

Request for Proposal for Procurement of Wi-Fi Equipment -NPCI/RFP/2018-19/IT/16 dated 13.02.2019							
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	Section 9 - Technical Specifications(tab le 2)	33 of 64	5	Controller Should be rack-mountable & dual power supply. Required accessories for rack mounting to be provided.	Request you to ammend this as "Controller Should be rack-mountable & single power supply. Required accessories for rack mounting to be provided" as there is redundancy for controller		No change in RFP
2	Section 9 - Technical Specifications(tab le 1)	33 of 64	8	Secure VPN Tunnel	VPN as a feature is a dedicated independent service available for a remote clients/sites. Thus, request you to change it as "VPN pass through"		No change in RFP
3	Section 9 - Technical Specifications(tab le 2)	33 of 64	24	Must support AP over-the-air packet capture for export to a tool such as Wireshark/equivalent	Request you to ammend this as "Must support AP packet capture for export to a tool such as Wireshark/equivalent" as different OEM have different approaches of troubleshooting		No change in RFP
4	Section 3 – Scope of Work	11 of 64	25	The software & hardware quoted by bidder should not be declared as End of life or End of Sale by the OEM at the time of bidding RFP. In case of EOL/EOS declares during contract period vendor should replace with the Latest Device with free of cost.	Request you to ammedn this as "The software & hardware quoted by bidder should not be declared as End of life or End of Sale by the OEM at the time of bidding RFP. In case of End of support declares during contract period vendor should replace with the Latest Device with free of cost" as you will still recieve complete software/hardware support		No change in RFP
5	Section 3 – Scope of Work	11	23	Security of the solution: Being a financial institution, NPCI mandates that the solutions proposed facilitate necessary security checks and validation processes for ensuring foolproof access to the systems. These security measures should be an integral part of the product.	what are security features required		No change in RFP
6	Section 3 – Scope of Work	10	14	The vendor will install Wi-Fi hardware, software at required locations and will make the system available to branch / office locations.	any specific make model of hardware required		No change in RFP
7	Section 3 – Scope of Work	11	10	The solution will have to be extended to all NPCI office locations. The solution should have a capability to provide all user WIFI connectivity without any disturbance.	Airtel requests count of guest user or inhouse user at each site		No change in RFP
8	Section 9 - Technical Specifications	50	1	Centralised Authentication	Airtel wants to know if OTP base authentication is required		No change in RFP
9	Section 9 - Technical Specifications	34	16	Must be able to restrict the number of logins per user.	Airtel wants to know if social media login is required or it should be restricted		No change in RFP
10	General			General	Airtel wants to know if any other features required like location based tracking is required		Not required
11	General			General	Airtel wants to know if dashboard and reporting is required		This will be feature of controller
12	General			General	Airtel wants to know if any Resident Engineer required		No
13	General			General	Airtel wants to know who will do passive cabling		It depends upon requirements
14	General			General	Airtel wants to know if access Switches will be provided by airtel or NPCI		It is part of internal WIFI & use existing switches
15	General			General	Airtel wants to know number of users per AP		It will depends on signals strengh received from AP to end user
16	General			General	Airtel wants to know maximum bandwidth per AP		It depends upon requirements
17	General			General	Airtel wants to know if any NAC integration required		Yes
18	General			General	Airtel wants to know if AD integration required		Yes
19	Payment Terms HARDWARE & SOFTWARE:	25	8.10	100% of the cost shall be paid after delivery of the solution (software, hardware and License as per scope) and successful installation of solution at specified locations at the specified location mentioned in the PO.	We request to change the payment terms as follows: 80% of the cost shall be paid after delivery of the solution (software, hardware and License as per scope) and rest 20% on successful installation of solution at specified locations at the specified location mentioned in the PO.		No change in RFP
20	Penalty on non-adherence to SLAs:	24	8.14	I. 0.25% of the total Order value if the bidder is not able to meet below 99% to 98% service uptime per month. II. 0.50% of the total Order value if the bidder is not able to meet below 98% to 97% service uptime per month. III. If the uptime is below 97%, per month NPCI would have the option to levy penalty of 1% of the total Order value.	We request to levy the penalty only on the effected sites		No change in RFP
21	Section 3 – Scope of Work	10	3	The Vendor shall attend unlimited breakdown calls on receipt of complaints. No Spares or any other items will be supplied by NPCI.	Please confirm the spares will be maintained at NIPS locations, if yes please share the percentage of spares.		No
