

**Request for proposal (RFP) for Selection of Service Provider for Providing Wi-Fi services on Service Model Including (Design, Built, and Operations & Management) at Gujarat Police Training, Karai, Gandhinagar On behalf of ADGP (Training), Government of Gujarat. (Tender No. : HWT201219597)**

SR. NO.	Tender Reference		Query / Clarification / Suggestion from GTPL	Reason	Final Clarification by GIL/ Gujarat Police Training, Karai
	Page No. / Section No./ Clause No.	Tender Description			
1	Page No.14 / 4.1, Scope of Work/ Clause No. 6 (vi)	The bidder will have the flexibility to provide internet bandwidth at institute level with rate limit, time-based access.	Kindly clarify	In Karai Institute, as we are giving free WIFI Access to all users, there is no need of rate limit. Hence, we are removing rate limit.	In Karai Institute, as we are giving free WIFI Access to all users, there is no need of rate limit. Hence, we are removing rate limit.
2	Page No.14 / 4.1, Scope of Work/ Clause No.9	The solution should have capability to support voice over Wi-Fi services.	Kindly clarify (if it is app based like whatsapp, facebook, etc... OR SIP/VOIP/ IPBX supported)	Yes, we require app. Based calling (Voice over WIFI)	Yes, we require app. Based calling (Voice over WIFI)
3	Page No.14 / 4.1, Scope of Work/ Clause No.11, Logs of Wi-Fi usage:	The Bidder shall be further responsible for keeping log of WiFi 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.	URL visited data cannot be tracked by ISP as per TRAI regulations	Discussed during the pre-bid meeting. Basic objective is to know for forensic purpose in case of inadvertent situation. If from IP, URL can be identified, we may clarify, URL/IP visited.	Bidder may consider URL/IP Visited data instead of URL Visited.
4	Page No.15 / 4.1, Scope of Work/ Clause No.12, (Captive Portal)	The Web & Mobile App based user access Portal (Captive Portal) Solution should have the following functionality: a) User registration/login through captive portal or mobile application along with OTP based authentication. b)The Web/WAP page should support various all hand held devices such as Smart Phone (Android, iOS), Tablet	Single premises hence no mobile application required. Captive portal is enough for services.  Being a single premises and not a public hotspot, we recommend to remove mobile-app, as captive portal	Discussed during the pre-bid meeting. Captive portal may fulfill the requirements so no need to have a separate mobile app for login as this may increase cost.	No Mobile Application is required to develop. Bidder to provide Captive portal for user login.

		<p>ets, computers, laptops etc.</p> <p>c) <u>For logging into the AP at client end, the bidder will make a mobile app (Android, iOS platform) to allow signing into the network through mobile app.</u></p> <p>d)</p> <p>It should allow customization like branding, Publication of information, payment options, user manual &amp; FAQ etc. on captive portal/Mobile App throughout the contract period.</p>	will fulfill all the requirement.		
5	<p>Page No.16 / Clause No.: 4.1.Scope of Work / Point.-32</p>	<p>Proposed wireless solution should conform to applicable WPC regulations for use of license-free spectrums in terms of EIRP. A declaration to this effect must be submitted which must be supplemented by periodic compliance reports during the project period.</p>	Kindly clarify	Discussed during the pre-bid meeting as per which the bidder is expected to comply the WPC regulations for use of license-free spectrums in terms of EIRP wherever applicable time to time.	The bidder is expected to comply the WPC regulations for use of license-free spectrums in terms of EIRP wherever applicable time to time.
6	<p>Page No.17 / Clause No.: 4.2.1 Access Point / Point.-x</p>	<p>Access Point:  <u>x. Should also allow Signal rejection for 3G/LTE/WiMAX in a co-Located environment</u></p>	Kindly clarify x. (Should also allow Signal rejection for 3G/LTE/WiMAX in a co-Located environment )	This is the standard feature of the Access point.	No change. As per RFP
7	<p>Page No.20 / Clause No.: 4.5.3 Manpower Requirement: / Point.-a</p>	<p>Manpower Requirement: 1 For</p> <p>The bidder shall depute the resources as per the requirements for carrying out the O&amp;M Activity, manage all events and maintaining the SLA during contract period.</p>	Kindly clarify if manpower is required dedicatedly OR eventwise	End user issues will be taken care by Gujarat Police Training, Karai designated person who will forward it to the selected bidder to get it resolved.	One dedicated manpower for first 6 months for normal office hours (10:30 AM to 6:30 PM) from the date of successful implementation and FAT. After that End user issues will be taken care by

