

RailTel Corporation of India Ltd  
(A Government of India Enterprise)

Plot No 143, Sector 44, Institutional Area,

Opposite to Gold Souk Mall,  
Gurgaon, Haryana- 122003  
Work: 0124-4236083  
Fax: 0124-4236084

Website: [www.railtelindia.com](http://www.railtelindia.com)

Corrigendum -XIV

Sub: Request for proposals for "Selection of Digital Entertainment Service Provider (DESP) for Content on Demand (COD Services) On Build Own Operate (BOO) model for Indian Railways."

Ref:

- i. This office Tender No. RAILTEL/TENDER/OT/CO/DNM/RFP for Content On Demand Services for Indian Railways/389
- ii. Corrigendum-I dated 06.07.2017
- iii. Corrigendum-II dated 21.07.2017
- iv. Corrigendum-III dated 25.07.2017
- v. Corrigendum - IV dated 22.08.2017
- vi. Corrigendum-V dated 28.08.2017
- vii. Corrigendum-VI dated 07.09.2017
- viii. Corrigendum-VII dated 25.09.2017
- ix. Corrigendum-VIII dated 29.09.2017
- x. Corrigendum-IX & X dated 09.10.2017
- xi. Corrigendum-XI dated 11.10.2017
- xii. Corrigendum-XII dated 14.10.2017
- xiii. Corrigendum-XIII dated 28.10.2017

Based on the concerns submitted/raised by prospective bidders and discussions held during Open House, following amendments to the tender conditions are being issued. **The bids may be submitted in consideration of these amendments. All other terms and conditions in the RFP and the corrigendum will remain same.**

The last date of online submission of response to the RFP "Selection of Digital Entertainment Service Provider (DESP) for Content on Demand (CoD) services on Build Own Operate (BOO) model for Indian Railways" issued vide this office e-Tender notice no: RAILTEL/ TENDER/OTCO/DNM/RFP is extended from 10.11.2017 to 24.11.2017 by 1500 hrs. **Offline documents that are specified in the RFP have to be submitted by 24.11.2017 by 15:30 hrs in the sealed envelope to the below mentioned address:**

A. K. Sablania (GGM/ DNM)  
RailTel Corporation of India Ltd,  
Plot No. 143, Institutional Area,  
Sector-44, Gurgaon-122003



रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड (भारत सरकार का उपक्रम)  
RailTel Corporation of India Ltd. (A Government of India Undertaking)  
CIN : U64202DL2000GOI107905

#	Topic	Type	Original Clause	Revised Clause
1	Addendum against duration of CoD agreement and commercial revisions between Railtel and the selected bidder.  <b>Section 3 (Page 9), Clause 3.4 (Point No.1)</b>	Addendum	Original Clause : This Agreement shall come into effect on <***> (hereinafter the “Effective Date”) and shall, unless terminated earlier in accordance with its terms, expire on the date on which this Agreement expires, which shall be a period of five years from issuance of Letter of agreement for Project and any extended period notified by Railtel. The agreement can be further extended to a maximum of five years after the mutual agreement of both the parties	This Agreement shall come into effect on <***> (hereinafter the “Effective Date”) and shall, unless terminated earlier in accordance with its terms, expire on the date on which this Agreement expires, which shall be a <b>period of ten years from date of signing of agreement.</b>  <b><i>The above clause shall be applicable to any references in RFP regarding the tenure of agreement.</i></b>
2	Addendum against commercial revisions between Railtel and the selected bidder.  <b>Section 3, Clause 3.4 (Point No.1) and Section 3, Clause 3.15,</b>	Addendum	The Minimum Guarantee and revenue share shall be subject to upward revision after five years from the date of commencement of project.	<b>The clause stands deleted.</b>
3	Addendum against data usage guidelines:  <b>Corrigendum No. 5, Point no. 5, dated 28th August 2017</b>	Addendum	Any insights and learnings generated from the COD service can be used by the bidder for internal research purposes or the improvement of the COD service offering. However, any direct/indirect monetization of the data without RailTel's approval is not permitted. The bidder will be solely responsible to ensure privacy of the customer data concerning the COD services.”	"Any insights and learnings generated from the COD service can be used by the bidder for internal research purposes or the improvement of the COD service offering. However, any direct/indirect monetization of the data without RailTel's approval is not permitted. The bidder will be solely responsible to ensure privacy of the customer data concerning the COD services. The revenue generated by COD data monetization will be shared between Railtel and the bidder on mutually agreeable terms. The bidder shall have controlled access to the train/passenger/ railway operations related data on mutually agreeable terms and conditions. The data created as a part of the COD service will be jointly owned by the bidder and Railtel. The bidder has

#	Topic	Type	Original Clause	Revised Clause
				<p>to ensure the security and privacy of the data as per the IT Act 2008. The bidder shall provide quarterly data dump related to CoD services to Railtel”</p>

#	Topic	Type	Original Clause	Revised Clause																
4	<p>Addendum against on content library mix and minimum requirement at any given point of operations</p> <p><b>Section 5 Clause No. 5.5.2 (Point No.1)</b></p>	Addendum	<p>In addition, DESP has to make sure that the video CoD solution should have content mix as per the below table. This is essential to keep the passenger diaspora travelling across the regions to have a right content mix for consumption based on their requirements. This is also important from Monetization standpoint as the content has to be aligned to passenger taste else, the ad based/ subscription revenue will not be realized.</p> <table border="1"> <thead> <tr> <th>Genre</th> <th>Content mix</th> </tr> </thead> <tbody> <tr> <td>Hindi (GEC + Movies)</td> <td>50% of content library</td> </tr> <tr> <td>Regional (GEC + Movies) - Languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya</td> <td>30% of content library</td> </tr> <tr> <td>Other (Kids, Music, Infotainment &amp; Lifestyle, English Movies &amp; Entertainment)</td> <td>20% of content library</td> </tr> </tbody> </table>	Genre	Content mix	Hindi (GEC + Movies)	50% of content library	Regional (GEC + Movies) - Languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya	30% of content library	Other (Kids, Music, Infotainment & Lifestyle, English Movies & Entertainment)	20% of content library	<p>In addition, it is recommended to the DESP that the CoD solution should have content mix as per the below table. The bidder is free to modify the genre mix during the time of services as per its understanding of the target audience and train route. The content genre wise mix is modelled as per the industry benchmarks of the content viewing habits across digital and linear platforms. This is essential to keep the passenger diaspora travelling across the regions to have a right content mix for consumption based on their requirements. This is also important from monetization standpoint as the content has to be aligned to passenger taste, else the ad based/ subscription revenue will not be realized.</p> <p>However, the solution should provide minimum 500 hours of content to a user at any given point of time.</p> <table border="1"> <thead> <tr> <th>Genre</th> <th>Content mix</th> </tr> </thead> <tbody> <tr> <td>Hindi (GEC + Movies)</td> <td>50% of content library</td> </tr> <tr> <td>Regional (GEC + Movies) - Languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya</td> <td>30% of content library</td> </tr> <tr> <td>Other (Kids, Music, Infotainment &amp; Lifestyle, English Movies &amp; Entertainment)</td> <td>20% of content library</td> </tr> </tbody> </table>	Genre	Content mix	Hindi (GEC + Movies)	50% of content library	Regional (GEC + Movies) - Languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya	30% of content library	Other (Kids, Music, Infotainment & Lifestyle, English Movies & Entertainment)	20% of content library
Genre	Content mix																			
Hindi (GEC + Movies)	50% of content library																			
Regional (GEC + Movies) - Languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya	30% of content library																			
Other (Kids, Music, Infotainment & Lifestyle, English Movies & Entertainment)	20% of content library																			
Genre	Content mix																			
Hindi (GEC + Movies)	50% of content library																			
Regional (GEC + Movies) - Languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya	30% of content library																			
Other (Kids, Music, Infotainment & Lifestyle, English Movies & Entertainment)	20% of content library																			