22	Section 3 – Scope of Work	10	6	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.	Please confirm if bidder required to provide a EMS server for the same and will be maintained in a excel. It will not be possible for the bidder to maintain the hard/origional copies of delivery, installation report. A soft copies of the each document will be shared on mail with NIPS.		No change in RFP
23	Section 3 – Scope of Work	10	8	The Vendor shall provide support for the Wi-Fi Equipment in case they are shifted to other location.	Shifting and survey charges will be applicable.		No change in RFP
24	Section 3 – Scope of Work	10	9	The vendor should provide the architecture, HLD, LLD for implementing the Wi-Fi solution.	Please confirm HLD, LLD will be shared after the release of PO from NIPS or along with the bid submission.		No change in RFP

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25	Section 3 – Scope of Work	10	10	The vendor should supply, install and commission the necessary hardware and software in Central location i.e. Hyderabad DC & Chennai DC and integrate Access Points located at different sites of Hyderabad, Chennai & Mumbai.	Safety, security of the delivered devices will remain with NIPS, all the box's should be opened in presence of bidder engineer. NIPS has to ensure that no hardware should be lost/misplaced. NIPS will have to bear the cost for all lost and replacement equipment.		No change in RFP
26	Section 3 – Scope of Work	10	11	The solution will have to be extended to all NPCI office locations. The solution should have a capability to provide all user WIFI connectivity without any disturbance.	Please define the number of expected user per location.		No change in RFP
27	Section 3 – Scope of Work	10	13	The vendor should do the site survey before submission of the bid with BOQ of all NPCI locations for actual requirement of access points.			No change in RFP
28	Section 3 – Scope of Work	11	17	If the problem is related to network configuration, the vendor should co-ordinate with the Network Team of NPCI to resolve the same.	NIPS has to provide the contact details of the central spoc with whom bidder will coordinate. Bidder will not be liable for SLA incase the delay or any concern is because of the NIPS network team or BW service provider.		No change in RFP
29	Section 3 – Scope of Work	11	18	The vendor will repair / replace the equipment or providing the standby in case of any problem arises out of it during the warranty/Contract period. The vendor will own the responsibility of maintaining the System Uptime as per the defined SLAs.	Any hardware faulty due to customer end issue, like power fluctuation, improper earthing, physically damaged, theft, lost will not be covered under warranty/AMC support. NIPS have to release the PO for the replacement.		No change in RFP
30	Section 3 – Scope of Work	11	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 provided at customer central location and all expenses for the trainees will be borne by NIPS.		No change in RFP
31	Section 3 – Scope of Work	11	22	Designing and implementation Plan: NPCI expects the vendor to submit a detailed plan for designing and implementation of the project which should include the full scope of the project as mentioned above. On acceptance of such plan by NPCI, the vendor is required to carry out the implementation including supply, installation, commissioning and testing of equipment etc.	Delayed duration caused due to approval from NIPS will be excluded from the committed time lines.		No change in RFP
32	Section 3 – Scope of Work	11	27	Additional Licenses and the support to be procured at the same cost during the Contract Period.	Subject to the OEM, incase the dollar fluctuation price may go higher so accordingly cost will be applicable.		No change in RFP
33	Delivery schedule::	21	8.7	Hardware, Software & Licenses shall be delivered within 6 weeks	Please revise the delivery time lines to 8 weeks.		No change in RFP
34	Penalty for default in delivery	23	8.1	Non Delivery of above at NPCI - at the rate of 0.5% of the total Purchase Order value for each week's delay beyond the stipulated delivery period subject to a maximum of 5%	Penalty must be applicable only on order value of the pending/delay work.		No change in RFP
35	Penalty for default in delivery	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 20 working days.		No change in RFP
36	Penalty on non-adherence to SLAs:	24	8.14	I. 0.25% of the total Order value if the bidder is not able to meet below 99% to 98% service uptime per month. II. 0.50% of the total Order value if the bidder is not able to meet below 98% to 97% service uptime per month. III. If the uptime is below 97%, per month NPCI would have the option to levy penalty of 1% of the total Order value.	Penalty must be applicable on order value of the effected equipment.		No change in RFP
37	Penalty on non-adherence to SLAs:	24	8.14	The successful bidder shall remit to NPCI the penalty payable on account of breach of SLAs during the warranty period by means of cheque / DD drawn in favour of National Payments Corporation of India.			No change in RFP
38	Prices	24	8.15	Price shall remain fixed for a period of five (5) years from the date of Notification of award / 1st Purchase Order. There shall be no increase in price for any reason whatsoever and therefore no request for any escalation of the cost / price shall be entertained.	Subject to the OEM, incase the dollar fluctuation price may go higher so accordingly cost will be applicable.		No change in RFP
