

Reply to Pre- Bid Queries for Tender Number: RailTel/Tender/OT/CO/NTP/2019-20/RDN/518
Request for Proposal To Build, Operate and Maintain Railway Display Network

Reply to Queries raised by the following organisations are given as under (not in sequence):

1. M/s Panasonic India Pvt Ltd
2. M/s Xtreme Media
3. M/s LatticeBridge Infotech Private Limited
4. M/s Vyoma Technologies Private Limited

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1	4	32	1.7	Solution is able to integrate with: a)public address system (Audio and Video) with RDN b) Coach position system	What sort of integration is required with the public address system? At what extent the Audio announcemnt system we will have to provide, since Railways already have this system. Or it will be a complete replacement of existing system? We believe keeping the audio announcement system separate from Advertising system will be preferred, as it will require a mammoth exercise for all recordings in pan India. This will become unavoidable for all advertisers to bid. However, if we get more clarification on this we will be able to suggest the best approach. So please give some idea about the extent of requirement. In how many languages recording will be needed. Also, we will require data of all cities, railway stations, trains, messages to see the extent of recording.	The proposed RDN system is required to be integrated with the existing public address (PA) system of Indian Railways as some of the multimedia content/live streaming may be required to play at Railway stations. As existing auto announcement systems of Indian Railways will be integrated with the proposed RDN system, there is no requirement of recording by the RDN Business Associate/s for Train related announcement. It is also clarified that audio of advertisements will be allowed to play before arrival of trains. Clause 1.9 deleted. Please refer to point no. 4 of Corrigendum-3.
2	4	32	1.8	Solution is able to capture and display real time audio announcement and SOS alerts from station		
3	4	32	1.9	Solution should be able to provide real time voice over facility for Train announcements		
4	4	33	1.22	Solution should be able to support full featured Announcement Management System		
5	4	33	1.15	Solution should be able to support Content Syndication of third party content using Cable Labs ADI(Asset Distribution Interface) specification	Cable LABS ADI specs are more useful for cable network and TV Industry, such as enhanced VoD, subscription VoD, advertising and audio services in the cable headend. In RFP, we already have requiremnet for SCTE-35 markers which is mostly used in OTT platforms. So it will be better if we stick to SCTE-35 specs which is more suitable for the scope of the project.	It is an indicative requirement. Please refer to point no.3 of Corrigendum-3
					Content downloading primarily depends upon the below 3 things: 1. Size of content 2. Bandwidth availability 3. No of displays on which content needs to be played Content dessimation is possible in 5 seconds if displays are playing standard channel either in braodcast streaming or cable network. Moreover in cable network we loose	

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6	4	34	1.28	Solution should have the capability of dissemination of content within 5 sec	capability to play distinct content on every display. Also, content needs to be uploaded in advance for the approval as content needs to be checked if it follows guidelines for public consumption on RDN The RFP document says solution should be store and play (Page no. 32 - Section 4, Page no.42 - point 1.41) So Considering all these scenarios, how can we disseminate the content in 5 sec on multiple screens? This can be only possible if we use VSAT technology, but for the advertising and Railway information (Arrival/departure, PRS) purpose, VSAT is not good. Here, we loose capability to play distinct content on every display.	It is clarified that this clause pertains to dissemination of content in 5 seconds window from local storage to various displays at Railway stations. However, content needs to be stored in advance in the local storage at Railway Stations
7	4	37	2.25	Solution should have capability to support self-regulation controls for ads using behavioral targeting	Is this applicable only for mobile application? If not, please elaborate how it would apply for digital screens.	Solution for capability to support self-regulation controls for ads using behavioral targeting pertains to RDN mobile app, website and screens also. By using the location of mobile app/ website users, specific behavioural targeting of users around the display screens is envisaged.
8	4	40	5.22	The portal should allow administrator to create organization context groups	What are organisation context groups? Need clarity for the same.	The Business Portal requires creation of both content and advertiser affiliates and assign them to any logical grouping. These logical groupings needs to be further divided into contextual groupings
9	3	16	19	Revenue maximization through alternate streams (RDN website, RDN app etc.)	Will RAILTEL & IR provide the passenger profiling like, no. of passengers, their gender with respect to the station/ train? This information will attract the advertiser to maximize the ad revenue	RDN will integrate with the Railways information systems. The available aggregated data (for passenger segments- Suburban and Non Suburban- Upper Class & Second Class-Express/Ordinary) can be used. For utilisation of passengers data (using RDN systems), the RDN Business Associate/s shall ensure to comply with all the Data Security and Privacy laws
10	3	16	21	Supply of power for running RDN at all in-scope stations on a chargeable basis (charges to be paid by the bidder)	There should not be any penalties if Power supply interrupted at Sites	Downtime due to power supply will not be taken against the SLA's. However, the CDP platform should provide the auditable downtimes due to power supply for each nodes/displays
11	3	16	26	Training to core-team (cross functional) and to IT team and railway staff as detailed in the scope of work	Please clarify the training location is centralized or need to provide at different locations in a region.	Training for concerend RailTel team will be arranged through nearest RailTel office from where the facility for doing TelePresence/Videoconferencing is available. Training to IR can also be enabled through VC.

