

Request for Proposal for Procurement of Wi-Fi Equipment -NPCI/RFP/2018-19/IT/07 dated 26.10.2018							
Consolidated list of Replies to Pre-bid Queries							
S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
1	8.6 Key Deliverables	21 of 63	2	Wi-Fi Controllers (Hardware & Software) at Chennai DC	I hope we have to consider same number of AP licenses for Chennai DC controller same as that in Hyderabad DC		Yes
2	A. WIFI Controller Specifications	33 of 63	3	Controller should support minimum 5000 concurrent devices.	We request NPCI to reconsider the total number of devices that need to be supported in the solution w.r.t the current employee count (approx 1000)	Currently, we see that your employee base is 1000 and thus from scalability purpose it can go upto 2000	No change in RFP
3	B. Wifi Access Point Specifications	54 of 63	32	OEM Support:- 24x7x5 for 5 years	Do you need 24*7*5 support for Access point too? Please confirm		Yes
4	Scope of Work	10	3.1	OEM Should have an office in India, Vendor should have service center at Bangalore, Hyderabad, Chennai, Delhi & Mumbai	The call registration process is mentioned as via Web, Phone & Email so it is easy to give support to the mentioned cities, Since all the mentioned cities are Tier 1 cities. Requesting NPCI to remove this clause or change it to Vendor/OEM should have service centers in Bangalore, Hyderabad, Chennai, Delhi & Mumbai.		No change in RFP
5	Section 8 - Terms and Conditions	22	8.7	Hardware, Software & Licenses shall be delivered within 6 weeks of receipt of purchase order and installation of WIFI solution should be completed within 4 weeks from the date of delivery	We request NPCI to change the clause to Delivery to be completed within 6-8 weeks, installation of WIFI solution should be completed within 4-6 weeks from delivery		No change in RFP
6	Section 8 - Terms and Conditions	25	8.18	100% of the cost shall be paid after delivery of the solution & successful installation of solution at specified locations mentioned in the PO	We request NPCI to change the clause to 100% of the cost shall be paid after delivery of Hardware & 100% of the implementation cost will be paid after successful implementation at specified locations		No change in RFP
7	Section 8 - Terms and Conditions	25	8.18	AMC charges shall be paid quarterly in arrears after availing maintenance services	We request NPCI to change the clause to AMC charges will be paid quarterly in advance		No change in RFP
8	Section 8 - Terms and Conditions	23	8.1	Penalty for default in delivery	<ul style="list-style-type: none"> Late Delivery charges if any should be 0.5% per week on the undelivered portion only with a max cap of 5% on undelivered portion Standard delivery timelines are 4-6 weeks. Limitation of liability: Under no circumstances shall Airtel be liable to the customer for any indirect, special, incidental, punitive, exemplary or consequential damages, whether foreseeable or not nor shall Airtel be liable to the customer for loss of profits, loss of business, loss of revenue, loss of goodwill, loss of data etc. which may arise under or pursuant to this contract. notwithstanding anything under this agreement Airtel's total liability to the customer for all claims, in the aggregate, under or in connection with this tender will be limited to an amount equal to the fees paid under this tender for the preceding twelve (12) month period from the date of such claim. Airtel shall in no case be responsible towards the customer for damage to or loss of data in the course of implementation and/or usage of the services. Airtel does not own any responsibility for any data loss due to any cause 		No change in RFP
9	Section 8 - Terms and Conditions	24	8.14	Penalty of non-adherence to SLAs	<ul style="list-style-type: none"> Standard product SLA to be proposed (Airtel Standard on last mile connectivity- Fiber: 99.5%, Copper: 99.0%, RF: 98.5%) Standard service Credit to be offered: As per Airtel's standard, it should be capped at maximum 5% of quarterly payment of the effected equipment Also, if the uptime is below 97%, service credit offered is 0.5% of the effected equipment 		No change in RFP
10	Section 8 - Terms and Conditions	25	8.18	Payment terms	<ul style="list-style-type: none"> Hardware: 70% on delivery and 20% on installation, 10 % on final acceptance (with deemed acceptance / installation / testing & payment to be received within 28 Days of Airtel performing the activity) , Services:Quarterly in advance 		No change in RFP
11	Section 8 - Terms and Conditions	10	3.1	The vendor will monitor the functioning of the systems until sign off has provided.	Support will be extended on best effort basis till the acceptance is not release by the customer. No SLA penalty or LD will be applicable on bidder incase the acceptance is delayed by the customer.		No change in RFP
12	Section 8 - Terms and Conditions	11	3.1	If the problem is related to network configuration, the vendor should co-ordinate with the Network Team of NPCI to resolve the same.	Central spoc must be appointed by the customer who will be responsible to address and resolve all customer end concerns. Bidder will be responsible to highlight the issue timely with the central spoc.		Information will be share with successful bidder
