

Pre-bid response to tender no.RailTel/Tender/OT/CO/Mktg/2018-19/Station Wi-Fi/441 dated 08.06.2018

S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
1	Section II, 19.3, Page 28	Financial Bid: Annual Reserve Price for Minimum Guarantee Amount (for all stations)- excl. of applicable taxes - In INR Cr - Rs. 8.55 Cr	On what basis 8.55 Cr annual minimum guarantee was arrived. For financial viability of the bidder suggest to revise to purely revenue share %	RailTel to provide IBW connectivity at all these stations and other related infra, the minimum cost for provisioning of the same has been taken.
2	Section III , 3.3, Page 34	In case any selected bidder refuses to sign agreement within 30 (thirty) days of communication from RAILTEL, the offer would be treated as withdrawn and the bidder's EMD will be forfeited The defaulting bidder may also be debarred from participating in RailTel tenders for a period of three years.	Request to drop this clause	This is standard clause and cannot be removed. However, the period may be extended with mutual consent
3	Section III , 3.4, Page 34	In case of selected bidder is found in breach of any condition(s) of tender or supply order, at any stage during the course of supply / installation or warranty period, the legal action as per rules/laws, shall be initiated against the bidder and EMD/ FBG shall be forfeited, besides debarring and blacklisting the bidder concerned for at least three years, for further dealings with RailTel	Suggest the clause be modified to only include breaches of applicable laws and not default of any conditions of tender or supply order, which may be commercial in nature	This is standard clause and cannot be removed.
4	Section III ,6.1, Page 35	For all kind of defaults, the parent company, if any, will also be responsible for all the contractual obligations under this RFP. Indemnity bond from parent company is required to be submitted with the bid.	Request to drop this clause	Since the credentials of parent company are allowed in the eligibility criteria, the parent company will also be responsible for contractual obligations. Hence cannot be removed
5	Section III ,8 , Page 37	The Bidder shall not, without the consent in writing of RailTel appoint any delegate/ subcontractor for the performance of Services under this contract.	Request to amend the clause to give right to Bidder to appoint subcontractors with post-facto notice to Railtel	The Bidder shall not, without the consent in writing of RailTel appoint any delegate/ subcontractor for the performance of Services under this contract. RailTel shall give the consent within 2 working days
6	Section III, 15.1.a, Page 39	The Bidder shall indemnify RailTel from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of: a) any negligence or wrongful act or omission by the Bidder or any third party associated with the Bidder in connection with or incidental to this Contract; or	Suggest replacing "any negligence or wrongful act or omission" by Bidder with "any gross negligence or wilful misconduct"	Clause modified, refer corrigendum II, Point no 17
7	Section III, 15.1.b, Page 39	b) any breach of any of the terms of the Bidder's bid as agreed, the RFP and this Contract by the Bidder	Request for omission as too wide and vague	As per tender document
8	Section III, 21, Page 40	The Goods supplied under this Contract shall be fully insured by the Bidder at his own cost, against any loss or damage, till the Acceptance of the System. The Bidder shall submit to RailTel, documentary evidence issued by the insurance company, indicating that such insurance has been taken.	Request to drop this clause as this would further increase the cost of the project instead railways/railtel to support in the security of equipments	As per tender document. Please refer clause 3.1.21 of tender doc
9	Section III,25, Page 42	Implementation Schedule	Implementation Schedule must start post receiving complete BoQ at site and backhaul readiness by Railtel	Delay in backhaul readiness of Railtel will not be taken into account of bidder

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10	Section V,2, Page 71	Scope of Work: Radio Frequency (RF) and capacity planning	Would need expected footfall at each of the railway station for Capacity planning. Is having tool based planning mandatory or it is at discretion of Bidder ?	Data of expected footfall will be provided. Mode of Capacity planning shall be done at the discretion of bidder
11	Section V, 2, Page 71	Scope of Work: should be at least 60% of the station area at C-Category stations and at least 40% of the station area at B-Category stations.	Require Counts of expected Access points at each of the railway station	Clause to be removed. Details of minimum no of APs to be installed at each platform has been provided in tender
12	Section V,3.1.12, Page 72	Roles and responsibilities: Survey, finalization of layout with joint signature of RailTel, Railways and bidder	Is there a need for layout in CAD or standard document would suffice	CAD document is required
13	Section V,3.2.6, page 75	Data centre space for NMS, AAA, Wifi controller and other associated items shall be provided by RailTel in RailTel's Data Center at no cost to bidder	Need to understand the use case of WiFi WLC, NMS, AAA at Railtel Data center, Bidder can provide their central private cloud services which would be more cost effective	As per tender document
14	Section V, 3.2.1, Page 74	To provide internet bandwidth at stations/sites with Gigabit Ethernet interfaces to support the requirements of the project.	Will Railtel provide the Bandwidth at zero cost to the bidder?	RailTel will provide IBW at each station at no cost to bidder
15	Section V, 3.2.1, Page 74	To provide internet bandwidth at stations/sites with Gigabit Ethernet interfaces to support the requirements of the project.	What would be the estimated bandwidth provisioned per AP / per railway station?	The estimated bandwidth at each station shall be decided during implementation phase.
16	Section V, 5, page 76	The BIDDER shall design the Wi-Fi setup at each location to accommodate the users' bandwidth need and requirements. The profiling of users and appropriate policies shall be pushed from RailTel data centre. The wireless controllers shall also be integrated with AAA (Authentication server) to properly manage the policies, which may be required for different user types. The access points shall negotiate using SSID with controller. The controllers register the access points and accordingly allow the access point post checking with AAA server	It is mentioned that wireless controllers shall be integrated with AAA. Also in the diagram the same is shown. There is no mention of any WAG in the network diagram. Kindly confirm whether the integration of AAA is to be done with WAG or directly to WLC (Controllers)?	RailTel has its WAG of Juniper OEM. Bidder may integrate with the existing RailTel's WAG or may arrange its own WAG
17	Section V, 6.5, page 85	The Solution shall be offered on virtualized environment - Hw, Sw to be quoted.	It is considered that RailTel has existing NFV Framework. We shall only provide the Virtual resources required for offered Tech modules, i.e., vCPU, vDisk, vRAM.	Clause to be removed. To be added - RCIL will provide DC space
18	Section V, 6.5, B.2, 2, Page 94	Functional Specifications – Annexure- V # Solution should support multi-operator, service specific roaming support including iPass®, Boingo®, etc.	Authentication through social network account may not be regulatory complaint and hence suggest to drop this clause	iPass, Boingo are not social network accounts. There is no change in clause of tender document
19	Section V, 6.5, I, Page 110	Functional Specifications – Annexure- V MOBILE APP	Is it mandatory to develop a Mobile app? Web based portal should ideally suffice the requirement.	Not mandatory
20	Section V, 7, Page 117	List of Railway Stations to be covered under the project	Request for Lat/long positions of the railway stations	Refer Annexure-I of Corrigendum-II

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21	Generic	Generic	Very stringent conditions on equipment specifications, logs sharing, monitoring, PCRF functionality. Recommended to focus on core WiFi service rather than these additional features which results in high TCO	Technical specifications of fiber switch - Annexure I, POE switch - Annexure II, outdoor access point - Annexure III and wireless controller - Annexure IV are indicative only. Bidders are advised to deploy network equipments best in class.
22	Generic	Generic	Serving International mobile numbers would involve significant SMS cost. Can the service be limited to only India mobile numbers?	As per tender document
23	Section I – Invitation to Bidders	3. Bidder/s have to bid for both category stations (B and C). Bid shall be rejected if quoted for any one category stations.	Since the stations are distributed pan India, request you to allow bidder to bid category-wise or zone-wise. This will enable equal opportunity for all and make the project manageable.	As per tender document
24	19.3, page 28	Minimum Guarantee Amount	Kindly provide how the base minimum guarantee amount of Rs. 8.55 Cr. been derived.	RailTel to provide IBW connectivity at all these stations and other related infra, the minimum cost for provisioning of the same has been taken.
25	6.5 Functional Specifications – Annexure- V	AAA specs - Section B	There are about 150 line items asked for AAA appliance. Most of the functions asked are specific enterprise class security and functional features which are not required for Public Wi-Fi. This project purely being revenue outcome based should have a ask for features defined for public Wi-Fi and monetisation as a major functionality. for e.g. capability of the AAA system to push ads and content.	As per tender document
26	6.5 Functional Specifications – Annexure- V	Mobile App - Section I	It has been asked for social media login on the mobile app. As per DoT guidelines, Public WiFi needs mobile and OTP based authentication. Do we mean here that users will be able to login on WiFi thru app without OTP based authentication? As social login is prone to incorrect KYC.	Mobile app is not mandatory
27	6.5 Functional Specifications – Annexure- V	Mobile App - Section I	Is any other feature envisaged in the app? As people don't download a app just to connect to WiFi. Making it more feature rich can boost its dowloads and usage.	Mobile app is not mandatory
28	Section 6.3, Outdoor AP, Clause CT2RF3, Page 80	Must have -90dB to -100dB or better Receiver Sensitivity.	Request you to please change it to -93dB or higher as in usuall scenario -100 dB is too low receive sensitivity	Specs in tender are indicative

