



INDIAN INSTITUTE OF TECHNOLOGY BOMBAY
MATERIALS MANAGEMENT DIVISION
Powai, Mumbai 400076.

Reference for PR No.1000016472 (RFx No.6100000656)

TECHNICAL SPECIFICATIONS OF WIRELESS CONTROLLERS, IIT BOMBAY

IIT Bombay has an established HP Aruba Wi-Fi network within the campus. Our current wireless network consists of about 1400 access points which are managed using the two 7240 HP Aruba Wi-Fi controllers. IIT Bombay plans to procure two new wireless controllers 7240XM. In this, the bidder should restore old configuration and licenses (LIC-AP and LIC-PEF). This procurement will be done as a techno-commercial tendering process, where bidders will be scored on their technical merit as well as their financial bid. For this purpose, IIT Bombay invites bids for the products and quantities mentioned in the Technical Specification below.

1. Bill of Materials (Technical Specifications)

Sr.No.	Item Description	Quantity
1	HP Aruba Wireless Controllers 7240XM (including restoration all licenses[AP, PEF]) and configuration with 2x10G and 2x1000Mbps SFP/UTP ports	2
	Comprehensive OEM warranty pack for 3 years for the entire shipment starting from the date of installation (This comprehensive onsite warranty includes, but not limited to software releases, upgradation and bug fixes, replacement of faulty equipment within 48 hours including any handling/labor charges, upgradation and bug fixes)	
	Single mode SMF 10GBASE-LR SFP+ Optical Transceiver Module.	4

The System Integrator should satisfy the following conditions:

2. Service Level Agreement

- I. Controllers should have a comprehensive 24x7 bidder onsite support.
- II. Upgraded Controllers should backward compatible with existing access points i.e. AP93 AP105 AP135 AP205 AP303 AP305 AP315 and AP175 etc.
- III. This comprehensive warranty includes, but not limited to hardware replacement, software releases, proactive firmware upgradation, bug fixes etc.
- IV. Preventive maintenance should be conducted every three months. This includes
 - A. Installation of updates of OS, firmware, bug fixes and antivirus [if and when available]
 - B. Inspection and troubleshooting of controllers to ensure proper operation, reduce product failure and/or extend useful product life.
- V. Bidders should provide onsite and remote access support such as on E-mail and/or on telephone and/or remote desktop support as and when required for resolution of all issues related with Wi-Fi



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setup. If issue is not resolved by these means or methods then bidder should send support engineers/team to IIT Bombay for inspection and troubleshooting of issues related with Wi-Fi network as and when required.

- VI. Bidder should provide **Unscheduled on-call corrective and remedial maintenance service** on the occasion of malfunctions of the systems, with timeline SLAs as follows -
- A. Bidder has to respond to problem report calls within 2 hours of reporting.**
 - B. If a problem is due to configuration or other software issues, it should be resolved with 6 hours of reporting.**
 - C. If any controller parts are found to be a hardware fault and require replacement then the faulty parts should be replaced and made operational within 48 hours of reporting.**
 - D. Any delay in support and servicing beyond 48 hours will incur a penalty of 0.1% of the total cost of purchase order per day of delay.**
- VII. Detailed incident reports have to be prepared and handed over to the concerned Computer Centre technical staff for each and every issues / incidents.
- VIII. Bidders cannot charge extra for any delivery, installation, configuration, replacements, upgradation and bug fixes, updates etc. during controller warranty period.

3. Bidders' Eligibility Criteria:

- I. Bidders should be a certified Aruba Wi-Fi controller supplier and integrator (submit documentation proof).
- II. Bidders should have at least three Aruba certified engineers employed (provide supporting documents with employment proof of employee).
- III. Bidders should have adequate documented track record of supplying and installing Aruba Wi-Fi controllers (provide supported POs)
- IV. Bidders should be in the Wi-Fi network equipment business at least for last 3 years (provide supported documents)
- V. Bidders should have an annual turnover of more than Rs. 50 lakhs total over the last three consecutive years, provide supported documents
- VI. Bidders should produce solvency certificates (not older than a year) for Rs. 25 lakhs issued by a scheduled/nationalised bank with which bidders hold a current account.
- VII. An undertaking (self certified) is to be submitted by the bidder that the organisation has not been blacklisted by any Central/State Government Department / Organisation and educational institutes.
- VIII. Bidders need to submit requested materials, make presentations, and answer any questions that are a part of the Technical Evaluation of their bid, as mentioned in the "Technical Evaluation" Section. (Technical committee will inform date and time for technical presentation after bid submission)