جامعة الحسين بن طلال
AL-HUSSEIN BIN TALAL UNIVERSITY

الرقم ٢٢/١١/١٢٠/٥
التاريخ ٢٨/٩/٢٠٢٥

Ref.
Date

الاستاذ الدكتور رئيس لجنة شراء لوازم والخدمات الاستشارية (رئيسية) المحترم

الموضوع: الرد على استفسارات الشركات حول عطاء رقم 2025/3 الخاص بـ "تطوير الشبكة الداخلية والبنية التحتية وتعزيز كفاءتها "

تحية طيبة، وبعد:

بالإشارة إلى عطاء رقم (2025/3) والمتعلق بتطوير الشبكة الداخلية والبنية التحتية وتعزيز كفاءتها ، نرفق لعطوفتكم في طيّ هذا الكتاب الردود الرسمية على الاستفسارات الواردة من الشركات المتقدمة للعطاء، وذلك استنادًا إلى وثيقة العطاء الأصلية والتعليمات الخاصة به، وبما يضمن العدالة والشفافية في التعامل مع جميع المتقدمين.

نرجو التكرم بالاطلاع والتوجيه بما ترونه مناسبًا،

وتفضلوا بقبول فائق الاحترام،،

مدير مركز الحاسوب وتكنولوجيا المعلومات
د. توفيق الرواشدة

م. لجنة الشراء
مخاطبة الشركات
٢٨/٩/٢٠٢٥

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Clarifications & Amendments for RFP No. 3/2025

I. Technical Clarifications by RFP Section

RFP Section Inquiry	Question from Bidders	Official Response from the University
4.1.2 (Core Switch)	Can we propose a core switch with a forwarding capacity of 1.2 Bpps instead of 1.7 Bpps?	The approval will be granted provided that all other sections in the tender is fully complied
4.1.3 (Aggregation Switch)	Can we reduce the number of switches per stack to a minimum of 2 instead of 9?	The approval will be granted provided that all other sections in the tender is fully complied
	Can we propose a switching performance of 800 Gbps instead of 1 Tbps?	Accepted.
	Can we propose a forwarding rate of 760 Mpps instead of 800 Mpps?	Accepted.
	Can we propose a forwarding rate of 490 Mpps instead of 800 Mpps?	Not Accepted.
	Can we propose Layer 3 switches with basic routing features, relying on the central controller for advanced routing (BGP, OSPF)?	Accepted.
4.1.4 (Access Switch - non-PoE)	Can we provide 10GBASE-T uplink ports using an optical to copper transceiver (SFP+ to RJ45) instead of native RJ45 ports?	Accepted the bidder responsibility must ensure that the transceiver is compatible a and deliver the required speed
4.1.5 (Access Switch - PoE)	Can we provide 10GE uplink ports using an optical to copper transceiver instead of native copper ports?	Accepted the bidder responsibility must ensure that the transceiver is compatible a and deliver the required speed
	Can we reduce the number of switches per stack to a minimum of 2 instead of 9?	The approval will be granted provided that all other sections in the tender is fully complied
	Can the Open Flow requirement be achieved through the central controller instead of on the switch itself?	Accepted.
	Is a switching capacity of 128 Gbps for 24-port and 176 Gbps for 48-port switches acceptable instead of 130/180 Gbps?	Accepted
4.1.6 (Wireless AP - General)	Can we propose a Wi-Fi 6 (802.11ax) AP that is 4x4 but does not support the 6 GHz band, instead of Wi-Fi 6E?	Not Accepted. Support for Wi-Fi 6E (and thus the 6 GHz band) is a mandatory requirement for future-proofing indoor coverage.
	Can we propose an outdoor AP with 2x2 MU-MIMO support instead of 4x4?	Revised Requirement. For outdoor APs, 2x2 MU-MIMO is now the accepted minimum, subject to technical justification of performance. The 4x4 requirement remains mandatory for indoor APs.
	Which is preferred: A Wi-Fi 7 outdoor AP with 2x2 MU-MIMO or a Wi-Fi 6 outdoor AP with 4x4 MU-MIMO but without 6 GHz support?	Wi-Fi 7 outdoor AP with 2x2 MU-MIMO is the preferred option, provided it meets all other security and management requirements.
	Can we propose Wi-Fi 7 which supports 2.4GHz, 5GHz, and 6GHz?	Accepted. Proposing newer technologies like Wi-Fi 7 is encouraged, provided they meet or exceed all functional and security requirements specified for Wi-Fi 6E.