					designated person who will forward it to the selected bidder to get it solved.
8	Page No.16 / 4.1, Scope of Work/ Clause No.35, Help Desk Support::	<p>Help Desk Support:</p> <p>a) The Bidder will provide Helpdesk services for assistance or registration of user complaints through various medium like Voice Call/SMS/Email of ticket generation system. Bidder is responsible for coordination, complaint booking and follow-up, complaint resolution for each complaints/request booked at the helpdesk provided by the bidder</p> <p>b) On ticket generation at the helpdesk, the calls pertaining to the Wi-Fi infrastructure created under this RFP will be allotted to the bidder for further resolutions of the complaints booked.</p> <p>c) After rectifying the said compliant, bidder is required to update the resolution/call-closure to the TENDERER/Institute and the confirmation for the rectification shall be done on visibility in the deployed NMS.</p> <p>d) The bidder will further have to provide and publish a trouble shooting guide and necessary training for the provided onsite manpower to provide L1 level support to the end user.</p>	Kindly clarify below point -> Help-desk infrastructure like landline phone, PC/System, TT Portal for complain registration, will be provided by tenderer OR bidder ? -> Do we need to provide saperate Help-desk Manpower at user end? -> if yes, will it be required 24 X 7 OR during office hours.	<ol style="list-style-type: none"> <li>1. Bidder to provide Help-desk infrastructure</li> <li>2. Please refer clarification of query no. 7</li> <li>3. Please refer clarification of query no. 7</li> </ol>	<ol style="list-style-type: none"> <li>1. Bidder to provide Help-desk infrastructure</li> <li>2. Please refer clarification of query no. 7</li> <li>3. Please refer clarification of query no. 7</li> </ol>
9	Page No.35 / 5.30 SERVICE LEVEL AND PENALTY CLAUSE / Clause No.5.30.4 (iii)	Site/Location Penalty for each delay is resolution of issues within stipulated time All specified Locations by TENDERER/Institute -----> Rs. 500/- per AP/controller/or any active or passive component for every 8 hours of delay or part thereof	Request for NOT considering 8-hours of resolution time during non-office hours slab i.e. from 8 Pm to 10 AM	Discussed during the pre-bid meeting. Complain raised during non-office hours/public holiday due to premises access (6 PM to 10AM) will be	Complain raised during non-office hours/public holiday due to premises access (6 PM to 10AM) will be considered for

					considered for next day.	next day.		
10	Page No.14 / 4.1, Scope of Work/ Clause No.5	Shifting of AP within the campus only on need basis should be done by the bidder without any additional cost to the TENDERER.		Shifting charge applicable as per actual per AP.	Not acceptable.	Not acceptable.		
11	Page No.34 / 5.30 SERVICE LEVEL AND PENALTY CLAUSE / Clause No.5.30.1 (1)	Availability of Internet Bandwidth	Parameter	Target	Penalty	Incase IBW is down due to any reason the penalty shall be applicable only on sr. no. 1 and not on rest four points as below, for the particular instance/event in that Quarter.	Discussed during the pre-bid meeting. May be acceptable.	Incase Internet Bandwidth is down, the other penalty will not be applicable.
				99.50%	a) 99.5% or Better = NIL b) 99.49% to 98.50% = 2% of QP			
				(Quarterly )	c) 98.49% to 97.50% = 3% of QP			
					d) less than 97.50% = 5% of QP			
12	Page No.34 / 5.30 SERVICE LEVEL AND PENALTY CLAUSE / Clause No.5.30.1 (2)	Availability of Wi-Fi Services (Intranet)			a) 99% or Better = NIL	This clause needs to be calculated on AP wise availability, on quarterly basis. and penalty to be calculated on the respective AP quarterly amount	Not acceptable.	No change. As per RFP
				99%	b) 98.99% to 98.50% = 1% of QP			
				(Quarterly )	c) 98.49% to 97.00% = 2% of QP			
					d) less than 97% = 5% of QP			
13	Page No.34 / 5.30 SERVICE LEVEL AND PENALTY CLAUSE / Clause No.5.30.1 (3)	Internet bandwidth download speed	Min. 2 Mbps per user		a) 2 Mbps or better = NIL	There is no provision of generating such report and bandwidth usage also depends on users device, hence request to remove this clause	Not acceptable.	No change. As per RFP
					b) 2 Mbps to 1 Mbps = 5% of QP			
					c) <1 Mbps = 10% of QP			
14	Page No.34 / 5.30 SERVICE LEVEL AND PENALTY CLAUSE / Clause No.5.30.1	Latency (Intranet)	At any time		a) <=1ms or better = NIL	This clause needs to be on instance basis and penalty calculation to be done on respective	Not acceptable.	No change. As per RFP
					b) >1ms to 5ms = 1% of QP			
					c) 5ms-10ms = 2% of QP			
					d) Below 10ms= 5% of QP			

