Reply to Pre- Bid Queries for Tender Number: RailTel/Tender/OT/CO/NTP/2021-22/RDN/003
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 Entegritech Regulatory Compliance Solution LLP
2. M/s Zenith Media
3. M/s Panasonic India Pvt Ltd
4. M/s Relay2, INC
5. Pace Digitek Infra Pvt Ltd
6. M/s FISST Pvt Ltd
7. M/s LG Electronics India Pvt Ltd
8. M/s HDIH

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1	Chapter-16	162	-	-	1. Plz share NSG Categories of stations to be allotted in both regions as per tender with their respective current tender periods.	The stations planned to be alloted under the RDN project will not change irrespective of the change in nomenclature used for categorisation of Railway stations (new- NSG/erstwhile-A1,A B,C.D). The indicative list of stations under Railway RDN contract is enclosed as Annexure-1 and Annexure-2 of Corrigendum-1. The list is based on information received from Zonal Railways and as Zonal Railways are allowed to finalise RDN tenders till appointment of Business Associate by RailTel, this position may change. FInal list of stations available under this tender will depend on offered stations for RailTel's RDN tender by Zonal Railways and completion of Railways RDN tenders. As per chapter 3- RDN In Scope stations, clause- *"The list of stations is indicative. The final details of live Indian Railway RDN contacts will be provided by the concerned Zonal/Divisional Railways at the time of project implementation."*
2	Chapter-4	57	1	-	2. Plz define 50:50 Ratio, it will be only & only Railway information i.e dep/Arr/social awareness messages pertaining to railway? As most of the time these days we get orders from railways to run various other Govt department messages on our screens at railway stations.	Please refer to clause 4.1.2.1- subclause-1 at page number 57 of RFP, according to which- *"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."* Any content/advertisement sponsored by Indian Railways/RailTel will cover under 50% of time/space of Railway content.

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3	13.4-Duration of Contract	127	-	-	As mentioned in tender, tenure of the contract is 2 + 8 = 10 yrs, suggest you to increase the same to min 15 + 2 yrs for the break even.	The tenure of contract is 10 years (including project implmentation period) alongwith option of extension of 5 additional years (extension will be based on terms of the RFP). The implemantation timelines are the maximum timelines envisaged in the project. The RDN Business Associate is free to implement the project early which enables him to earn revenues early. The Go-live of any station will be on the day of any station getting operationalised, and will not be only at the end of 1st or 2nd year (as the case may be) No change, as per RFP.
4	Chapter-7	85	b	-	Min Guarantee to be reduced as this project will be going to have huge investments & both railways & their vendors have just started & are trying to come back on the track after Covid period losses.	Your suggestion has been examined and accordingly the revised financials for the project to make it viable (after the covid times) has been incorporated in the Corrigendum-1.This will provide a boost to implementation of the project with significant impact in the initial years of the project. Clause modified, please refer to point no.13 and 14 of Corrigendum-2
5	3	16	19	-	1. The MG X (multiples) – Please consider to begin with more moderate multiples instead of jumping to double in the 2nd year. For any venture and project, the initial phase is most challenged. The initial investments are mostly cost-intensive investment. You do want the bidder to feel they can success and help them to implement the project initially instead of raise high the barrier to bidder. This will impact their project implementation in the beginning and none of us know if or when pandemic situation will be really ended. I would propose not to have double multiples but cap at 1.25 for MG because this is an guarantee not the revenue sharing. And for the initial 3 years, please keep your multiples below 1.1 each year.	Your suggestion has been examined and accordingly the revised financials for the project to make it viable (after the covid times) has been incorporated in the Corrigendum-1.This will provide a boost to implementation of the project with significant impact in the initial years of the project. Clause modified, please refer to point no. 13 of Corrigendum-2

