

## Pre-bid Queries

### RFP for Selection of Service Provider for Providing Wi-Fi services on Service/Rental Model Including (Design, Built, and Operations & Management) for State-wide Public Wi-Fi Hotspot's under Gujarat State Urban Area Network (GSUAN). (RFP NO.: GIL\DST\Urban WiFi\2017-18 dated 14.06.2017)

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
1	Page - 15 / Section 4 - 4.1 Scope of Work / Clause no. 13, 14 & 15	<p>13. The Raw electricity shall be provided by the TENDERER at all the prescribed Site/locations. However, it will be the bidder's responsibility to provide and install a meter/ sub meter at all such locations and extend the electrical power at each Site/locations as per the actual requirement.</p> <p>14. TENDERER will reimburse the one-time charges paid by the bidder for installation of electricity Meters at the site/locations. However, any type of security deposit paid by the bidder will not be reimbursed by the TENDERER. Bidder is also responsible for payment of recurring charges to the GEB/electricity provider based on the actual power consumption at each site/location.</p> <p>15. The TENDERER is also in the process of getting in to an arrangement with the Electricity Department for paying recurring electricity charges on lumpsum/subsidized rates for providing such citizen centric services at free of cost. Upon successful arrangement of the same TENDERER will inform the same to the bidder and bidders needs to deposit the actual charges with TENDERER and TENDERER will in turn pay it to the electricity department on agreed terms.</p>	<p>As per the RFP; Raw electricity shall be provided by the TENDERER and it will be bidder's responsibility to provide and install a meter/ sub meter at all such locations and extend the electrical power; please elaborate that acquiring such permissions and necessary documents for the same will be in whose scope of work and by which electricity provider ?</p> <p>In addition to that new meter connection will be on whose name ?</p>	<p>the TENDERER will reimburse one time charges (except security deposits) and the recurring charges. The meter needs to be procured in the name of GIL.</p>
2	Page no. 11 / Eligibility Criteria / Point No. 2: Turnover and Experience Critria	In case of a consotrium GIL Has asked for individual Average Annual Turnover of INR 100 Crore for both ISP partner and SI partner.	<p><b>Changes Requested:</b> We request GIL to amend the same to Sum of Average annual Turnover for (ISP + SI Partner) should be atleast 60 Crore for Last three FY ending March 2017 . ISP partner Turnover should be purely from selling of internet bandwidth and SI partner from ICT services.</p> <p><b>Justification:</b> Considering the size of the project and base annual price shared by GIL asking for INR 100 CR of turnover individually is on considerably higher side. Hence to encourage more participation from potential bidders we request to relax the turnover criteria as per our ask.</p>	Please see Revised RFP Document
3	Page no. 11: Eligibility Criteria Point No. 2: ISP License	ISP Partner should be gujarat based ISP License Holder for contract duration	<p><b>Changes Requested:</b> ISP Partner should be an CATEGORY A License Holder From DoT for contract duration</p> <p><b>Justification:</b> Projects of such size and scope requires only serious and technically capable ISP Providers. Keeping CLASS A License as mandotory will ensure quality participation in the bid</p>	No change

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4	Page no. 11: Eligibility Criteria Point No. 2: Experience Criteria of ISP Provider	There is no experience asked for ISP Partner in the bid	<p><b>Changes Requested:</b> We request GIL to ask for min. experience as following for ISP Partner. The Bidder must have executed minimum 3 multilocal Internet/MPLS orders of Govt. department /Boards / Corporation /Institutions or PSUs of GoG. having atleast 10 locations/sites in each order</p> <p><b>Justification:</b> Such experience will ensure ISP Partners capability to work with government department for such projects</p>	No change
5	Page no. 12: Eligibility Criteria Point No. 6: Office Setup in Ahmedabad /Gandhinagar	Bidder should have office setup in Ahmedabad /Gandhinagar	<p><b>Changes Requested:</b> The Bidder must have their own office/setup within 100 Kms of locations to provide desired services. A valid address proof should be submitted with the bid</p> <p><b>Justification:</b> This will ensure the bidders capability to provide services across gujarat region and quick response time .</p>	No change
6	Page no. 38 / Price Bid	Additional Point	<p><b>Changes Requested:</b> we request GIL to add One time installation cost in price bid</p> <p><b>Justification:</b> As there is a sizeable capex cost involved in the project we request GIL to add One time installation cost in price bid.</p>	Please see Revised RFP Document
7	Page no. 38 / Price Bid	Base Annual Charge for Rental	<p><b>Changes Requested:</b> We request GIL to increase the Base Annual Charges proposed in price bid by 2.5X times than its current value considering the project scope and SLA requirement</p>	Please see Revised Price Bid
8	Last mile	Last mile	<p><b>Changes Requested:</b> We Request GIL to leave choice of Last mile on bidder for either on RF or Fiber depending on their feasibility</p> <p><b>Justification:</b> As bidders are already complying to SLA terms , choice of last mile should be left on bidder to bring down overall project cost and to give flexibility to bidders</p>	Please see Revised RFP Document
9	SECTION-IV SCOPE OF WORK>(2) Design parameters of the Proposed solution>(8) Logs of Wi-Fi usage> page no. 14	The Bidder shall be further responsible for keeping log of Wi-Fi services to be utilized by the end users such as IP details, URL Visited, time stamp/time details, End User Authentication, Mobile No. MAC & IP addresses, access time, duration, data consumed, etc. to meet the compliance with all Regulatory and Legal guidelines issued by Department of Telecommunications/TRAI from time to time.	<p><b>Changes Requested:</b> Please remove URL Visited</p> <p><b>Justification:</b> This is the feature of Firewall and not the feature of Wireless Controller and Wireless Access Points. Either the Firewall Appliance or the Content Filtering Appliance should provide the details of all visited URLs.</p>	No change
10	SECTION-IV SCOPE OF WORK> 4.2.1 Access Point> clause no. b ii>page no. 16	Minimum data transfer rate of 150 Mbps	<p><b>Changes Requested:</b> Please change to minimum data rate of 800 Mbps in the 5-GHz band and 400 Mbps in the 2.4-GHz band</p> <p><b>Justification:</b> For public Wifi higher data rate is required for better user experience</p>	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.

