



## CLARIFICATION 02

#	Document Name	Document Reference	Query	Response
1			Regarding the delivery and acceptance of goods: can you confirm that the delivery of the goods will be made into a unique delivery location? Where the goods shall be installed? In the title of firewalls, it is mentioned “for the isles ». It means that we shall install the firewall in some other places? In case of affirmative answer, can you send us the list of any delivery location?	Other than Greater Male', vendor is required to install firewalls in the following locations: <ul style="list-style-type: none"> <li>- K. Dhiffushi Healthcentre</li> <li>- K. Gaafaru Healthcentre</li> <li>- K. Gulhi Healthcentre</li> <li>- K. Guraidhoo Healthcentre</li> <li>- K. Himmafushi Healthcentre</li> <li>- K. Kaashidhoo Healthcentre</li> <li>- K. Maafishi Hospital</li> <li>- K. Thulusdhoo Hospital</li> </ul> All delivery in greater Male' are to be made to Ministry of Health (Roashanee Building)
2			Only one vendor provides Limited Lifetime Warranty. Will models with 5 years and 2 Years extended hardware and parts replacement warranty be accepted?	The following conditions are expected under limited lifetime warranty: <ul style="list-style-type: none"> <li>- a minimum of 6 years hardware replacement for failures</li> <li>- provide temporary hardware within 1 business days (after a hardware failure)</li> <li>- provide initial configuration support for the replacement hardware</li> <li>- warranty (6 years) needs to be covered by the supplier.</li> <li>- any defected products (product performance significantly reduced) within warranty (6 years) period to be replaced by the supplier</li> </ul>
3		3. Technical Specifications, 48 Port Network Switches	Warranty, Limited Lifetime Warranty for Hardware  This sentence doesn't mention any SLA or meaning as per the clause. So are you expecting 2-year support with SLA guarantee 24x7x365 as requested in tender clause " Installation and provisioning support must be provided. 2-year local technical support must be provided."	The following conditions are expected under limited lifetime warranty: <ul style="list-style-type: none"> <li>- a minimum of 6 years hardware replacement for failures</li> <li>- provide temporary hardware within 1 business days (after a hardware failure)</li> <li>- provide initial configuration support for the replacement hardware</li> </ul>

				<ul style="list-style-type: none"> <li>- warranty (6 years) needs to be covered by the supplier.</li> <li>- any defected products (product performance significantly reduced) within warranty (6 years) period to be replaced by the supplier</li> </ul>
4		3. Technical Specifications, 24 Port Network Switches	<p>Memory and Flash, Minimum 4 GB DDR3 16GB eMMC</p> <p>Different OEM have their own memory and flash specification to support throughput and switching capacities and other features. So, if we can achieve the required throughout, switching capacity and other specifications mentioned in tender, will you accept with different memory and flash as it will not impact your requirement</p>	Given all other technical parameters including switching and management parameters are met, a variation in Memory and Flash are accepted.
5			<p>Warranty, Limited Lifetime Warranty for Hardware</p> <p>“limited life time warranty, do you mean 5 years parts replacement or 7 years parts replacement?”</p>	<p>The following conditions are expected under limited lifetime warranty:</p> <ul style="list-style-type: none"> <li>- a minimum of 6 years hardware replacement for failures</li> <li>- provide temporary hardware within 1 business days (after a hardware failure)</li> <li>- provide initial configuration support for the replacement hardware</li> <li>- warranty (6 years) needs to be covered by the supplier.</li> <li>- any defected products (product performance significantly reduced) within warranty (6 years) period to be replaced by the supplier</li> </ul>