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29	Section 6.3, Outdoor AP, Clause CT2RF6, Page 80	Should support configurable carrier sense threshold	Request you to please delete this clause as configuration of carrier sense is not required	Specs in tender are indicative
30	Section 6.3, Outdoor AP, clause CT207, Page 81	Must support data-plane split tunneling in which ACLs may be configured to enable a range of destination net blocks and/or IPs to bypass the data-plane tunnel and be bridged on the wired interface.	Request you to please delete this clause as split tunnel is not required in telecom scenario or hotspot deployment. It is only required for home remote access point to split internet traffic to local internet and pass enterprise traffic to tunnel.	Specs in tender are indicative
31	Section 6.3, Outdoor AP, clause CT208, Page 81	AP should have capability to split tunnel for both IPv4 and IPv6 tunnel to segregate the management and data traffic.	Request you to please delete this clause as split tunnel is not required in telecom scenario or hotspot deployment. It is only required for home remote access point to split internet traffic to local internet and pass enterprise traffic to tunnel.	Specs in tender are indicative
32	Section 6.3, Outdoor AP, clause CT209, Page 81	AP should have capability to split tunnel for specific destination IP/Subnet (For implementing policy based Caching solutions) using local NAT and forward user traffic.	Request you to please delete this clause as split tunnel is not required in telecom scenario or hotspot deployment. It is only required for home remote access point to split internet traffic to local internet and pass enterprise traffic to tunnel.	Specs in tender are indicative
33	Section 6.3, Outdoor AP, clause CT2EES5, Page 82	The equipment shall support up to 100 MPH sustained winds & 140 MPH wind gusts.	Request you to please change this to maximum 100MPH as it is very high wind speed per say India perspective.	Specs in tender are indicative
34	Section 6.4, Wireless Controller, clause WCIP1, Page 83	WLC should support L2 and L3 roaming of IPv6 clients.	Request you to please change this to "WLC should support L2 romaing of clients" as L3 roaming is not required in case of hotspot	Specs in tender are indicative
35	Section 6.4, Wireless Controller, clause WCO11, Page 84	must be wifipasspoint 2 complaint	Wifi pass point compliance is required for Mobile data offloading and there are multiple compliance and certifications to adhere the same. Request you to please add more compliance like Hotspot 2.0 compliance along with WiFi passpoint 2.0 or remove this altogether	Specs in tender are indicative
36	6.1 Fiber Switch – Annexure 1, Pg 78	Switch should comply to following Temperature performance parameters : i. Operating Temperature - min -0 to 50 °C	The operating temperature 0 -45 C is the Industry standard temperature range for Enterprise grade product in all the leading OEM. Also as per solution , these switches will be deployed in indoor environment and hence the suggested temperature range is sufficient to meet the solution requirement. Kindly modify the clause as "Switch should comply to following Temperature performance parameters : III) Operating Temperature - min -0 to 45 °C" to allow leading OEM to participate with best proposition	Specs in tender are indicative

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
37	6.1 Fiber Switch – Annexure - 1, Pg 78	iv. ITU-T G.8032 Ethernet Ring Protection designed for loop protection and fast convergence times (sub 50 ms) in ring topologies.	HPE support equivalent protocol (RRPP - Rapid Ring Protection Protocol) to provide Ethernet Ring Protection designed for loop protection topologies .Request you to kindly modify this clause as "ITU-T G.8032 Ethernet Ring Protection or equivalent designed for loop protection and fast convergence times (sub 50 ms) in ring topologies."to allow leading OEM to participate	Specs in tender are indicative
38	6.1 Fiber Switch – Annexure - 1, Pg 78	The operating system of the Switches category/series/family should be MEF-9/14 or CE (Carrier Ethernet) Certified/compliant.	MEF and CE certifications are only applicable for Carrier grade products and these are not required/applicable in Enterprise grade LAN switches. Request you to kindly modify and add industry standard Certification option in the clause as "The operating system of the Switches category/series/family should be MEF-9/14 or CE (Carrier Ethernet) Certified/compliant. or Common Criteria certified /Compliant " to allow leading OEM to participate .	Specs in tender are indicative
39	6.4 Wireless Controller – Annexure-IV, Pg 83	Should provide real-time charts showing interferers per access point, on a per-radio, per-channel basis.	WLAN System should able to display Multiple Spectrum Analysis charts and graphs for more visibility. Kindly modify the clause as "Should provide real-time multiple charts (minimum 5 to 10) showing interferers per access point, on a per-radio, per-channel basis."	Specs in tender are indicative
40	6.4 Wireless Controller – Annexure-IV, Pg 83	Controller shall support 10,000 concurrent sessions from a single chassis	Considering 2000 AP per Controller, Asked concurrent sessions are very less to meet the requirement. Please modify the clause as "Controller shall support 25,000 concurrent sessions or more from a single chassis"	Specs in tender are indicative
41	6.4 Wireless Controller – Annexure-IV, Pg 82	Additional Point	Security is always a top priority to built Secure Wifi Network which can able to detect and protect the WLAN Networks from various types of wireless attacks. Kindly add the clause as " WLAN should automatically detect and blacklist clients based on Ad-hoc network detection ,DoS/MIM attacks , Association flood attack , policy violations, authentication failures."	Specs in tender are indicative

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42	6.4 Wireless Controller – Annexure-IV, Pg 82	Additional Point	To provide differentiated access for different type of Wifi users .WLAN system should have a capability of Role based access and application visibility. Kindly add the clause as "Controller/Overlay Solution should provide differentiated access to wireless users through the use of a role-based access policy support and Deep Packet Inspection for Application Visibility."	Specs in tender are indicative
43	6.4 Wireless Controller – Annexure-IV, Pg 82	Additional Point	Considering high B/w Voice ,Video applications , 4 x 10G interfaces per Controller and 2000 AP per controller, We understand that WLAN throughput should be mentioned in the specifications. Kindly add clause as " WLAN system should support up to 40 Gbps of Wired throughput"	Specs in tender are indicative
44	6.4 Wireless Controller – Annexure-IV, Pg 82	Additional Point	WLAN system should be able to scan and avoid the Wifi and Non Wifi interferes. Kindly add the clause as "The Controller must support interference detection and avoidance for both Wi-Fi and non-Wi-Fi interferes."	Specs in tender are indicative
45	6.3, Annexure III, WiFi Outdoor Access Points - CT2EES1	Must support QoS and Video Call Admission Control capabilities	Video Call Admission control is typically used in a VOIP scenario, in an enterprise deployment using a SIP/H.323 Server. In a Public WiFi Network, the Video Call Admission control is not used, all Vidoe Calls are using OTT Mobile Apps. Request to Delete this clause.	Specs in tender are indicative
46	6.4 Wireless Controller – Annexure-IV, Page 84 WCO13	Must support configuration of data-plane split tunneling by enabling specific destination IP addresses and net blocks to bypass the data-plane tunnel and be bridged on the wired interface	This feature is implemented at the AP level, and is already part of the AP Compliance, Request to delete this in the WLC Specifications	Specs in tender are indicative
47	Section 2 Point -1	Average Annual Turnover in last 3 FYs. Marks INR 200 Cr to 300 Cr – 10 marks Above INR 300 Cr to 400 Cr – 15 marks Above INR 400 Cr – 20 marks	Requesting you to change the marks Criteria as below Average Annual Turnover in last 3 FYs. Marks INR 200 Cr to 250 Cr – 10 marks Above INR 250 Cr – 20 marks	As per tender document
48	Section 2 Point -2	Digital advertisement experience - Annual Turnover of the Bidder or its Parent Company and/or its affiliates exclusively from projects related to Digital Advertisements in last 3 financial years (i.e. FY 15-16, 16-17 and 17-18).	Requesting you to please remove the annual Turnover of the Digital advertisement experience as one of the technical evolution criteria.	Clause modified, refer corrigendum II, point no.8