RFP Section Inquiry	Question from Bidders	Official Response from the University
4.1.7 (Wireless Controller)	Is it acceptable to propose a Cloud Solution for the Wireless Controllers and Management Software?	We are willing to approve the solutions provided that in case of service outage or disconnection from the cloud we are still able to mange the aps and monitor the network devices locally
4.1.7 (Wireless Controller)	Can the requirements for "Unified policy management across network and security components" and "Support for security automation with customizable playbooks" be removed as they seem more like firewall features?	Not Accepted.
4.1.9 (NAC)	Should the NAC system support Rogue Device Detection and Anomaly Detection?	Yes. The NAC solution is expected to support Rogue Device Detection and Anomaly Detection capabilities as part of enhanced network security.
	Is a license for 250 users acceptable?	Accepted. If The number for guest and solution can handle the local users and devices in other policy
	If agent-less posture checking will be available in March 2026, is that acceptable?	Accepted provided that written commitment to execute the work is submitted by the bidder
4.1.10 (Integration)	What is meant by "mesh architecture"?	It refers to a mesh network architecture where network components (e.g., APs) can dynamically communicate with each other to create redundant and reliable paths for control/management data, enhancing flexibility and resilience.
5.2 (PAM)	What is the required number of administrators and assets (servers, network devices) for the PAM solution?	The solution must be scalable. Proposals should be based on mange unlimited resource with 10 privileged users initially, with clear pricing for future expansion.
6.1 (SAN Storage)	Can we propose SAN storage from one vendor and servers from another, as some leading storage vendors don't manufacture servers?	The approval will be granted provided that all other sections in the tender is fully complied
	There is a quantity discrepancy: the technical description mentions 2 units, but the BOQ lists 1 unit. Which is correct?	The correct quantity is 1 unit, as listed in the Bill of Quantities (BOQ) in Section 9.2. The BOQ takes precedence.
6.2 (TOR SAN Switch)	Is a forwarding rate of 1.2 Bpps acceptable instead of 1300 Mpps?	Accepted.
7.2 (Virtualization)	What is the current and intended future hypervisor?	The current and intended hypervisor is VMware , Hyper-V , vSphere.
Backup Software	What is the exact number of instances/servers to be backed up?	The total number of instances to be backed up is approximately 40, comprising: • 25 Virtual Machines (VMs) • 15Physical Servers
	What is the operating system of each VM? and what application or database for each?	Windows and Linux /sql and oracle
	Is FileShare/NAS storage included as a backup source? What is its capacity?	Yes. File shares are in scope as a backup source. The current capacity is approximately 10 TB.
	How many Microsoft 365 users are in scope? Please clarify the current email system (on-premises Exchange vs. M365).	The university currently has 15,000 M365 users (primarily for collaboration services). The primary email system on cloud. We require a

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		backup system that supports Office 365 for potential future use. At this stage, licenses not needed
	Where will the backup data be stored, and what is the current data size?	The backup data is intended to be stored on-premises. The total current data size requiring backup is approximately 10 TB.
Implementation	Will migration services from the old hosts to the new ones be required?	Yes. Comprehensive migration services for workloads from the old infrastructure to the new one are required and must be included in the proposal.

II. Strategic Project Vision & Key Considerations for Bidders

- ✓ Unified AI-Driven Platform Vision: The core of this project is the establishment of a unified, AI-driven infrastructure platform. Network and security components should not be perceived as separate entities but as a single, integrated solution managed through a centralized, single-pane-of-glass management platform. Any deviation from this integrated approach is contrary to the fundamental project objective.
- ✓ Mandatory Adherence to Performance Metrics: The specified performance metrics (e.g., forwarding rates, switching capacities) are critical for ensuring the long-term scalability and performance of the campus network. Deviation from these specified metrics is not acceptable, as it indicates a fundamental incompatibility with the University's strategic long-term objectives.
- ✓ Demonstration of Consultative Expertise: The University seeks a strategic partner, not just a vendor. Bidders are expected to demonstrate consultative expertise by clearly articulating in their proposals how the various components integrate seamlessly to achieve the unified vision. Proposals should highlight strengths in providing future-proof technology and a cohesive solution. The bidder that best demonstrates a commitment to delivering a unified, secure, and future-resistant solution will be considered a preferred strategic partner.

Note:

- ✓ The Bill of Quantities (BOQ) in Section 9.2 shall take final precedence in case of any discrepancy with descriptive text. All mandatory technical requirements must be strictly complied with unless explicitly revised by an official clarification.
- ✓ The project requires the provision of comprehensive migration services to transition workloads from the old infrastructure to the new one. This includes the transfer of system configurations, network configurations, system integration, and the interconnection of various services and applications to ensure uninterrupted business continuity.

مدير دائرة الشبكات والامن السبيراني
م. أحمـــد الطويـــسي