39	HARDWARE & SOFTWARE:	25	8.18	100% of the cost shall be paid after delivery of the solution (software, hardware and License as per scope) and successful installation of solution at specified locations at the specified location mentioned in the PO.	Sitewise Payment must be as below:: 1) 70% payment on delivery 2) 20% payment on installation. 3) 10% payment on go-live		No change in RFP
40	Additional				Bidder acceptance and payment must not be hold incase of any issue at bandwidth service provided end.		Required details will be share with successful bidders
41	Additional				Please define the acceptance criteria.		Required details will be share with successful bidders
42	Additional				Sitewise acceptance must be release within 2 to 3 days of delivery.		Required details will be share with successful bidders
43	Additional				Downtime will not be attribute to customer incase the SR is not logged with the bidder.		Required details will be share with successful bidders
44	Additional				Downtime will be considered from the time complaint is logged with the bidder.		Required details will be share with successful bidders
45	Additional				Rack Space, online UPS power & earthing < 2V at all locations will be provided and maintained by the customer. Basic hygiene, AC cooling, dust free space will be maintained by the customer.		Yes
46	Additional				Internal cabling will remain under the scope of NIPS.		It depends upon requirements

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47	Additional				Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.		Yes
48	Additional				NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.		Required details will be share with successful bidders
49	Additional				Ladder, drilling machine will be arranged by customer		No
50	Additional				If acceptance does not received within 3 days of delivery, delivered site will be considered as deemed accepted and billing will start from the 4th day onward.		Required details will be share with successful bidders
51	Additional				SLA will be calculated basis the monthly uptime report shared by the bidder, where all the TT/SR along with the detailed RFO/RCA will be captured.		Required details will be share with successful bidders
52	Additional				Bidder will not be liable for the delay in delivery/restoration caused due to the situation which is beyond the control of bidder and no penalty will be applicable on bidder for such cases.		It will depends on conditions
53	Additional				FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.		It will depends on conditions
54	Additional				Inbuilding internal cable routing from false ceiling and POP wall will be customer scope of work.		It depends upon requirements
55	Additional				Customer has to ensure the site readiness before bidder depute engineer at site for installation. In case the site is not found ready by the engineer then engineer revisit cost will be bear by customer. Delay due to site readniess will not be consider under the delivery time lines and no penalty or LD will be applicable on bidder.		Required details will be share with successful bidders
56	Additional				Please confirm if required, number of RE's to be deployed at customer location.		Not required
57	14	5.7		EMD: The Bidder is required to deposit Rs 5,00,000/- (Rupees Five Lakhs only) in the form of a Demand Draft / Pay order in favor of "National Payments Corporation of India" payable at Mumbai or Bank Guarantee issued by a scheduled commercial bank valid for six months, with a claim period of 12 months after the expiry of validity of the Bank Guarantee as per the statutory provisions	EMD Exemption against MSME certificate		National Payments Corporation of India (NPCI) is neither a Government Company nor it is any Department of Government of India. As such the extant provisions would not apply to NPCI.
58	21	8.7		Delivery schedule : Hardware, Software & Licenses shall be delivered within 6 weeks of receipt of the purchase Order and installation of the Wi-Fi Solution should be completed within 4 weeks from date of delivery.	Delivery schedule : Hardware, Software & Licenses shall be delivered within 8 weeks of receipt of the purchase Order and installation of the Wi-Fi Solution should be completed within 6 weeks from date of delivery.		No change in RFP
59	25	8.18		Payment Term: 100% of the cost shall be paid after delivery of the solution (software, hardware and License as per scope) and successful installation of solution at specified locations at the specified location mentioned in the PO.	Payment Term: 90% of the cost shall be paid after delivery of the solution (software, hardware and License as per scope) and 10% on successful installation of solution at specified locations at the specified location mentioned in the PO.		No change in RFP
60	24	8.14		Penalty on non-adherence to SLAs	Penalty on non-adherence to SLAs		No change in RFP
			0.25% of the total Order value	bidder is not able to meet below 99% to 98% service uptime per month.	0.1% of the total Order value	bidder is not able to meet below 99% to 98% service uptime per month.	No change in RFP
			0.50% of the total Order value	not able to meet below 98% to 97% service uptime per month.	0.25% of the total Order value	not able to meet below 98% to 97% service uptime per month.	No change in RFP