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12	3	17		Network, bandwidth and DC & DR services shall be provided by RailTel on chargeable basis. Space for NOC/SOC and Command Centre (upto max 500 sq. ft. for each region) will be at RailTel Gurgaon office during contract duration only. Necessary furniture and civil work will be bidders responsibility. Bidder shall vacate the above space on the last day of the contract. Electricity and BW at NOC/SOC/Helpdesk/Command Centre will be provided on chargeable basis. Electricity at Railway stations shall be provided by Indian Railways at a centralized location on chargeable basis through a metered connection. Bidder shall provide MCB of suitable capacity at the centralized location.	Kindly elaborate 'specified charges as per existing Railways norms' the charges of power supply and bandwidth at Central (DC/DR) & Railway Stations	Charges given in Point no. 15 of Corrigendum-3-Annexure-1. The electricity prices vary state-wise and are dependent on state electricity board tariff. 10% service charge shall be charged additional to the consumption charges as per Indian Railways extant rules
13	3	17	30	Contract extension support and exit management services	The tender is being floated on a BOO model and not a BOOT model. All employees that shall be part of the team for executing the services under this RFP are employees of the Bidder. The Bidder will invest significant resources in training and grooming them. This clause is unfair to the Bidder. We recommend that this clause be removed.	It is clarified that execution team will remain part of the RDN service provider and he is free to remove his team after successful transition of RDN to RailTel as per the clauses of RFP
14	4	31	1.1	Solution is able to capture and display : a. scheduled arrival/ departure times of the trains, late running position and expected arrival/departure b. platform and coach information c. multi-lingual real-time information on every platform d. contextual passenger information	Need more details on contextual passenger information. What kind of information it consists of?	RDN Service Provider can obtain the contextual passenger information by utilising the available profile data of passengers using RDN App/Website subject to the applicable Data Privacy laws
15	4	32	1.9	Solution should be able to provide real time voice over facility for Train announcements	RDN is intended to be a display network displaying relevant information for passengers, while local audio announcement should be independent of RDN and should not be part of scope.	Clause deleted. Please refer to point no. 4 of Corrigendum-3
16	4	32	1.8	Solution is able to capture and display real time audio announcement and SOS alerts from station	SOS alerts can be shown on screen However audio announcement should not be mixed with RDN, as it would primarily be a visual display network.	This is for the purpose of integration with the existing Public Announcement (PA) systems at Railway Stations
17	4	33	1.22	Solution should be able to support full featured Announcement Management System	RDN is intended to be a display network displaying relevant information for passengers while local audio announcement should be independent of RDN and should not be part of scope.	

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18	4	34	1.28	Solution should have the capability of dissemination of content within 5 sec	Content dissemination in 5 secs depend on 1. Size of content 2. Bandwidth availability 3. No of displays on which content needs to be played	It is clarified that this clause pertains to dissemination of content in 5 seconds window from local storage to various displays at Railway stations. However, content needs to be stored in advance in the local storage at Railway Stations
19	4	38	3.9	Solution should have capability to insert video ads based on Cue tones/SCTE-35 markers/GPIO triggers provided by TV broadcasters	Cue Tones - are signals that are embedded within media or sent along with the media that indicate an action or event is about to happen. Cue tones can be simple event signals or they can contain additional information about the event that is about to occur. An example of a cue tone is a signal in a television program that indicates that a time period for a commercial will occur and how long the time period will last. As described cue tones are provided by headend equipment during playback of a channel. In theory we will need as many channels as number of displays to be able to play different content on each of them. This practically impossible to accomplish. SCTE-35 was originally used to signal a local ad insertion opportunity in the transport streams. Such standards are applicable for TV broadcasters and should not made part of RDN.	It is an indicative requirement. Please refer to point no.3 of Corrigendum-3
20	4	50	1	The ratio of duration of railway content (in terms of sq. inch seconds) to other content and advertisement shall be maximum 50:50. Content/ advertisements sponsored by government bodies other than Indian Railways shall not be considered in the slots reserved for Indian Railways.	The ratio of duration of railway content (in terms of sq. inch seconds) to other content and advertisement should be maximum 30:70 so that maximum revenue can be generated . One more request to RAILTEL to allow the bidder to play advertisement in complete area of the screen no Railway information/content will play at that duration because advertisers needs to run their content in full area of the screen	The main objective of RDN project is to disseminate Train related information to passengers at Railway stations on digital platform and to monetise the screen time to make RDN project self-sustainable and financially viable. To catch maximum eyeballs, at least 50% of time and/or space of screens should be allocated to train related information. The 50:50 ratio is of screen time and/or space. Full Screen, Half-Screen, L-Shape, banner, ticker, all type of possibility can be explored maintaining the ratio.
21	5	65	1 & 2	Service Level Agreement : Station Up time and All Display screen	The displays will be installed at entrance, Concourse area and Foot over Bridges, there bidder will required ladder or scaffolding and need clear area as well to work. Request you to please reduce it to 95% where engineer needs to work on ladder or difficult to reach and Tier 4 cities as well	As per RFP