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6	3	16	21	-	2. The Revenue share – If we success, RailTel definitely can benefits from bidder's success. However, under current pandemic situation which is not completely out of question yet. RDN still have a great risk in the next few years if market situation are still not completely recovered. In addition, the cost of RDN could definitely increase over the time because of the global or international instability issues are emerging. So to ensure bidder can be successful by considering all these risks is important. RailTel should view from bidder's side risk management and mitigate their great concerns. I think cap the % of revenue shares to below 50% is important for most of bidders as what I have heard during the pre-bid meeting. I am sure the cost of RDN project will increase over the next multiple years and RailTel should help to mitigate this concern. As long as bidder can sustain for longer time until success then RDN will be successful and RailTel will be benefited. Hope RailTel can look from the long term project point of view. I would be very appreciated if RailTel can consider cap the percentage at 40%. This should make it more attractive to bidders who attended the pre-bid meeting as I was listening to everyone's comments.	Your suggestion has been examined. It may be noted that RailTel has already revised RDN's commercial model from MG AND Revenue share to EITHER MG OR Revenue Share (whichever is higher). The commercial model which includes MG and Revenue Share for the project has been revised so as to make it a viable/profitable venture and a win-win situation both for the bidder and RailTel/Indian Railways. This has been incorporated in the Corrigendum-1. Clause modified, please refer to point no. 13 & 14 of Corrigendum-2
7	12.2	109	5,6	-	We are wondering if you could extend the RFP submission deadline to a later time in May? The reason I am asking because we need some more time to secure the partnerships and coordinate many of the documents with the consortium lead-bidder. We had been pushing forward the progress after as pre-bid meeting, however, there are still quite a lot of works to do. We would be very appreciated if you can consider this extension of RFP submission date to late May time frame.	The last date of submission of offers has already been extended till **23.05.2022 till 3 PM** vide Corrigendum-1
8	Chapter 7	85	-	-	I previously had sent an email below and request your consideration of adjusting the multiplier of MG and the percentage of revenue share. I am wondering if you have any feedback to my requests below? We are currently working on the financial model and do see the current numbers of MG and revenues shares requirements specified in the RFP will not work for us. I am sincerely requesting if you can consider and confirm if RailTel can make the following adjustments: 1. The revenue shares - If you can possibly cap the revenue share at 40%? 2. The multiplier of MG – Please consider to cap the multiplier at 1.25 as I explained in my previous email?	Your suggestion has been examined and accordingly the revised financials for the project to make it viable (after the covid times) has been incorporated in the Corrigendum.This will provide a boost to implementation of the project with significant impact in the initial years of the project. Additionally, the two upper-most revenue share slabs have also been revised and is capped at max. 40%. Clause modified, please refer to point no. 13 &14 of Corrigendum-2

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9	10	93	1,2,3	1. Audited Balance Sheet and Certificate from CA for the last three Financial years and Certificate from CA for current FY. 2. Implementation Certificate from Client The completed work should not be older than 3 years from the date of release of the RFP (For digital display screens on-going project where deployment is completed (minimum 6 months from the date of bid submission) and currently under operation and maintenance phase shall be considered For network devices – completed projects shall be considered) Refer to Annexure 6 for the list of acceptable network devices 3. Duly certified statement from CA for the last 3 financial years	As we have entered new financial year on 1st April 2022, it would more clear if RailTel goes by one date i.e., Bid- submission date as reference date for submission of all documents. This shall help in (i) avoiding ambiguity between RFP release date and Bid-submission date (ii) covering extension-time assuming similar 2020 RFP extensions (iii) helps 3 years' old companies to participate. Considering 5 members' last 3 years cumulative revenues, it won't be a hurdle for any consortium to fulfil the turnover criteria.	1. Unless explicity mentioned otherwise in the RFP, the period for considering current financial year is upto the date of inviting the tender i.e. upto 26.03.2022. Therefore the Current Financial year is FY 2021-22 (i.e. from 01.04.2021 to 26.03.2022). The respective last three financial years would be FY 2018-19,2019-20 & FY 2020-21. Clause modified, please refer to point no. 18 of Corrigendum-1 and updated Pre- Qualification Table-Annexure-4 of Corrigendum-2 2. The completed work should not be older than last 07 (seven) years, ending last day of month previous to the one in which tender is invited i.e. last 7 years till 28.02.2022. Clause modified, please refer to and updated Pre- Qualification Table- Annexure-4 of Corrigendum-2. 3. Current FY period: From 01.04.2021 to 26.03.2022. Clause modified, please refer to point no. 18 of Corrigendum-1 and updated Pre- Qualification Table-Annexure-4 of Corrigendum-2.
10	7	84	7.b	Minimum Guarantee Table	As you are aware, the successful bidder is going to recover investment and possible profits by enhancing the railway passengers' journey experience in RDN. RDN is capital intensive amid uncertainty of generating profits in the backdrop of post-pandemic economic recovery. There are significant downside risks of losing all displays & hardwares, installation costs, investment for customized software modules, purchase of licences, IT infra costs, marketing & workforce expenses, vendor advances, PBG, MG and EMD. Requesting RailTel to revise MG for better participation and long-term success of RDN.	Your suggestion has been examined and accordingly the revised financials for the project to make it viable (after the covid times) has been incorporated in the Corrigendum.This will provide a boost to implementation of the project with significant impact in the initial years of the project. Additionally, the two upper-most revenue share slabs have also been revised and is capped at max. 40%. Clause modified, please refer to point no. 13 &14 of Corrigendum-2