			1% of the total Order value.	If the uptime is below 97%, per month	0.5% of the total Order value.	If the uptime is below 97%, per month	No change in RFP
61	Table 1	8		Secure VPN tunnel	Where will be the endpoints of the tunnel?		No change in RFP
62				Table 2 A. WiFi Controller specification			Not applicable
63	Table 2	2		Should have atleast 1 x MultiGigabit/ 10 gigabit Ethernet interface along with 4x100/1000 RJ45 BasteT ports.	In case of solutions, where controller is not in dataplane, there is no need for Gigabit links.	Please add alternate requirement for non-WLC solutions.	No change in RFP

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64	Table 2	11		Cotroller Should support policy based forwarding to classify data traffic based on Access Control Lists (ACLs).	In case of solutions, where controller is not in dataplane, this functionality can be achieved by other components of the end-to-end solution.	Please reword: Solution should support policy based forwarding to classify data traffic based on Access Control Lists (ACLs).	No change in RFP
65	Table 2	12		Controller Should support minimum 500 WLANs	Does this mean 500 SSID?		No change in RFP
66	Table 2	16		Must be able to restrict the number of logins per user	Is this referring to restriction on number of devices per user or restriction on number of admin users logging in to controller?		No change in RFP
67	Table 2	25		Shall support the ability to classify over 20 different types of interference within 5 to 30 seconds	In Enterprise networks, what really matters is how the system reacts to WiFi/non-WiFi interference.	Please remove.	No change in RFP
68	Table 2	31		Controller 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	The information can be obtained via non-DPI mechanisms also.	Please rephrase: Controller should support provide information about applications usage, peak network usage times for all access points from day one	No change in RFP
69	Table 2	33		WLC should be able to exclude clients based on excessive/multiple authentication failure	This policy can be enforced via other means, such as RADIUS.	Please rephrase: Solution should be able to exclude clients based on excessive/multiple authentication failure	No change in RFP
70	Table 2	34		Should support AP location-based user access to control the locations where a wireless user can access the network			No change in RFP
71	Table 2	50		Should support Public Key Infrastructure (PKI) to control access	Is this referring to admin user access to WLC?		No change in RFP
72	Table 2	52		Controller 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 with different traffic forwarding modes i.e central switching with WLC and local switching when traffic move locally from AP to connected switch.		Please rephrase: Controller 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 with different traffic forwarding modes i.e central switching with WLC and local switching when traffic move locally from AP to connected switch.	No change in RFP
73	Table 2	8	WiFi Acces	Must provide dynamic dual 5 ghz radio mode for high density requirement from day 1.	Dual 5GHz radio mode requires 100MHz gap between the channels on which the 2 radios operate in order to avoid self-interference. In addition, with a significant proportion of 2.4GHz only clients, it may not even be feasible to use this mode.	Please remove.	No change in RFP
74	Table 2	9	WiFi Acces	Must Support minimum aggregate data rate of 4 Gbps on dual 5ghz mode with 160 mhz channel support and standard 256 QAM modulation.	With standard 4x4:4 wave 2 products, peak aggregate rate of 2.5 Gbps can be achieved.	Please rephrase: Must Support minimum aggregate data rate of 2.5Gbps with 160 MHz channel support and standard 256 QAM modulation.	No change in RFP
75	Table 2	13	WiFi Acces	Must have -97 dB or better Receiver Sensitivity	Enterprise deployments are typically dense, designed for minimum -65 RSSI. In such scenarios, sensitivity around -90 suffices.	Please rephrase: Must have -90 dB or better Receiver Sensitivity	No change in RFP
76	Table 2	16	WiFi Acces	Should support locally-significant certificates on the APs using a Public Key Infrastructure (PKI).	What is the purpose of this?		Required details will be share with successful bidders
77	Criteria	2	Criteria	OEM should have presence in India at least from last 10 years and making no loses in Networking business in last 5 years. Also, proposed should not have been acquired in last 3 years	This clause is highly discriminatory and potentially anti-competitive. In an era where startups are being promoted by the Govt and mergers/acquisitions are the norm, such a clause goes against the spirit of innovation and open competition.	Please remove.	No change in RFP
78	Criteria	6	Criteria	The OEM should have done at least 3 WLAN deployments with more than 100 Aps deployment in BFSI segment within INDIA. The SI/OEM should provide Client Certificate regarding the same with the name of signatory and his details.	100 APs is a small number when it comes to average enterprise WiFi deployment.	Please rephrase: The OEM should have done at least 3 WLAN deployments with minimum aggregate AP count of 1000 APs deployment in BFSI segment within INDIA. The SI/OEM should provide Client Certificate regarding the same with the name of signatory and his details.	No change in RFP