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22	9.2	81	1	RailTel shall provide internet bandwidth, network, DC and DR services on a chargeable basis.	Please provide details on the enterprise bandwidth plans that RailTel can offer to the Bidder for RailTel Wi-Fi / wired internet via MPLS.	Charges given in Point no. 15 of Corrigendum-3-Annexure-1
23	9.1.	81	1	Indian Railways shall give permission to install RDN related infrastructure in Railway area subject to non-interference with the existing devices and to the rail users and on payment of necessary fees as applicable. 1.1. Ensure access to the Railway platform. Any delay from Indian Railway in providing the same shall be factored in the implementation time calculation. 1.2. RailTel's decision in this regard shall be binding on the successful bidder	Railway should provide the clear location to the bidder for RDN Screens so that it can be view to the maximum no. of passengers	The locations of putting up screens at each Railways stations will vary according to the schema/layout of the station and cannot be standardised. However, at the time of implementation, the RDN Business associate will submit the Display Layout diagram along with the wiring/networking diagram to Railways for aprovals as per the Railway information dissemination and revenue maximisation objectives
24	14.7	118-119	1	If the successful bidder fails to implement the RDN within the time specified in the Agreement or within the period of extension granted, the successful bidder shall pay penalties at the rate of 0.5% of total annual payments to RailTel for the current year per week or part thereof on the uncompleted portion of work (rounded off to the nearest whole number) for the actual delay, if delay is on successful bidder account, occasioned beyond the appointed time by which the work shall have been completed under the contract 2. The total value of penalty on account of above shall be limited to maximum of 10% (Ten percent) of the total annual payments to RailTel for the current year 3. If the total value of penalty on account of delay in implementation exceeds 10%, RailTel will be within its rights to terminate the contract	There should not be any penalties if delay is due to railtel/ railways approval process	There will be no penalty for delay in approvals from RailTel/Indian Railways provided the approvals are submitted on time without any delay

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25	4.1.1.1	21	2	The train information will be directly picked up by the digital system through PRS/ NTES/COIS/UTS ports	Content Feeder - We are assuming that the APIs provided for integration with PRS/ NTES/COIS/UTS ports are REST APIs. Is our assumption correct?	Please refer to Clause 9.1-6 at Pg 81 of RFP, where it has been mentioned that access to Indian railway systems (direct/indirect) to integrate with RDN system will be provided. Clause modified. Please refer to Point no.12 of Corrigendum-3
26	4.1.1.1	26	4.4	Frame accurate ad insertion on edge device: There should be a provision to do dynamic ad insertion on the client devices especially for live stream events. The advertisements played for each user can be different and all the users have to come back to live streaming at the same time without losing a frame	As per our understanding here the term user refers to the media player, correct?	Here the term user refers to the the type of edge device (Mobile App/Website/Screen at station)
27	4.1.1.1	28	6	Passenger should receive all railway related information along with specific content to enhance their experience.	When you say "all railway information" could you please elaborate on this?	PI refer to Pg 32 of RFP. All Functional and technical specifications of the envisaged RDN solution have been mentioned in the table.
28	4.1.1.1	28	6	Apart from the specific/ personalized content provided on mobile application, passenger should receive the content running on platforms/ stations and he will not miss any information	Does this mean what is running on TV on platforms should also be served to the mobile app that user is using? How do we intend to find if the mobile app user is on the platform, do we use some geo-fencing or user location to indentify where that user is?	It is clarified that the specific/ personalized content should be provided on mobile application/web-site whereas passenger should receive the generalised information pertaining on platforms/ stations on the concerned screens.
29	4.1.1.1	28	6	Various ancillary support services pertaining to transportation, healthcare, hotels etc. may be offered through the mobile app to provide an all-encompassing experience. The revenue generated through mobile app (advertisements, fulfillment of orders etc.) shall also be considered RDN revenue.	Does Railway intend to do these bookings via the mobile app or only show advertisements of these services and have get a percentage cut from the repective hotel, transportation company? What is the use cases of integrating healthcare services and what kind of healthcare services are we talking about here?	The selected bidder will be given exclusive right for provision of RDN at the offered stations. The mobile app and web-site will assist the users in exploring RDN platform. Any ancillary support service offered on APP or website depends on the bussiness model of the bidder and bidder is free to choose them. However, it is clarified that no exclusive right for offering any ancillary support service will be given.
30	4.1.1.2	44	2nd para	The use of open interfaces to mediate and manage media objects and resources, such as ECMAScript (JavaScript), ITU-T H.761 LIME and ITU-T H.762 Ginga/ NCL, is encouraged as they provide efficient re-use of the same content, playing experience and interactivity across a wide variety of terminals.	Could you please provide use cases for ITU-T H.761 LIME and ITU-T H.762 Ginga/ NCL,	All specifications for software are for indication purpose only. However, bidder should fulfill all functional requirements of software.

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31	4.1.1.5	48	4.6	Ensuring priority of content display. In events of unavailability of some display screens content priority will decide what is to be broadcasted on the active channels.	We think that this means : (a) there are contents in the system having priorities. (b) if screens (devices) are down or unavailable due to some reasons then higher priority content should play instead of the lower priority content to cover the lack of displays.	Yes, content should be played in accordance with priority and availability of screens, as per T&C of RFP.
32	4.1.2	50	4	Railway information shall be given priority over other content and advertisement during critical events such as arrival of train, departure of train, change in train schedule, emergency messages, change in platform etc. For example successful bidder is expected to display relevant railway information like platform no., coach detail etc. at least 5-10 minutes prior to train arrival.	We need SDK or API specs which we have integrate for getting information regarding railways. Could you also tell us in case of API is they are REST APIs?	Please refer to Clause 9.1-6 at Pg 81 of RFP, where it has been mentioned that access to Indian railway systems (direct/indirect) to integrate with RDN system will be provided. API details will be shared with the selected RDN player at the time of roll-out of RDN. Clause modified-please refer to point no. 12 & 13 of Corrigendum-3
33	4.1.2	52	4.1.2.2	The Regional business associate of respective region is expected to perform following (but not limited to) activities for ensuring: 1. Application management services 2. Database management services 3. Server management Services 4. Back-up and storage management services 5. Managing DR services and maintain RTO and RPO 6. NOC and SOC services 7. Regional helpdesk services 8. Security Management Services 9. Policy enforcement 10. Voice and Video traffic management 11. Optimization, quality of services and SLA reporting	Policy enforcement - What kind of policies are we talking about here? Voice and Video traffic management - Does this mean content download and upload in CDP admin?	Policy Enforcement refers to the implementation of Guidelines/Policies issued by various Govt Agencies and mentioned in RFP and Corrigenda. Voice and Video Traffic management is the ability of Content Delivery Platform to manage data dissemination across all end nodes of RDN
34	4.1.3	55		1. National Train Enquiry System (NTES) 2. Passenger Reservation System (PRS) 3. Coach Operating Information System (COIS) 4. UTS (Unreserved Ticketing System) 5. Public Address System (PAS)	We need detailed requirements along with API specifications or SDK for this integration? Please also let us know if the APIs are REST APIs?	Please refer to Clause 9.1-6 at Pg 81 of RFP, where it has been mentioned that access to Indian railway systems (direct/indirect) to integrate with RDN system will be provided. API details will be shared with the selected RDN player at the time of roll-out of RDN.
35				Clarification	How long will be the contract given ? Since it is capital intensive, we need a long term ...	Contract is for 10 years with and option of extension of 5 years. Please refer clause 13.4 of RFP- Duration of Contract