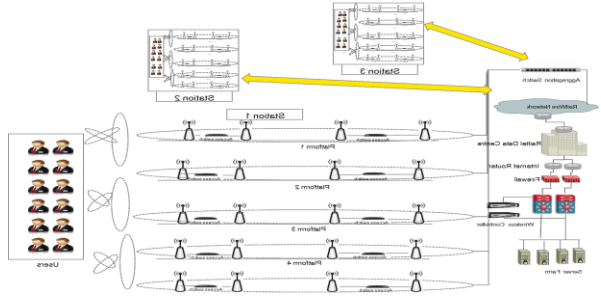
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49	Section 5 Clause- 4.7	The entire project cost shall be borne by the bidder, bidder is required to quote the annual minimum guarantee revenue payable to RailTel as per the format below (Annexure-Form13). Revenue generated from the project shall be shared in the ratio of 50:50 or Minimum guarantee quoted, whichever is higher, with RailTel. Bidder may quote the minimum commitment according to their business case and can quote the minimum commitment much higher than the reserved price mentioned below. Annual Reserve Price for Minimum Guarantee Amount (for all stations)- excl. of applicable taxes - In INR Cr 8.55.	Requesting you to please amend the clause as "A minimum revenue share till bidder reach breakeven revenue share viability gap is funding from railways board & there after higher revenue share will collated to the investment". This approach in which tender specified that 50: 50 share with Minimum Guarantee Amount - In INR Cr 8.55 is non-viable project. As the advertisement revenue and Wi-Fi revenue are at rock bottom levels today.	As per tender document
50	Section-5 Point-2	The Wi-Fi project is being executed by RailTel Corporation on behalf of Indian Railways. The project consists of deployment and maintenance of Wi-Fi network at 302 B Category & 363 C Category Railway Stations and monetization from 302 B Category & 464 C Category stations through specified revenue streams on a 50:50 revenue share with minimum guaranteed revenue model.	Please clarify the category C Count is 363 or 464 for monetization.	Count of Cat-C station for monetization is 464
51	Section-5 Point-2	For proper network coverage, minimum 2 nos. of APs per platform should be installed at C- Category Railway Stations, and minimum 2 nos. of APs in main platform and minimum 1 nos. of APs in other platforms at B-Category Stations. should be at least 60% of the station area at C-Category stations and at least 40% of the station area at B-Category stations.	The statement is contradictory please clarify if we consider the Coverage few stations may go more than 3 AP's.	The para, "should be at least 60% of the station area at C-Category stations and at least 40% of the station area at B-Category stations", is removed
52	Section-5 Point-3.1.37	Responsible for the service design / content of customer registration / login page/ web pages with the concurrence of RailTel. To design and commission the Wi-Fi network with high for Mobile Data Offload (MDO) services.	High-lighted point incomplete " To design and commission the Wi-Fi network with high ----- for Mobile Data Offload (MDO) services".	Clause modified as Responsible for the service design / content of customer registration / login page/ web pages with the concurrence of RailTel. To design and commission the Wi-Fi network with high availability for Mobile Data Offload (MDO) services.
53	Section-5 Point-3.1.41	Shall facilitate seamless integration with existing Wi-Fi system being set up in other sections by RailTel.	Please elaborate in detail.	Seamless integration required only for the 101 cat C stations and 13 cat B stations where Wifi network is already deployed.
54	Section-5 Point-3.2.6	Data centre space for NMS, AAA, WIFI controller and other associated items shall be provided by RailTel in RailTel's Data Centre at no cost to bidder. The space requirement should not exceed 10U, any requirement above 10U shall be charged to bidder.	10U Space is not sufficient for the core "We request you to please change the clause to 1 42U rack space will be provided by RailTel.	Accepted

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55	Section I, 1., page 5	This invitation to Bidder is for Request for Proposal ('RFP') for Selection of Managed Wi-Fi Service Provider for installation and maintenance of Wi-Fi services at 302 B Category & 363 C Category Railway Stations and monetization from 302 B Category & 464 C Category stations through specified revenue streams on a 50:50 revenue share with minimum guaranteed revenue model.	The core system (AAA, PCRF, Wi-Fi Management System like Portals, VoMS, Mobile App, Charging; and IP Log System) which will be deployed at RailTel data centers manages the complete database of subscribers, so it poses security threats by exposing the system to other operators and RailTel will not have any control over the data. So it is highly recommended to put these network components on CAPEX model.	Model shall remain same as in tender
56	Section I, 1., page 5	This invitation to Bidder is for Request for Proposal ('RFP') for Selection of Managed Wi-Fi Service Provider for installation and maintenance of Wi-Fi services at 302 B Category & 363 C Category Railway Stations and monetization from 302 B Category & 464 C Category stations through specified revenue streams on a 50:50 revenue share with minimum guaranteed revenue model.	It is requested that RailTel provides the bidder with a fixed monthly rental amount for its CAPEX investment. Bidder will further share the revenue earned from this system with RailTel on 50:50 sharing basis. It is requested that RailTel should share the existing data for footfall of Wi-Fi services on its operating stations, to do calculation for revenue.	Model shall remain same as in tender. Data pertaining to passenger footfall of 2011-12 is provided as annexure-I of corrigendum-II.
57	Section I, 1., page 5	This invitation to Bidder is for Request for Proposal ('RFP') for Selection of Managed Wi-Fi Service Provider for installation and maintenance of Wi-Fi services at 302 B Category & 363 C Category Railway Stations and monetization from 302 B Category & 464 C Category stations through specified revenue streams on a 50:50 revenue share with minimum guaranteed revenue model.	In case there is no satisfactory revenue generation for 6 months, then what is the way ahead for bidder's CAPEX investment protection.	Revenue generation is solely the responsibility of bidder through the mentioned revenue streams
58	Section V, 4.2, page 75	Bidders shall adopt sustainable revenue model for providing Wi-Fi Services to users. The Managed Service provider shall provide first minimum 30 minutes of Wi-Fi service free of cost to each user for each day. Any usage beyond the first 30 minutes shall be charged as per BIDDER revenue model. Actual duration of required free service shall be decided at a later stage, however it would be min.30 mins.	It is suggested that during free Wi-Fi session of 30 mins, only railway related websites should be allowed.	As per Railway mandate, minimum 30 mins of free wifi is required to be provided
59	Section II, 7.1.9, page 20	Documentary evidences of bidders and OEMs experience in form of copy of Purchase Orders	PO with commercial is under NDA with respective operator, so, it is requested that PO without commercial alongwith consent letter should be accepted by RailTel.	Purchase orders with masked commercials are accepted along with work completion certificate
60	Section V, 6.7, page 112	Sizing – Annexure VII	Since in this tender 300k concurrency has been asked for Wi-Fi services, it is suggested to include eligibility criteria for OEMs for similar experience certificate of atleast 1 PSU.	Specs in tender are indicative
61	Section V, 6.7, page 112	Sizing – Annexure VII	The tender details and specification is for 300k concurrent Wi-Fi system only. But in sizing parameters, 100k broadband subscribers are also mentioned. Kindly clarify if broadband services is part of this tender or not.	Specs in tender are indicative

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62	Section III, 25, page 42	Implementation Schedule	The core network components will be installed in Data Centers and managed centrally so, the implementation plan for this shall be separate from the access network components. Kindly confirm if RailTel has any plan or else bidder will provide its own implementation plan.	Implementation schedule as mentioned in the tender document needs to be followed
63	Section V, 5, page 76	 <p>The BIDDER shall design the Wi-Fi setup at each location to accommodate the users' bandwidth need and requirements. The profiling of users and appropriate policies shall be pushed from RailTel data centre. The wireless controllers shall also be integrated with AAA (Authentication server) to properly manage the policies, which may be required for different user types. The access points shall negotiate using SSID with controller. The controllers register the access points and accordingly allow the access point post checking with AAA server.</p>	It is mentioned that wireless controllers shall be integrated with AAA. Also in the diagram the same is shown. There is no mention of any WAG in the network diagram. If WAG exists in RailTel's network, kindly provide more information. Also since the deployment is virtualized, so please confirm if WAG is also on virtualized environment.	RailTel has its WAG of Juniper OEM. Bidder may integrate with the existing RailTel's WAG or may arrange its own WAG
64	Section I - Invitation to the Bidders, Page 6	Last Date and time for Submission of Bids - 16 July, 2018 (15:00 Hrs)	As the scope of the tender is to install, maintain and monetise Wi-Fi services at railway stations across 25 states, we need more time to visit the locations and carry out surveys to understand the area better and hence arrive at a total cost for the same. Request extension on the tender by at least one month.	As per Corrigendum-I
65	Clause 1 Procedure for Submission of Bids, 1.13, Page 13	Vendors Training Program - Tentative Dates - xx xx, 2018	Pl specify the exact date for such training program	Request for training may be sent to the mail id given in the tender document and date shall be intimated accordingly
66	Clause 16 Consortium related conditions Page 23	A maximum of two organizations/ companies shall be allowed to represent a consortium. The bid should clearly identify the lead bidder among the consortium partners. An undertaking from all the consortium partners should be submitted defining the lead bidder and authorizing the authorized signatory from lead bidder to submit the proposal and interact with RailTel for this RFP. Credentials of consortium partners can be used for eligibility criteria and technical parameters	Since the scope of work for this tender is exhaustive and involves relevant experience in deployment, monetization etc., a consortium of four organizations should be allowed to bid for the tender. The consortium will nominate a lead bidder amongst them for the same.	Consortium of Maximum Four companies are allowed. Clause modified accordingly.