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11	SECTION-IV SCOPE OF WORK> 4.2.1 Access Point>clause no. c>page no. 16	The Outdoor Access point shall be IP56 or better rated for dust and water Ingress protection.	<p><b>Changes Requested:</b> Please change to IP65 or better</p> <p><b>Justification:</b> If we see all the standard RFPs and requirements for outdoor units, IP65 or better IP rating has been asked for in every requirement. Even in case of Ahmedabad Smart City RFP also, outdoor units were asked with minimum IP65 or better ratings. These outdoor wireless units asked in this tender are also required to be minimum IP65 or better IP rated for uniformity of standard across all similar outdoor requirements within the State. IP56 or higher ratings are justified only in case of junction boxes for making air circulation possible. These wireless units can't be housed in junction box and hence IP56 rating is insufficient and improper.</p>	No change
12	Additional clause	AP should support standalone mode/ Inbuilt Virtual controller mode for specific requirements.	<p><b>Changes Requested:</b> Additional clause</p> <p><b>Justification:</b> For Hot spot deployment this feature is required</p>	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
13	Additional clause	Access point should have console port.	<p><b>Changes Requested:</b> Additional clause</p> <p><b>Justification:</b> for standalone management console port is required</p>	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
14	Additional clause	Must support Proactive Key Caching and/or other methods for Fast Secure Roaming.	<p><b>Changes Requested:</b> Additional clause</p> <p><b>Justification:</b> For fast roaming this feature is required</p>	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
15	Additional clause	Must operate as a sensor for wireless IPS	<p><b>Changes Requested:</b> Additional clause</p> <p><b>Justification:</b> For security the AP must work as a sensor mode as well</p>	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
16	Additional clause	AP model proposed must be able to be both a client-serving AP and a monitor-only AP for Intrusion Prevention services	<p><b>Changes Requested:</b> Additional clause</p> <p><b>Justification:</b> for security the AP must work as a sensor mode as well as client serving mode</p>	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
17	Additional clause	The Access Point should have the technology to improve downlink performance to all mobile devices.	<p><b>Changes Requested:</b> Additional clause</p> <p><b>Justification:</b> For Hot spot deployment this feature is required</p>	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.

