

राष्ट्रीय प्रौद्योगिकी संस्थान, रायपुर
National Institute of Technology, Raipur
(An Institute of National importance)
G.E. Road Raipur-492010 (C.G)

No.: NITRR/

Raipur, Date:

CORRIGENDUM

Tender Reference: Bid No. GEM/2026/B/7546161

Dated: 19-05-2026

Name of Tender: Supply, Installation, Configuration and Support of Firewall, Core & Distribution Switches and Wi-Fi Infrastructure

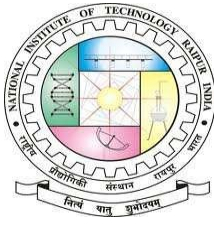
The following amendments and clarifications are hereby issued to the above-mentioned tender. These shall be treated as an integral part of the bid document.

1. Proposal Validity Period

- **Ref. (Page / Clause):** Page 3, Fact Sheet, Item 13.
- **Existing Clause:** "13. Validity of Proposal: Proposals must remain valid 180 days after the submission date."
- **Discussion:** The review committee decided to reduce the proposal validity period to accelerate the administrative process and ensure a faster transition from bid evaluation to the project awarding phase.
- **Modified Clause:** "13. Validity of Proposal: Proposals must remain valid **90 days** after the submission date."

2. Uniformity of OEM for Wireless Infrastructure

- **Ref. (Page / Clause):** Page 4, Instructions to the Bidders, S. No. 5.
- **Existing Clause:** "5. All the Access Switches and Wi-Fi Points proposed for H-Hostel should be of same OEM".



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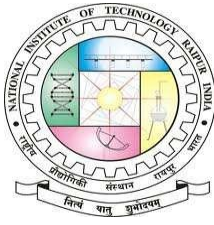
- **Discussion:** The review committee decided to keep Wi-Fi Access Point and wireless controller should be of the same OEM to ensure seamless integration, centralized management, and optimal performance.
- **Modified Clause:** "5. **All the Wi-Fi Access Points and Wireless controller proposed for H-Hostel should be of same OEM.**

3. IT Hardware Release Date Requirements

- **Ref. (Page / Clause):** Page 4, Instructions to the Bidders, S.No. 8 (a).
- **Existing Clause:** "8(a). All IT Hardware supplied under the contract must be brand new (the release date should not be more than one year prior), and in good working condition & should comply with the specifications given in this Tender Document."
- **Discussion:** The committee observed that the requirement for hardware release dates to be within one year was overly restrictive for the networking industry and could limit the availability of stable, enterprise-grade equipment. It was decided to modify the clause for broader competitiveness.
- **Modified Clause:** "8a. All IT Hardware supplied under the contract must be brand new and in good working condition & should comply with the specifications given in this Tender Document." The quoted product should not be declared End of Life (EOL) or End of Support (EOS) for the next five years from the bid closing date for all active devices. OEM should submit an undertaking in this regard as part of the Pre-Qualification Criterion.

4. Mandatory Pre-bid Site Survey and Submission of Proof

- **Ref. (Page / Clause):** Page 5, Pre-bid meeting and site survey, Paragraph 3
- **Existing Clause:** Attendance in the pre-bid site survey and meeting is mandatory. If the bidders fail to perform site survey and pre-bid meeting, then the bid will be rejected. The representative attending the site survey should bring the authorization letter from the bidder to attend the meeting and the same should be submitted.
- **Discussion:** The committee re-emphasized that the site survey is a mandatory prerequisite for bidding. To ensure compliance, bidders must complete the site survey by a given date (in the working hours). As proof of having conducted the site survey, bidders are required to sign the



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register maintained at the Security Desk of the CCC, NIT Raipur, and submit the authorization letter there.