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67	Clause 17 Eligibility Criteria, sub point 3, Page 24	The bidder should be a Telecom/IT/Wi-Fi Solution Provider with experience of executing 3 or more projects involving Wi-Fi as a component in last 3 years with minimum two Government (Central/State/local), PSUs, Educational Institutions or reputed company/organization where each installation is having more than 50 access points. At least one of these projects should be public Wi-Fi project with more than 50 Access Points.	The deployment experience of any of the companies in the consortium should be considered for the purpose of this tender	Credentials of consortium partners can be used for eligibility criteria and technical parameters
68	Clause 18 Technical Evaluation Criteria, Sub point2, Page 26	Digital advertisement experience - Annual Turnover of the Bidder or its Parent Company and/or its affiliates exclusively from projects related to Digital Advertisements in last 3 financial years (i.e. FY 15-16, 16-17 and 17-18).	Since consortium bidding is allowed, the digital advertisement experience of any of the members of the consortium should be considered for the purpose of this tender.	Credentials of consortium partners can be used for eligibility criteria and technical parameters
69	Clause 19.3 Financial bid, Page 28	Annual Reserve Price for Minimum Guarantee Amount (for all stations)- excl. of applicable taxes - INR 8.55 Cr	Instead of Minimum Guarantee model, variable model on revenue share basis should be used to evaluate the tender. Please waive off the minimum guarantee amount completely	Model shall remain same as in tender
70	Contract conditions Clause 4 Payment Terms Sub clause 4.4, Page 35	For revenue stream, selected bidder is required to sign a tripartite agreement with every advertisers/Telco's (in case of MDO) and RailTel clearly mentioning the financials involved for advertisement/MDO.	Signing of triparty agreements with Railtel for advertisers is not required as it will be a cumbersome process. Railtel can audit the financial books of the bidder to check on the reported revenues from advertisement. Please delete tis clause.	Clause modified, refer to corrigendum II, point no.14
71	Contract conditions Clause 7 Service Level Agreements Page 36	The above SLA shall be calculated excluding the downtime due to RailTel's scope.	There should be detailed SLAs for the Railtel backhaul as customer experience and hence the revenue generation are directly dependant on this. Please provide the SLAs for Railtel backhaul	Uptime of RailTel's backhaul will be 99%.
72	Contract conditions Clause 25 Implementation schedule Page 42	Delivery schedule of project with implementation complete at 20% stations in T+45 days and all 100% by T+180 days	The implementation timelines are too strict and should be relaxed by 30 days in each category. The railway stations in the scope of this tender are category B and C ones and hence more time is required for the implementation	Accepted. Implementation schedule have been modified accordingly in Annexure-II of corrigendum-II.
73	Section V Scope of Work, Clause 2 Scope of Work Page 71	should be at least 60% of the station area at C-Category stations and at least 40% of the station area at B-Category stations	The sentence is incomplete. Is it being referred to the Wi-Fi coverage here. Pl clarify	This para is revoked
74	Section V Scope of Work, Roles & Responsibilities Clause 3.1.8.2.2 Page 72	BIDDER shall be responsible to for backhaul connectivity provisioning using RailTel network and related equipment at locations	Please confirm if the backhaul connectivity is complete for all the stations mentioned in this tender and also is the backhaul connectivity readily available at all stations. It is also assumed that the backhaul connectivity will not be charged by Railtel. Please confirm	Backhaul connectivity is present in almost all the stations. In case the backhaul is not present, RailTel will arrange the same on its cost

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
75	Section V Scope of Work, Roles & Responsibilities Clause 3.1.8.2.3 Page 72	BIDDER shall be responsible for getting necessary permission, approvals and space for installation of equipment and cabling at the location	Getting the necessary permissions and approvals should be in Railtel's scope. Any delay in getting the permissions will directly impact the project deployment timelines	Assistance shall be provided by RailTel in getting timely permissions. Permission will be arranged within 7 working days and any delay over that will not be on the account of bidder
76	Section V Scope of Work, Roles & Responsibilities Clause 3.1.21 Page 73	RailTel will coordinate with station authorities to provide necessary security as provided for similar valued assets in the Railway station. BIDDER at its discretion may take necessary steps like insurance/AMC, for all the equipment. RailTel will not be responsible for bidder's equipment installed in any way.	The security of the equipment should be the responsibility of Railtel. Since the deployment areas in this tender are railway stations which are open deployments, the probability of theft etc. is high. Hence Railtel should ensure the security of the equipment	Tender clause shall prevail
77	Section V Scope of Work, Roles & Responsibilities Clause 3.1.41 Page 74	Shall facilitate seamless integration with existing Wi-Fi system being set up in other sections by RailTel.	Pl provide the details of existing Wi-Fi system being deployed by Railtel	Seamless integration is required only for the 101 cat C stations and 13 cat B stations where Wifi network is already deployed. The indicative specifications mentioned in the tender document are the products specifications for existing deployed WiFi system.
78	Section V Scope of Work, Roles & Responsibilities Clause 3.1.51 Page 74	The other additional responsibility of the contractor under the scope of work for this tender shall be as under: i) Excavation of trenches and laying of HDPE Duct in all types of soils, Road/Rail crossing, in building, clamping etc. & protective works. ii) Back filling and dressing of the excavated trenches. iii) Blowing/pulling of Optical Fiber Cable (24F/6F) with proper tools and accessories. iv) Installation of Jointing Chambers & Route/Joint Indicators. v) Splicing of fibres in Joint closures/FMS and installation of new joint enclosures/FMS. vi) Laying of power cables, Ethernet cables in DUCT, PVC conduit. vii) Installation of Routers, PoE switches, APs, Patch Cord, MCB, Access Switch, 6U/9U rack & UPS at suitable height on platforms with all sorts of angle, nuts etc. viii) End to end testing & submission of test results, route diagrams for final Commissioning of WiFi in co-ordination with field staff, NOC/CNOC of RailTel ix) Installation and monitoring of the UPS	The purpose of some of the sub points in the clause is not known if the bidder is using the existing bandwidth of Railtel. Pl specify the purpose of the requirement for the bidder to do excavation of trenches, backfilling, splicing fiber etc.	The same may be required in case RailTel's PoP is at a distance from station

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
79	Section V Scope of Work, Overview of proposed solution Page 75	To start with access points or Point of Presence (PoP) shall be provisioned at railway stations implemented in controller-based model where access points shall be managed by using wireless controller, which shall be positioned at Data centre (RailTel).	Pl clarify the purpose of having the wireless controller inside Railtel Datacentre. This is not required and the bidder should be allowed to use its existing wireless controller	RailTel is providing DC/DR space for the hosting of wireless controller, AAA, NMS etc for better network management and troubleshooting . Bidder is allowed to use their existing wireless controller provided installation at RailTel DC/DR only.
80	Clause 7 List of Railway stations to be covered under this project Page 117	List of Railway Stations	Please provide the latitude longitude of each of the mentioned railway stations. The same is required to check the connectivity to Railtel backhaul	The same will be provided
81	Section V Scope of Work, Roles & Responsibilities Clause 3.1.15 Page 72	3.1.15 Manage Operations and Maintenance (O&M) at the Wi-Fi locations. 3.1.16 Set up LAN network and Wi-Fi Hotspots across locations proposed in phased manner. 3.1.17 Compliance to all mandatory government regulations.	Please clarify whether the bidder should hold a valid ISP License Pan India Cat A? Please clarify as to who (whether Bidder or RailTel) will be responsible for LIM Compliance of Wi-Fi services at locations mentioned in the RFP?	Holding of ISP licence is not mandatory. RCIL will be responsible for LIM compliance, bidder is required to submit the necessary data required for compliance to RailTel on regular basis.
82	4, Pg no 25	The Bidder or its Parent Company and/or its affiliates shall have minimum annual turnover of INR 200 Crore each during last 3 financial years. The Bidder or its Parent Company and/or its affiliates shall submit the Annual Report/audited accounts certified by Auditor for the above two years to establish the turnover. (i.e. FY 15-16, 16-17 and 17-18)	very huge amount for startups like us who fall under the purview of MSMEs and request to reduce	MSME policy of DIPP will be applicable
83	7, Pg no 5	An Earnest Money Deposit (EMD) of Rs.1,00,00,000/- (Rupees One Crore only), in the form of Demand Draft issued by a Nationalized / Scheduled Bank valid for 90 (Ninety) days from the date of bid submission must accompany all bids.	very huge amount for startups like us who fall under the purview of MSMEs and request to reduce	MSME policy of DIPP will be applicable
84	4, pg no 26	Weightage to advertising experience - No. of Advertisers currently associated. Marks 1 to 5 – 10 marks 6 to 10 – 15 marks > 10 – 20 marks	suggest for the reduction in the weightage/marks assigned to advertising experience in the 'Technical Evaluation Criteria'.	Weightage to advertising experience is changed to maximum 10 marks. Accordingly evaluation criteria is modified in corrigendum-II, point no.9.
85	Page 21, Point 8.1	For the purpose of submission of the bid, the Bidder may be represented by either the Principal Officer (MD / CEO / Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority (Power of Attorney or Board Resolution). All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the Principal Officer.	Is the authorized representative expected to be present for bid submission or for eventual contract signing, should we win the bid? Request you to let the bid be submitted by other company representatives working on the proposal and the authorized signatory can be made available for contracting purposes.	Signing of bid document may be different from signing of contract agreement. Power of attorney should be submitted in each case