#	Topic	Type	Original Clause	Revised Clause
5	<p>Addendum against Minimum Guarantee and Revenue Share</p> <p><b>Section 3 , Clause No. 3.13, Points ( a,b,c)</b></p>	Addendum	<p>a. The selected bidder shall have paid in advance in equated annual instalments in the manner set out in each of the contract agreements. The first equated annual instalment of the Minimum Guarantee shall be paid to Railtel within 50 (fifty) days of issue of LOA but in any case, before the date of execution of the Agreement.</p> <p>b. The Bidder/ DESP shall pay each annual instalment of the Minimum Guarantee in advance within 7 (seven) days from the start of the relevant annual period, calculated from the successful award of the contract.</p> <p><i>For illustration purpose, Quarter 1: Suppose the bidder bids annual Minimum Guarantee of INR 100 Cr and the LOA is issued on August 1st. The minimum guarantee quoted would be needed to be paid to RailTel within two months of the award of the contract, and the same baselines for the payment schedule will be replicated in the next year during the tenure of the contract period.</i></p> <p>c. The Bidder shall have to pay the revenue share on quarterly basis as per the revenue share defined in the Commercial model. The revenue share has to be paid from the second quarter after the roll out of COD services.</p>	<p>a. The selected bidder shall have to pay in advance in equated annual instalments in the manner set out in each of the contract agreements. The first equated annual instalment of the Minimum Guarantee shall be paid to Railtel within 60 (sixty) days of issue of LOA but in any case, before the date of execution of the Agreement.</p> <p>b. The Bidder/ DESP shall pay each annual instalment of the Minimum Guarantee in advance within 7 (seven) days from the start of the relevant annual period, calculated from the successful award of the contract.</p> <p><i>For illustration purpose, Quarter 1: Suppose the bidder bids annual Minimum Guarantee of INR 100 Cr and the LOA is issued on August 1st. The minimum guarantee quoted would be needed to be paid to RailTel within two months of the award of the contract, and the same baselines for the payment schedule will be replicated in the next year during the tenure of the contract period.</i></p> <p>c. The Bidder shall have to pay the revenue share on quarterly basis as per the revenue share defined in the Commercial model. The revenue share has to be accrued from the third quarter after the date of signing of agreement as illustrated in the table below. The revenue share component for the first two quarters of operations (from the date of sign of agreement) is exempted.</p> <p>Accordingly, the payment schedule template as mentioned in Point no. 2 of the corrigendum V dated 28th August would be suitable modified as below:</p>

#	Topic	Type	Original Clause	Revised Clause												
				<p>Please note, that the revenue share for any quarter shall be paid within 7 days of the commencement of the subsequent quarter.</p> <table border="1"> <thead> <tr> <th>Time Period</th> <th>Minimum Guarantee</th> <th>Revenue Share</th> </tr> </thead> <tbody> <tr> <td>Year 1 (Quarter 1 and Quarter 2)</td> <td>50% of Yearly Quote <i>(Within 60 (sixty) days of issue of LOA but in any case, before the date of execution of the agreement)</i></td> <td>Exempted for Q1,Q2</td> </tr> <tr> <td>Year 1 (Quarter 3 and Quarter 4)</td> <td>50% of Yearly Quote <i>(Within 7 days of the commencement of the third quarter of operation)</i></td> <td>Payable for Q3 &amp; Q4 Revenue share for Q3 shall be paid within 7 days of commencement of Q4 &amp; Revenue share for Q4 shall be paid within 7 days of commencement of subsequent quarter</td> </tr> <tr> <td>Year 2-10</td> <td>100% of Annual Minimum Guarantee <i>(Within 7 (seven) days from the start of the relevant annual period)</i></td> <td>Payable for Q1,Q2,Q3,Q4 <i>(Within 7 days of the commencement of subsequent quarter)</i></td> </tr> </tbody> </table>	Time Period	Minimum Guarantee	Revenue Share	Year 1 (Quarter 1 and Quarter 2)	50% of Yearly Quote <i>(Within 60 (sixty) days of issue of LOA but in any case, before the date of execution of the agreement)</i>	Exempted for Q1,Q2	Year 1 (Quarter 3 and Quarter 4)	50% of Yearly Quote <i>(Within 7 days of the commencement of the third quarter of operation)</i>	Payable for Q3 & Q4 Revenue share for Q3 shall be paid within 7 days of commencement of Q4 & Revenue share for Q4 shall be paid within 7 days of commencement of subsequent quarter	Year 2-10	100% of Annual Minimum Guarantee <i>(Within 7 (seven) days from the start of the relevant annual period)</i>	Payable for Q1,Q2,Q3,Q4 <i>(Within 7 days of the commencement of subsequent quarter)</i>
Time Period	Minimum Guarantee	Revenue Share														
Year 1 (Quarter 1 and Quarter 2)	50% of Yearly Quote <i>(Within 60 (sixty) days of issue of LOA but in any case, before the date of execution of the agreement)</i>	Exempted for Q1,Q2														
Year 1 (Quarter 3 and Quarter 4)	50% of Yearly Quote <i>(Within 7 days of the commencement of the third quarter of operation)</i>	Payable for Q3 & Q4 Revenue share for Q3 shall be paid within 7 days of commencement of Q4 & Revenue share for Q4 shall be paid within 7 days of commencement of subsequent quarter														
Year 2-10	100% of Annual Minimum Guarantee <i>(Within 7 (seven) days from the start of the relevant annual period)</i>	Payable for Q1,Q2,Q3,Q4 <i>(Within 7 days of the commencement of subsequent quarter)</i>														