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36				Clarification	Will it be a single vendor doing across the country or you are likely to opt for multiple vendors ?	2 RDN regions for separate bidding. However, one entity can participate in both the Regions
37				Clarification	You have stated “indicative minimum number of screens (back-to-back)” – does the number indicated in the table is positions (hence we need to multiply by 2) or is it considering 2 per position ? We are not able to arrive at 75000 display units with the table provided in the document shared ... can you please provide break-up for 75000 displays into 55” – xxxxx no., 65” yyyyy no. Video Wall – zzz no. FOB 1x6 displays – xxx no. etc. ?	Please refer to clause no. 4.1.1.2. The average no. of Platforms per Station Category and the detailed Breakup of screens at various locations of stations is given. The total numbers of screens are indicative minimum number of screens that the bidder have to deploy across the railway station premise across the various station categories.
38				Clarification	We have advanced technologies including AI based Self-Organising Devices to manage the network and Edge Content Hosting (ECH) to optimise bandwidth / quicker delivery of content to screen etc. However, all of them come at an extra cost – to improve experience & resilience. Is RailTel going to ensure that these latest technology is put in specifications or is it left to choice of vendor bidding.	RDN RFP elaborates the scope and functional requirements of the RDN system alongwith the SLA's. The bidder is free to build his own business model while fulfilling the RFP requirements.
39				Clarification	Please let us know the qualification criteria planned for this project. As we are a start-up, we may need to find a partner to lead this bid, which will be difficult.	For Pre- Qualification Criteria, please refer to Chapter-10 of RFP
40				Clarification	Will an empaneled vendor of RailTel DSP be given any preference / additional weightage ? Any preference or opportunity to Start-up India registered / recognized companies ?	As per RFP
41				Clarification	If we have our ECH features, we can do several spot promotions on mobile devices of passengers and deliver the content like platform information of trains directly to mobiles, if the user opts for this & few quiz types of contests etc., which will be additional opportunity to make users view advertisements & revenue possibilities ... is any such thing proposed or possible in the scheme of things as part of RDN?	Bidders are free to build their business plan as per terms and conditions of the RFP
42				Clarification	We understand from some of the partners that this tender was floated earlier – but did not mature. We will like to understand what were the reasons for dropping the earlier ones and what changes have been adopted to ensure safe passage of this tender to maturity. Sorry to ask this. But, frankly some partners are skeptical of this project. Since we are new, we humbly request you to educate us.	Not in scope of this RFP
43	3	22		50% inventory for Railways and 50% for auction	Since this project requires a large capital, advertisement as the source of returns, the bidder should be allowed to have control of 30% of the inventory for it's own assured long term forward buy from few large aggregators to de-risk to project by underwriting by this partner, who may also come in as consortium member, if they see an upside and considerable inventory for them to use & leverage their clients to pay. So, request RailTel to consider 50% for Railways, 30% for bidder and 20% for auctioning.	As per RFP, there is a provision of 50% time and/or space for Indian Railways and 50% for advertisement/monetization. Bidder is free to distribute 50% of advertisement/monetization time among various available monetization options as per his business case adhering to the modified Clause- 4.1.2.1- Point no.4 of RFP (modified in point no. 13 of Corrigendum-3).

