

Clarification to seek from bidder "M/s Arsenal Infosolutions Pvt. Ltd." in r/o Tender for "Revamping / Upgradation of existing Wi-Fi Campus Network of LBSNAA, Mussoorie (Uttarakhand)" published by ERNET India over GeM vide Bid No.GEM/2025/B/5942559, dated 12.02.2025 and its Subsequent Corrigendum.

Sr.	Tender Section (Name)	Pg. no.	Sub Clause No	Sub Clause description	Sub Clause description	M/s Arsenal Infosolutions Pvt. Ltd.
1	Section-V (Pre Qualifications Criteria)	49-50	1.1 Bidder / SI Pre-Qualification criteria	<p>6. Products quoted by bidder / SI</p> <p>The products quoted by SI should be of latest versions and should not be declared as:</p> <p>“end-of-sale” for One (01) year from the date of initial date of bid submission, and;</p> <p>“end-of-support” for Seven (07) Year from initial date of bid submission by respective OEM’s.</p>	<p>a. Self-Declaration by bidder/ SI to this effect from the authorized signatory of bidder/ SI.</p> <p>b. Undertaking to this effect from OEM’s of products quoted.</p> <p>c. SI should submit valid letter from OEMs confirming following:</p> <p>§ Authorization for SI to bid against this tender specifically.</p> <p>§ An undertaking that the support including spares, patches, upgrades, updates, etc. for the quoted products shall be available for at least Seven (07) years from initial bid submission date.</p>	<p>Not Complied</p> <p>Required Documents: SI needs to submit Self-Declaration to this effect from the authorized signatory of bidder/ SI as per this clause of the tender/ subsequent corrigendum.</p>
2	Section-V (Pre Qualifications Criteria)	52	1.1 Bidder / SI Pre-Qualification criteria	<p>Bidder should upload following certificate in the bid in respect Malicious Code Certificate: -</p>	<p>a) This is to certify that all Hardware and all Software being offered, as part of the bid, does not contain Embedded Malicious code that would activate procedures to:</p> <p>i) Inhibit the desires and designed function of the equipment.</p> <p>ii) Cause physical damage to the user or equipment during the exploitation.</p> <p>iii) Tap information resident or transient in the equipment/network.</p> <p>b) The entity/ bidder will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.</p>	<p>Not Complied</p> <p>Required Documents: SI needs to submit the Malicious Code Certificate as per this clause of the tender/ subsequent corrigendum.</p>
3	Section-V (Pre Qualifications Criteria)	52	1.2 Original Equipment Manufacturers (OEM’s) Pre-Qualification criteria	<p>1 OEM(s) Presence</p> <p>All OEM(s) whose products are being quoted in bid, should have direct presence / base with their own office in India, manned with their own engineers for minimum of the last 5 years as on bid submission date.</p>	<p>OEM(s) Self-Declaration from the authorized signatory on company letterhead.</p> <p>Refer Section VIII, Annexure-12</p>	<p>Partial Complied</p> <p>Required Documents: SI needs to submit OEM Presence Certificates for offered product of Samsung and Netrack, either from OEM or SI self-Declaration on its letter head.</p>
4	Section-V (Pre Qualifications Criteria)	52	1.2 Original Equipment Manufacturers (OEM’s) Pre-	<p>2 OEM(s) Technical Assistance Centre (TAC), Toll Free Number</p> <p>The OEM(s) whose products are being offered in the bid shall have Technical</p>	<p>OEM(s) Self-Declaration from the authorized signatory on company letterhead.</p> <p>Refer Section VIII, Annexure-13</p>	<p>Partial Complied</p> <p>Required Documents: SI needs to submit TAC details for offered product of</p>