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11	4.6	31	6	Mobile Application	• How is RDN app different from existing Railways apps such as IRCTC apps and other ones which have significant downloads? • How is RDN app different from COD app from previous tender? • Why is RailTel promoting 2 similar types of digital assets in two separate RFPs? • 10+5 years is really long-time. What if there will be more conflicting apps from RailTel and other PSUs of Indian Railways?	The core objective of RDN project is to provide Railway information to passengers at A1, A, B C & D category stations through installing display screens at Railway stations. The role of RDN mobile app is only to enhance passenger's experience and to facilitate participation of various stakeholders in RDN's ecosystem (based on Business model of selected Business Associate). Provision of mobile app for RDN will not give any exclusive right to the selected Business Associate to control mobile app environment over Indian Railways. It is not possible to block access of any mobile app over Indian Railways. However, the selected Business Associate can always control the access of data of RDN platform.
12	4.6	35	10	Data Center hardware Requirements	• Is it mandatory to use RailTel’s Data Servers for implantation of RDN? • Does RailTel’s Data Center have in-built tools/features like AWS/Azure? • Is RailTel ready to take the responsibility for all kinds of issues in connection with software for hosting in their servers? Possible solution may be, RailTel can buy private AWS/Azure data services which are within India and mandate successful bidder to host/store all RDN related software and data in such data servers.	No there is no provision in RFP to use RailTel's Data Servers. The RDN Business Associate shall provide all necessary hardware and software which is required to be deployed at RailTel's Data Centres. RailTel is providing the Data Centre collocation space at which the above harware and software is required to be deployed. Please also refer to clause 4.1.1- Build of RFP, according to which- "*The bidder may use cloud enabled services for E-Marketplace subject to compliance to the Data and Platform Security as per RFP clauses*"
13	4.6	32	7.4	A margin of 1% will be there for the Region 2 service provider for all transactions, which will be deducted before the calculation of revenue between the business associate of both the regions.	• First of all, 1% of what? Gross Revenue? Net Revenue Post RailTel Share? • 1% is way too less considering the additional scope of region 2. What is the underlying logic in arriving this number? Possible way of addressing this is - RailTel can provide a base-line (may be 2% of net revenue) and allow successful bidders from region 1 & 2 to decide on quantum/mode (fixed/variable) for additional % revenue sharing with region 2 operator.	1% margin for the Region 2 service provider is based on Gross Revenues of the RDN project of Region-1. To avoid any dispute between Business Associates of Region-1 and Region-2, margin of 1% of gross revenue of Region-1 has been fixed. This may be reviewed by the Steering Committee after one year which can be based on the actual costing. Clause modified. Update clause at point no. 11 of Corrigendum-2.

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14	12.2	109	5,6	-	We need at least 3 weeks' time from the date of responses to the bid-queries to adequately process, revert and decide the way forward. I hope same might be the case with others too considering long-term commitment to RDN. Hence, requesting RailTel to provide at least 3 weeks time post publishing 1st set of responses. Thank you.	The last date of submission of offers has already been extended till **23.05.2022 till 3 PM** vide Corrigendum-1
15	-	-	-	-	• Would help us to plan better if RailTel provides historic & on-going advertisement prices in existing RDN projects in different cities and IRCTC's charges for in-mobile ads.	The existing RDN projects of Indian Railways are standalone and smaller & split systems as compared to the current envisaged Centrally controlled & networked RDN displays with capability to monitor, customise & monitise each screen differently. The various Divisional Railways have given the Railway RDN contracts in a lump-sum license fee model and not on the advertising rates.
16	Chapter 7	85	-	-	Once again, would like to bring to your kind notice that "the successful bidder is making passengers' journey safe, secure and comfortable through RDN". In other words, the successful bidder is not only fulfilling one of the important duties of Indian Railways (IR) towards its passengers without any cost to IR, but also trying to generate as much revenue as possible to share with IR. Ideally, RailTel's expectation in RDN should be in-line with the past revenues through displays – not more not less. Then only, RDN will see the light of the day! We are expecting major changes w.r.t minimum guarantee and revenue share without which it's really difficult to participate in the current RDN. After talking to N number of investors, we suggest following changes in the RFP asap. 1. We need moratorium period of one year to understand the dynamics of IR and set up infrastructure as stated in the section 4.2 of page #61. There shall be neither minimum guarantee nor revenue share in the first year. 2. The multipliers are exorbitant in the minimum guarantee table in the section 7.b of page #84 i.e., if we take X = INR 50 Crores for one region it will be INR 2587 Crores and INR 5084 Crores for both regions!! Who will take such a risk Sir? We strongly recommend to adjust multipliers at 10-12% increase after every 2 years. 3. The revenue share % in section 7.g of page #85 should also be reduced by 10%-15% in each slab. Even we have devoted significant amount of resources since RDN's inception in 2016-17. Now, it will be now or never for RDN!!! Please note that we are solving one of the major challenges of IR in making passengers' lives simple, safe and secure; may be memorable too. If RailTel is really serious about RDN's existence then kindly incorporate above changes in RFP asap so that investors can take concreate steps in transpiring RDN into a grand success.	Your suggestion has been examined and accordingly the revised financials for the project to make it viable (after the covid times) has been incorporated in the Corrigendum.This will provide a boost to implementation of the project with significant impact in the initial years of the project. Additionally, the two upper-most revenue share slabs have also been revised and is capped at max. 40%. Clause modified, please refer to point no. 13 &14 of Corrigendum-2