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44	4	24		E-Market Place	The choice must be left to Bidder to use cloud based services – where the features are standard and may not meet the expected flexibility. However, since it is a Capex intensive, we need to conserve the funds available. Based on the above point (sl. No. 1, if bidder is given 30% of control on inventory), E-market place is a burden for just 20%. Request some flexibility and decision for such system to winning bidder, than specific development requested in the RFP.	Clause modified. Please refer to point no. 6 of Corrigendum-3
45	4.1	25		Contextual Advt.	Since Railways has awarded some RDN contracts already, if some broad statistics on view ship and current status of content subscription % utilization of inventory from start to date ... to give an idea of current ground scenario of traction and attraction of this media space is needed for us to judge the potential to commit the MG. Please share some statistics of inventory available vs. utilization (without revealing the name of contractor or money) ... with category of stations where RDN is deployed.	The current RDN contracts for scattered stations have been managed by Indian Railways directly and data pertaining to these contracts may not be able to give clear picture for potential of RDN platform.
46	4.2	25		Proof of play	Please explain what type of proof is acceptable. How will this be conducted on the large inventory of recordings. Explain the process in mind of RailTel.	Proof of play for both online and offline acceptable to advertisers, is acceptable to RailTel provided it can be audited for verification at a later stage
47	5	26		CRM	What is the need of CRM in this project ? Advertisers are part of the bidding process and details are available ... We request this to be made optional requirement than a mandatory requirement. RailTel can set a SLA for CSAT expectations by 3rd party (done at cost of RailTel) for customers using RDN, instead of a burden of running a CRM.	The provisions for CRM in RDN contract has been kept for getting feedback from stakeholders of RDN regarding suggestions for improvement which are to be implemented by RDN Business Associate/s
48	6	28		Mobile App	This is our game to innovate and capture imagination of travelers and keep them engaged with ourselves with interactions management – which is our core area of strength. RailTel should allow us to build a user community / base of loyal users and leave the management of this application to selected vendors than closed conditions of use and access etc. as stated. We request RailTel to allow us to be creative in this aspect than specific requirements as per RFP. The additional revenues innovated by bidder (other than Rail related services) should not be considered as part of RDN ...	As per RFP

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49	7	28	4	1% payment from other N&E	Mechanism is not clear. Who will deduct the 1% and who will pay the platform provider ? is it RailTel assuming this responsibility ? Please illustrate how this will work for us to understand.	1% of the advertisement business bought by Business Associate of Region-1 (N&E) will be automatically deducted and will be given to the Business Associate of Region-2 (W&S) to compensate for his investment in CDP portal (including E-marketplace, website and mobile app)
50	4	29	4.1.1.1-8-9.1	Transfer of s/w to RailTel – “same has to be transferred in the name of RailTel at the time of contract closure without any cost to RailTel”	Not acceptable for Build Operate & Maintain model & when we are paying the revenue share ... why free ? Nothing is free – it has to be paid by RailTel	Clause modified. Please refer to point no.7 of Corrigendum-3 to be read alongwith point no. 10 of this corrigendum.
51	9	29	9.6	The successful bidder shall provide complete documentation ...	Not acceptable for Build Operate & Maintain model. It is our proprietary secrets and documents – when RailTel is not paying for this system ... why this is needed ? What will be done with this by RailTel. We see this being a risk related to IPR by our consortium members. If RailTel is paying for the systems, this is a mandatory demand & acceptable. However, currently it is service model, where RailTel is being paid.	The documentation of the RDN system is required for information purpose to RailTel/Indian Railways. This will also help in successful operations, checking and maintenance & integration with RailTel/Indian Railways systems.
52	9	31	13	The successful bidder shall provide complete documentation ...	- Do -	The documentation of the RDN system is required for information purpose to RailTel/Indian Railways. This will also help in successful operations, checking and maintenance & integration with RailTel/Indian Railways systems
53	9	30	6, 6.1 & 6.2	APIs	The project is Build Operate and Maintain model. Since we propose to give best customer experience and solution to meet the SLA to get the best ROI, the choice of API and integration should be left to bidder than enforcing any particular methods. The partners in consortium comes with world-class solutions and proven ones in the Railway environment elsewhere in the world. Such restrictions are impossible to adhere. This is okay for RailTel to acquire the assets ... when it is on the current model where all risks rest with bidder, this is not acceptable condition. Should be waived or stated as ‘preferred’ – than imposing as requirement.	Please refer to Clause 9.1-6 at Pg 81 of RFP, where it has been mentioned that access to Indian railway systems (direct/indirect) to integrate with RDN system will be provided. Clause modified. Please refer to Point no.12 of Corrigendum-3

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54	10	32		Load Balancer	We have our own methods of providing redundancy and DR without any Load Balancers & considering the costs and benefits as well as support requirements for deploying our solution. So, the choice and methods for BC/DR should be left to the bidder. RailTel must only monitor the SLA given for RTO/RPO than specifying the technology aspects to achieve BC/DR.	This is only indicative requirement and bidder is free to choose his own technical solution for RDN platform and is free to upgrade/modify during contract period.
55	1.7 (CDC)	32		Solution is able to integrate with:	Need more detailed information of PA and Coach position system for working the estimates involved with such blanket statement. RailTel is to confirm if Rest API is available for these systems to interface.	The existing PA system working at Railway station needs to be integrated with the proposed RDN solution for playing audio of RDN content while integration of existing coach position system is needed for controlling screen addressability for content/advertisement
				a)public address system (Audio and Video) with RDN b) Coach position system		
56	1.9 (CDC)	32		Solution should be able to provide real time voice over facility for Train announcements	Wherever we are running the systems, we use IVR based recording and play back with natural human recordings for any real-time announcement. Does RailTel imply use of TTS for this ? If TTS, there are not many proven TTS engines for languages other than Hindi and Indian English. How do you expect this to be handled.	Clause deleted. Please refer to point no.4 of Corrigendum-3
57	1.15 (CDC)	33		Solution should be able to support Content Syndication of third party content using Cable Labs ADI(Asset Distribution Interface) specification	What is the role of ADI in the project ? What sort of content syndication is planned using Cable Labs ADI and how does this fit into the project. Please illustrate the possible scenario for us to understand and visualize	It is an indicative requirement. Please refer to point no.3 of Corrigendum-3
58	1.22 (CDC)	33		Solution should be able to support full featured Announcement Management System	Please provide the full details of existing Announcement Management system and it's features and interfaces etc.	The proposed RDN system is required to be integrated with the existing public address (PA) system of Indian Railways as some of the multimedia content/live streaming may be required to play at Railway stations. As existing auto announcement systems of Indian Railways will be integrated with the proposed RDN system, there is no requirement of recording by the RDN Business Associate/s for Train related announcement.