			Qualification criteria	Assistance Centre (TAC) and shall have Toll Free Number for TAC to support the items.		Samsung and Netrack, either from OEM or SI self-Declaration on its letter head.
5	Section-V (Pre Qualifications Criteria)	53	1.2 Original Equipment Manufacturers (OEM's) Pre-Qualification criteria	3. Manpower The OEM(s) should have at least 30 technically skilled employees based in India on own pay roll of the company.	Declaration by the HR Head on Company's letter head. Refer Section VIII, Annexure-14	Partial Complied Required Documents: SI needs to submit declaration for manpower from all OEMs either from OEM's for which MAF has been seeked in this tender.
6	Section-V (Pre Qualifications Criteria)	53	1.2 Original Equipment Manufacturers (OEM's) Pre-Qualification criteria	4. OEM(s) work experience i) The OEM(s) of Data switching & Wireless LAN products being quoted/offered in the bid should have at least two installations of its Data Network Switching (with minimum 2000 ports on Data Network Switches and at least one Chassis based Layer-3 Switch) and Wireless Access Points (minimum 400 Wi-Fi Access Points with Wireless LAN Controller) in reputed organization in India. ii) The OEM for WLAN product should have installed base for at least 5000 Wi-Fi Access Points in India. iii) The OEM of Passive Items should have at least two installations with 10Km fiber optic cable with at least 500 fiber terminations and 500 UTP nodes.	All OEM(s) shall submit Self-Declaration from the authorized signatory on company letterhead Refer Section VIII, Annexure-15	Not Complied No Document Found Required Documents: SI needs to submit relevant OEM(s) work experience declaration as per this clause of the tender/ subsequent corrigendum.
7	Section-V (Pre Qualifications Criteria)	53	1.2 Original Equipment Manufacturers (OEM's) Pre-Qualification criteria	5 Compliance to Features Features listed in the Section V of this tender being offered by OEM(s) should be complied in all respect.	OEM(s) Self-Declaration from the authorized signatory Refer Section VIII, Annexure-16	Partial Complied Required Documents: SI needs to submit compliance for LCD and KVM switch either from OEM or SI self-Declaration on its letter head.
8	Section-VI (Bill of Material)	68-69	2.9	Next Generation Firewall Specification (NGFW)	Specification Listed in Table from (1 to 27)	Partial Complied Required Documents: SI needs to submit compliance / specifications as per BoM quoted by OEM on its letter head
9	Section-VI (Bill of Material)	74-75	2.12	KVM Switch with Standard Keyboard-Display-Mouse	Specification Listed in Table from (1 to 7)	Partial Complied Required Documents: SI needs to submit compliance for KVM switch either from OEM or SI self-Declaration on its letter head.
10	Section-VI (Bill of Material)	75-76	2.13	Flat Panel Display 75 inch	Specification Listed in Table from (1 to 8)	Partial Complied Required Documents: SI needs to submit compliance for LCD either from OEM or SI self-Declaration on its letter head.

11	Section-VI (Bill of Material)	76-77	2.14	Flat Panel Display 85 inch	Specification Listed in Table from (1 to 8)	Partial Complied Required Documents: SI needs to submit compliance for LCD either from OEM or SI self-Declaration on its letter head.
12	Section-VIII (Forms & Annexures)	111-113	11	Form 11: Non-Disclosure Agreement	-	Not Complied Required Documents: SI needs to submit NDA on judicial Stamp Paper of Rs 100/- as per this clause of the tender/ subsequent corrigendum.
13	Section-VIII (Forms & Annexures)	136	26	Annexure-12: OEM's Presence	-	Partial Complied Required Documents: SI needs to submit OEM Presence Certificates for offered product of Samsung and Netrack, either from OEM or SI self-Declaration on its letter head as per this tender clause / corrigendum with Annexure 12
14	Section-VIII (Forms & Annexures)	137	27	Annexure-13: OEM's declaration for TAC	-	Partial Complied Required Documents: SI needs to submit TAC details for offered product of Samsung and Netrack, either from OEM or SI self-Declaration on its letter head as per this tender clause / corrigendum with Annexure 13.
15	Section-VIII (Forms & Annexures)	138	28	Annexure-14: OEM's undertaking for Manpower Capacity	-	Partial Complied Required Documents: SI needs to submit declaration for manpower from all OEMs either from OEM's for which MAF has been seeked in this tender as per this tender clause / corrigendum with Annexure 14.
16	Section-VIII (Forms & Annexures)	139	29	Annexure-15: OEM's experience of implementing similar projects	-	Not Complied Required Documents: SI needs to submit relevant OEM(s) work experience declaration as per this clause of the tender/ subsequent corrigendum with Annexure 15.
17	Section-VIII (Forms & Annexures)	140	30	Annexure-16: OEM's Declaration for Compliance to Features	-	Partial Complied Required Documents: SI needs to submit compliance for LCD and KVM switch either from OEM or SI self-Declaration on its letter head as per this tender clause / corrigendum with Annexure 16.

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