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18	Additional clause	Access point must incorporate radio resource management for power, channel, coverage hole detection and performance optimization	<b>Changes Requested:</b> Additional clause <b>Justification:</b> For Hot spot deployment this feature is required	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
19	Additional clause	Should support deep packet inspection for all user traffic across Layer 4-7 network to analyses information about applications usage, peak network usage times for all access points from day one	<b>Changes Requested:</b> Additional clause <b>Justification:</b> deep packet inspection is required for public Wifi deployment	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
20	Additional clause	WIPS solution should detect & prevent an Ad-hoc connection (i.e. clients forming a network amongst themselves without an AP) as well as windows bridge (client that is associated to AP is also connected to wired network and enabled bridging between two interfaces)	<b>Changes Requested:</b> Additional clause <b>Justification:</b> Advance Security features are required for public Wifi deployments.	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
21	Additional clause	The WIPS solution should detect and protect if somebody try to spoof mac address of client or AP for unauthorized authentication.	<b>Changes Requested:</b> Additional clause <b>Justification:</b> Advance Security features are required for public Wifi deployments.	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
22	Additional clause	The WIPS solution should able to detect and locate the rogue access point on maps once detected.	<b>Changes Requested:</b> Additional clause <b>Justification:</b> Advance Security features are required for public Wifi deployments.	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
23	Page no. 12 / Eligibility Criteria / Point No. 4	OEMs of proposed wireless Access Points should be from the latest available Gartner's Magic Quadrant for wired and wireless LAN for 2016.	Please remove the clause----- As tender is for Service/Rental Model Including (Supply, Installation, Commissioning and Operations & Management) for State-wide Public Wi-Fi Hotspot's. where bidder can choose products as per there budget and expertise.	No change
24	Page no. 17 / Section 4 / Scope of Work / Clause No. 4.2.2	Features of the Wi-Fi Solution	Technical Specification require Technical Specification of the AAA, Hotspot and Radius server is not given in details as given for the AP.	The Bidder is free to propose any solution for the Wi-Fi backend such that it can fulfill the provisionng of the Wi-Fi Hotspot services as per the requirement laid down in the RFP document.
25	Page no. 16 / Section 4 / Scope of Work / Clause No. 4.2.1	Access point - Clause C The Outdoor Access point shall be IP56 or better rated for dust and water Ingress protection	As per RFP,the ask is for Ruggedized Access point but w.r.t ingress protection RFP has asked for only IP56 rating, which is not sufficient for an carrier grade outdoor deployment, hence request to change it to IP-67 as a minimum standard required.	No Change
26	Page no. 19 / Section 4 / Scope of Work / Clause No. 4.5.1	Operations and Monitoring of the Project Infrastructure: The Successful Bidder shall be responsible for day to day operations and maintenance for a period of 5-years from the date of commissioning of the project.	The Project is on 5 yrs build and own model, there is no clause mentioned about back to back support terms from OEM. Hence request to please add that's there should be a proper support agreement with the supplied OEM for the same for min of 5 yrs	No Change

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27	Page no. 12 / Eligibility Criteria / Point No. 4	OEMs of proposed wireless Access Points should be from the latest available Gartner's Magic Quadrant for wired and wireless LAN for 2016	RFP has asked for all the OEMs falling under any garters's quadrant, hence there is no standardization or OEM complying in Leaders's quadrant and visionaries's quadrant. Hence we request to please mentioned the specific quadrant to comply or put marking on the OEM placement in the Gartner quadrant.	No Change
28	Page no. 16 / Section 4 / Scope of Work / Clause No. 4.2.1	Access point - Clause B ix: Operating ambient temperature for Outdoor AP should be 0° to 55°C	Temperature range has asked for 0° to 55°C, which again would not be sufficient for an outdoor deployment hence request to change it to 65°C	No change
29	Page 14, 4.1. Scope of Work	It is envisaged that the Hotspot's created shall provide seamless coverage within its range and provide seamless transition within the Hotspot as well as between different Hotspot of the proposed Wi-Fi Infrastructure.	Please specify range in meters.	The Bidder will have to make that assesment based on the location
30	Page 14, 4.1. Scope of Work, Logs of Wi-Fi usage:	The Bidder shall be further responsible for keeping log of Wi-Fi services to be utilized by the end users such as IP details, URL Visited, time stamp/time details, End User Authentication, Mobile No. MAC & IP addresses, access time, duration, data consumed, etc. to meet the compliance with all Regulatory and Legal guidelines issued by Department of Telecommunications / TRAI from time to time.	Please specify time period for log storage.	As per the Guideline and Notification of DoT and its amendments from time to time
31	Page 15, 4.1. Scope of Work, Logs of Wi-Fi usage:	iii. Total Bandwidth Available on each AP/Hotspot and its Usage	Please specify bandwidth to be provided is for each AP's or total as specified in the price bid.	As per Price bid
32	Page 15, 4.1. Scope of Work, (13)	13) The Raw electricity shall be provided by the TENDERER at all the prescribed Site/locations. However, it will be the bidder's responsibility to provide and install a meter/ sub meter at all such locations and extend the electrical power at each Site/locations as per the actual requirement	We request dept. to put up the meter for electricity.	No Change
33	Page 18, 4.4.3 Testing & Commissioning:	Download Speed: TPA or any other authorized representative should conduct a file download test from any device to verify the effective bandwidth/throughput.	Please specify min. download speed.	As per RFP
34	Page 15, 4.1. Scope of Work, (13)	Please specify space allocated for network device at each location.	Please specify space allocated for network device at each location.	Sufficient space shall be provided by the TENDERER for the Placement of Edge level devices
35	Page 15 - Scope of Work	Internet Bandwidth Provisioning: Minimum internet bandwidth is to be provided as per the Annexure A of this RFP, therefore the solution has to be designed by the bidder in such a way that the user gets download internet speed of at least twice than the Upload Speed. internet bandwidth.		Please see Revised RFP Document