#	Topic	Type	Original Clause	Revised Clause
6	Addendum against Format for Consortium Agreement  <b>Section 4,PQ Form5, Clause No 4.9</b>	Addendum	Clause 4.9 of section 4 of the RFP AND WHERAS CLAUSE <> of tender document stipulates that a consortium of maximum <3> companies meeting the requirements stipulated in the tender document may submit a proposal signed by lead bidder of the consortium members so as to legally bind all the members of the consortium who will be jointly and severally liable for the performance and all obligations thereunder to RailTel and duly signed Consortium.	Clause 4.9 of section 4 has been modified and should be read as: AND WHERAS CLAUSE <> of tender document stipulates that a consortium of maximum <5> companies, meeting the requirements stipulated in the tender document may submit a proposal signed by lead bidder of the consortium members so as to legally bind all the members of the consortium who will be jointly and severally liable for the performance and all obligations thereunder to RailTel and duly signed Consortium.
7	Addendum against the Use of Digital Assets  <b>Section 3, Clause 3.10, Point (f)</b>	Addendum	All the software and hardware licenses that the Bidder proposes should be perpetual software licenses. The software licenses shall not be restricted based on location and Railtel should have the flexibility to use the software licenses for other requirements if required	“The licenses either annual/user based or perpetual will be procured by the bidder and shall be assets of the bidder.”
8	Addendum against inclusion of Safety Standards in the Solution design  <b>Section 3, Clause 3.16, Point No. (b)</b>	Addendum	Pay necessary installation charges, at the time of installation, for separate wiring and separate meter if desired by the Bidder/ DESP for electric connection to various content assets. If consented by the Authority, the Bidder/ DESP may undertake the installation and wiring at its own cost and risk. All hardware should be as per the Railways approved specifications. RailTel would assist the bidder in facilitating any Railways specific approvals.	Pay necessary installation charges, at the time of installation, for separate wiring and separate meter if desired by the Bidder/ DESP for electric connection to various content assets. If consented by the Authority, the Bidder/ DESP may undertake the installation and wiring at its own cost and risk. All hardware to be installed in a train should be in compliance to EN 50155:2007 global rail safety standard.
9	Addendum against bidding process and the inclusion of an auction process to determine final awardee of the bid	Addendum	The bidding process for the Tender shall be conducted in two parts that is the submission of a Technical Bid and a Financial Bid. Bidders are required to submit their Technical Bid on the eTendering Portal and if declared eligible by the Authority, the Eligible Bidders shall be allowed to participate in the financial bidding in accordance with the Tender Document and submit their Financial Bid on the eTendering Portal.	Please refer to Annexure 1 for detailed and modified bidding & evaluation process.

#	Topic	Type	Original Clause	Revised Clause																										
	<b>Section 1, Clause 1.8</b>																													
10	Addendum against number of content hours in technical evaluation criteria <b>Section 2, Clause 2.36.5</b>	Addendum	<p>Availability of Content Hours</p> <table border="1"> <thead> <tr> <th colspan="5">Availability of Content Library by Hours</th> </tr> </thead> <tbody> <tr> <td rowspan="3">4</td> <td rowspan="3">The availability and ownership of content library by hours</td> <td>Content library &gt;= 200 and &lt;5000 hours</td> <td>5</td> <td rowspan="3">Content Audit Reports Single Bidder: Single bidder or Consortium: All members</td> </tr> <tr> <td>Content library &gt;=5000 and &lt;=10000 hours</td> <td>10</td> </tr> <tr> <td>Content hours &gt; 10000 hours</td> <td>15</td> </tr> </tbody> </table>	Availability of Content Library by Hours					4	The availability and ownership of content library by hours	Content library >= 200 and <5000 hours	5	Content Audit Reports Single Bidder: Single bidder or Consortium: All members	Content library >=5000 and <=10000 hours	10	Content hours > 10000 hours	15	<p><b>Availability of Content hours under Clause 2.36.5, Section 2 is modified and should be read as:</b></p> <table border="1"> <thead> <tr> <th colspan="5">Availability of Content Library by Hours</th> </tr> </thead> <tbody> <tr> <td rowspan="2">4</td> <td rowspan="2">The availability and ownership of content library by hours</td> <td>Content library &gt;= 1000 and &lt;5000 hours</td> <td>8</td> <td rowspan="2">Content Audit Reports Single Bidder: Single bidder or Consortium: All members</td> </tr> <tr> <td>Content hours =&gt; 5000 hours</td> <td>15</td> </tr> </tbody> </table>	Availability of Content Library by Hours					4	The availability and ownership of content library by hours	Content library >= 1000 and <5000 hours	8	Content Audit Reports Single Bidder: Single bidder or Consortium: All members	Content hours => 5000 hours	15
Availability of Content Library by Hours																														
4	The availability and ownership of content library by hours	Content library >= 200 and <5000 hours	5	Content Audit Reports Single Bidder: Single bidder or Consortium: All members																										
		Content library >=5000 and <=10000 hours	10																											
		Content hours > 10000 hours	15																											
Availability of Content Library by Hours																														
4	The availability and ownership of content library by hours	Content library >= 1000 and <5000 hours	8	Content Audit Reports Single Bidder: Single bidder or Consortium: All members																										
		Content hours => 5000 hours	15																											
11	Addendum against Content Genre in technical evaluation criteria <b>Section 2, Clause 2.36.5</b>	Addendum	<table border="1"> <thead> <tr> <th colspan="5">Content Genre</th> </tr> </thead> <tbody> <tr> <td rowspan="2">6</td> <td rowspan="2">Content library &gt;= 200 and &lt;5000 hours</td> <td>Hindi (GEC + Movies) -50% of content library</td> <td>1</td> <td rowspan="2">Content Audit Reports</td> </tr> <tr> <td>*Regional (GEC + Movies) -30% of content library primarily languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya</td> <td>1</td> </tr> </tbody> </table>	Content Genre					6	Content library >= 200 and <5000 hours	Hindi (GEC + Movies) -50% of content library	1	Content Audit Reports	*Regional (GEC + Movies) -30% of content library primarily languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya	1	<p><b>Content genre hours under Clause 2.36.5, Section 2 is modified and should be read as</b></p> <table border="1"> <thead> <tr> <th colspan="5">Content Genre by Hours</th> </tr> </thead> <tbody> <tr> <td rowspan="2">6</td> <td rowspan="2">Content genre by hours</td> <td>Hindi (GEC + Movies) - 50% of content library</td> <td>2.5</td> <td rowspan="2">Content Audit Reports Single Bidder: Single bidder or Consortium</td> </tr> <tr> <td>*Regional (GEC + Movies) -</td> <td>2.5</td> </tr> </tbody> </table>	Content Genre by Hours					6	Content genre by hours	Hindi (GEC + Movies) - 50% of content library	2.5	Content Audit Reports Single Bidder: Single bidder or Consortium	*Regional (GEC + Movies) -	2.5		
Content Genre																														
6	Content library >= 200 and <5000 hours	Hindi (GEC + Movies) -50% of content library	1	Content Audit Reports																										
		*Regional (GEC + Movies) -30% of content library primarily languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya	1																											
Content Genre by Hours																														
6	Content genre by hours	Hindi (GEC + Movies) - 50% of content library	2.5	Content Audit Reports Single Bidder: Single bidder or Consortium																										
		*Regional (GEC + Movies) -	2.5																											

