrective action of moving the radio to a cleaner channel. Named device-type fingerprinting of non-Wi-Fi emitters requires a dedicated spectrum-analysis chipset and is a diagnostic nicety rather than an operational control; the remediation action taken by the network is identical regardless of the label applied to the emitter. The offered platform instead acts on the measured impact of the interference, which is the more reliable engineering basis for	Pls refer revised RFP

				channel and power decisions.	
31	Pag no. 5 cla us e no. 14	Technical Specificatio n - Wi-Fi Controller at Datacentre	Each controller should support minimum 8 SSIDs and the onpremises controller should be scalable to handle minimum 100 APs or more. Management solution should be HA (Active-Standby with stateful failover not exceeding 60 seconds) for On Premises	Each controller should support minimum 8 SSIDs and the onpremises controller should be scalable to handle minimum 100 APs or more. Management solution should be HA for On Premises, please remove the point of failover SLA of 60 seconds as it depend upon link feasibility between two controllers and AP to controllers	Clarified & Partially Amended. The requirement for High Availability (HA) with stateful failover stands. To address the dependency on network latency, the failover SLA of not exceeding 60 seconds shall be applicable, provided that the network latency/link feasibility between the Active and Standby controllers meets the OEM's recommended specifications for HA deployment. The core requirement for supporting minimum 8 SSIDs and scalability up to 100 APs or more remains unchanged.
32	Pag no. 6 cla us e	Technical Specificatio n - Wi-Fi Controller at Datacentre	Proposed solution must have at least 4 GE RJ45 & 2 x 10G SFP+ interface with short range Transceivers	We request you to change port requirement as "Proposed solution must have at least 2 GE RJ45 & 2 x 10G SFP+ interface with short range Transceivers included from day 1. as	Pls refer revised RFP

	no. 14		included from day 1.	normally controller connected with core switch with asked 10G port in case of redundancy two ports are sufficient	
33		General		Will GEL do cabling between switch to AP as well between switches	yes, understanding is correct
34		General		Will GEL delivery materisl to respective sites for installation	YES , Bidders need to deliver WiFi access point as per RFP
35		General		will GEL handover existing AP at time of installation of new AP from respective sites ?	Buy Back devcies shall be handover after project completion following GEL process
36		General		Is provider need to follow any process to recover existing AP material from site ?	Buy Back devcies shall be handover after project completion following GEL process