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36	Page 21 - Implementation Timelines:	Installation, Commissioning and Go-Live of Cities (Installation, commissioning and FAT of Edge/site location Infrastructure like Mounting structure, Access Points, Rack, Routers, Switches etc.) - 1st 20 cities within T+ 50 days Remaining cities within T+ 100 days	Request you give T+ 90 days Remaining cities within T+ 150 days	Please see Revised RFP Document
37	Page 21 - Implementation Timelines:	Time line for additional work order, if any: Bidder is responsible for commissioning of additional orders within 45 calendar days from the date of additional work order.	Request to give 90 days for additional work order	Please see Revised RFP Document
38	Page 34 - PENALTY FOR DELAY	0.75% of Contract value of delayed item (as per the Price BID) per week or part thereof for delay in delivery (Delay beyond 12 weeks, TENDERER/GIL may terminate the contract and Forfeit the PBG).	Request to reduce the penalty for delay from 0.75% to 0.25%	No change
39	Page 38 - Price Bid	Indicated Internet bandwidth is of Download only, and upload speed has to be 1/5 of the indicated the bandwidth.	Please clarify as in scope of work its asked twice the upload speed.	Please see Revised RFP Document
40	Page 38 - Price Bid	Bidder has to offer uniform Discounting/Premium rate i.e. same rate of discount/premium for all the line items.	Request to allow One time charges as the project is having huge investement.	Please see Revised RFP Document
41	Page 38 - Price Bid	Internet bandwidth has to be provided on Fibre only, no other media shall be acceptable	Request to allow RF lastmile till 45 Mbps of bandwidth requirement.	Please see Revised RFP Document
42	Page 50 - Annexure A	Tentative list of wifi hotspot locations	Request you to provide detail address for the Wifi locations	To be shared with the Successful Bidder
43	Page No. 12 - Eligibility Criteria	Data centre/NOC where the central infrastructure will be hosted for providing Wi-Fi services should be geographically situated/located in the territory of India.	Please specifyt the Data Center/ NOC should be bidder's location or tenderer location	At Bidder's Location
44	SECTION-IV SCOPE OF WORK>(2) Design parameters of the Proposed solution>(8) Logs of Wi-Fi usage> page no. 14	The Bidder shall be further responsible for keeping log of Wi-Fi services to be utilized by the end users such as IP details, URL Visited, time stamp/time details, End User Authentication, Mobile No. MAC & IP addresses, access time, duration, data consumed, etc. to meet the compliance with all Regulatory and Legal guidelines issued by Department of Telecommunications/TRAI from time to time.	Please remove URL Visited This is the feature of Firewall and not the feature of Wireless Controller and Wireless Access Points. Either the Firewall Appliance or the Content Filtering Appliance should provide the details of all visited URLs.	No change
45	SECTION-IV SCOPE OF WORK> 4.2.1 Access Point> clause no. b ii>page no. 16	Minimum data transfer rate of 150 Mbps	Please change to minimum data rate of 800 Mbps in the 5-GHz band and 400 Mbps in the 2.4-GHz band For public Wifi higer data rate is required for better user experience	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.

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46	SECTION-IV SCOPE OF WORK> 4.2.1 Access Point>clause no. c>page no. 16	The Outdoor Access point shall be IP56 or better rated for dust and water Ingress protection.	Please change to IP65 or better If we see all the standard RFPs and requirements for outdoor units, IP65 or better IP rating has been asked for in every requirement. Even in case of Ahmedabad Smart City RFP also, outdoor units were asked with minimum IP65 or better ratings. These outdoor wireless units asked in this tender are also required to be minimum IP65 or better IP rated for uniformity of standard across all similar outdoor requirements within the State. IP56 or higher ratings are justified only in case of junction boxes for making air circulation possible. These wireless units can't be housed in junction box and hence IP56 rating is insufficient and improper.	No change
47	Additional clause	AP should support standalone mode/ Inbuilt Virtual controller mode for specific requirements.	Additional clause For Hot spot deployment this feature is required	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
48	Additional clause	Access point should have console port.	Additional clause for standalone management console port is required	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
49	Additional clause	Must support Proactive Key Caching and/or other methods for Fast Secure Roaming.	Additional clause For fast roaming this feature is required	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
50	Additional clause	Must operate as a sensor for wireless IPS	Additional clause For security the AP must work as a sensor mode as well	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
51	Additional clause	AP model proposed must be able to be both a client-serving AP and a monitor-only AP for Intrusion Prevention services	Additional clause for security the AP must work as a sensor mode as well as client serving mode	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
52	Additional clause	The Access Point should have the technology to improve downlink performance to all mobile devices.	Additional clause For Hot spot deployment this feature is required	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
53	Additional clause	Access point must incorporate radio resource management for power, channel, coverage hole detection and performance optimization	Additional clause For Hot spot deployment this feature is required	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.