	(4)				AP quarter amount.		
15	Page No.34 / 5.30 SERVICE LEVEL AND PENALTY CLAUSE / Clause No.5.30.1 (5)	Latency (Internet)	At any time	a) <=50ms or better = NIL b) >50ms to 80ms = 0.5% of QP c) 80ms-100ms = 1% of QP	"We request to remove this clause, as latency is purely dependent on load on the hosted/destination server at any given point of the time.	Not acceptable.	No change. As per RFP
16	11	Turn Over: Average Annual Sales turnover should be at least Rs. 10 Crore from the business of ICT business during the last three financial years as on 31st March 19.	Turn Over: Average Annual Sales turnover should be at least Rs. 20 Crore from the business of ICT / ISP business only during the last three financial years as on 31st March 19. If the bidder is ISP than ISP Turnover applicable and by increasing Turnover GIL will get Quality bidding.			No change. As per RFP	No change. As per RFP
17	11	Experience Criteria: The bidder should have demonstrable experience & expertise in setting-up and O&M of Wi-Fi Hotspot in having at least 100 Access points in single order AND 500 Access Points in multiple orders during the last three years as on the bid submission date.	Experience Criteria: The bidder should have demonstrable experience & expertise in setting-up and O&M of <u>Wi-Fi Hotspot as a Services</u> in having at least 100 Access points in single order AND 500 Access Points in multiple orders during the last three years as on the bid submission date. This RFP is asking for OPEX Based WIFI Solution and RFP Should ask for Specific experience of WIFI as services.			No change. As per RFP	No change. As per RFP
18	11	The bidder should participate individually and should have to provide the WI-FI services including connectivity either directly (in case of ISP) or by availing the connectivity services from the license ISP. In that case bidder has to ensure that ISP should comply the applicable norms/standards/guidelines of the government of India/DoT/TRAI for providing connectivity.	The bidder should participate individually and should have to provide the WI-FI services including connectivity either directly (in case of ISP) or by availing the connectivity services from the <u>license ISP with Consortium Partner</u> . In that case bidder has to ensure that ISP should comply the applicable norms/standards/guidelines of the government of India/DoT/TRAI for providing connectivity. As per DOT Norms Only ISP can Resell the Bandwidth. So if any SI wants to Participate ISP must be part of Consortium to Comply DoT Guidelines.			No change. As per RFP	No change. As per RFP