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17	10	97	7	Deployment of offered content delivery platform for managing independent digital display screen in public premises and/or commercial establishments. Deployed for managing at least 1500 independent digital screens for each region. (3000 independent digital screens for both the regions) Documents Required: Implementation Certificate from Client. The completed work shouldnot be older than 3 years from the date of release of the RFP(For digital display screens on-going project where deployment is completed(minimum 6 months fromthe date of bid submission)and currently under operation and maintenance phase shall be considered)	1)Considering the recent pendamic issue, request to consider the period 3-6 years which ever is higher for reference documents.2)OEM of Display to allow to submit reference instllation of Display performing Content on screen should allow to show project execution under partner. As OEM is not executing direct Projects. 3) Details on OEM letter head with clear information will consider as a valid evidence / proof of reference installation.	The clause modified to last 07 (seven) years, ending last day of month previous to the one in which tender is invited i.e. last 7 years till 28.02.2022. Additionally, In case OEM is participating either as Single Bidder OR as a part of consortium/JV, OEM is allowed to submit implementation certificate issued by client in the name of OEM or its System Integrator clearly mentioning name of OEM of hardware/software. Please refer to updated Pre- Qualification Table at Annexure-4 of Corrigendum-2
18	10	97	8	OEM of the offered CDP solution should have at least one operational technical support center in India. Documents Required: An undertaking to this effect (Specifying the location and Contract number of such Center(s) must be submitted on consortium Partner's Letter head	LG request to be interpre as :An undertaking to this effect (Specifying the location and Contact number of such Center(s) must be submitted on consortium Partner's Letter head supported by back to back OEM's declaration as supporting documents with valid proof for last 3 years existance.	No change. As per RFP.
19	-	-	-	-	In a digital Out of Home advertising setting, it is less attractive financially to the operator when the revenue share with the venue owner approaches 50%. This will even be more challenging when there is a 50/50 split on screen time between information and advertising, and during the early days while the company has not reached profitability yet. Since the objective of RDN is more than just revenue generation, will you consider lower the max revenue share percentage to help the bidder to provide better service and user experience to Railtel's customers.	As per the RFP, the Revenue share slabs has been kept less initially i.e. starting from 20% and gradually increasing so as to make project viable in the implementation stages/years. The Minimum Gaurantee table has also further revised vide Corrigendum-2 to provide boost in the project in the implementation years. The power of RDN as a system lies in the ability to capture the passenger footfalls at Railway stations through the much required Railway information available for the passengers which also enhance the ads/spots played in the displays in the split of space/time of 50:50. When the RDN system is stabalised after initial implementation years and operations, the Revenue share has been gradually increased so as to get the potential value of the revenues at higher slabs. However, to provide relxation in MG amount in initial years of project implementation period, the multiplier has been reduced in the initial years of the project. Additionally, the two upper-most revenue share slabs have also been revised and is capped at max. 40%. Clause modified, please refer to point no. 13 &14 of Corrigendum-2