13		11	3.1.19	The vendor will provide necessary training to the operation engineers engaged by NPCI. The training will cover installation, implementation, administration, usage, troubleshooting and interpretation of reports, logs etc.	Training will be conducted at customer central location and all accommodation and travelling charges for the trainees will be borne by the customer.		No change in RFP
14		23	8.1	In case the delay exceeds 10 days beyond the stipulated delivery period of RFP, NPCI reserves the right to cancel the order without prejudice to other remedies available to NPCI	Please revise it to 14 working days		No change in RFP
15		25	8.18	This would also include sign off obtained from NPCI duly certified by NPCI official.	AP wise acceptance must be release by the customer spoc after the successful installation of (WLC) controller, bidder must be allowed to start site wise billing on completion each site.		No change in RFP

Request for Proposal for Procurement of Wi-Fi Equipment -NPCI/RFP/2018-19/IT/07 dated 26.10.2018							
Consolidated list of Replies to Pre-bid Queries							
S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
16		26	8.19	In case NPCI wishes to shift the devices from one place to another anywhere in the country, adequate support will be made available by the bidder by arranging field engineer for the purpose of dismantling of devices supplied by Service provider & hand-over to the concerned Officials or Data Center, pre-shifting inspection, post-shifting inspection, re-installation etc. of all devices supplied by Service provider. All migration related activities to be done after Business / session hours /according to business convenience & the engineer have to be deployed as per the requirements. NPCI will bear all expenses for packing, shifting, insurance and other incidentals at actual. NPCI will not be responsible or liable for any losses, damages to the items of equipment's, tools and machinery while such dismantling, pre-shifting inspection, post-shifting inspection, and re-installation etc. is being carried out. Bidder shall make available adequate alternative arrangement to ensure that the system functioning is neither affected nor dislocated during the shifting process. It is the responsibility of field engineer to integrate devices delivered at required location or Data Center & coordinate with NPCI NOC to extend the reachability.	Shifting will done as per the feasibility outcome, charges for the shifting will be applicable and incase additional AP is required to install to cover the new location then charges for the additional equipment will be applicable. Bidder scope is only limited to uninstall and handover it to customer spoc and installation at new location. Incase the equipment is get damaged or lost during the transportation which under the scope of customer then equipment will not be covered under warranty/support. Additional charges will be applicable for such cases.		No change in RFP
17		21	8.6	Wi-Fi Controllers (Hardware & Software) at Chennai DC	I hope we have to consider same number of AP licenses for Chennai DC controller same as that in Hyderabad DC		Yes
18		33	Section 9	Controller should support minimum 5000 concurrent devices.	We request NPCI to reconsider the total number of devices that need to be supported in the solution w.r.t the current employee count (approx 1000)		No change in RFP
19		54	Section 11	OEM Support:- 24x7x5 for 5 years	Do you need 24*7*5 support for Access point too? Please confirm		Yes
20	Genral			Additional	Bidder acceptance must not be delayed to network issue at customer end.		Information will be share with successful bidder
21	Genral			Additional	How all locations currently connected to DC hyderabad and Chennai location		Information will be share with successful bidder
22	Genral			Additional	confirmation of availability of POE switch or power point for AP		Information will be share with successful bidder
23	Genral			Additional	Applications access from WiFi, intranet or internet		Information will be share with successful bidder
24	Genral			Additional	Is there seprate brekup for Intrnet and internet applications at remote locations.		Information will be share with successful bidder
25	Genral			Additional	Uptime of WiFi depend upon network connectivity, kindly consider only WiFi services uptime (device, services)		Information will be share with successful bidder
26	Genral		1	NPCI want on premise controller only Due to IT security policy central controller / cloud based controller not acceptable.	If Vodafone IDEA can provide Cloud Based WIF controller, to make bid more compeitative		Information will be share with successful bidder
27			2	Below are the basic expectation from WIFI controller & WIFI service AP's OEM:-	PI share if any specific critera Vodafone IDEA to follow		Information will be share with successful bidder
28			2.1	Area Authentication – WIFI service to be authenticated to NPCI local switch and than IP allocation to get the WIFI access. Need to locate the user location basis of nearest AP's using.			Information will be share with successful bidder
29			2.2	WIFI service should be up for all scenarios, such as			Information will be share with successful bidder
30			2.2.1	User moving from one corner to another corner (one AP to another AP)			Information will be share with successful bidder
31			2.2.2	LAN access to WIFI access (If user is using LAN connection and after removing the LAN, should latch to WIFI service seamlessly			Information will be share with successful bidder