- **Modified Clause:** "Site survey shall be a mandatory prerequisite for participation in the bidding process. All prospective bidders shall complete the site survey within 10 days after the publication of this corrigendum (In the Institute's working hours). As proof of completion of the site survey, the authorized representative of the bidder shall sign the site survey register maintained at the Security Desk of CCC, NIT Raipur, and submit the Authorization Letter duly signed by bidder. Bids submitted by bidders who have not completed the mandatory site survey within the stipulated period shall be liable for rejection."

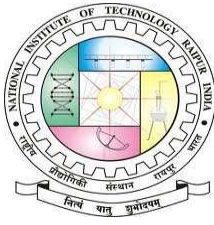
5. Extension in delivery period -→ This clause is inserted in the penalty clause.

6. Payment Terms

- **Ref. (Page / Clause):** Page 6 Payment Terms, row 3.
- **Existing Clause: 3-year Support and Maintenance-** 5% of the total cost. Quarterly payment (12 quarters) after calculation of penalty deduction, if any.
- **Discussion:** The committee added a clarification to standardize the financial release cycle for the deployed technical personnel.
- **Modified Clause :** 3-year Support, **Maintenance & Manpower** (Services S. No. 9 and 10 of BoQ under services) - 5% of the contract value. Yearly payment (3 years) after calculation of penalty deduction, if any.

7. Warranty and Support (RMA Service Levels)

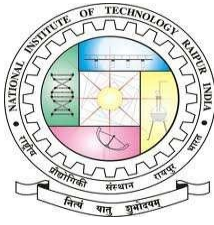
- **Ref. (Page / Clause):** Page 6-7, Project Warranty & Support.
- **Existing Clause:** "Bidders must give the comprehensive onsite warranty as required from the date of successful installation of Equipment and warrants that the Goods supplied under this Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied Goods in the conditions prevailing in India.



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This comprehensive warranty shall remain valid for three years on all the active and passive supplies under the project from the date of supply except the battery bank. The battery bank warranty will be 2 years from the date of supply. The letter from OEMs in this regard will need to be submitted. The Selected Bidder is required to provide a next business day warranty service from OEM for the requisite ICT equipment and related Hardware Page 6 of 50 supplied under the contract. Records of all calls/emails/visits made to the service center shall be kept in a computerized system by the bidder for easy tracking of complaints and calculating penalty mentioned in service level agreement (SLA). The period of warranty for all equipment shall commence after successful installation and commissioning sign-off with NIT Raipur.

- Onsite comprehensive warranty for 3 years from the date of installation on active equipment.
- Faulty equipment to be replaced, or provide standby within 5 working days (that needs to be replaced with new equipment within 1 month) from the date of complaint registered.
- To support the project, a dedicated technical resource to be deployed ONSITE by the successful bidder from date of sign-off/ go-live.
- **Discussion:** The committee required more stringent support levels for critical infrastructure. The warranty was updated to mandate 24x7x4 hardware replacement (RMA) and continuous OEM Technical Assistance Center (TAC) support.
- **Modified Clause: Warranty:** The successful bidder shall provide a comprehensive 3-year onsite warranty for all active equipment from the date of successful installation and commissioning. The warranty shall include 24x7x365 OEM TAC support and 1-hour complaint response. Wherever onsite intervention is required, the bidder shall provide a qualified technical engineer within 4 hours of complaint registration. In case the failure is diagnosed as requiring hardware replacement and the failed equipment cannot be restored through onsite intervention, the bidder shall provide a functionally equivalent standby/replacement equipment within 2 working days of such diagnosis/confirmation of hardware failure to restore the affected service. The failed equipment shall be permanently repaired or replaced with new equipment of the same or higher specification within 30 days. All associated costs, including transportation, replacement, installation and configuration, shall be borne by the bidder. The dedicated onsite manpower shall provide Level-1 support and coordinate/escalate issues to the bidder/OEM; however, deployment of manpower shall not relieve the bidder/OEM of its warranty and SLA obligations.
Note: All warranty provisions mentioned elsewhere in this Tender Document shall be governed by and interpreted in accordance with the terms and conditions specified in this clause.