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54	Additional clause	Should support deep packet inspection for all user traffic across Layer 4-7 network to analyses information about applications usage, peak network usage times for all access points from day one	Additional clause deep packet inspection is required for public Wifi deployment	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
55	Additional clause	WIPS solution should detect & prevent an Ad-hoc connection (i.e. clients forming a network amongst themselves without an AP) as well as windows bridge (client that is associated to AP is also connected to wired network and enabled bridging between two interfaces)	Additional clause Advance Security features are required for public Wifi deployments.	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
56	Additional clause	The WIPS solution should detect and protect if somebody try to spoof mac address of client or AP for unauthorized authentication.	Additional clause Advance Security features are required for public Wifi deployments.	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
57	Additional clause	The WIPS solution should able to detect and locate the rogue access point on maps once detected.	Additional clause Advance Security features are required for public Wifi deployments.	The specifications mentioned in the RFP is the minimum requirement ,However the bidder is free to propose better or higher configuration of the equipment.
58	Page no. 11 / Eligibility Criteria / Point No. 2:	b) Average Annual Sales turnover should be at least Rs. 100 Crore during the last three financial years as on 31st March 17.	Requested to amend the eligibility criteria as below: Average Annual Sales turnover should be 40 Crore (instead of 100 Crore) from ICT service during the last three financial years as on 31st March 17.	Please see Revised RFP Document
59	Turnover and Experience Critria	c) Should have demonstrable experience & expertise in setting-up and O&M of Wi-Fi Hotspot in having at least 250 Access points in one order or 1000 Access Points in multiple orders during the last three years as on 31st March 2017.	Requested to amend the eligibility criteria as below: Should have demonstrable experience & expertise in setting-up and O&M of wi-fi hotspot in having at least 50 (instead of 250) in one order or 250 (instead of 1000) Access Points in multiple orders during the last three years as on 31st March 2017.	No change
60		General	O&M Activity O&M , is it include product support and services? Or only services. kindly clarify the definition of O&M as the rfp does not clearly says anything about O&M.	O&M here refers to all the activities that is required to keep the Wi-Fi services up and running as per the desired SLA's for the entire project duration
61	Page no. 17 / Section 4 / Scope of Work / Clause No. 4.2.2	d)The solution should have an integrated security capabilities such as content filtering, blocking of malicious attacks, etc. to provide security to the overall network infrastructure e)Solution should allow policy level blocking i.e. initial policies to begin with should be to block pornography, torrents, pirated, poker/casino related website and contents.	for this require Firewall at bandwidth terminal location.	The bidder will have to provision any equipment that may be required for the successful implementation and running for the entire project duration
62	Page no. 17 / Section 4 / Scope of Work / Clause No. 4.2.2	Bidder has to provide functionalities of all the components like WLAN Controller, Authentication, Authorization and Accounting (AAA), RADIUS, SMS Gateway, Payment Gateway, Captive Portal, customization and branding of services.	SMS ,Payment service will be provide by Tenderer. Bidder has to only provide functionalities for integrate services. please clarify	The bidder will have to provide both SMS and Payment gateway services as a part of offering under this bd



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63	Page no. 20 / Section 4 / Scope of Work / Clause No. 4.5.3	During the O&M phase the bidder will have to devise and deploy suitable power backup arrangement for maintaining the required uptime and availability of the edge devices to meet the SLA requirement for the entire duration of the project.	Please specify minimum & maximum limit of power backup solution.  please clarify	The Bidder will have to consider and provide the Proposed Services as per the defined SLA's
64	Page no. 15 / Section 4 / Scope of Work	TENDERER will reimburse the one-time charges paid by the bidder for installation of electricity Meters at the site/locations. However, any type of security deposit paid by the bidder will not be reimbursed by the TENDERER. Bidder is also responsible for payment of recurring charges to the GEB/electricity provider based on the actual power consumption at each site/location	Bill charge should be payable by Tenderer  Base Price of electricity may vary in 5 years. How can calculate actual bill amount for 5 year for each site. It is difficult to arrive to any figure and hence it will impact bidding prices	the TENDERER will reimburse one time charges (except security deposits) and the recurring charges. The meter needs to be procured in the name of GIL.
65	Page no. 16 / Section 4 / Scope of Work / Clause No. 4.2.1	Minimum 40 concurrent users @ each radio channels	Minumum 100 concurrent users @ each radio channels As per the project description(page no-9) Wi-Fi infrastructure will be place at locations such as City Bus Stand, Colleges, Taluka Office, City Chowk, Jan Seva Kendra, City Civic Center, Dist. Hospitals, Higher Secondary School, Municipal Corporation offices etc. number of user will be high on this type of public place.	No change
66	Page no. 17 / Section 4 / Scope of Work / Clause No. 4.2.2	a) Bidder has to provide functionalities of all the components like WLAN Controller, Authentication, Authorization and Accounting (AAA), RADIUS, SMS Gateway, Payment Gateway, Captive Portal, customization and branding of services.	Department of Science and Technology has asked for provide functionalities of all the components like WLAN Controller, AAA Server Radius Server, SMS Gateway, Payment Gateway, Captive Portal, customization and branding of services but physical deployment of all these is not mentioned. i.e. Whether centralized location will be at GSDC or at Bidder's Location?	At Bidder's Location
67	Page no. 14 / Section 4 / Scope of Work / Clause No. 4.1	6) Initially, the plan is to provide internet access free of cost to the end users, however in future, the TENDERER may decide to charge beyond the capped usage limit, therefore the proposed solution should be capable to allow users to buy in the extras usage access.	There is a plan of charging to the users for beyond free usage limit so it a revenue share model or DST will keep the amount?	The Bidder is reequired to provide this functionality as a part of the proposed soution , the TENDERER may or may not make use of it. This is not a revenue sharing model
68	Page no. 15 / Section 4 / Scope of Work / Clause No. 4.1	16) Internet Bandwidth Provisioning: Minimum internet bandwidth is to be provided as per the Annexure A of this RFP, therefore the solution has to be designed by the bidder in such a way that the user gets download internet speed of at least twice than the Upload Speed. internet bandwidth. The Third-party agency appointed by the TENDERER will randomly check the availability of the required bandwidth at any of the hotspot, in case if it is found to be less than the ordered bandwidth more than 3 times in any Quarter, the TENDERER may terminate the contract and forfeit the PBG.	There is mention that user gets download internet speed of at least twice than the upload speed internet bandwidth but in Price Bid note it is mention that upload speed has to be 1/5 of the indicated bandwidth.	Please see Revised RFP Document