#	Topic	Type	Original Clause				Revised Clause					
				Other (Kids, Music, Lifestyle, English Movies & Entertainment) 20% of content library	1				30% of content library		m: All members	
			Content library =>5000 and <=10000 hours	Hindi (GEC + Movies) -50% of content library	3				*primarily languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya			
				*Regional (GEC + Movies) -30% of content library primarily languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Oriya	3							
				Other (Kids, Music, Lifestyle, English Movies & Entertainment) 20% of content library	3					Other (Kids, Music, Lifestyle, English Movies & Entertainment)		
				Hindi (GEC + Movies) -50% of content library	5					20% of content library		2.5
			Content library > 10000 hours	*Regional (GEC + Movies) -30% of content library primarily languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya	5							
				Other (Kids, Music, Lifestyle, English Movies & Entertainment) 20% of content library	5					Hindi (GEC + Movies) -		5
				Hindi (GEC + Movies) -50% of content library	5							

#	Topic	Type	Original Clause				Revised Clause					
					&Entertainment) 20% of content library					50% of content library		
											*Regional (GEC + Movies) -  30% of content library  *primarily languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya	5
											Other (Kids, Music, Lifestyle, English Movies & Entertainment)	5
										Content hours => 5000 hours		

#	Topic	Type	Original Clause	Revised Clause				
							20% of content library	
12	Value of Performance Bank Guarantee <b>Corrigendum No. V, Point no. 3, dated 28th August 2017</b>	Addendum	<p>a) The successful bidder shall submit a PBG of value INR 5 crores or 10% of sum of aggregate minimum guarantee quoted to RailTel for the period of 5 years, whichever is higher ((This shall be over and above the charges to be paid to Railways &amp; RailTel towards infrastructure facilities if applicable).</p> <p>b) The PBG shall remain valid for 24 months beyond contract period in accordance with the Conditions of Contract, in the Performance Bank Guarantee format prescribed in this RFP (Section 4.23 , Section 4)</p>	<p>a) The successful bidder shall submit a PBG of value INR 10 crores or 10% of sum of minimum guarantee quoted to RailTel for the period of 10 years, whichever is higher ((This shall be over and above the charges to be paid to Railways &amp; RailTel towards infrastructure facilities if applicable).</p> <p><b>b)</b> The PBG shall remain valid for 24 months beyond contract period in accordance with the Conditions of Contract, in the Performance Bank Guarantee format prescribed in this RFP (Section 4.23 , Section 4)</p>				
13	Addendum against definition of Content on Demand Section 3, <b>Clause 3.1, Point(f)</b>	Addendum	Content on Demand (CoD) means the digital entertainment services that shall be provided to the passengers on trains through video.	<p>Content on Demand (CoD) means the digital entertainment services that shall be provided to the passengers on trains through video and/or audio.</p> <p>However, for the purposes of Technical evaluation criteria, content shall be only inferred as Video content.</p>				
14	Addendum against Selection of winning bidder <b>Section 2, Clause 2.38.1</b>	Addendum	RailTel aims to ensure that it selects two bidders, one for each cluster. The bids having the highest value of Minimum guarantee (MG) shall be termed as the Highest Commercial Bid and shall be awarded the contract for the cluster where the bidder has quoted the highest annual minimum guarantee. The selected bidder of Cluster 1 will be different from the selected bidder of Cluster 2. In case a bidder quotes highest minimum guarantee for both the clusters, Railtel shall be the deciding authority for award of contract in the cluster.	The bidders quoting the highest value of Minimum guarantee (MG) during electronic auction shall be awarded the contract for that cluster where the bidder has quoted the highest annual minimum guarantee. In case a single bidder quotes highest Minimum Guarantee for both the clusters, both clusters shall be awarded to that bidder.				