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Penalty Clause

- **Ref. (Page / Clause):** Page 8, Penalty Clause, Delayed Commissioning.
- **Existing Clause: "Penalty Clause: Delayed Commissioning:** The commissioning of the total network, including supply of the equipment, is to be completed as per the timeline provided in Purchase Order (PO). A penalty at the rate of 0.5% of the total cost shall be payable per week of delay or part thereof, **subject to a maximum of 5% of the total value.**"
- **Note:**
 1. Penalties shall not impose more than 5% cumulatively of the total work order value.
 2. If the site is inaccessible due to natural calamities, or administrative restrictions, the delivery/installation timeline may be extended upon submission of documentary evidence.
 3. If access to the site or power/network availability is delayed by the NIT or administration, the timeline shall be revised proportionally without imposing penalties.
- **Discussion:** To ensure greater accountability and strict adherence to the project implementation schedule, the review committee decided to increase the maximum cumulative penalty for delays from 5% to 10% of total value of purchase order.
- **Modified Clause:**

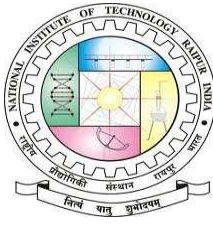
"**Penalty Clause: Delayed Commissioning:** The commissioning of the total network, including supply of the equipment, is to be completed as per the timeline provided in Purchase Order (PO). A penalty at the rate of 0.5% of the total cost shall be payable per week of delay or part thereof, **subject to a maximum of 10% of the total value.**"

Note: "An extension in the delivery/installation period may be granted under genuine circumstances, subject to the submission of a written request and approval by the competent authority."

8. Service Level Agreement Clause:

Ref. (Page / Clause): Page 8, Service Level Agreement.

Existing Clause:



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Service Level Agreement

Milestone	Timeline	Penalty Terms
Firewall	Issues should be resolved within 5 working hours of being reported.	Rs. 1,000 per complaint per day of delay, calculated on a pro-rata basis for each 24-hour period.
Wi-Fi of H-Hostel	Issues should be resolved within Next Business Dat of Problem being reported.	Rs. 500 per complaint per day of delay, calculated on a pro-rata basis for each 24-hour period.
Core & Distribution Switches	Issues should be resolved within 4 working hours of being reported.	Rs. 1,000 per complaint per day of delay, calculated on a pro-rata basis for each 24-hour period.

- The total penalties shall be deducted from the QGR (Quarterly Guaranteed Revenue) payment and will be subject to a maximum ceiling of 5% of the total cost.
- Total cumulative penalties (including SLA and delay penalties) shall not exceed 10% of the total contract value.

Discussion:

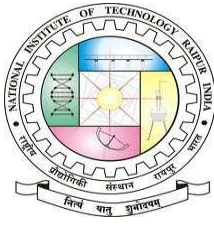
Moderate the clause looking into the different critical items and services.

Modified Clause

SLA:

After registration of a complaint, the bidder shall resolve/restore the affected service within 24 hours. Wherever onsite intervention is required, a qualified technical engineer shall be provided within 4 hours of complaint registration, as specified under the Warranty clause. If the issue is diagnosed as requiring hardware replacement and the failed equipment cannot be restored through onsite intervention, the bidder shall provide a functionally equivalent standby/replacement equipment within the next 2 working days. A penalty of ₹5,000 per day or part thereof shall be imposed from the expiry of 24 hours from the time of complaint registration until the restoration of the service or standby/replacement equipment is provided. If the standby/replacement equipment is not provided within the stipulated 2 working days, a penalty of ₹10,000 per day or part thereof shall be imposed thereafter until the standby/replacement equipment is provided. The failed equipment shall subsequently be permanently repaired or replaced in accordance with the Warranty clause.