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
86	Page 24, Eligibility Criteria, 17.1 #2	Certificate from the Company Secretary/Statutory auditor to the effect that the Bidder is not blacklisted by any of the Central / State Government, PSU, Local or Urban body - Municipalities, Ministry/ Department of Government of India/ State Governments.	Request this to be a self certification instead	As per tender document
87	Page 24, Eligibility Criteria, 17.1 #3	The bidder should be a Telecom/IT/Wi-Fi Solution Provider with experience of executing 3 or more projects involving Wi-Fi as a component in last 3 years with minimum two Government (Central/State/local), PSUs, Educational Institutions or reputed company/organization where each installation is having more than 50 access points. At least one of these projects should be public Wi-Fi project with more than 50 Access Points.	Request to change "bidder" to "Bidder or its Parent Company and/or its affiliates" as is done for the 17.1 #4	As per the tender document
88	Page 24, Eligibility Criteria, 17.1	Credentials of consortium partners as per clause 16 of this section can be used for eligibility criteria and technical parameters	Request that the credentials of the bidder's parent and/or its affiliates may also be permitted for the eligibility criteria.	As per the tender document
89	Page 24, 17.1 S.No 4 of table	The Bidder or its Parent Company and/or its affiliates shall have minimum annual turnover of INR 200 Crore each during last 3 financial years. The Bidder or its Parent Company and/or its affiliates shall submit the Annual Report/audited accounts certified by Auditor for the above two years to establish the turnover. (i.e. FY 15-16, 16-17 and 17-18)	While this states a requirement of INR 200 crores each year during last 3 FY, Form 2.1 on Page 48 states that the bidder should have minimum cumulative turnover of Rs. 200 crores during last three FY. Please clarify if the requirement is of Rs. 200 cr each year or cumulative during past 3 FYs?	Clause modified, refer to corrigendum II, point no.7.
90	Pge 25, Eligibility Criteria - Point 4	The Bidder or its Parent Company and/or its affiliates shall have minimum annual turnover of INR 200 Crore each during last 3 financial years.	In case the Bidder's Affiliate/ Parent's details are provided for the eligibility criteria - does it make that Parent or Affiliate a Consortium Partner to this bid? Can the Parent or Affiliate be an Offshore Company?	Consortium of bidder with parent or affiliate is not required. Parent or affiliate company can be an offshore company, lead bidder should be Indian
91	Page 28, 19.3 Stage-2: Forward E Auction #1	The bench mark / base price for starting the auction will be based on financial quotation received and evaluated by committee	How will the benchmark/ base price be decided? Will it be the lowest or highest or any other mathematical combination of the bids received?	Benchmark will be the highest bid received.
92	Page 28, 19.3 Stage-2: Forward E Auction #3	RailTel reserved the right not to consider the highest bid received in the auction process	Please clarify what are the envisaged scenarios that may lead to the highest bidder's bid not being considered.	At any stage of the process, if tender terms and conditions are breached, then RailTel may exercise this right
93	Page 30, Section 22.2	The successful bidder shall submit a rolling FBG. For Year 1, the successful bidder is expected to maintain an FBG equivalent to half of the minimum commitment quoted for year 1. From Year 2 onwards, the successful bidder is expected to maintain an FBG equivalent to the half of the total revenue payable to RailTel in the last year i.e. in across year 2, the successful bidder is expected to maintain an FBG on half the amount payable to RailTel in year 1. (This shall be over and above the charges to be paid to IR & RailTel towards infrastructure facilities if applicable). The bank guarantee would be valid across contract duration and till 1 years post the completion of the contract	Which infrastructure facilities will the IR or Railtel charge the bidder for? Please provide a list of such facilities and the expected charges.	Bidder will be charged for Provision of electricity, meter etc and monthly consumption charges for electricity

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
94	Page 35, 3.5	The bidder should not assign or sublet the contract or any part of it to any other vendor in any form. Any such practices shall result in termination of contract and forfeiture of FBG, RailTel may, at any time, terminate the contract by giving written notice to the selected vendor without any compensation, if the selected vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to RailTel	Request sub-contracting to be permitted. Given the scale of the project it is highly unlikely that any one bidder will be able to execute the tasks completely within their own organisation	Clause modified, refer to corrigendum II, point no.16.
95	Page 35, 4.1	Revenue generated from the project shall be shared in the ratio of 50:50 or Minimum guarantee quoted, whichever is higher, after deducting applicable DoT share (if any) with RailTel	Please clarify what is the DoT share?	DoT share, as applicable, is mandatory fee to be shared as per TRAI guidelines, for revenue streams using internet
96	Page 35, 4.4	For revenue stream, selected bidder is required to sign a tripartite agreement with every advertisers/Telco's (in case of MDO) and RailTel clearly mentioning the financials involved for advertisement/MDO	For sustainable monetization we recommend running the system on programmatic ads beyond the direct deals done specifically for the Railway inventory. This would mean that ads from 1000s+ advertisers can potentially show up. It will be practically impossible to have tripartite agreements with all the advertisers and will impact monetization. Request reconsideration. Also, who (Railtel or Bidder entity/Affiliate) will own the legal title in Ad inventory?	Clause modified, refer to corrigendum II, point no.14
97	Page 35, 4.5	In case of paid wi-fi, the system will be prepaid and the voucher management will be jointly worked out between RailTel and the bidder at the time of launch of service.	For paid wi-fi please clarify if Railtel will be Merchant on Record / seller since it will act as the ISP?	As RailTel is the ISP and bidder can be franchisee of Railwire, RailTel will be merchant/seller
98	Page 35, 4.6	All project revenue would be collected by the successful bidder in an escrow account. The escrow shall be set-up in a public sector bank in India. The rules and policies to operate and manage the escrow account would be conveyed to the successful bidder. The revenue collected in the escrow account would be distributed amongst the successful bidder and RailTel as per the schedule agreed in the terms and policies. However, the successful bidder shall prepare a statement of reconciliation for each quarter.	This requirement is onerous in the case of programmatic advertising. Adequate reporting is feasible. Request reconsideration.	As per the tender document
99	Page 36, Section III, Point 7.1	The bidders are expected to meet the broad Service Level requirements envisaged for this project. Non-compliance to the SLAs shall result in penalties/deductions as given below:	Please clarify whether these penalties will be assessed only in those cases where non-compliance is solely the fault of the bidder. For example, will the bidder be penalized for missing uptime targets at a station if power at that station does not meet those targets?	The uptime shall be calculated after deducting the downtime due to RailTel/Railways scope