19	16 & 39	RFP Ask 500 mbps ( Upload & Download is 1:3)	<p>RFP need to ask for 500 mbps 1:1 internet bandwidth OR. RFP Need to ask for 1 mb download and 512 kbps upload per user.</p> <p>As per below Table if we consider only 10 user / AP, The actual upload speed is 120 Kbps and Download is 380 kbps. This is not the speed at which customer can experience the WIFI. So please ask for either 500 mbps 1:1 Bandwidth. OR you can ask for per user min 1 mb upload &amp; 512 kbps download speed.</p> <table border="1" data-bbox="827 427 1383 850"> <thead> <tr> <th colspan="2">Per User &amp; per AP Bandwidth Calculation</th> </tr> <tr> <th></th> <th>in mbps</th> </tr> </thead> <tbody> <tr> <td><b>Bandwidth</b></td> <td><b>500</b></td> </tr> <tr> <td><b>Download Total</b></td> <td><b>500</b></td> </tr> <tr> <td><b>Upload Total</b></td> <td><b>166.6666667</b></td> </tr> <tr> <th colspan="2">Per AP Download &amp; Upload ( Total 131 AP)</th> </tr> <tr> <td><b>Download Per AP</b></td> <td><b>3.816793893</b></td> </tr> <tr> <td><b>Upload Per AP</b></td> <td><b>1.272264631</b></td> </tr> <tr> <th colspan="2">Per user ( Consider 10 User / AP)</th> </tr> <tr> <td><b>Download Per User</b></td> <td><b>0.381679389</b></td> </tr> <tr> <td><b>Upload Per User</b></td> <td><b>0.127226463</b></td> </tr> </tbody> </table>	Per User & per AP Bandwidth Calculation			in mbps	<b>Bandwidth</b>	<b>500</b>	<b>Download Total</b>	<b>500</b>	<b>Upload Total</b>	<b>166.6666667</b>	Per AP Download & Upload ( Total 131 AP)		<b>Download Per AP</b>	<b>3.816793893</b>	<b>Upload Per AP</b>	<b>1.272264631</b>	Per user ( Consider 10 User / AP)		<b>Download Per User</b>	<b>0.381679389</b>	<b>Upload Per User</b>	<b>0.127226463</b>	No change. As per RFP	No change. As per RFP
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20	Eligibility Criteria 4	<p><b>Gartner Magic Quadrant:</b> OEMs of proposed wireless Access Points must feature in Gartner's Magic Quadrant for wired and wireless LAN, July 2018.</p>	<p><b>Gartner</b> has issued Gartner's Magic Quadrant for wired and wireless LAN in 2019 also.</p>	We may accept the latest Gartner's Magic Quadrant also.	Gartner Magic Quadrant: OEMs of proposed wireless Access Points must feature in Gartner's Magic Quadrant for wired and wireless LAN, July 2018 or latest.																						
21		<p><b>The access to the User Management/Monitoring Module</b> for the TENDERER or institute or its authorized agency should be given as a part of the solution and should support features such as Dash</p>	User authentication through OTP (One Time Password) on mobile no.?	No OTP based authentication required.	No OTP based authentication required.																						

		board, SLA Monitoring, MIS Reports, User authentication through OTP (One Time Password) on mobile no.			
22	-	-	In the tender mentioned supply, installation for Indoor and Outdoor access point, but mentioned specification for the outdoor only, kindly clarify.		
23	-	-	Storage data how many months, kindly clarify.		
24	-	-	Page number 14 point: The solution should have the capability to support voice over Wi-Fi services, kindly clarify voice equipment provided this tender like IP phone.		
25	3.1 Eligibility Criteria: Point no.4	Gartner Magic Quadrant: OEMs of proposed wireless Access Points must feature in Gartner's Magic Quadrant for wired and wireless LAN, July 2018. Undertaking & copies of supporting documents from the Bidder confirming the compliance should be submitted.	Please allow only leader OEMs for access point.	No change. As per RFP	No change. As per RFP
26	5.30.4 PENALTY FOR DELAY IN REPAIR/REPLACEMENT OF FAULTY MATERIAL, Point no. 3	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. 500/- per	Bidder request to not considering night time for Site penalty/ location penalty, after 8 hours.	As per query no. 9	As per query no. 9

		AP/controller/or any active or passive component for every 8 hours of delay or part thereof			
27	4.1 Scope of Work, Point no.4	AP realignment on need basis for better coverage and service has to be done by the bidder	Please clarify if department has any existing AP which needs to be managed by support from bidder	-	Department doesn't have any existing AP
28	4.1 Scope of Work, Point no.5	Shifting of AP within the campus only on need basis should be done by the bidder without any additional cost to the TENDERER	Please clarify if department has any existing AP which needs to be managed by support from bidder.  Bidder request to consider One time Shifting charges if it crosses more than 50 meter distance.	Not acceptable.	Not acceptable.
29	4.1 Scope of Work, Point no.11	Logs of Wi-Fi usage: i. 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.	Here, Bidder can provide the category of the url's visited, not the exact url per user. Else bidder can provide IP details which has been accessed by end users	As per query no. 3	As per query no. 3