In case of persistent or unsatisfactory performance by the successful bidder, including repeated SLA violations or failure to meet the prescribed warranty and support obligations, NIT Raipur reserves the right to recover any outstanding SLA penalties from the Performance Bank Guarantee



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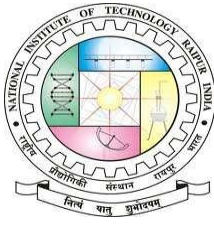
(PBG) and, where warranted, invoke or forfeit the PBG, in accordance with the terms of the contract.

9. Company Establishment

- **Ref. (Page / Clause):** Page 10, Annexure I (Eligibility Criteria), S.N. 1.
- **Existing Clause:** "1. The bidder should be a Company registered in India under companies Act 1956 or 2013 and operating for the last five years in IT/ITeS Services as on date of submission of bid.
- **Discussion:** There is a discrepancy in the GeM Bid regarding the eligibility criteria. The GeM Bid permits MSMEs/Startups with 3 years of experience and requires the annual turnover for the last 3 years, whereas the ATC specifies a minimum of 5 years of existence of the firm. The same may be suitably rectified/ratified to ensure consistency between the GeM Bid and the ATC.
- **Modified Clause:** The bidder should be a Company registered in India under companies Act 1956 or 2013 and operating for the last three years in IT/ITeS Services as on date of submission of bid.

10. EMD

- **Ref. (Page / Clause):** Page 10, Annexure I (Eligibility Criteria), S.N. 3.
- **Existing Clause:** "3. **EMD:** The bidder should furnish, as part of its proposal, Earnest Money Deposit (EMD) of Rs.11,00,000/- (Rupees Eleven Lakh only) Through offline mode. EMD should be submitted physically in the Name of Director, NIT, Raipur before or on the Date of Bid submission.
- **Discussion:** The discussion was primary done on the matter, whom the exemption should be given i.e. to service provider or to manufacturer.
- **Modified Clause**
- **EMD:** The bidder shall furnish, as part of its proposal, an Earnest Money Deposit (EMD) of Rs. 11,10,000/- (Rupees Eleven Lakh Ten Thousand only) through offline mode. The EMD shall be submitted physically in the name of the Director, NIT Raipur, on or before the bid submission deadline.



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EMD Exemption: EMD exemption shall be applicable to eligible MSEs in accordance with the prevailing GeM GTC and applicable Government of India policies. For this predominantly goods-based procurement, eligible MSE manufacturers of the relevant Primary Product Category shall be entitled to EMD exemption, subject to submission and verification of valid supporting documents as prescribed by GeM.

11. Experience Criteria

Ref. (Page / Clause): Page 10, Annexure I (Eligibility Criteria), S.N. 5.

Existing Clause:

The bidder must have experience of Supply, installation, Commissioning and Maintenance of Firewall, Network Switches, Wi-Fi Infrastructure as below:

One Project: of at least 3.9 Crores. OR

Two Project: each at least 2.8 Crores. OR

Three Project: each at least 2.2 Crores.

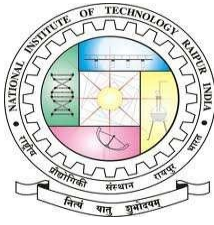
in Government/ PSU Institutions in India during last 05 (Five) years from the date of publication of tender.

Discussion: expanded to Government Educational Institutions, Autonomous Bodies under Central/State Government.

Modified Clause:

The bidder must have experience of Supply, installation, Commissioning and Maintenance of Firewall, Network Switches, Wi-Fi Infrastructure as below:

One Project: of at least 3.9 Crores. OR



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Two Project: each at least 2.8 Crores. OR

Three Project: each at least 2.2 Crores.

in Government Departments, Government Educational Institutions, Autonomous Bodies under Central/State Government, and PSUs in India during last 05 (Five) years from the date of publication of tender.

12. Firewall-related Experience Criteria

Ref. (Page / Clause): Page 11, Annexure I (Eligibility Criteria), S.N. 7.

Existing Clause:

The bidder must have experience in the supply, installation and commissioning of Firewall in Government/PSU institutions in India during the last three (03) years from the date of publication of this tender.