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59	1.24 (CDC)	33		Solution should be able to support various non-Railway real time feeds	Not clear. What are the expected Non-Railway real-time feeds being considered or envisaged. Please illustrate with example for us to understand and visualize to plan this activity in our PS estimate.	Non Railway real time feeds may include live feeds, news, sports, important messages, announcements etc.
60	2.1 (Arch)	35		Solution should have capability of multiple levels of redundancy	Not clear on the requirement what is anticipated by RailTel. Please illustrate with example for us to understand and visualize to plan this activity in our PS estimate.	This capability of CDP platform is related to its working during multiple failures of link/device. Platform should be able to play information even in the case of network failure
				a Statefulness		
				b Remote boosting		
61	2.14 (Arch)	36		Solution support multi-server deployment for scalability, load balancing and fault-tolerance.	Please refer to our statement on Sl. No. 12	This is only indicative requirement and bidder is free to choose his own technical solution for RDN platform and is free to upgrade/modify during contract period.
62	3.4 (Advt)	37		Solution must support ad insertion through a IAB VAST response	Not clear on the requirement what is anticipated by RailTel. Please illustrate with example for us to understand and visualize to plan this activity in our PS estimate.	It is an indicative requirement. Please refer to point no.3 of Corrigendum-3
63	4.5 (UE)	38		Solution should have capability to provide kiosk at Railway station for interactive train enquiry and passenger information.	Not clear on the requirement what is anticipated by RailTel. Do you want us to set-up kiosks or if a kiosk is set-up to provide advertisement content to Kiosk ? What is expected ? If you expect us to setup Kiosks, please provide how many and what specification etc. Please illustrate with example for us to understand and visualize to plan this activity in our Capital & PS estimate.	Clause deleted. Please refer to point no. 14 of Corrigendum-3
64	4.6 (UE)	38		Solution should have capability to deliver information within 5 sec - measured as the time interval from origination of information at NOC to publishing on any display	There are several factors which are beyond our control to achieve this. On what basis has RailTel set this 5 seconds – is RailTel assuring the necessary priority of traffic for RDN in routing ? Not clear on how 5 seconds has been put as stipulation. If any testing or prior benchmark reporting is done, please share the same.	It is clarified that this clause pertains to dissemination of content in 5 seconds window from local storage to various displays at Railway stations. However, content needs to be stored in advance in the local storage at Railway Stations.
65	5.19 (BP)	39		Secure authentication and provisioning of new display devices into the RDN	Does RailTel expect us to use any MFA or additional authentication other than just User Id and Password ? Please explain the secure authentication anticipated by RailTel	Please refer to point no.3 of Corrigendum-3. However, it is responsibility of bidder to ensure that any unauthorised device should not be able to latch into RDN system.
66	6.5 (BR)	42		Number of components of system supporting "make in India" initiative	Not clear ... how this will be part of Business Resilience ? Is there an additional weightage / advantage for using Make In India products ? Please clarify.	It is an indicative requirement to promote make in India initiative, however the bidder may choose as per their business model. Please refer to point no.3 of Corrigendum-3

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67	4.1.1.2	42		Stations	Our OEM vendors for displays and other controllers wish to have a typical station layout drawings with measurements for each type from A1, A to D type – clearly giving the length and breadth of the platforms and FOB.	Typical station layout drawings are not available with RailTel. However, manual available at following link may be referred regarding Railway Station layout over Indian Railways. https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwiyo8Xi_KHpAhXUYiskHdy1Bf4QFjAAegQIBBAB&url=http%3A%2F%2Fwww.indianrailways.gov.in%2Ffrailwayboard%2Fuploads%2Fdirector%2Fland_amen%2Fdownload%2FManual%2520for%2520WCS%2520%2528Vol%25201-%2520Main%2520Report%2529.pdf&usg=AOvVaw0QwOjTVrnpA02uWB_6H5pS
68	4.1.1.2	43		Table	FOB column states Yes – does this mean only one or two or more ? E.g. Bangalore has one FOB and another below the track sub-way ... is it counted as 2 ? Also, 1 x 6 ft is not clear. No Class B stations across India do not have FOB ... is this true ? Please clarify.	Details of FOB given in table are only indicative in nature. Stations may have more than one FOB available and all FoBs are required to be covered with RDN. Size of 1X6 ft is indicative only and bidder is free to choose other size also depending upon the availability of space at FoB.
69	4.1.1.3	46		SOC/NOC	Why do we need to set this in RailTel premises and pay rent expenses ? We already have SOC/NOC being run for our clients across the Globe on 24/7 basis. Can this be used ? If it can not be, and we need to set this in RailTel premises only, please indicate the monthly rental and electrical charges of the same for our estimates of running expenses.	SOC and NOC requires to be installed at RailTel's premises only. Electricity charges will be on actual consumption basis plus 10%. Charges given in Point no. 15 of Corrigendum-3-Annexure-1.
70	4.1.1.4	47		Help Desk	We are the world leaders in the self-service and use various BOT / Voice recognition system for self-service. Why does RailTel want us to set-up help desk and specifications put in the RFP, where we have potential automation including ticket generation and workflow engines with minimum human intervention available. We request RailTel to make this as optional – than mandatory requirement	Bidders are free to choose his own business model provided all the functional and SLA requirements are met.
71	4.1.1.5	47		Regional Command centre	Do – we propose to automate to maximum extend to minimize human intervention in the RDN project. We will have a centralized C&CC to monitor the whole system and ensuring automated BOTs / schedulers are doing their jobs	Bidders are free to choose his own business model provided all the functional and SLA requirements are