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69	Page no. 20 / Section 4 / Scope of Work / Clause No. 4.5.3	d) The bidder shall provide and deploy "dedicated on site manpower" for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades and who are competent to execute or manage / supervise the work in a proper and timely manner as per the RFP.	There is a LAN RC Tender by the Tenderer whether successful bidder in this RFP has to provide at that rate or Tenderer will provide the facility by LAN RC Tender.	As per RFP
70	Page no. 14 / Section 4 / Scope of Work / Clause No. 4.1	The TENDERER may at any time ask the bidder to provide logs from the storage and maximum log retrieval time allowed is 4 hours.	Request GIL to change the log retrieval time to 6 - 8 hours from 4 hours	Please see Revised RFP Document
71	Page no. 14 / Section 4 / Scope of Work / Clause No. 4.1	14) TENDERER will reimburse the one-time charges paid by the bidder for installation of electricity Meters at the site/locations. However, any type of security deposit paid by the bidder will not be reimbursed by the TENDERER. Bidder is also responsible for payment of recurring charges to the GEB/electricity provider based on the actual power consumption at each site/location.	Kindly clarify the said clause.	the TENDERER will reimburse one time charges (except security deposits) and the recurring charges. The meter needs to be procured in the name of GIL.
72	Page no. 16 / Section 4 / Scope of Work / Clause No. 4.2.1	Functional/ Technical Requirement - Access Point	As the specifications are already mentioned in the RFP, the clause of OEM feature in Gartner Magic Quadrant shall be omitted.	No change
73	Page no. 16 / Section 4 / Scope of Work / Clause No. 4.2.1	Minimum 40 concurrent users @ each radio channels	Request to amend the clause as follows: "Minimum 40 concurrent users @ each radio"	Please see Revised RFP Document
74	Page no. 21 / Section 4 / Scope of Work / Clause No. 4.6	Installation, Commissioning and Go-Live of Cities 1st 20 cities within T+ 50 days Remaining cities within T+ 100 days	Request GIL to amend the clause as follows: 1st 20 cities within T+ 90 days Remaining cities within T+ 150 days	Please see Revised RFP Document
75	Page no. 25 / Section 5 / Instruction to the Bidders / Clause No. 5.12	Bids shall remain valid for 180 days after the date of Bid opening prescribed by TENDERER/GIL..A Bid valid for a shorter period shall be rejected as non-responsive.	Recommended to consider as below Bids shall remain valid for 180 days from the date of Bid Submission.	No change
76	Page no. 25 / Section 5 / Instruction to the Bidders / Clause No. 5.10.4	Prices shall be written in both words and figures. In the event of difference, the price in words shall be valid and binding. Arithmetical errors will be rectified on the following basis.	As per this clause its states price to be written in both words & figures. But in Price Bid page no 38, there is no coloum specified for Price to be written in Words & Figures , As its mentioned the base annual charge & Uniform % Discount Offered . Please Clarify on the same.	Please see Revised RFP Document
77	Page no. 26 / Section 5 / Instruction to the Bidders / Clause No. 5.16.7	The TENDERER/GIL right to vary requirements at time of award: TENDERER/GIL reserves the right at the time of award to increase or decrease quantity for the requirements originally specified in the document without any change in Bid rate or other terms and conditions.	Recommended to consider maximum Variation +-5% of the tender quantity.	Please see Revised RFP Document

