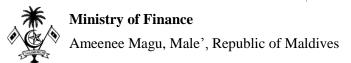
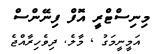
ب الله الرحمن الرحب م





CLARIFICATION 2

ر و عرو را شوش 2

برَسْرَهُ بر No:	TES/2023/G-02	20	
Project:	Procurement of 20 Manageable Switches (48 ports), 24 Port Manageable Switch for Atolls, SD-WAN Connectivity Hardware and Firewalls		
هُ مِرِرُ Issued Date	11 th February 2	2024	
جَوْرَدُ ﴿ مُرَدُ No. of Pages: -03	Boq: -00	تعریر Drawings: -00	

Please include this clarification when submitting the bid

Please find attached, answers to the queries received.

Name: Aishath Nadheema Signature:

Page 1 of 3

CLARIFICATION 02

#	Document Name	Document Reference	Query	Response
1	Name		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: - K. Dhiffushi Healthcentre - K. Gaafaru Healthcentre - K. Gulhi Healthcentre - K. Guraidhoo Healthcentre - K. Himmafushi Healthcentre - K. Kaashidhoo Healthcentre - K. Maafishi Hospital - K. Thulusdhoo Hospital 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: - a minimum of 6 years hardware replacement for failures - provide temporary hardware within 1 business days (after a hardware failure) - provide initial configuration support for the replacement hardware - warranty (6 years) needs to be covered by the supplier. - any defected products (product performance significantly reduced) within warranty (6 years) period to be replaced by the supplier
3	ASSY OF EUR	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: - a minimum of 6 years hardware replacement for failures - provide temporary hardware within 1 business days (after a hardware failure) - provide initial configuration support for the replacement hardware

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				- warranty (6 years) needs to be covered by
				the supplier.
				- any defected products (product
				performance significantly reduced) within
				warranty (6 years) period to be replaced by
				the supplier
4	3.	Technical	Memory and Flash, Minimum 4 GB DDR3 16GB eMMC	Given all other technical parameters
	Spe	ecifications, 24 Port		including switching and management
	Net	etwork Switches	Different OEM have their own memory and flash	parameters are met, a variation in Memory
			specification to support throughput and switching capacities	and Flash are accepted.
			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	
5			Warranty, Limited Lifetime Warranty for Hardware	The following conditions are expected under
				limited lifetime warranty:
			"limited life time warranty, do you mean 5 years parts	- a minimum of 6 years hardware
			replacement or 7 years parts replacement?	replacement for failures
				- provide temporary hardware within 1
				business days (after a hardware failure)
				- provide initial configuration support for the
				replacement hardware
				- warranty (6 years) needs to be covered by
				the supplier.
				- any defected products (product
				performance significantly reduced) within
				warranty (6 years) period to be replaced by
				the supplier