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
100	Page 38, 13.3	If RailTel desires, the Bidder shall be obliged to ensure that all approvals, registrations, licenses, permits and rights etc. which are inter-alia necessary for use of the goods supplied / installed by the Bidder, the same shall be acquired in the name of RailTel, prior to termination of this Contract and which may be assigned by RailTel to the Prime Bidder for the purpose of execution of any of its obligations under the terms of the Bid, Tender or this Contract. However, subsequent to the term of this Contract, such approvals, registrations, licenses, permits and rights etc. shall endure to the exclusive benefit of RailTel.	Equipment supplied/used by bidder will remain its property during the tenure and it will have rights to operate and maintain it - any transfer of rights should be avoided since it will have tax implications - thus we request reconsideration of this clause.	As per the tender document
101	Page 71, Section V, Point 2	The project consists of deployment and maintenance of Wi-Fi network at 302 B Category & 363 C Category Railway Stations and monetization from 302 B Category & 464 C Category stations through specified revenue streams on a 50:50 revenue share with minimum guaranteed revenue model.	Please describe the detailed network architecture, including equipment makes and models at the 101 (464-363) Class C stations which are, or have been, built out under a separate contract.	The indicative specifications mentioned in this tender document are the products specifications for existing deployed WiFi system.
102	Page 71, Section V, Point 2	For proper network coverage, minimum 2 nos. of APs per platform should be installed at C- Category Railway Stations, and minimum 2 nos. of APs in main platform and minimum 1 nos. of APs in other platforms at B-Category Stations. should be at least 60% of the station area at C-Category stations and at least 40% of the station area at B-Category stations.	What is the average area of Class B stations? What is the average area of Class C stations?	Area of class B and C stations vary from station to station. However, for better understanding, details of platforms of each specified stations is attached as Annexure I of this corrigendum II
103	Page 72, Section V, Point 2	Bidder has to extend the connectivity from RailTel's POP to station area.	At what fraction of the stations is the POP remote, and what is the average distance from the PoP to the station in those cases? Would be helpful to estimate the costs. Will Railtel provide a router or switch port at the POPs, remote or otherwise, for the bidder's backhaul connection, or must the bidder provide the POP-side router or switch? Will the bidder be required to pay any cost for bandwidth (e.g., X rupees/Mbps/month) between the POP and the station? Who owns the infra and how does this infra tie in with Railtel fiber infra?	RCIL will provide one MPLS port to bidder at RailTel PoP. Bidder is not required to pay for internet bandwidth. The infra deployed by bidder shall be owned and maintained by bidder during the project period.
104	Page 72, Section V, Point 2	Bidder is expected to adopt suitable revenue model to generate revenue through digital advertisement on captive portal, mobile data off-load and paid wi-fi.	Are all three viz. Digital ads, MDO, and paid Wi-fi mandatory or can it be one of these?	It is the discretion of the bidder to make the model sustainable using either one or all three services
105	Page 72, Section V, Point 3.1.17	Compliance to all mandatory government regulations.	Please identify the relevant general areas of government regulation. Please state whether Railtel will be ISP of Record for this deployment, including, without limitation: providing public IP address blocks for users; responding to requests from law enforcement agencies for information regarding user sessions; and satisfying all TRAI, DOT and other applicable regulations for ISPs.	RailTel shall be the ISP & will comply the regulatory compliance related to ISP. Bidder shall have to comply with all the mandatory government regulations, if any, applicable from time to time.

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
106	Page 74, Section V, 3.2.1	To provide internet bandwidth at stations/sites with Gigabit Ethernet interfaces to support the requirements of the project.	Please provide monthly footfall (or ticket sale) data for the last three years for each Class B and Class C station covered by this RFP. Will RailTel be supplying bandwidth to all these stations. If so, what is the capacity planned for each station. Considering footfall estimates between Class B and C stations, the bandwidth required at each of these categories might be different. Will this be decided during implementation planning phase?	Data pertaining to passenger footfall of 2011-12 is provided as annexure I of this corrigendum II. Internet bandwidth at each station shall be provided by RailTel. However, the capacity of bandwidth at each station shall be decided during implementation phase
107	Page 75, 3.2.6	Data centre space for NMS, AAA, Wifi controller and other associated items shall be provided by RailTel in RailTel's Data Center at no cost to bidder. The space requirement should not exceed 10U, any requirement above 10U shall be charged to bidder.	Is it mandatory to have all the solution components in Railtel's data center or some components of the solution can work from the cloud?	As per tender document
108	Page 75, Section V, 4.6	RailTel will also have the option of using alternate means of generating advertising revenue without affecting the revenue share.	Please clarify what alternate means of revenue generation are being referred to here? Will Railtel act as a reseller of online ad space (ad space owned by Bidder or its Affiliate)?	Clause modified, refer to corrigendum II, point no.25.
109	Page 75, 3.1.25	To provide billing solution and accounting software for the proposed revenue streams	For Paid Wifi, mobile data offload, Seller will be ISP - invoicing as a seller to the end user will need to be done by the seller i.e. ISP. So, please clarify this.	As per the tender document. Billing solution is the responsibility of the bidder
110	Page 75, 4	Eligible Bidder will be selected for providing end-to-end Wi-Fi services. Bidders shall adopt sustainable revenue model for providing Wi-Fi Services to users. Mobile data offload.	Please clarify if the revenue collection from paid wifi, mobile data offload will be done only behalf of the ISP i.e. Railtel, as a service provider to ISP.	Revenue collection for all streams will be responsibility of bidder on behalf of RailTel
111	Page 86	AAA server should support Open SSID based authentication and Web based secured login using existing username and password, restricting unauthorized access to the system	Is username/password the only way allowed or will KYC-based authentication acceptable?	Any process permitted by regulatory authorities will be allowed.
112	Page 104	Portal should support Multiple options for Logout (i.e., URL Hit, Idle Time out etc.)	If Wi-Fi is free with advertisements, is a logout required?	Multiple options for logout should be available. However, bidder is free not to enable logout functionality in such case
113	Page 106	Should provide a true multi-tenant and multi-hierarchy platform.	What is multi-hierarchy?	Multi Hierarchy is to support enforcement of policy in groups and subgroups e.g. Policies can be enforced station-wise or group of stations-wise.
114	Page 76	The wireless controllers shall also be integrated with AAA (Authentication server) to properly manage the policies, which may be required for different user types.	What are the different user types and corresponding services expected?	Specs in tender are indicative
115	Page 95	Solution should support multi-operator, service specific roaming support including iPass®, Boingo®, etc.	Can this not be mandatory?	As per tender document
116	Page 105	The Captive Portal should allow Social Media login for specific location and this should be configurable from the Web console of the proposed system.	Can this not be mandatory?	This is non-mandatory

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
117	Page 26, Technical Evaluation Criteria	ADVERTISERS BASE Number of Unique Advertisers that The Bidder or its Parent Company and/or its affiliates has valid existing relationships.	The highest band of expected number of advertisers for existing relationships is 10. Given that the business model is going to be heavily dependent on Ad Revenue generation, it is crucial to have a higher number of relationships for stability and sustainability of business model. Suggest that the bands be made: 100-500, 501-1000, and >1000. Also, does the use of Bidder's Affiliate or Parent Company for Technical Evaluation Criteria make such Affiliate or Parent Company member of the Consortium to the Bid?	As per the tender document.
118	Page 35, 5. Period of Contract	The period of contract shall be for 7 (seven) years in the first instance. It may be extended for a further period on mutual consent. The decision of RailTel will be final in this regard.	Please clarify when will these 7 years begin? Our recommendation is that the 7 year period should begin from the date of go-live of the last station.	The period of contract shall start after 6 months from the date of LOA
119	Page 38, 13.2	RailTel shall own and have a right in perpetuity to use all newly created Intellectual Property Rights which have been developed solely during execution of this Contract, including but not limited to all processes, products, specifications, reports and other documents which have been newly created and developed by the Bidder solely during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all such Intellectual Property Rights arising in performance of the Services to RailTel, execute all such agreements/documents and obtain all permits and approvals that may be necessary in regard to the Intellectual Property Rights of RailTel.	A lot of proprietary tools will be used in delivering the project. Even if certain modifications/ extensions are made to the existing platform, it will be impossible to transfer the IP for such modifications without having a bearing on the core platform. Request you to modify this requirement accordingly.	As per the tender document.
120	Page 38, 13.4	The Bidder shall indemnify RailTel against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty by any such Tax Authority may assess or levy against RailTel/Prime Bidder.	Each party shall be responsible for its own tax liability - Tax indemnity is against the policy and thus we request you to kindly remove this clause.	Clause removed
121		Additional	Separation of scope for Class B and C RFP - Currently, the scope for this RFP includes both Class B and C stations. Infrastructure requirements vary for these two category of stations and we would like to check if RailTel would consider separating class B and C stations and provide an option for the bidder to bid for them separately based on their interest.	As per the tender document.
122			Removal of LAN from scope - Network infrastructure is owned by RailTel, so the last mile of the network should also be owned by RailTel, as the bidder has no rights to monetize the network beyond the Wi-Fi services.	As per the tender document.