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
78	Page no. 26 / Section 5 / Instruction to the Bidders / Clause No. 5.16.6	In case, the lowest bidder (L1) does not accept the award of contract or found to be involved in corrupt and/or fraudulent practices, the next lowest bidder i.e. L2 will be awarded the contract. In such scenario, the L2 bidder has to match the L1 Price and execute the project at the L1 Price for the entire contract duration.	Kindly clarify the situation If there is an huge Price gap between L1 & L2 bidder	This Clause stands valid only when the L2 bidder is ready to accepts the L1 price.
79	Page no. 30 / Section 5 / Instruction to the Bidders / Clause No. 5.24.1	Termination by TENDERER/GIL: TENDERER/GIL, reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 30 days' notice in writing	Recommended to issue 60 days notice prior to termination of of contract and compensate the expense incurred till date of contract termination.	No change
80	Page no. 33 / Section 5 / Instruction to the Bidders / Clause No. 5.29	Payment will be release to the successful bidder on quarterly basis at the end of each quarter on acceptance of the invoice by the TENDERER/GIL or its designated agency. 5.29.1 The invoice would be processed for release of payment within 45 days after due verification of the invoice and other supporting documents by the TENDERER/ GIL or its designated agency. 5.29.2 In case the processing of the invoice gets delayed beyond 45 days from the date of acceptance of invoice, the Successful bidder would be paid an adhoc amount of 50% of invoice value and the remaining amount would be released after getting clarifications, due verification and imposition of penalty, if any.	Recommended amendments of payment terms as below Payment will be release to the successful bidder on Monthly basis at the end of each month on acceptance of the invoice by the TENDERER/GIL or its designated agency 5.29.1 The invoice would be processed for release of payment within 21 days after due verification of the invoice and other supporting documents by the TENDERER/ GIL or its designated agency. 5.29.2 In case the processing of the invoice gets delayed beyond 21 days from the date of acceptance of invoice, the Successful bidder would be paid an adhoc amount of 80% of invoice value and the remaining amount would be released after getting clarifications, due verification and imposition of penalty, if any.	Please see Revised RFP Document
81	Page no. 34 / Section 5 / Instruction to the Bidders / Clause No. 5.30.1	0.75% of Contract value of delayed item (as per the Price BID) per week or part thereof for delay in delivery (Delay beyond 12 weeks, TENDERER/GIL may terminate the contract and Forfeit the PBG).  Note: Maximum Penalty cap of 10% of contract value (as per the price bid) for Penalty for Delay.	Request to amend the clause as follows: 0.5% of Contract value of delayed item (as per the Price BID) per week or part thereof for delay in delivery (Delay beyond 12 weeks, TENDERER/GIL may terminate the contract and Forfeit the PBG).  Note: Maximum Penalty cap of 5% of contract value (as per the price bid) for Penalty for Delay.	No change
82	Page no. 34 / Section 5 / Instruction to the Bidders / Clause No. 5.30.2	Availability of Wi-Fi Services a) 99% or Better= NIL b) 98.99% to 98.50%=3.0% of QP c) 98.49% to 97.00% = 7.5% of QP d) less than 97% = 20.0% of QP	Request to amend the clause as follows:  Availability of Wi-Fi Services = a) 99% or Better= NIL b) 98.99% to 98.50%=1.0% of QP c) 98.49% to 97.00% = 2.5% of QP d) less than 97% = 5.0% of QP	No change
83	Page no. 34 / Section 5 / Instruction to the Bidders / Clause No. 5.30.2	Successful Generation of OTP and user authentication a) Less than 1000 = NIL b) 1001-2000=0.25% of QP c) 2001-3000 = 0.50% of QP d) Greater than 3001% = 0.75% of QP	Request to amend the clause as follows:  Successful Generation of OTP and user authentication a) Less than 1000 = NIL b) 1001-2000 = 0.1% of QP c) 2001-3000 = 0.20% of QP d) Greater than 3001% = 0.5% of QP	No change