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					This may be made optional – than a mandatory requirement.	met.
72	4.1.2	49		Business Operations & Technology Operations	We do not propose to have any distinction like this as we see this in a holistic manner ... it is a complete C&CC which will be fully automated with minimum Human Intervention & minimum expenses with maximum revenues to Derisk the large capital investments made upfront. RailTel should leave this to Bidder to manage the business than putting several requirements like stated in the RFP. RFP Should allow the flexibility of doing the business whichever deemed fit by Bidder.	Bidders are free to choose his own business model provided all the functional and SLA requirements are met.
73	4.1.3	53		Branding	No doubt Railways & RailTel is giving a platform ... We humbly request that the control of branding should rest with the bidder (in case a bidder wins both regions). Railways and RailTel can be “powered by” sort of positioning, as bidder is paying a significant earnings to RailTel as well as taking all the business risks. By branding and building a brand for the services, there is a potential fallback to make up for the shortfall in revenues by other means including partnering with biggies to make up for short-fall. This is a business suggestion and a risk mitigation strategy from our Funding Agency ... please consider the same.	As per RFP
74	4.2.7	58	1.1 to 1.3	Trainings	When the whole responsibility of Build, Operate and Maintain rests with Bidder, what is the need for the training and further requirements on this section ? Not clear. Please illustrate the need with an example of why this is needed for such a project & commercial model.	As RDN will be the Railway Passenger information dissemination system, the administrative powers of Railway content will lie with the concerned authorities. Also, the issues in RDN systems will first be available with the Railways/RailTel and RDN business associates officials. All should be in sync and understand the system thoroughly to provide real time rectifications
75	4.3	60		Exit management	We have a request. This section should be expanded and enumerated to cover what provisions are there to cover the risks of the bidder in case of failure of required support from Railways / RailTel as part of their obligations to perform the contract (14.6 equivalent for remedies to bidder on failure of obligation from Railway/RailTel). This will be needed to boost the confidence of lead bidder and funding agency for the project.	Please refer to Chapter-5- Point no.1- Any delay on the part of Railway/RailTel will not be covered under SLA. It is clarified that RDN platform will be exclusive media for dissemination of Railway related information for passengers at Railway stations. All assistance required by bidder for implementation/operation of RDN will be provided by RailTel/Railways within acceptable timeframe.

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76	5	63		Service Level	Given the uncertainties faced by all of us during this lock down, we request some amendments to accommodate – man-made disasters & act-of-God to waiver of penalties under these scenarios	Please refer to Chapter-5- Point no.2 which states that- "There's a Force Majeure event affecting the SLA which is beyond the control of the successful bidder".
77	7	77		Commercial terms	With advent of Covid 19 and it's continued impact as well as a lot lessons this period has taught, we expect that mobility of people will be reduced significantly compared to current numbers as projected. 844 crores footfall will not be possible to be dreamt off as a viable number – if experts were to be believed. People who used to travel for meetings will now get to do using VC or web calls. Those who travel for business will try to do more electronically ... entire dynamics and impact on travel sector will be a mystery & will become clearer after 2 years from now. So, we have following suggestion Instead of stipulating a MG of Rs. 100 cr., it should left to the bidder to quote, as per the business assumptions and risk taking abilities. The moratorium has to be 2 years, instead of 2 quarters ... during this two years, a flat profit share can be aimed (Gross Rev – Operating costs (w/o capital recovery)= Profit for sharing). Variable revenue share of 50% on revenue is grossly demotivating ... it can be on the Gross Profit after expenses including the MG fees paid to RailTel – subject to a max ceiling of 35% on profits. Higher the Revenues, higher will be the management expenses ... and increased organization management + overheads as well. So, request this to be left open to quote on profits. If it is on revenues, it has to be capped at 20% for 1000 crores than at 50%. Also the multiplier of MG is very skewed and unfair, as there is a huge technology upgrade / update costs which will come-up in the year 5 and year 6 (if 10 year contract). That time what will be the costs of replacement and whatever is the latest is needed to be put, as whatever we do this year will absolutely be not supported or cost of such fixing / support will be higher than the new deployment. So, How can we do the X of previous year * 1.3 or 1.4 multiplier ? The cost of redeployment / replacement (continuously thru the contract) will kill the bidder as the tech changes for last 1 decade has made us realise. So, we humbly request RailTel to consider a revision to multiplier or leave it for the bidder	Indian Railways has already started its operations in limited way and is expected to get increase gradually. During next one year, footfall may get reduced due to COVID impact. However, it is expected that during implementation period, train operation of Indian Railway will get normalised and footfalls will increase beyond the given figures. Business model for RDN has been framed based on past experience gained by RailTel in RDN and fragmented implementation of RDN by Indian Railways. Any specific concession required by for COVID-19 impact may be submitted during 2nd pre-bid. RFP is flexible in terms of technology and specifications. Bidders are free to choose his own business model provided all the functional and SLA requirements are met.