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20	-	-	-	-	2. Question on your analytics data: What is the average dwell time for passengers?	On a normal average, the Railway passenger would remain on a Railway Station/premise for more than 45 minutes generally at Railway station. During delays, exigencies, weather conditions, route diversions of trains etc. the average time spent by the passenger would exceed this. The average dwell time for Suburban/long distance passengers also varies. The dwell time for passengers also varies based on the category of stations. AT larger stations, the dwell time is longer and at smaller stations it is lesser. Railway also operates many special trains to cater to passenger rush during festivals, examinations and other requirements etc. and the average waiting time by passengers increases in such cases. Indian Railway carries approx 2.2 Cr passengers on a daily basis. In addition to that, Railway stations offers various passenger amentities/facilities e.g. Executive lounges, Waiting Halls, Retiring rooms, Restaurants and food plazas etc., which is used by Railway as well as non-Railway passengers/customers. The dwell time of those customers are much higher than the average waiting times.
21	-	-	-	-	3. What is the average CPM for your current digital signage advertising network? It will be perfect if we can get the rate card for your current digital signage advertising network.	The various Divisional Railways have given the Railway RDN contracts in a lump-sum license fee model and not on the advertising rates/card. The existing RDN projects of Indian Railways are standalone & split systems as compared to the current envisaged Centrally controlled & networked RDN displays with capability to monitor, customise & monitise each screen differently. This RDN system having power of DOOH/Digital is expected to probably be the most effective media capturing large eyeballs.
22	-	-	-	-	Due to some finance audit from the SEC, we might not be in time to provide 3 Year finance balance sheet for qualification. Would it be possible that Raitel can bear some time delay in opening the bid for us to prepare those documents? (maybe 30 days!)	The last date of submission of offers has already been extended till **23.05.2022 till 3 PM** vide Corrigendum-1

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23	4.1.1.3	51	Point 2	RDN Business Associate (BA) of respective region shall deploy monitoring screens and other required physical infrastructure in the central NOC and SOC center @ RailTel DC.	In case we get awarded with both regions, we should be allowed to consolidate. Also, in case we have SOC already running, why we have to invest again ? BA can be permitted to use the existing SOC with RailTel to monitor the same with dedicated port.	1. In case same bidder wins both the regions, the NOC, SOC, Command & Control Centre & Helpdesk will be one. However, the sizing of hardware, software and helpdesk has to be planned to take care of all India RDN operations. In the above case, however a total of 1000 sq. ft of space will be provided by RailTel (the charges for space will be 2 X the charges of 500 sq. ft space). Clause modified. Updated clause at point no. 7 of Corrigendum-2. 2. The bidder has to build operate and maintain RDN NOC,SOC,Command & Control Centre & Helpdesk at the space as provided by RailTel. Use of RailTel's Security Operations Centre as a Service (SOCaaS) is optional and bidder can use its own SOC services, however in any case all SOC & NOC monitoring tools and the associated network & security devices are required to be hosted on premises of RailTel and shall not be cloud based. Updated clause at point no. 7 & 17 of Corrigendum-2.
24	4.1.1.3	52	Point 3 (d)	All SOC & NOC monitoring tools and the associated security devices are required to be hosted on premises of RailTel and shall not be cloud based.	This clause increases the expenses of the project. AI/ML based tools on the cloud for killchain process and automation of Threat Intelligence etc. must be permitted to make it cost-effective. Please Leave to the choice of BA.	No change. As per RFP.
25	4.1.1.5	54	Point 7	The Regional Command Center will operate in a 24 x 7 environment for handling issues generated during management of the content or any business logic errors generated in the system.	The hours of operation can be left to the choice of BA to meet the SLAs and Turn around time. BA may use home agents to monitor the systems for any error and alerts. This flexibility may be permitted	The 24X7 operations has been envisaged keeping in view of 24X7 operations of Indian Railways directly leading to 24X7 Railway information system.
26	4.1.1.6	56	Para 2	The bidder(s) has to use the existing LAN infra of RailTel at 252 stations pan India	This should be "optional" – than a condition. We want to have end-to-end control of the systems – do not want to depend on anyone including RailTel for uptimes and management of the critical infrastructure. So, please allow us to have the choice of implementing our own infra at station level.	The use of RailTel's LAN infra is optional. Clause modified. Please refer to point no. 8 of Corrigendum-2.
27	4.1.1.6	56	Point 7	The bidder shall provide an automated IT application for calculating continuous power consumption due to bidder's RDN network and due to RailTel's other project for distribution of electricity consumption as per proportionate actual use. Cost of proportionate electricity consumption for RDN project shall be borne by the bidder.	Laborious and cumbersome process which can lead to a lot of disputes. So, as requested above – please allow us to have our own infrastructure connected to our UPS and power metering.	As use of RailTel's LAN infra is optional, the RDN Business Associate who dosent use RailTel's LAN infra has to deploy his LAN infra alongwith UPS and meter (as per terms of RFP). Clause modified. Please refer to point no. 8 of Corrigendum-2