		<p>ii. The TENDERER may at any time ask the bidder to provide logs from the storage and maximum log retrieval time allowed is 8 hours.</p> <p>iii. The bidder is free to maintain the logs at the respective institute level, however the same has to be fetched and provided to the TENDERER/Institute on a single platform.</p>			
30	4.1 Scope of Work, Point no.12	<p>The Web &amp; Mobile App based user access Portal (Captive Portal) Solution should have the following functionality:</p> <p>a) User registration/login through captive portal or mobile application along with OTP based authentication.</p> <p>b) The Web/WAP page should support various all handheld devices such as Smart Phone (Android,iOS), Tablets, computers, laptops etc.</p> <p>c) For logging into the AP at client end, the bidder will make a mobile app (Android, iOS platform)</p>	<p>VIL, do not have a provision to provide a mobile app. Captive portal for user login can be provided. For customised captive portal , NAC device has to be factored.</p> <p>For this, Department will have to provide a virtual machine (VM) on which NAC can be implemented. Required the total no of users for NAC sizing. What are the different category of users ? What will be the user authentication mechanism ?</p>	As per query no. 4	As per query no. 4

		to allow signing into the network through mobile app. d) It should allow customization like branding, Publication of information, payment options, user manual & FAQ etc. on captive portal/Mobile App throughout the contract period.			
<b>31</b>	4.1 Scope of Work, Point no.16	Power, space will be provided by the respective Institute.	Please confirm if bidder has to provide NW Switch, Rack, Active & Passive cabling to deploy complete solution.	The bidder is expected to provide all the necessary equipment's for establishing the WIFI services. Power, space will be provided by the institute.	The bidder is expected to provide all the necessary equipment's for establishing the WIFI services. Power, space will be provided by the institute.
<b>32</b>	4.1 Scope of Work, Point no.17	The bidder is also responsible to ensure that the device is protected against any electrical surge/spikes. In order to achieve the same bidder may install surge protector, have earthing, etc. if required without any additional cost.	Request you to remove this clause. In premise, electrical work/ Earthing, etc.. Should be managed by department.	No change. As per RFP	No change. As per RFP
<b>33</b>	4.1 Scope of Work, Point no.23	The bidder will be responsible for end to end process and operations of	Please define detailed scope of work for SMS services	SMS Services are not in scope	SMS Services are not in scope

		Wi-Fi services including SMS gateway and other associated services.			
34	4.1 Scope of Work, Point no.24	Authentication, Authorisation and Accounting (AAA), user data logs, reporting will the responsibility of the successful bidder without any extra cost to the Tenderer on event basis during contract period.	Please confirm if bidder can maintain the logs for 90 days only		
35	4.1 Scope of Work, Point no.18	Access points, associated network devices like switches and routers will be on service basis to Gujarat Police Training, Karai, Gandhinagar. All devices and services like WLAN Controller, Authentication, Authorisation and Accounting (AAA)/ RADIUS, SMS Gateway, customisation and branding of services, will be quoted by the bidder on a cloud service including all management of all events scheduled during contract period.	Please clarify details and scope of work about SMS gateway, Customization and Branding of services.	Your offered solution should capable to provide authentication through SMS Gateway, but in current scope, we do not require SMS Gateway.	Your offered solution should capable to provide authentication through SMS Gateway, but in current scope, we do not require SMS Gateway.

36	4.1 Scope of Work, Point no.26	The platform proposed should have in built customizations like session limiting, bandwidth limiting, etc. from day one. The successful bidder will be responsible for end to end services management of Wi-Fi.	Bandwidth limiting per SSID is possible. What are the other features needed?		As per RFP.
37	4.1 Scope of Work, Point no.28	The provided platform should have an uptime of 99% or more per AP during the contract period.	Uptime is calculated on basis of Mean time to respond and Mean time to repair. Refer the service schedule for more details	As per RFP	As per RFP
38	4.1 Scope of Work, Point no.29	The successful bidder will submit reports of user logins, user sessions, user device and its OS, locations and mobile numbers, etc. for every event or as and when required.	As per solution, bidder can provide details about User login, session, Device & OS details. But location details and mobile number is not possible.	As per RFP	As per RFP
39	4.1 Scope of Work, Point no.30	Bidder has to consider racks and other passive infrastructure in their scope to derive their bid rental cost.	Please define the same in the SOW	As per query no. 31	As per query no. 31
40	4.1 Scope of Work, Point no.31	Internet Bandwidth Provisioning:	Please confirm if bidder has to provide managed services (with router) or un-managed services (without router)	As per RFP	As per RFP