32	Section 9 - Technical Specifications	33	2.2.3	Need to take clarity from OEM			Information will be share with successful bidder
33	Section 3 – Scope of Work			Bidder need to arrange only AP's and WIFI controller, BW details will be provided for each location once the bid is submitted.	Can Bidder will able to provide BW also to make service commercial more competitive		No change in RFP
34	Section 3 – Scope of Work			Bidder need to complete the survey at NPCI mentioned address before bidding the tender.	Need clarity on Survey, if only Hardware is provided by Bidder		Yes, Site survery needs for positioning of AP at respective location
35				BOQ to be submitted as per the upper limit mentioned on number of Access points (AP's). Bidder need to ensure the number of AP's should not exceeds as per the tender document.	If Vodafone IDEA feels number of AP's required more than the mentioned in RFP. What would be the stand of NCPI.		No change in RFP
36		10	9	Bidder need to submit HDL / LLD to be submitted as per the proposed architecture for this tender - Need clarity without survey not possible.	PI share the HLD/LLD format if any		Bidder has to prepare & share along with tender document
37				OEM should have presence for Access point installation and commissioning for Mumbai, Hyderabad, Chennai, Delhi & Bangalore locations.	What if service center is not avialable in any one/two locations		No change in RFP
38				OEM should have designated service centers at Mumbai, Hyderabad, Chennai, Delhi & Bangalore locations.	What if service center is not avialable in any one/two locations		No change in RFP
39				The Vendor shall attend unlimited breakdown calls on receipt of complaints. No Spares or any other items will be supplied by NPCI.	Need clarity on how many spare bidder should considered		Bidder shall attend unlimited breakdown calls on receipt of complaints.

Request for Proposal for Procurement of Wi-Fi Equipment -NPCI/RFP/2018-19/IT/07 dated 26.10.2018							
Consolidated list of Replies to Pre-bid Queries							
S.No	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)	NPCI Response
40	Section 8 - Terms and Conditions	11	28	Need Clarity - AMC cost should not be less than 8% of the cost of hardware / software	Not clear. Need with example. Can the billing be done on a rental model instead of as asked now in RFP? (OTC, AMC v/s OPEX)		Rental Moel is not requirement of the RFP. The AMC cost should not be less than 8% for the equipment cost proposed by the bidders
41	Section 8 - Terms and Conditions	10	7	The Vendor shall maintain service log book and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly signed by the NPCI official.	Need to share the format if any		Information will be share with successful bidder
42	Section 8 - Terms and Conditions	11	24	Bidder need to ensure that multi-level access to ab available for WIFI service. Eg. Amin control/access , Super Admin access, Guest access. (Profiling has to be done)	How many profiling Bidder should consider as per NPCI standard / expectation		Information will be share with successful bidder
43	Section 8 - Terms and Conditions			Expected Users on WIFI – Mumbai 600, Hyderabad 1000, Bangalore 600, Chennai & Delhi details not shared by NPCI spoc.	PI share if any exact details on number of users & number of profiles at each location		No change in RFP
44	Section 8 - Terms and Conditions			Currently NPCI is using 20 AP's put together PAN India. WIFI access is only for Higher Management. As per Prima phase discussion they are not going to incorporate the existing 20 AP's in our tender scope. (It will keep as it is)	PI share the existing Vendor details. 1. Name of the vendor 2. Controller type 3. For which location 4. Current integration details 5. Do new bidder need to integrate these AP's also?		Information will be share with successful bidder
45	Section 8 - Terms and Conditions	24	8.13	Need clarity on SLA - Uptime of WIFI Controller 99% (monthly) & Uptime of WIFI Access Points (AP) 99% (monthly).	IF bidder not providing BW than how uptime SLA to be deliver.		No change in RFP
46	Section 8 - Terms and Conditions	24	8.13	Need clarity on SLA calculation : Availability of service shall be assessed by the following formula on Monthly basis: Uptime % = 100 X Total Outage in Minutes/Maximum Available time in Minutes ** Maximum Available Time = No. of days in month * 24 * 60 – (Scheduled Maintenance)	Need exact clarity on SLA calculation, with example		No change in RFP
47	Section 8 - Terms and Conditions	24	8.14	Need to discuss Penalty Clause - Penalty on non-adherence to SLAs: -	Need exact clarity on Penalty calculation, with example		No change in RFP
48	Section 8 - Terms and Conditions	24	8.14	0.25% of the total Order value if the bidder is not able to meet below 99% to 98% service uptime per month.			No change in RFP
49	Section 8 - Terms and Conditions	24	8.14	0.50% of the total Order value if the bidder is not able to meet below 98% to 97% service uptime per month.			No change in RFP
50	Section 8 - Terms and Conditions	24	8.14	If the uptime is below 97%, per month NPCI would have the option to levy penalty of 1% of the total Order value			No change in RFP
51	Annexure K - Technical Compliance	50		Need to take clarity on clause	Need exact clarity on Technical Compliance, with example		No change in RFP