#	Topic	Type	Original Clause	Revised Clause
15	Addendum against Section 1, Clause 1.1	Addendum	The purpose of this RFP document is to competitively select a Digital Entertainment Solution Provider (DESP) who shall be responsible for delivering Content on Demand Services for Indian Railways. The electronic bid is invited for the above mentioned work in single stage two cover system i.e. Request for Technical Bid (online Bid under Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope)	The purpose of this RFP document is to competitively select a Digital Entertainment Solution Provider (DESP) who shall be responsible for delivering Content on Demand Services for Indian Railways. The electronic bid is invited for the above mentioned work in single stage two cover system i.e. Request for Technical Bid (online Bid under Technical Envelope) and Request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope). Bidders are required to submit their Technical Bid online and if declared eligible by the Authority, the financial cover shall be opened for those bidders only to determine the Initial Price Offer. The Initial Price qualified bidders shall be allowed to participate in the e-Auction in accordance with the Tender Document and auction details that shall be shared with Initial Price qualified bidders in due course of time. The Initial Price qualified bidders shall be required to take part in the electronic auction and submit their final quote on the Auction Portal. The details are provided in the Annexure-I of this corrigendum.
16	Addendum against Commercial Compliance Certificate Section 4, Clause 4.26	Addendum	I / We agree to abide by this bid for a period of 5 Years (Five Years) after the date fixed for bid opening and it shall remain binding upon us and may be accepted by RailTel, any time before the expiry of this period.	I / We agree to abide by this bid for a period of 10 Years (Ten Years) after the date fixed for bid opening and it shall remain binding upon us and may be accepted by RailTel, any time before the expiry of this period.
17	Addendum against Clause 2.3.1(Point #3)	Addendum	Regarding Submission and Format of Bid	Please refer to Annexure 1 for detailed and modified evaluation process.
18	Addendum against Clause 2.4, Section 2	Addendum	Online Submission: Online submission shall mean (i) submission of digitally signed copy of the Pre-Qualification Documents (Technical Bid (documents detailed in Clause 2.23 of this section), and (ii) submission of the Financial Bid on the eTendering portal.	Online submission shall mean (i) submission of digitally signed copy of the Pre-Qualification Documents (Technical Bid (documents detailed in Clause 2.23 of this section), and (ii) submission of the Financial Bid on the eTendering portal and shall be followed by electronic auction. Please refer to Annexure 1 for detailed and modified evaluation process.

#	Topic	Type	Original Clause	Revised Clause
19	Addendum against Clause 2.22.1, Section 2	Addendum	The Authority will determine whether a Technical Bid is responsive to the requirements of the Tender Document.	The Authority will determine whether a Technical Bid is responsive to the requirements of the Tender Document and subsequent corrigenda.
20	Addendum against <b>Selection of Winning Bidder Clause 2.38.1, Section 2</b>	Addendum	RailTel aims to ensure that it selects two bidders, one for each cluster. The bids having the highest value of Minimum guarantee (MG) shall be termed as the Highest Commercial Bid and shall be awarded the contract for the cluster where the bidder has quoted the highest annual minimum guarantee. The selected bidder of Cluster 1 will be different from the selected bidder of Cluster 2. In case a bidder quotes highest minimum guarantee for both the clusters, Railtel shall be the deciding authority for award of contract in the cluster.	Please refer to Annexure 1 for detailed and modified bidding and evaluation process.
21	Addendum against <b>Contract Agreement Clause 2.42.1, Section 2</b>	Addendum	<p>Within two months from the date of issue of the Letter of Award, the Selected Bidder shall</p> <p>(i) make payment of the corresponding first annual instalment of the Minimum Guarantee under each of the Agreements (cluster 1/cluster 2/Pan-India),</p> <p>(ii) payment of the corresponding Security Deposit under each of the Agreements and (ii) submit a duly signed copy of each of the Agreements (being the Letter of Award, General Conditions of Contract and RFP and proposal response) executed on non-judicial stamp paper of adequate value.</p> <p>The Letter of Award shall be issued by the Corporate Office Railtel within the bid validity period.</p>	<p>Within two months from the date of issue of the Letter of Award or before signing of agreement (whichever is earlier), the Selected Bidder shall</p> <p>(i) make payment of the corresponding first annual instalment of the Minimum Guarantee under each of the Agreements (cluster 1/cluster 2),</p> <p>(ii) payment of the corresponding Security Deposit under each of the Agreements and</p> <p>(iii) Submit a duly signed copy of each of the Agreements (being the Letter of Award, General Conditions of Contract and RFP and proposal response) executed on non-judicial stamp paper of adequate value.</p>
22	Addendum against <b>Tech Form 4 - Technical Solution</b>	Addendum	The Bidder should provide detailed design for the following listing all assumptions that have been considered:	The Bidder should provide detailed design for the following listing all assumptions that have been considered:

#	Topic	Type	Original Clause	Revised Clause
	<b>Section IV, Clause 4.14</b>		<ul style="list-style-type: none"> <li>Solution details including proposed Content and Technology solution, any other solution component required to meet COD's functional and technical requirements</li> </ul>	<ul style="list-style-type: none"> <li>Solution details including proposed Content and Technology solution, any other solution component required to meet COD's functional and technical requirements.</li> <li>The hardware to be installed in trains need to be <b>EN 50155:2007</b> compliant at the time of installation of such equipment in trains.</li> </ul>
23	Addendum against <b>Letter of award</b> <b>Section II, Clause 2.41</b>	Addendum	The Selected Bidders will be issued a Letter of Award by the Authority for providing content on delivery services in the corresponding cluster. The Minimum Guarantee and Performance Bank Guarantee shall be payable by the Selected Bidder to Railtel.	The Selected bidder/ bidders will be issued a Letter of Award by the Authority for providing content on delivery services in the corresponding cluster. The Minimum Guarantee and Performance Bank Guarantee shall be payable by the Selected Bidder to Railtel for each cluster. In case a single bidder is awarded both clusters, then Railtel shall issue separate LOAs, and separate agreement for each cluster shall have to be signed. Also, bidder shall have to submit Minimum Guarantee and Performance Bank Guarantee for each cluster separately. All other conditions will be applicable for each cluster as specified in the RFP.
24	Addendum against <b>Value of Earnest Money Deposit (EMD)</b> <b>Section II, Clause 2.25 &amp; Section I, Clause 1.9 &amp; RFP Data Sheet (Section I, Clause 1.13)</b>	Addendum	Each Bidder intending to participate in this Tender shall make payment of INR10,00,000 (INR Ten Lac Only) as EMD through demand draft or bankers' cheque issued by a nationalized or scheduled bank in favour of RailTel Ltd, Gurgaon, payable at Gurgaon, in order to be eligible for participation in the Bid. A scanned copy of the proof of payment of EMD shall be uploaded online along with the Technical Bid and the original EMD payment instrument shall be submitted in physical form at the office of RailTel Ltd, Gurgaon in the manner specified in Clause 4.8. A Technical Bid submitted without the EMD shall be summarily rejected. EMD in the form of bank guarantee shall not be accepted by the Authority.	Each Bidder intending to participate in this Tender shall make payment of INR 20,00,000 (INR Twenty Lac Only) as EMD through demand draft or bankers' cheque issued by a nationalized or scheduled bank in favour of RailTel Ltd, Gurgaon, payable at Gurgaon, in order to be eligible for participation in the Bid. A scanned copy of the proof of payment of EMD shall be uploaded online along with the Technical Bid and the original EMD payment instrument shall be submitted in physical form at the office of RailTel Ltd, Gurgaon in the manner specified in Clause 4.8. A Technical Bid submitted without the EMD shall be summarily rejected. EMD in the form of bank guarantee shall not be accepted by the Authority.  <b><i>The above clause shall also be applicable to any references in RFP regarding value of Earnest Money Deposit (EMD).</i></b>