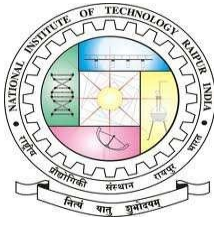
Discussion: expanded to Government Educational Institutions, Autonomous Bodies under Central/State Government.

Modified Clause:

The bidder must have experience in the supply, installation and commissioning of Firewall in Government Departments, Government Educational Institutions, Autonomous Bodies under Central/State Government, and PSUs in India during the last three (03) years from the date of publication of this tender.

13. Subcontracting Provision for Government Organizations and PSUs

- **Ref. (Page / Clause):** Page 11, Annexure I (Eligibility Criteria), S.N. 14.
- **Existing Clause:** "14. No subcontracting shall be permitted under this tender".
- **Discussion:** The committee recognized that certain government organizations or Public Sector Undertakings (PSUs) utilize their own System Integrators (SIs) for project execution. An exception was added to allow such entities to participate, provided they remain solely responsible for the contract's execution.



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- **Modified Clause:** "14. No subcontracting shall be permitted under this tender, except in the case of government organization/PSU (In respect of their System Integrators). In such cases, the government organization / PSU shall remain solely responsible for the satisfactory execution of the contract."

14. Revision of Wi-Fi 7 Access Point Quantity

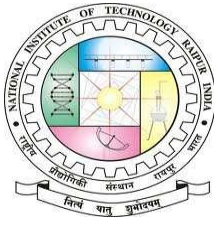
- **Ref. (Page / Clause):** Page 13, Annexure II (Bill of Quantities), Section C (H-Hostel), Item 3.
- **Existing Clause:** "3. Wi-Fi 7 Access Point Wireless Access Point - 2x2 MIMO - Indoor: 210 Nos".
- **Discussion:** Based on the updated coverage assessments and the need to ensure full signal strength throughout the hostel building, the committee decided to increase the quantity of Wi-Fi 7 Access Points by 10%.
- **Modified Clause:** "3. Wi-Fi 7 Access Point Wireless Access Point - 2x2 MIMO - Indoor: **230 Nos**".

15. Quantity Revision for Passive Components

- **Ref. (Page / Clause):** Page 13-14, Annexure II (Bill of Quantities), Items 13 & 21.
- **Existing Clause:**
 - "13. 25 MM PVC Conduit/ Casing Capping: 6,000 Mtrs",
 - "21. 50 x 50 MM PVC Trunking: 6,000 Mtrs"
- **Discussion:** Following refined site assessments and survey estimates, the committee decided to reduce the estimated quantities for PVC conduit and trunking.
- **Modified Clause:**
 - "13. 25 MM PVC Conduit/ Casing Capping: **3,000 Mtrs**"
 - "21. 50 x 50 MM PVC Trunking: **3,000 Mtrs**"

16. Core Switch Routing Protocols

- **Ref. (Page / Clause):** Page 24, Core Switch, S.N. 20



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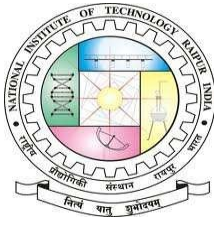
- **Complete Existing Clause:** "20. Routing Protocols: Static, OSPFv2/v3, BGP, IS-IS, EIGRP (or equivalent)"
- **Discussion:** The committee decided to remove proprietary and less common protocols (EIGRP and IS-IS) in favor of standard RIP. Additionally, to ensure high availability and sub-50ms failover, support for the G.8032 Ethernet Ring Protection Protocol was mandated for the network backbone.
- **Modified Clause:** "Routing Protocols: Static, OSPFv2/v3, BGP, RIPv1, v2 and G.8032 Ethernet ring protection protocol."