41	4.1 Scope of Work, Point no.31 - i	The solution must be designed by the bidder in such a way that the user gets download internet speed of at least thrice than the Upload Speed.	For Internet bandwidth, bidder proposes dedicated BW in 1:1 ratio. So upload & download speed will be same.	No Change. As per RFP	No Change. As per RFP
42	4.1 Scope of Work, Point no.31 - iv	Last Mile: The internet Bandwidth has to be provided on fibre/copper. Further bidder is required to provide all last mile equipment active & passive cabling etc. at all such locations.	Bidder can provide last mile BW in fiber media only. This is subject to feasibility. So to check the feasibility, we require local site person's contact details.	Discussed in the pre-bid and shared the contact details of the official.	Discussed in the pre-bid and shared the contact details of the official.
43	4.1 Scope of Work, Point no.35	<p><b>Help Desk Support:</b></p> <p>a) The Bidder will provide Helpdesk services for assistance or registration of user complaints through various medium like Voice Call/SMS/Email of ticket generation system. Bidder is responsible for coordination, complaint booking and follow-up, complaint resolution for each complaints/request booked at the helpdesk provided by the bidder.</p>	<p>End user issues will be handled by the Department.</p> <p>Please clarify, Bidder has to provide onsite manpower? We can provide a on site engineer who can be give the job of resolving end user issues and raise the wifi service issues with our NOC.</p> <p>Does bidder need to provide NMS tool? If yes, please define scope of work. If no, then it would be installed, managed and monitor by department.</p>	As per query no. 7	As per query no. 7

		<p>b) On ticket generation at the helpdesk, the calls pertaining to the Wi-Fi infrastructure created under this RFP will be allotted to the bidder for further resolutions of the complaints booked.</p> <p>c) After rectifying the said compliant, bidder is required to update the resolution/call-closure to the TENDERER/Institute and the confirmation for the rectification shall be done on visibility in the deployed NMS.</p>			
44	4.2. Functional/ Technical Requirement, Point A	<p>Bidder is responsible for setting up Wi-Fi solution including AP, controller, central side infrastructure like network switch, router, firewall/UTM, and edge locations devices like surge protector/UPS and other required equipment.</p>	<p>Does bidder allowed to provide solution with Cloud based controller? Or it is mandatory to provide on-premise controller.</p> <p>Please share the complete scope of the project.</p> <p>IS a dedicated firewall/UTM needed? What functionalities needed from firewall ? What is the throughput needed? UPS needed for each switch? UPS and firewall are non standard. The same has to be switched in the solution</p>	<p>This need to be decided by the bidder. We have asked the Wi-Fi services on Service Model</p>	<p>This need to be decided by the bidder. We have asked the Wi-Fi services on Service Model</p>
45	SECTION-IV SCOPE OF WORK -	AP requirement	The cabling and mounting for the outdoor AP's need to	As per RFP	As per RFP

	4.2.1 Functional/ Technical Requirement - Access Point:		be defined in the SOW		
46	4.2.1 Access Point, Point A, X	Should also allow Signal rejection for 3G/LTE/WiMAX in a co-located environment	Please clarify this clause in detail. Is it related to block the GSM network signals? If yes, it will raise GSM mobile connectivity issues.	As per query no. 6	As per query no. 6
47	4.2.3 Features of the Wi-Fi Solution: Point A	WIFI Features Bidder has to provide functionalities of all the components like WLAN Controller, Authentication, Authorization and Accounting (AAA)/RADIUS, Active directory/LDAP integration, SMS Gateway, Payment Gateway, Captive Portal, customization and branding of services.	What is the use case for payment gateway ? Payment gateway integration in not in the product framework. Also, please clarify about customization and branding services	Payment gateway not in scope of work	Payment gateway not in scope of work
48	4.2.3 Features of the Wi-Fi Solution: Point J	Features of the Wi-Fi Solution: Solution should detect DDoS attacks and rogue Aps.	Please elaborate the requirement and share more details.	As per RFP.	As per RFP.
49	5.30.1 SERVICE LEVEL AGREEMENT (SLA) AND PENALTY	Latency (Intranet) a) <=1ms or better = NIL b) >1ms to 5ms = 1% of QP c) 5ms-10ms = 2% of QP	Request you to consider minimum <7ms latency for intranet network. Since latency depend upon content provider's servers.	No change. As per RFP	No change. As per RFP

		d) Below 10ms= 5% of QP			
50	5.30.1 SERVICE LEVEL AGREEMENT (SLA) AND PENALTY	<p>Latency (Internet)</p> <p>a) &lt;=50ms or better = NIL</p> <p>b) &gt;50ms to 80ms = 0.5% of QP</p> <p>c) 80ms-100ms = 1% of QP</p>	Request you to consider minimum <80ms latency for Internet network. Since latency depend upon content provider's servers.	No change. As per RFP	No change. As per RFP