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					to quote year-wise MG & Rev share instead of multipliers ... This will attract more funds to bet with us – which is not coming forth in the current model. Every fund we have spoken are weary of this fixed commitment & see that as a big risk. One of them suggested “since RailTel know the revenues transparent way, why can’t RailTel take a % of revenue share than MG with multiplier. Else, in the JV, let RailTel join as JV partner and take the profits like any other consortium member – may be 5% extra than rest of 5 consortium members”. Please think of reducing the risk of project on the whole, as funding scene has rapidly changed in the past 3 months of Covid 19. Unless someone funds, no one has a cash in pocket to invest and reap – with such uncertain times. We request that RailTel should innovate and sustain that forcing bidders with a fixed model.	
78	General			Extension of submission deadline	Due to extended lock down, our workforces and experts are unable to get the current price points / quotes from vendors for the BOM. We request an extension of at least 3 weeks (assuming no further lock down after 3.0).	Clause modified. Please refer to point no. 19 of Corrigendum-3
79	9.1 and 9.2	81		Cost of bandwidth, rental and electrical charges at RailTel and Station premises	Please provide min and max of expenses for running the system at various levels	Charges given in Point no. 15 of Corrigendum-3-Annexure-1. The electricity prices vary state-wise and are dependent on state electricity board tariff. 10% service charge shall be charged additional to the consumption charges as per Indian Railways extant rules
80	9.1	81		Station premises	Since we are working on ECH based system, we do not need 200 sq.ft space in stations. However, we need a place to mount a wall rack and meters for electricity. Will this be also liable for rent ?	Please refer to clause 9.1-3.- This space will be provided without any charge. If built space is not available at any station, then the bidder will be provided with equivalent area to construct a structure to house the required facilities (at his own cost).
81				Rolling PBG	It is very high in terms of costs of arranging the PBG – as with current banking NPAs, non-fund based BG are rare. We need to put the 110% BG money in the FD and seek the PBG ... request for a moderation on this.	As per RFP

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82	12.6	99	Point 3	Missing		Typo error in numbering
83				General question	Is there any restrictions to install cameras at station / concourse and entrance of waiting halls ?	Cameras are not mandatory under the scope of RDN. Camera usage requirement at stations (if any) shall have to be submitted to RailTel for approval.
84				General Question	It was told during the pre-bid that bandwidth will be provided by RailTel. Do we need to build new MPLS network in addition to the existing MPLS of RailTel for RDN content delivery ?	The Railway Stations are connected on RailTel's MPLS network. Bidders has to deploy local network at Stations.
85				General question	Railwire wi-fi at stations. Please give the model and make of the APs being used (we need to manage our ECH platform without interference)	At present RailTel is using outdoor Access Points of Cisco and Ruckus.
86				General question	Please provide typical dimension of FOB in terms of height – in one place 1 x 6 feet is mentioned and in another place 70" screen is mentioned for FOB related display requirement	FOB screens should be min. 1x6 feet in dimension. However, this will also depend upon the site requirements. 70" screens can also be installed based on site feasibility and keeping in mind the Railway passengers and advertisers.
87				General question	Station car park, Cycle stand / Scooter or Mobike stand or bus stop within station – is it covered in the RDN, can we assume or propose installation of the screens suitable for such outdoor part of station ?	RDN excludes circulating area at stations- Please refer to RFP clause at Page no. 14 of RFP for more details- "RDN shall be the exclusive advertising medium at the stations which includes station building, concourses, platforms, FoBs but excludes circulating areas. However, RDN display screens would be permitted on a separate structure immediately adjacent to station building near the entrance to the concourse/platforms, only if placing of such displays is not feasible on the building due to heritage structure, façade etc. and normally two such RDN display screens will be permitted at each entrance of a station"
88				Question	1. Fundamentally Indian Railways has to look at this project as an infrastructure and works contract. They are getting almost INR 1500 Cr worth of infrastructure to the Indian Railways through RDN along with savings of operational cost to keep this project going. If the project is only viewed from a revenue generating and too much focus is given to that it is unlikely to succeed.	Indian Railway is already disseminating train related information through its own infrastructure. Now, Centralised RDN platform at PAN India level is being developed for exploring the option of monetisation of RDN platform. Current RDN model is based on RailTel's past experience in the field of RDN.

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89				Question	2. Minimum Guarantee to be removed: Indian Railways has to be a REAL partner for this project. They need to completely share the risk of this project and the vendor putting cashflows which are not going into the project does not make any sense. Only if the project makes enough revenues then both partners will make money and this needs to be reflected in the commercials	Current RDN model is based on RailTel's past experience in the field of RDN and fragmented implementation of RDN by Indian Railways. Any specific concession required by for COVID-19 impact may be submitted during 2nd pre-bid.
90				Question	3. No charge for Electrical & network costs:	As per RFP
91				Question	1. A1 / A & C Class stations only to be implemented initially. Only once revenue traction is build and there is viability to extend to other class stations, it can be mutually decided to extend on a pro-rata basis.	Please refer to clause 4.2- Implementation Services of RFP where a category/year-wise implementation plan has been given. Green field Category A1, A and C stations are been taken in the initial 1 year phase and remaining Greenfield stations of category B and D shall be covered and completed in 2nd year, while brown field stations will offered for implementation as per availability.
92				Question	The above points are required to make this project viable even if Covid-19 had not affected. In light of the Covid-19, we feel that the tender should be kept on hold for another 3-4 Quarters till the entire environment is ready for risk equity to come into this business, since there is no minimum assured revenue stream from this project	Any specific concession required by for COVID-19 impact may be submitted during 2nd pre-bid. Please refer to point no. 18 and 19 of Corrigendum-3.