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28	4.2.7	67	-	Training	We are proposing some of the contemporary, state-of-the-art technologies, which is our business value proposition & uniqueness with implicit / proprietary technologies, which we do not want others to know in detail. We can provide only a overall RDN set-up, architecture and working related training. Not about the business value proposition and technology components. So, appropriate amendments may be made to this requirement.	Training of RDN setup is required for IR/RailTel personal for optimisation of RDN platform for providing acceptable user experience to the passengers and to ensure that the RDN platform has been implemented as per the terms & conditions of the tender document.
29	4.2.7	67	Point 3	The training should enable IR users to intervene in RDN system for making overrides in passenger related information.	Such a feature is not recommended as security requirement. If this is needed, why a Help Desk or Command centres are needed. Please review all the requirements in 4.2.7 – which is responsibility of BA & not IR or RailTel.	Please refer to clause no. 4.1.2.1- point no. 5 of page no. 57/58 of RFP, according to which the access to Railways has to be provided at various levels in order to enable IR personnel to intervene for the display of passenger related information e.g. For change in train/arrival/departure, change in platform, emergency or any other railway information. The clause referred under training is in reference to this Scope of Work
30	4.2.7	69	Points 19 and 20	Trainers for 1 year and CBT	We do not believe this is needed for the effective delivery of the project with such strict SLAs. This will only add / raise the costs of operation, which we do not see any value. Please drop these clauses.	Clause point-19 deleted. However, the CBT is required as it is the cost effective way of imparting training. Updated clause at point no. 9 of Corrigendum-2

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31	Chapter 7	85	Point b	The table	MG X as well as Multipliers are too high i.e. 2X for Year 2 & 1.5 times of Year2 and 1.5 times of year3. A lot of companies are still recovering from the doom of Covid. As per industry predictions, it will take about 3-4 years @minimum to recover to pre-covid levels. Request the reconsideration of the table as suggested below. Now RailTel has given Y1 = X (50 cr.), Y2 = 2X, Y3 = Y2 x 1.5, Y4 = Y3 x 1.5, Y5 = Y4 x 1.1 etc. Y9 = Y8 x 1.2, Y10= Y9*1.31 Yellow highlighted jumps are not realistically possible – given the huge impact of Covid & also BA taking 2 years to complete the whole project implementation. Also, we have understood thru interaction with international experts that this is a new medium – which on this scale has never been tried and a lot of efforts to convince bulk media buyers is required & it is time consuming task to prove the effectiveness of this new media. 3-4 years is a minimum realistic timeframe (as per pundits of this Advertising field). Instead – our request that it should be Y1 = X (25 cr.), Y2 = Y1 x 1.05, Y3 = Y2 x 1.05, Y4 = Y3 x 1.1, Y5 = Y4 x 1.1 – upto Y* and Y9 = Y8 x 1.2, Y10 = Y9 x 1.25 Anyway, if revenues go higher than the MG - due to marked change of pace in adoption, upside is anyway covered – as Rev Share is there … so, RailTel is not going to lose out much.	To provide relaxation in MG amount in initial years of project implementaion period, the multiplier has been reduced in the initial years of the project. Additionally, the two upper-most revenue share slabs have also been revised and is capped at max. 40%. Clause modified, please refer to point no. 13 &14 of Corrigendum-2
32	Chapter 7	85	Point g	The table for Revenue Share	Revenue share at the current table makes the investors lose money @ 50% on the peak. This should be 40% instead of 50% and slided down 10% in each catergory. i.e. 10% for upto 250 cr. instead of 20%, 20% for next slab etc. and 40% of > 1000 cr. Currently, we are having a negative cashflow due to 10% excess of revenue share in each slab. Difficult to justify the investment for a loss making business proposition,	As per the RFP, the Revenue share slabs has been kept less initially i.e. starting from 20% and gradually increasing so as to make project viable in the implementation stages/years. The Minimum Gaurantee table has also further revised vide Corrigendum-1 to provide boost in the project in the implementation years. The power of RDN as a system lies in the ability to capture the passenger footfalls at Railway stations through the much required Railway information available for the passengers which also enhance the ads/spots played in the displays in the split of space/time of 50:50. When the RDN system is stabalised after initial implementation years and operations, the Revenue share has been gradually increased so as to get the potential value of the revenues at higher slabs. However, to provide relxation in MG amount in initial years of project implementation period, the multiplier has been reduced in the initial years of the project. Additionally, the two upper-most revenue share slabs have also been revised and is capped at max. 40%. Clause modified, please refer to point no. 13 &14 of Corrigendum-2