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
123			Spread the risk - Currently, the way this RFP is designed, 100% risk is on the bidder. Railtel wishes to get benefited from the upside potential but is not open for the downside risk. Given that the monetisation potential is unknown and will be discovered in due course of time post implementation, we recommend that the risk and gains be spread evenly. Specifically, we request that the minimum guarantee of INR 8.55 Cr be removed and the revenue share be decided on the basis of the percentage of investment e.g. in the current scope (LAN+RAN), almost all the investment is from the bidder, so 100% revenues should be given to the bidder.	As per the tender document.
124			Can we show reference from outside India? We have some deployments outside of India which would help us meet the RFP criteria	References from India only will be considered
125			Instead of the contracts, can we share self declaration on our letter head?	As per the tender document.
126	CT2RF3/ RF, page-80	Must have -90dB to -100dB or better Receiver Sensitivity.	you are requested to change this clause to "Must have -87dB to -100dB or better Receiver Sensitivity."	Specs in tender are indicative
127	CT2Q1/ Quality of Service, page81	shall have the support of 802.11e and WMM	you are requested to change this clause to "shall have the support of 802.11e/WMM". To allow larger participation from Leading OEM's	Specs in tender are indicative
128	CT2EES1/ Environmental and Electrical Specifications, page-82	Must support QoS and Video Call Admission Control capabilities	you are requested to change this clause to "Should support QoS for voice over wireless."	Specs in tender are indicative
129	WCHW2/ Hardware and Standards, page-83	Controller should support 2U form factor and multiple stackable controllers must be proposed from Day One from single chassis of minimum 2000 Access Points. Proposed controller should support 1+1 or N+1 redundancy from the day one. The solution should be scalable to support 20,000 or more APs.	Please clarify on AP support requirement from Day-1. also stackable Controllers should not be a mandatory requirement. It should be optional for OEM's who has smaller capacity controllers. Anyone having a WLC supporting 20k AP's don't need multiple stackable WLC's.	Specs in tender are indicative
130	WCRF3/ RF Management, page83	Must have Automatic 802.11 interference detection, identification, , and mitigation.	you are requested to change this clause to Must have automatic 802.11 interference detection and mitigation"	Specs in tender are indicative
131	WCIP1/ IPv6 features, page-83	WLC should support L2 and L3 roaming of IPv6 clients.	you are requested to change the clause to "WLC should support L2 roaming of IPv6 clients. "	Specs in tender are indicative
132	WCF2/ Functionality, page-84	Must support user load balancing across Access Points.	you are requested to change the clause to "Must support user load balancing across Radio's.	Specs in tender are indicative

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
133	WCO2/Operational: page-84	Should be able to classify and identify different types of interference	you are requested to change the clause to "Should be able to detect different types of interference "	Specs in tender are indicative
134	WCO3/Operational: page-84	Should provide a snapshot of air quality in terms of the performance and impact of interference on the wireless network identifying the problem areas.	Please change the clause to "Should provide a snapshot of air quality"	Specs in tender are indicative
135	WCO15/Operational: page-84	shall support API's for NB and SNMP Integration with CNMS	Please change the clause to "shall support API's for NB or SNMP Integration with CNMS	Specs in tender are indicative
136	WCQ1/ QOS: page-85	Must support 802.11e and WMM	you are requested to change this clause to "Must support 802.11e/WMM".	Specs in tender are indicative
137	6.1 sr. no. 1, ,Page No.77	Should have 24 ports SFP Based Gigabit ports.	As per stations port requirements, 16 x1GE SFP fiber port should be sufficient for current and future network requirement. Please allow 16x1 GigE SFP port + 4x1GE copper port instead of 24 SFP port.	Specifications given in tender document are indicative
138	6.1 sr. no. 3 ,Page No.77	Should have at least 120 Gbps switching fabric.	As per Total port requirement 20xGigE Port and 4x10GE port Maximum Capacity should be less than 60Gbps Full duplex. Please clarify that 60 Gbps Full duplex Switching fabric instead of 120Gbps	Specifications given in tender document are indicative
139	6.3, CT2WS5 ,Page No.79	Antenna Gain of Access Points must be +2dBm or better. Must support following minimum transmit power for both 2.4Ghz and 5Ghz radios. (i) 2.4-Ghz band : +21dBm (ii) 5.0-Ghz band: +24dBm	Antenna Gain of Access Points must be +5dBm or better. Must support following minimum transmit power for both 2.4Ghz and 5Ghz radios. (i) 2.4-Ghz band : +27dBm (ii) 5.0-Ghz band: +25dBm Access point Must support minimum of 30dbm EIRP (Effective Isotropically Radiated Power) to achive desired coverage from day one.	Specifications given in tender document are indicative
140	6.3, CT2M3 ,Page No.80	Access point shall have wired uplink interfaces i.e. 1X10/100/1000BASE-T Ethernet	The AP Should have dedicated console port (RJ-45/Mini USB) for local troubleshooting, other than traffic port	Specifications given in tender document are indicative
141		New Clause	Request to add a clause " To maintain the performance of the access point, WLC functionality should not be allowed in the Access point. And all the access point configuration, RF Management, firmware upgradation, policy enforcement should be done from centralised hardware WLC, place in DC"	Specifications given in tender document are indicative
142		New Clause	Request to please add a clause: "The proposed solution including both WLC and Access points must support all IPv6 functionalities including IPV6 address on AP and client, Ipv6 internal captive portal, logging with IPV6 syslog server."	Specifications given in tender document are indicative

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
143		New Clause	OEM should provide customer with direct access to OEM's TAC (24 x 7 x 365) in case of any fault management & software updates and upgrades.	Specifications given in tender document are indicative
144		New Clause	The OEM should have done at least 3 WLAN deployments with more than 3000 Outdoor Aps and in total of 20000 AP deployment in Public Sector and Telecom within INDIA	Specifications given in tender document are indicative
145		New Clause	OEM should have their own hardware spare depots at least 10 number in India covering major cities to meet the SLA' requirements. The Spare depots should be 24 x 7 depots.	Specifications given in tender document are indicative
146		New Clause	The OEM should be in Gartner magic quadrant for LAN and WLAN in leaders and Challengers quadrant in last 3 years	Specifications given in tender document are indicative
147		New Clause	The OEM of active network components to be quoted by the bidder should be present in the country from at least past 10 years.	Specifications given in tender document are indicative
148	6.4, WCHW4 ,Page No.82	Controller shall support 10,000 concurrent sessions from a single chassis	Controller shall support 30,000 concurrent sessions from a single chassis	As per tender document
149	6.4 ,Page No.82	The below mentioned parameters are minimum specifications of the controller. Bidders has to propose Cloud/Appliance based Wireless Controller to meet the requirement as per the tender.	Need to change to Appliance based Hardware controller with all AP lics loaded.	Specifications given in tender document are indicative
150	6.4, WCP1 ,Page No.83	Controller performance must remain the same if encryption is on or off for wireless SSIDs except the throughput processing of the controller.	We would request to delete this requirement	Specifications given in tender document are indicative
151		New Clause	Stateful Access point switch over	Specifications given in tender document are indicative
152		New Clause	Stateful Clients switch over	Specifications given in tender document are indicative
153		New Clause	The proposed solution must provide the Analytic basis Visitors, repeat visitors, dwell times, inside or outside the venue etc, along with Path Analytics. Also, the system should provide Traffic Analysis by Zones.	Specifications given in tender document are indicative
154		New Clause	The system shall provide location Analytic service that provides real-time live analytic of demograhic information	Specifications given in tender document are indicative
155		New Clause	The system shall have an ability to have an analytics solution that provides counts of number of WIFI devices detected in a specific custom defined zones	Specifications given in tender document are indicative