17. Core Switch Port Configuration

- **Ref. (Page / Clause):** Page 24, Core Switch, Technical Specification, S.N. 11-14.
- **Existing Clause:** "11. Interface Card – Copper: 1 × 48-port 10/100/1000 RJ45 module (minimum) 12. Interface Card – 10G Fiber: 1 × 48 -port 10G SFP+ modules (minimum) 13. Interface Card – High-Speed Uplink: 1 × 4-port 25G SFP28, 8-port 40G QSFP module (total 12 ports (minimum)) 14. Interface Card – High-Speed Uplink: 1 × 4-port 40G QSFP, 4-port 100G QSFP module (total 12 ports (minimum))"
- **Discussion:** To meet the generic specifications with an upgraded network backbone, the committee revised the port density requirements to ensure a higher count of high-speed interfaces.
- **Modified Clause:** "The Core Switch must provide the following minimum port density:
 - o Minimum 48 × 1G/Multi-Gigabit Ethernet ports
 - o Minimum 48 × 10G SFP+ ports
 - o Minimum 4 × 25G SFP28 ports
 - o Minimum 12 × 40G QSFP ports
 - o Minimum 4 × 100G QSFP+ ports

18. Distribution Switch Protocols

- **Ref. (Page / Clause)** Page 25, Distribution Switch, S.N. 12.



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- **Existing Clause:** "12. Routing Protocols: Static, OSPFv2/v3, BGP, IS-IS, EIGRP or equivalent"
- **Discussion:** The committee decided to remove proprietary and less common protocols (EIGRP and IS-IS) in favor of standard RIP. Additionally, to ensure high availability and sub-50ms failover, support for the G.8032 Ethernet Ring Protection Protocol was mandated for the network backbone.
- **Modified Clause:** "Routing Protocols: Static, OSPFv2/v3, BGP, RIPv1, v2 and G.8032 Ethernet ring protection protocol."

19. Distribution Switch Reliability (MTBF)

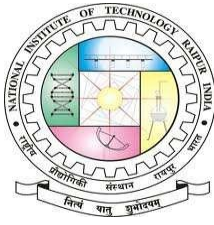
- **Ref. (Page / Clause):** Page 26, Distribution Switch, S.N. 27.
- **Existing Clause:** "27. Mean Time Between Failures (MTBF): MTBF (hours) 336,780".
- **Discussion:** The committee adjusted the minimum MTBF requirement to 300,000 hours to align with broader industry standards while maintaining high reliability.
- **Modified Clause:** "27. Mean Time Between Failures (MTBF): Minimum 3,00,000 hours."

20. Wi-Fi Access Point Physical Security

- **Ref. (Page / Clause):** Page 26, Wi-Fi Access Point 7, S.N. 11.
- **Existing Clause:** "11. Should have physical security lock (such as Kensington lock)".
- **Discussion:** The committee emphasized that a physical security lock must be available to protect the wireless access points from theft or tampering in the hostel environment.
- **Clause:** "11. A physical security lock (Any lock which can protect it from theft).

21. Wi-Fi Controller Integration

- **Ref. (Page / Clause):** Page 27, Wi-Fi Controller, S.N. 2.



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- **Existing Clause:** " Wireless controller must be hardware/virtual on-premises appliance based. Option-1: Bidder may propose a separate wireless controller appliance. OR Option-2: A combined functionality of NGFW appliance and wireless controller in same hardware"
- **Discussion:** The committee expanded the integrated hardware options for the controller functionality.
- **Modified Clause:** Wireless controller must be hardware/virtual on-premises appliance based.

Option-1: Bidder may propose a separate wireless controller appliance. OR

Option 2: Combined functionality of Core Switch and Wireless Controller in the same hardware appliance. OR

Option 3: Combined functionality of NGFW and Wireless Controller in the same hardware appliance.