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33	9.2	92	Point 1	SoC as Service (SOCaaS)	We have running SOC with all investments made … request to have a flexibility on this.	Use of RailTel's Security Operations Centre as a Service (SOCaaS) is optional and bidder can use its own SOC services, however in any case all SOC & NOC monitoring tools and the associated network & security devices are required to be hosted on premises of RailTel and shall not be cloud based. Clause modified- Please refer to point no. 7 & 17 of Corrigendum-2
34	9.2	92	Pont 3	Electricity charges will be on actual consumption basis plus 10%.	Why this 10% extra ? It should only be on actual consumption basis, paid to respective stations in IR. Please amend this.	The clause is regarding the charges of Electricity for the NOC/SOC/Command & Control Centre & Helpdesk at RailTel's premise and not at Railway stations. The extra charges are included on the operations & maintainance of electrical systems from the main connection till the RDN Business Associate's NOC/SOC/Command & Control Centre & Helpdesk.
35	Chapter 10	95	– point 7	Content Delivery Platform Implementation Certificate - should not be older than 3 years	For past 2.5 years, the Covid has taken the life of everyone and no new orders have been procured. We request to increase this to 5 years from existing 3 years.	The clause modified to last 07 (seven) years, ending last day of month previous to the one in which tender is invited i.e. last 7 years till 28.02.2022. Additionally, In case OEM is participating either as Single Bidder OR as a part of consortium/JV, OEM is allowed to submit implementation certificate issued by client in the name of OEM or its System Integrator clearly mentioning name of OEM of hardware/software. Please refer to updated Pre-Qualification Table at Annexure-4 of Corrigendum-2
36	10.1	98	-	"joint venture shall accept joint and several liabilities" – several pages related to JV refers to the same	This should be left to the Lead Bidder to decide – who takes what responsibility and role. Many partners in the consortium is not willing to risk whole project with "joint and several liabilities clause", creating problems for getting them to commit for 10 years. So, make all responsibility to discharge on the "lead bidder" and restrict the liabilities to each partner to the role / supply they make to the project or JV. Especially the statement in page 99. "all the members of consortium shall be jointly and severally responsible for discharging all obligations under the Contract" It should be "Lead bidder" - not all. Request amendment to this phrase across the document. Else, JV formation is at risk, on date for us.	RDN is a long term project and if participated in a consortium, the consortium has to madatorily make Joint Venture after the award of contract. Members of the entity to which the contract is awarded, shall be jointly and severally liable to the RailTel for execution of the project is in accordance with General and Special Conditions of Contract. No change. As per RFP.
37	13.2	124	-	NEFT/RTGS …	Our Lead Bidder is overseas company and will pay the EMD from abroad. SWIFT code and account details for FC may be given for ensuring the safe payment on-time.	SWIFT no. provided. Please refer to point no. 22 of Corrigendum-2

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38	-	-	-	-	We have been approached by a vendor who participated in the pre-bid for partnership. Some of his statements are 'news' to us and it is a big concern, if such condition is relevant to this tender – not specified in the RFP. We request RailTel to clarify if these statements from the vendor is correct (highlighted in yellow). Statement in the email received on 9th April. "Most of our team-members were part of RDN since its inception in 2016-17 and **we have exclusive rights on best possible underlying technologies**, which satisfy bid tech-qualification criteria for participation/execution of RDN." In the COD tender bid queries – similar statement (perhaps by the same party) – is observed. Here it also states that RailTel has acknowledged. "We were/are working on Indian Railway Display Network (RDN) tender since 2017 and we are well prepared for executing RDN on a turnkey basis as we satisfy technical eligibility criteria of the tender w.r.t live displays. As we had in 2017 and 2020, **we continue to possess exclusive PMC and Execution rights on the underlying technology for participation and execution of RDN**. Furthermore, **RailTel had also acknowledged our contribution for the success of RDN** as we had advised for the long-term success of RDN. Please clarify what underlying technologies has been given "exclusive PMC and Execution right" to this party or anyone else.	No such exclusive rights of RDN given by RailTel. RDN is an open tendering process by RailTel and the winning bidder will get the exclusive rights of RDN as per terms & conditions of the RFP.
39	16.11	170	C, D and E	Certificate of Incorporation, GST and PAN/TAN certificate	The lead bidder as well as few members of the consortium are overseas companies and have no such certificates. What do we need to submit / state in the response to RFP for these companies ?	In case member of consortium is a foreign company, such member is required to provide corresponding certificates as applicable in their country.
40	12.2	109	5,6	-	We request you to extend the RFP submission date at least by a month, as our consortium is international one, with participants from USA, Taiwan and India. Also, our OEM partner for displays is from Korea. In order to coordinate the 26+ documents from lead bidder with around 8 notorised document after the consortitum partners sign the documents / issue the letter in favor of Lead Bidder, we need time to get the same organized (including submission of the document originals to RailTel). We request you to consider this extension request favorably.	The last date of submission of offers has already been extended till **23.05.2022 till 3 PM** vide Corrigendum-1