**Clarifications to the queries raised during the Open House Discussion**

S No	Topic	Type	Clarification
1	Clarification against Conflict of Interest clause  <b>Clause 2.21 Section 2</b>	Clarification	As per the RFP Clause no .2.21, it is clarified that a lead bidder or any associate can only be a part of one consortium. The conditions listed in Clause 2.21 shall remain as it is.
2	Clarification against Annual Turnover clause in the evaluation criteria  <b>Clause 2.36.5, Section 2</b>	Clarification	The annual turnover mentioned Clause 2.36.5, Section 2 has been kept as INR 450 Cr.  It is clarified that the annual turnover is cumulative in last three financial years (FY 2014-15, 2015-16 &2016-17) and is applicable for either a single bidder or all consortium members jointly as the case maybe.
3	Clarification regarding High speed mobile corridor  <b>Corrigendum No. 5, Clause no. 9 dated 28th August 2017</b>	Clarification	The current clause that has been provided as part of corrigendum enables the bidder to be an important stakeholder in this initiative. Please refer clause details below.  Corrigendum No. 5, Clause no. 9 dated 28th August 2017 states that  "In the future, it is expected that Railways will create a high speed mobile corridor which may be rolled out in the next 3-5 years. The Wi-Fi services to the passengers will be delivered with the help of the on board COD infrastructure, if found suitable. The COD vendor, will also be eligible for a revenue share from the sale of the on board Wi-Fi services at mutually agreeable terms.  Any modifications in the on board hardware infrastructure to supplement the Wi-Fi delivery services will be communicated to the COD bidder at the time of the service ideation of the Wi-Fi services , and the COD bidder will be an important stakeholder in the whole process.  The COD bidder also has the right of first refusal to accommodate the on board hardware infrastructure for the Wi-Fi Services through his own infrastructure."

# **Annexure 1**

## **e-Auction Process**

The selection of the bidder for providing COD services on trains clusterwise shall be done through an auction after the technical and financial evaluation as detailed below. The auction would be conducted on electronic platform created by Telecommunications Consultants India Limited (a Government of India enterprise) and no physical bids shall be accepted or considered during the entire selection process.

### **Description of the Selection Process:**

#### **1. Pre- Qualification Criteria:**

Prequalification shall be the first stage of the evaluation by the Authority. Only those Bidders who qualify at this stage shall be considered for next stage i.e. Technical evaluation. The pre-qualification criteria is mentioned in Clause 2.35, Section 2 of RFP.

#### **2. Technical Evaluation:**

This shall be the second stage of the evaluation by the authority. The technical bid of the Bidder shall be opened and evaluated for acceptability of Techno-functional requirements, deviations and technical suitability. Bidders shall respond to the requirements as explained in the technical evaluation criteria mentioned in the RFP and subsequent corrigendums ( Attached as Annexure 2 in this corrigendum) with regard to experience and qualification. Also, Bidder shall refer and respond to all technical requirements as mentioned in the RFP document.

Bidders, whose bids are responsive and score a minimum of 60 % of total marks (minimum marks to obtain for technically qualifying) from the technical evaluation criteria would be considered **technically qualified**.

#### **3. Financial Evaluation**

Only the Technically qualified bidders would be eligible for this stage. The financial evaluation will be conducted in two steps:

- a. **Step 1: This step will provide the 'Initial Price Offer Qualified bidders' who will be eligible to participate in step 2, i.e e-Auction. This step is applicable for each cluster**

The financial bids (as per Clause 2.39.2) of only technically qualified bidders will be opened to the extent of specifying the Initial Price Offer. The Minimum Guarantee quoted by the bidder will be considered as the Initial Price Offer of the bidder from the financial evaluation stage of the selection process. In this case, there are three cases possible –

##### **Case 1 – Number of technically qualified bidders is less than three**

In the event there are less than three technical qualified bidders, the Authority may, in its sole discretion, either decide to conduct the financial bidding, or annul the Bidding Process or take any other decision as it deems fit.

##### **Case 2 - Number of technically qualified bidders is equal to three**

In the event the number of Technically Qualified Bidders is equal to three, then each of the Technically Qualified Bidders shall be considered to be the Initial Price Offer Qualified Bidders.

### Case 3 - Number of technically qualified bidders is more than three

In the event the number of Technically Qualified Bidders is more than three, all the Initial Price Offer of the Bidders who are technically qualified (the “Technically Qualified Bidders”) shall be ranked on the basis of the descending Initial Price Bid (highest Initial Price Offer submitted by the Technically qualified bidders shall be ranked 1 and lowest shall be ranked last) submitted by each Technically Qualified Bidder. In this case (Number of technically qualified bidders is more than three), there are two scenarios possible -

#### Scenario 1 – If all the quoted Initial Price Offers are distinct

In this scenario, all the Initial Price Offer Qualified Bidders shall be assigned different ranks. Basis such ranking, the Technically Qualified Bidders holding **top fifty per cent** of the ranks (with any fraction rounded off to higher integer) or **three Technically Qualified Bidders, whichever is higher**, shall be considered to be the qualified for participating in the electronic auction (referred as “Initial Price Offer Qualified Bidders”).

#### Scenario 2 – If some or all the quoted Initial Price Offers are identical

In this scenario, if identical Initial Price Offers have been submitted by one or more Technically Qualified Bidders, all such Technically Qualified Bidders shall be assigned the same rank for the purposes of determination of Initial Price Offer Qualified Bidders. In such scenario, the aforementioned fifty per cent shall stand enhanced to fifty per cent plus the number of Initial Price Offer Qualified Bidders, whose Initial Price Offers are identical minus the number of such identical Initial Price Offers.

$$\text{Number of Initial Price Offer Qualified Bidders} = \left( \text{ROUNDUP} \left\{ \frac{\text{Number of Rank(s)}}{2} \right\} \right) + \left( \text{Number of Technically Qualified Bidders who are assigned same rank(s)} \right) - \left( \text{Number of rank(s) where more than one Technically Qualified Bidders are placed (assigned same rank)} \right)$$

#### Illustration:

Solely for the purposes of reference of the Bidders, the methodology of determination of Initial Price Offer Qualified Bidders is illustrated below:

- i. In the event there are a total of 10 Technically Qualified Bidders, and each Technically Qualified Bidder submits different Initial Price Offer, then the Technically Qualified Bidders holding top fifty percent of ranks shall be considered to be Initial Price Offer Qualified Bidders;
- ii. In the aforementioned case, if three Technically Qualified Bidders submit the same Initial Price Offer and are ranked in top fifty percent of the total number of ranks, then all such 3 Technically Qualified Bidders shall be considered to be Initial Price Offer Qualified Bidders and the total number of Initial Price Offer Qualified Bidders shall stand increased by 2 to 6.