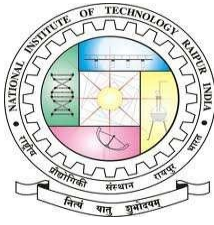
22. Wi-Fi Controller Licenses

- **Ref. (Page / Clause):** Page 27, Wi-Fi Controller, S.N. 3.
- **Existing Clause:** " Hardware On premise wireless controller should be able to manage up to minimum 500 wireless AP from Day 1. In case of Virtual Appliance offering, bidder has to provide complete software and hardware resources required, along with OEM warranty and support"
- **Discussion:** The committee expanded the integrated hardware options for the controller functionality and doubled the initial access point management capacity to 1000 APs.
- **Modified Clause:** Hardware On premise wireless controller should be able to manage up to minimum 1000 wireless AP from Day 1. In case of Virtual Appliance offering, bidder has to provide complete software and hardware resources required, along with OEM warranty and support.

23. Wi-Fi Controller Security

- **Ref. (Page / Clause):** Page 27, Wi-Fi Controller, S.N. 14.

Existing Clause:



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Wireless solution must support WEP 64-bit and 128-bit, TKIP, SSL and TLS, RC4 128-bit, RSA Encryption protocols.

Discussion: Consider appropriate latest standard

Revised Clause:

Wireless Security: Support for WPA2/WPA3-Enterprise, AES-based encryption, IEEE 802.1X/EAP, and TLS 1.2 or higher.

24. Wi-Fi Controller Port

- **Ref. (Page / Clause):** Page 27, Wi-Fi Controller, S.N. 16.

Existing Clause:

The proposed solution must have dedicated console & USB interface..

Discussion: give either option.

Revised Clause

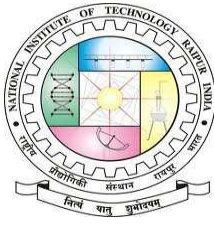
The proposed solution must have a dedicated console **or** USB interface (if separate hardware is provided) provided it should be able to configure the controller.

25. Distribution Switch H-Hostel

- **Ref. (Page / Clause)** Page 30, Distribution Switch, S.N. 11.
- **Existing Clause:** "11. Layer 3 Features, Static Routing, Dynamic – OSPF, BGP"
- **Discussion:** make it generalize
- **Modified Clause:** 11. Layer 3 Features, Static Routing, OSPF, RIP, IPv4 and IPv6 routing support.

26. Removal of UPS Manufacturer Experience Requirement

- **Ref. (Page / Clause):** Page 34, Annexure III, S.N. 37.



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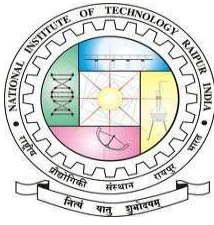
- **Existing Clause:** "37. OEM Eligibility: The UPS manufacturer must have 20 yrs experience in manufacturing of UPS system."
- **Discussion:** The requirement for the UPS manufacturer to have 20 years of experience was deemed unnecessarily restrictive and was removed to encourage broader participation from qualified OEMs.
- **Modified Clause:** "37. OEM Eligibility: The UPS manufacturer must have 5 Yrs experience in manufacturing of UPS system."

27. UPS Support SLA Alignment

- **Ref. (Page / Clause):** Page 34, Annexure III (UPS Specifications), S.N. 35.
- **Existing Clause:** "35. Service: OEM Should have their own service centre in Raipur along with 24X7 Customer care support. OEM must be provided online complaint registration facility / helpdesk support".
- **Discussion:** The committee decided that the service support requirements for the UPS systems must be exactly the same as the general support and service levels defined for the rest of the project infrastructure.
- **Modified Clause:** "35. UPS service and support must comply with the general support, response time, and SLA terms mentioned earlier in this tender document."

28. Notification of MII Exemption (need to check this with store and registrar sir)

- **Ref. (Page / Clause):** Page 3, Fact Sheet / General Terms.
- **Existing Clause:** [Standard procurement generally follows Make in India (MII) preferences unless specifically exempted].
- **Discussion:** Based on the recommendations of the committee and approval from the competent authority (Director, NIT Raipur), it was noted that an MII exemption is required to ensure the work is completed with the specific hardware required for project performance.



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- **Modified Clause: "MII Exemption is granted for this project as per the approval of the competent authority to ensure the completion of work with appropriate technical specifications."**