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	Page No. / Section No. / Clause No.	Tender Description		
84	Page no. 34 / Section 5 / Instruction to the Bidders / Clause No. 5.30.2	Successful Bidder shall be paid Quarterly Payment (QP) as per the services provided to TENDERER/GIL. The overall penalty would be generally capped at 20% of QP amount and will be recovered against the quarterly payment invoice submitted by the selected agency. Availability will be calculated on a quarterly basis.	Recommended to consider cap of maximum penalty 5% of Monthly/Quarterly payment	No change
85	Page no. 34 / Section 5 / Instruction to the Bidders / Clause No. 5.30.2	activity = penalty Availability of Wi-Fi Services = a) 99% or Better= NIL b) 98.99% to 98.50%=3.0% of QP c) 98.49% to 97.00% = 7.5% of QP d) less than 97% = 20.0% of QP	Recommended amendments as below Availability of Wi-Fi Services = a) 99% or Better= NIL b) 98.99% to 98.50%=1.0% of QP c) 98.49% to 97.00% = 2.5% of QP d) less than 97% = 5.0% of QP	No change
86	Page no. 34 / Section 5 / Instruction to the Bidders / Clause No. 5.30.4	i. The Successful Bidder shall be responsible for maintaining the desired performance and availability of the system/services. Successful Bidder should ensure the prompt service support for the entire project duration. If any complain is made or auto alarm/instances is generated by the system for non-availability of the items., then it has to resolved within 4 hours from the time of complaint raised/auto alarm or instance generated by the system / NMS.	Request to amend the clause as follows:  i. The Successful Bidder shall be responsible for maintaining the desired performance and availability of the system/services. Successful Bidder should ensure the prompt service support for the entire project duration. If any complain is made or auto alarm/instances is generated by the system for non-availability of the items., then it has to resolved within 8 hours from the time of complaint raised/auto alarm or instance generated by the system/NMS.	No change
87	Page no. 34 / Section 5 / Instruction to the Bidders / Clause No. 5.30.4	ii. The Downtime/service failure shall mean "AP not having a connection during the cycle of 2 Hours any time during the day time i.e. from 8 AM to 10 PM)	Request to amend the clause as follows:  ii. The Downtime/service failure shall mean "AP not having a connection during the cycle of 3 Hours any time during the day time i.e. from 8 AM to 10 PM)	No change
88	Page no. 35 / Section 5 / Instruction to the Bidders / Clause No. 5.30.4	iv. If Successful Bidder fails to resolve the issue as specified above, the following penalty will be imposed on each delayed day, which will be recovered against the quarterly payment invoice submitted by the successful bidder:  Rs. 100/- per site for every 8 hours of delay or part thereof	Request to amend the clause as follows:  iv. If Successful Bidder fails to resolve the issue as specified above, the following penalty will be imposed on each delayed day, which will be recovered against the quarterly payment invoice submitted by the successful bidder:  Rs. 100/- per site for every 12 hours of delay or part thereof	No change
89	Page no. 35 / Section 5 / Instruction to the Bidders / Clause No. 5.30.4	PENALTY FOR DELAY IN REPAIR/REPLACEMENT OF FAULTY MATERIAL All Sites = Penalty for each delay is resolution of issues within stipulated time Rs. 100/- per site for every 8 hours of delay or part thereof	Recommended to consider as below All Sites = Penalty for each delay is resolution of issues within stipulated time Rs. 25/- per site for every 8 hours of delay or part thereof	No change
90	Page no. 38 / Section 6 / Price Bid / Not. 9	The quoted price will be treated as a rate contract and the prices shall be valid for a period of two years.	Recommended to consider The quoted price will be treated as a rate contract and the prices shall be valid for a period of ONE years.	No change
91	Page no. 38 / Section 6 / Price Bid / Not. 7	The rates should be exclusive of all taxes. The applicable taxes should be submitted separately.	Please clarify , request to share the format .	Please see Revised Price Bid
92	Page no. 12 / Eligibility Criteria / Point No. 4	OEMs of proposed wireless Access Points should be from the latest available Gartner's Magic Quadrant for wired and wireless LAN for 2016.	We are looking for the relaxation on this clause---so that OEM don't have listing in Gartner can also participate	No change

Sr. No.	Tender Reference		Query / Clarification / Suggestions from the Venders	Response
	Page No. / Section No. / Clause No.	Tender Description		
93	RFP page no. 11, clause no. 3.1.2 eligibility criteria	Should have demonstrable experience & expertise in setting-up and O&M of Wi-Fi Hotspot in having at least 250 Access points in one order or 1000 Access Points in multiple orders during the last three years as on 31st March 2017.	Work Orders/ Client Certificates confirming year and area of activity with no. of AP's should be Enclosed, Please add client certificate from the customer of the work in progress till bid submission	No change
94	RFP Page no. 38, clause no. 5 Price bid format	Internet bandwidth has to be provided on Fibre only, no other media shall be acceptable	Please help to provide the clarity nearest location distance to connect provided by the department to connect the AP's with fiber to provide the bandwidth	Please see Revised RFP Document
95	RFP Page no. 33 clause no. 5.29 Payment terms	As per the scope of work of this RFP document bidder is required to provide ordered services on Service/Rental model. Payment will be release to the successful bidder on quarterly basis at the end of each quarter on acceptance of the invoice by the TENDERER/GIL or its designated agency	1) We request to change the payment mode from service/Rental model to capex & opex model, which is widely acceptable to all the participants bidder 2) Kindly clarify about the success of the mentioned Business model.3 As per our information across India none of the Project has been executed on the mentioned business model	No change