## 4. Important Terms in Auction Process

### i. Date/time of Auction

- a. The date and time of commencement of auction which is the 'Auction Time' shall be communicated at least 7 working Days prior to such auction date.
  - b. Due to any foreseen event which shall lead to postponement of auction process, Railtel shall inform the bidders before the due date.
- ii. Conduct of Auction**
- a. The auction shall be conducted on a TCIL web portal meant for this purpose.
- iii. Proxy Bid**
- a. Through proxy bid provision in the auction process, the bidder can feed in the system directly in strict confidence the initial quote and the highest bid amount up to which it intends to quote. The system automatically will keep his quote increasing by specified incremental amount as soon as some other bidder quotes amount higher than proxy bidder's last quote. This obviates the need for him participating in the bidding process until the proxy bid amount is incremented/ surpassed/ reached by other bidders.
  - b. When proxy bid amount is reached, the bidder has an option to revise the proxy bid amount or he can prefer to start participating in bidding process.
- iv. Floor Price**
- a. The **highest Initial Price Offer** as submitted by the technically qualified bidders for each of the clusters during the technical evaluation stage shall constitute the floor price of the respective clusters. The floor price shall be notified to the bidder before seven working days of auction.
- v. Incremented Bid Value**
- a. The bidders shall be able to bid only at a specified increment value or multiples thereof and not at any other fractions.
  - b. The Initial Price Offer qualified bidders shall be notified of the incremental value at least 5 working Days before the Auction date
- vi. Training to bidders**
- a. RailTel will facilitate training for participation in auction either on its own or through the service provider for the auction.
  - b. On request where necessary, RailTel/ Service provider may also conduct a 'mock auction' to familiarize the Initial Price Offer qualified bidders with auction process.
  - c. Any Initial Price Offer qualified bidder not participating in training and/or 'mock auction' shall do so at his own risk and it shall not be open for him to make any request / complaint / grievance later.
  - d. Each Initial Price Offer qualified bidder shall participate in the training at his / their own cost.
  - e. The venue, date, time etc. for training in auction shall be advised at the appropriate time.
  - f. No request for postponement/fixing of training date/time shall be entertained which in the sole view and discretion of RailTel might result in any avoidable delay to either the Auction or the whole process of selection of bidder.

## **5. Registration for e-Auction**

- a) Each Bidder will be required to register itself on the Auction Portal for participation in electronic Auction. Each Bidder shall procure a User ID and password by submitting a non-refundable registration charge as per TCIL (exclusive of taxes, levies, etc.) which can be paid online through Debit/ Credit Card/Net Banking in favour of "Telecommunications Consultants India Limited". The registration so obtained by the Bidder shall be valid for a period of 1 (one) year from the date of

registration.

- b) Each Bidder shall ensure that its authorized signatory has a valid Digital Signature Certificate (DSC) of at least class II issued by any of the certifying authorities listed on the Auction Portal.
- c) Each of the Bidders shall safely keep the User ID and password issued to them upon registration on the Auction Portal since these details are necessary for participating in the e-Auction.
- d) The Bidders shall be obligated not to disclose their User ID and password or other material information relating to the Bidding Process to each other or any third party and shall safeguard the secrecy of such details.
- e) The Bidders are advised to change their password immediately upon receipt from the Auction Portal.
- f) The clusters shall be auctioned simultaneously. For bidders to participate in both the auctions, the Initial Price Offer qualified bidder would have to make two users. One user can only participate in only one auction at any particular point of time.

## 6. Electronic Auction

- a) Only Initial Price Offer Qualified Bidders shall be allowed to participate in the e-Auction.
- b) Initial Price Offer Qualified Bidders while participating in the e-Auction are required to quote the annual Minimum Guarantee payable.
- c) During the e-Auction, the price notified by the Railtel shall constitute the **Floor price** and all Financial Bids made during the e-Auction shall be incremental by the specified increment value or multiples thereof to the floor price which shall be notified to the **Initial Price Offer Qualified bidders**.
- d) Initial Price Offer Qualified Bidders shall quote a value by addition of relevant incremental amount to the last quoted Financial Bid reflected in the Auction Portal. For avoidance of doubt, it is clarified that at any time during auction process the Initial Price Offer Qualified Bidders shall only quote an amount above the last quoted Financial Bid on the portal.
- e) At any time during the e-Auction, the highest Financial Bid of the Initial Price Offer Qualified Bidder prevailing at that time shall be visible to the Initial Price Offer Qualified Bidders on the Auction Portal.
- f) At any time during the e-Auction, information with respect to the identity of and the number of other Initial Price Offer Qualified Bidders and their details shall not be made visible to any Qualified Bidder.
- g) On the date of e-Auction, the auction process will commence at the time specified by Railtel ("Auction Start Time") on the Auction Portal and shall continue and last for a duration of 2 (two) hours, ending at Auction End Time subject to any time extension, as per the terms and in the manner described below. The Initial Price Offer Qualified Bidders may quote their Financial Bid which is higher than the Minimum Guarantee quoted by the other Qualified Bidders during the e-Auction.

In the event a Financial Bid is received during the last 10 (ten) minutes before the scheduled Auction End Time, the close time of the e-Auction will be automatically extended by 10 (ten)

minutes from the time the last Financial Bid is received in order to give equal opportunity to all other Qualified Bidders. This process of auto extension will continue till occurrence of a time period of 10 (ten) minutes during which no Financial Bid is received on the Auction Portal. For avoidance of doubt it is clarified that in case during any extended period of 10 (ten) minutes no further bid higher than the last quoted highest bid is received, the auction sale will be automatically closed at the expiry of the said extended 10 (ten) minutes and the Qualified Bidder whose Financial Bid is the highest at the end of such extended time will qualify for being finalised as the Selected Bidder.

**Illustration;** Assuming that the initial Auction End Time for a particular electronic auction is 1200 hours and a Financial Bid is received at 1155 hours, the scheduled Auction End Time shall be revised to 1205 Hours. Again if a Financial Bid is received at 1204 hours, the scheduled close time shall be revised to 1214 hours and so on.