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
156		New Clause	The system shall have an ability to create analytics zones in on premise analytics solutions	Specifications given in tender document are indicative
157		New Clause	The system shall have an ability to schedule analytics reports that can be viewed by PDF	Specifications given in tender document are indicative
158	6.8, Sr. no. 10 ,Page No.114	To save the reports in excel, PDF, XML.	Kindly clarify that reports exported in CSV, Excel, PDF formats is acceptable instead XML	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
159	6.8, Sr. no. 15 ,Page No.114	Collection Layer has to be seperated out from Processing and Presentation layers	Every OEM have their own architecture for EMS which gets evolved over the time. Kindly allow Collection layer is integrated part of EMS	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
160	6.8, Sr. no. 17 ,Page No.114	OS should not be open source	We support hardened version of Red Hat Linux. Kindly allow hardend version of REDHat inux	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
161	6.8, Sr. no. 18 ,Page No.114	DB should not be open source	We support Oracle. Kindly allow oracle as DB	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
162	6.8, Sr. no. 19 ,Page No.114	Please describe how your solution support Active-Active (Deduplication may be required but there is no data loss and failover is fast)	Generally EMS deployment allows High Availability with Active-Passive configuration. Please allow to provide Active-Passive deployment on EMS requirement	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
163	6.8, Sr. no. 21 ,Page No.114	N+1 for collection layer	Every OEM have their own architecture for EMS which gets evolved over the time. Kindly allow Collection layer is integrated part of EMS	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
164	6.8, Sr. no. 22 ,Page No.114	HA (active-active) is required for all higher layers, please provide detailed architecture and BOM	Generally EMS deployment allows High Availability with Active-Passive configuration. Please allow to provide Active-Passive deployment on EMS requirement	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
165	6.8, Sr. no. 24 ,Page No.114	Systems should be able to manage 50,000 devices from day 1.	Please allow one hardware should support 24000 Devices and solution should provide to manage 50,000 devices from day 1.	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
166	6.8, Sr. no. 27 ,Page No.114	The solution provides Search capabilities - adhoc queries, save queries, user queries, role-based queries, shared/public queries	Generally individual search is available. Kindly allow to support Queries without save queries.	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
167	6.8, Sr. no. 29 ,Page No.114	Ability to configure the graphical user interface based on individual, group or role-based preferences (colors, layout, etc.)	It is possible to create custom dashboards of EMS. However they are not necessarily based on groups or roles. Kindly allow to create custom dashboard without role /group based	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
168	6.8, Sr. no. 30 ,Page No.114	Ability to support object-specific pop-up menus in the graphical user interface	Kindly clarify the functionality wated to achive on this	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
169	6.8.2, Sr. no. 5 ,Page No.115	Alarm data retention: The retention of raw alarms data should be kept for atleast 6 months	Kindly allow these data should be kept for 90 Days	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
170	6.8.2, Sr. no.8 ,Page No.116	Daily Reports must have retention (18 Months)	Kindly allow these data should be kept for 365 Days	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
171	6.8.2, Sr. no.9 ,Page No.116	Monthly Reports must have retention (24 Months)	Kindly allow these data should be kept for 365 Days	WIFI NMS specifications Annexure VIII and IX is indicative. Bidder should ensure to provide WIFI NMS through which monitoring and trouble shooting of complete network can be done at RailTel's NOC
172	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	Adequate Security mechanisms shall be provided in the Wi-Fi service equipment so as to prevent unauthorized access or interfaces to services, calls, protocols and data.	We recommend to Kindly include DNS Security Solution: Enforcing security at DNS Layer – Connections to unsafe websites are never established Simple to use content filtering solution to Wi-Fi network Prevent malware, phishing, ransomware and C2 callbacks for all guests, employees and devices in wireless network	As per tender document
173	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The proposed solution must be based mandatorily on recursive DNS analysis	DNS solution is under RailTel's scope
174	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The solution must have DNS security license for 10,000 users from day one, user can be remote and/or on-premise.	DNS solution is under RailTel's scope
175	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The solution must offer several deployment options: such as an internal virtual forwarder, pointing the forwarder of the existing authoritative DNS to the recursive service, pointing the DNS configured on the Internal Proxy to the recursive service, or also an agent on the endpoint, without any additional physical hardware	DNS solution is under RailTel's scope

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
176	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	<ul style="list-style-type: none"> The recursive DNS security service must be provided via a global data center network. The solution must be applicable simultaneously to corporate users connecting from wired and wireless networks, with the possibility to define different policies based on different public IPs, and or internal networks, or Active Directory attributes such as users or groups. "Proposed DNS Security solution should be licensed on the basis of number of Access Points and not the number of users" 	DNS solution is under RailTel's scope
177	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	<ul style="list-style-type: none"> The solution must be able to detect and block advanced malware related domains regardless of the specific ports or protocols used by the malware 	DNS solution is under RailTel's scope
178	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	<ul style="list-style-type: none"> The solution must be able to detect and block malicious domains using protocols different from HTTP/HTTPS 	DNS solution is under RailTel's scope
179	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	<ul style="list-style-type: none"> The solution must be able to protect at least from the following categories of malicious domains: botnets, exploit kits, drive-by, phishing, newly seen domains 	DNS solution is under RailTel's scope
180	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	<ul style="list-style-type: none"> The solution must be able to prevent infections, blocking the DNS requests towards malware distribution domains or drive-by domains, and contain the pre-existing infections, blocking the DNS requests towards command and control infrastructures 	DNS solution is under RailTel's scope
181	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	<ul style="list-style-type: none"> The solution must leverage predictive intelligence and not just use static signatures or blacklists 	DNS solution is under RailTel's scope
182	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	<ul style="list-style-type: none"> The threat intelligence must be automatically updated in less than 15 minutes after the discovery of a new threat without any manual update operations. 	DNS solution is under RailTel's scope

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
183	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The solution should support transparent intelligent proxy configurable inside each security policy and able to analyse both HTTP and HTTPS traffic as and when required in future. The solution should be able to enforce Web filtering policies, if required based on at least 60 categories. It must be possible to enforce the Web filtering policy independently from the security policy	DNS solution is under RailTel's scope
184	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The web filtering and security policies must allow the creation of global exceptions for several domains, via custom whitelists or blacklists	DNS solution is under RailTel's scope
185	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The vendor shall have an in-house threat research team to provide real-time intelligence and not depend on third party feeds or lists	DNS solution is under RailTel's scope
186	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The proposed solution shall be able to proxy all traffic to suspicious domains and inspect any file downloads from these domains with Anti-virus engine	DNS solution is under RailTel's scope
187	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The proposed solution shall be able to proxy all traffic to suspicious domains and inspect any file downloads from these domains with Advanced Threat Protection solution	DNS solution is under RailTel's scope
188	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The management interface must be web-based with a multi-tenant architecture. The policy editor must allow the creation of security policies based on identities such as networks, users, computers	DNS solution is under RailTel's scope
189	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The events related to all the DNS queries analysed must appear in real time, with the ability to configure filters based on identity, destination, source IP, response type and date	DNS solution is under RailTel's scope
190	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	New Clause - DNS security solution	· The management interface must support Two Factor Authentication mechanisms for the administrators, such as, for instance text messages or Google Authenticator	DNS solution is under RailTel's scope

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S.No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel's response
191	Clause no. 3.1.43 of page no 74, clause no. 5.1 of page no. 76	Adequate Security mechanisms shall be provided in the Wi-Fi service equipment so as to prevent unauthorized access or interfaces to services, calls, protocols and data.	We recommend to Kindly include NG Firewall Solution at Railtel Datacentre for the secure Datacentre infrastructure. The capacity should be at least 10Gbps NG Firewall Throughputs There should be two kind of Firewall 1) NG Firewall with IPS at the network (Intranet) 2) Internet Firewall	Provision of security mechanism is under the scope of bidder and adequate security is to be ensured by bidder
192	Clause No 17 ,Page No.24	17 Eligibility Criteria	This RFP has not asked for any Eligibility Criteria for OEM. We would recommend following for the same: OEM should provide customer with direct access to OEM's TAC (24 x 7 x 365) in case of any fault management & software updates and upgrades. The OEM should have done at least 3 WLAN deployments with more than 3000 Outdoor Aps and in total of 20000 AP deployment in Public Sector and Telecom within INDIA OEM should have their own hardware spare depots at least 10 number in India covering major cities to meet the SLA' requirements. The Spare depots should be 24 x 7 depots. The OEM should be in Gartner magic quadrant for LAN and WLAN in leaders and Challengers quadrant in last 3 years The OEM of active network components to be quoted by the bidder should be present in the country from at least past 10 years.	Bidder has to decide suitable product deployment, so the OEM criteria is not the part of this tender
193	Clause No. 3.1.42 ,Page No.74	To provide the Transport Network-Provide secure LAN (Fiber Switch, Access Switch, aggregate router).	As per design there are at least One Aggregation Router Might be required at each station before connecting to MPLS Network. Whether these routers are scope of Railtel's or Bidder's. Please clarify the Router Specifications for the same.	One port connected to MPLS will be provided by RCIL
194	Clause No. 3.1.49 ,Page No.74	Taking/Extending Connectivity from RailTel's Location (Point of Presence at each platform) upto the proposed Wi-Fi site.	Please clarify whether all the B and C category stations have Point of presence with railtel's MPLS network. If not, who will extend this connectivity to B or C station from MPLS POP	At RailTel's POP in each station area (which may be at Station or nearby), MPLS port will be provided to bidder.