Further, in the event that no further Financial Bid is received till 1214 hours, the electronic auction will close at 1214 hours. The Qualified Bidder with the Financial Bid at 1214 hours shall be declared as Selected Bidder.

***The above example is only illustrative and is meant for guidance only.***

#### **7. Selection of the winning bidder:**

The bid having the highest value of Minimum guarantee (MG) shall be termed as the Highest Commercial Bid and shall be awarded the contract for the cluster where the bidder has quoted the highest annual minimum guarantee. If a bidder has submitted proposals for both the clusters i.e. Cluster 1 and Cluster 2 and quotes the highest annual minimum guarantee in both the clusters, then both the clusters would be awarded to the same bidder.

## Annexure 2

### Technical Evaluation Criteria

S. No	Evaluation Criteria	Parameter	Maximum Marks	Documentary Evidence
			<b>100</b>	
<b>Experience in monetization of content</b>			<b>15</b>	
1	Annual Advertisement Revenue	INR >=20 Cr and <50 Cr	3	Audited Balance sheet  Single Bidder: Single bidder or Consortium: All members
		INR >=50 Cr and <200 Cr	6	
		INR >=200 Cr and <300 Cr	10	
		> =INR 300 Cr	12	
2	Annual Subscription revenue	INR >=5 Cr and <10 Cr	0.5	Audited Balance sheet for  Single Bidder: Single bidder or Consortium: All members
		INR >=10 Cr and <=20Cr	1.5	
		> INR 20 Cr	3	
<b>Relevant past experience</b>			<b>5</b>	
3	Experience in Transport Sector:	Fleet size less than 1	0	Work Order/ Completion Certificate  Single Bidder: Single bidder or
	Experience of deploying content box/ solution in different modes of transport in terms of fleet size	Fleet Size >= 1 and < 25	3	
		Fleet Size >= 25 and <= 50	4	
		Fleet Size * (i.e. number of trains, buses, metro's, cabs, airplanes, steamers, etc.).	Fleet Size > 50	

S. No	Evaluation Criteria	Parameter	Maximum Marks	Documentary Evidence
	<p><i>* Fleet size will be counted as 1 for the following modes of transport:</i></p> <p><i>Railways: One Coach= 1 Fleet</i></p> <p><i>Road Transport: One Bus= 1 Fleet</i></p> <p><i>Air: One Aircraft= 1 Fleet</i></p> <p><i>Water: One steamer= 1 Fleet, etc.</i></p>			<p>Consortium: All members</p> <p>In case of experience in deployment in the private sector , a notarized document from the state/central government must be attached as a proof of solution implementation</p>
	<b>Availability of Content Library by Hours</b>		<b>15</b>	
4	The availability and ownership of content library by hours	Content library >= 1000 and <5000 hours	8	Content Audit Reports
		Content hours => 5000 hours	15	Single Bidder: Single bidder or Consortium: All members
	<b>Content Library Freshness</b>		<b>10</b>	
5	The bidder has to provide fresh content library (commissioned/ non-commissioned content) which is produced within last 5 years from the date release of this RFP	Fresh content =>100 and < 2500 hours	3	Content Audit Reports
		Fresh content =>2500 and <= 5000 hours	6	Single Bidder: Single bidder
		Fresh content > 5000 hours	10	or Consortium: All members
	<b>Content Genre</b>		<b>15</b>	

S. No	Evaluation Criteria	Parameter	Maximum Marks	Documentary Evidence
6	Content library >= 1000 and <5000 hours	Hindi (GEC + Movies) - 50% of content library	2.5	Content Audit Reports
		*Regional (GEC + Movies) - 30% of content library	2.5	
		*primarily languages - Tamil, Telugu, Bengali, Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya		
	Other (Kids, Music, Lifestyle, English Movies & Entertainment) 20% of content library	2.5		
	Content library => 5000 hours	Hindi (GEC + Movies) - 50% of content library	5	
		*Regional (GEC + Movies) - 30% of content library	5	
*primarily languages - Tamil, Telugu, Bengali,				

S. No	Evaluation Criteria	Parameter	Maximum Marks	Documentary Evidence
		Marathi, Punjabi, Gujarati, Bhojpuri, Kannada, Malayalam, Oriya		
		Other (Kids, Music, Lifestyle, English Movies & Entertainment)	5	
		20% of content library		
	<b>Solution proposed</b>		<b>25</b>	
7	<p>Demonstration of the technology solution proposed as a COD solution for Railways. The bidders are required to showcase the following functionalities as a part of the demo:</p> <ul style="list-style-type: none"> <li>• Showcase by allowing access to various no. of users simultaneously</li> <li>• User Design Experience</li> <li>• Buffer free streaming</li> <li>• Payment functionality</li> <li>• Ease of accessibility</li> </ul>	Understanding of the Content on Demand Solution, Objectives and Key Functionalities required in the mobile application	13	Demonstration at the time of technical evaluation
8	Experience in conducting Proof of Concept for Railways for delivering Content on Demand as a service		<b>5</b>	Satisfactory working certificate
		No. of trains >1 and <=3	1	
		No. of trains >3 and <=5	3	
		No. of trains >5	5	
9	Compliance to Functional Requirement Specification	Successful compliance to Functional Requirement Specification as specified in the RFP given to the bidder	7	FRS compliance table (Tech Form 12) of Section 4 of the RFP
<b>9</b>	<b>Approach &amp; Methodology</b>		<b>15</b>	

S. No	Evaluation Criteria	Parameter	Maximum Marks	Documentary Evidence
1	Understanding of the complexity of the project. <ul style="list-style-type: none"> <li>• Type of content</li> <li>• Content Management</li> <li>• Content Catalogue</li> <li>• Billing System</li> </ul>		2	Tech form 5 of Section 4 of the RFP
2	Approach & Methodology for execution of the project		4	Tech form 5 of Section 4 of the RFP
3	Solution proposed for delivery of Content on Demand as a service		4	Tech form 4 of Section 4 of the RFP
4	Work plan		1	Tech form 6 of Section 4 of the RFP
5	Presentation and answers to queries		3	Presentation at the time of technical evaluation
6	Compliance to Railways Technical Requirement guidelines (mandatory)		1	Technical design document to be submitted by the bidder as per Tech form 4 of Section 4 of the RFP
<b>Total Technical Score</b>			<b>100</b>	