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41	Chapter 7	85	-		Further to the notice of extension of the RDN submission, we wish to reiterate the following points for your kind consideration. A. Cap on Revenue share – on our pre-bid query, we have requested that Revenue share is capped at 40% instead of 50% - as per the current tender. Please note that if this request is not accepted or amended suitably, we will not be able to justify the investment & will not be able to participate in the RFP submission process. We are keen to participate, but with this amendment. Please consider this favorably. B. On the multiplier of MG – we believe that RDN is a 'new' channel of advertisements & no one in the country has any past experience on the scale of deployment in a single platform. The media buyers need to be convinced with statistics & traction with independent 3rd party audits as well as initial advertisers' feedback etc., which will take some time. So, 2X and 1.5X multipliers over previous year is a concern, as we know the Digital advertisement media (DOOH & others) industry normally grows at 10-12% per annum (pre-Covid scenario). We request your kind consideration on this aspect as well – to moderate the multiplier in the initial years 2-4 for this RFP.	Your suggestion has been examined and accordingly the revised financials for the project to make it viable (after the covid times) has been incorporated in the Corrigendum.This will provide a boost to implementation of the project with significant impact in the initial years of the project. Additionally, the two upper-most revenue share slabs have also been revised and is capped at max. 40%. Clause modified, please refer to point no. 13 &14 of Corrigendum-2
42	3	19	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	RailTel will not provide any compiled data. This project does envisage, provision of such datas.
43	3	19	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	Penalty won't be imposed on those Service Level breaches where cause(s) of the breach is beyond the control of RDN Business Associate(s).
44	3	19	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.	Please refer to the RFP Clause 4.2.7- Training, under which details about Scope of Training is given.
45	3	20	-	Network, bandwidth, DC & DR services, Security Operations Centre as a Service (SOCaaS) and Space for NOC/SOC/Command Centre/Helpdesk shall be provided by RailTel on chargeable basis.. Space for NOC/SOC/Command Centre & Helpdesk (upto max 500 sq. ft for each region) will be at RailTel Gurgaon office or any other suitable location 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 with suitable protection mechanism 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	Please refer to Anexure-38 of RFP, where the detailed charges of RailTel's services are provided

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46	4	68	4.3	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.	This Detailed clause at- 4.3 Extension of Contract and Exit Management contains the details process regarding the extension of contract beyond 10 years under normal scope of RFP and further detailed clause regarding exit management process. These clauses are important for the project. It is also clarified that execution team will remain part of the RDN Business Associate and he is free to remove his team after successful transition of RDN as per clauses of RFP. No change. As per RFP.
47	4	36	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 Business Associate 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
48	4	36	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.	This is for the purpose of integration with the existing Public Announcement (PA) systems at Railway Stations. Clause modified. Please refer to point no. 6 of Corrigendum-2
49	4	36	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.	
50	4	37	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.	
51	4	38	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
52	4	38	42	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

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53	4.1.2.1	57	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 50/50 split on screen time and/or space is given so as to enable the RDN Business Associate use all kind of innovations in the Information dissemination space as well as in Advertising technology space. The bidder is free to innovate on the screen usage- half screen, L band, scroll, L-shape, ticker, banner and bug. The full screen advertisements can be played without compromising on the timing and reachability of the Railway information dissemination to passengers. The RDN Business Associate is free to innovate in capturing the target audience/passengers for disseminating both Railway information as well as the advertisement.
54	5	71	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	No change. As per RFP.
55	9.2	92	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.	Please refer to Anexure-38 of RFP, where the detailed charges of RailTel's services are provided
56	9.1.	91	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 RDN Business Associate(s) is required to submit the detailed plan of screen location requirements as per the railway information dissemination requirements, location feasibilities and earning potential to Indian Railways. Indian Railways will finalise according to feasibility and approve the same. Clause modified. Please refer to point no. 16 of Corrigendum-2
57	4.1.1.1	25	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 92 of RFP, where it has been mentioned that access to Indian railway systems (direct/indirect) to integrate with RDN system will be provided.
58	4.1.1.1	29	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 referes to the the type of edge device (Mobile App/Website/Screen at station)
59	4.1.1.1	31	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?	Pl refer to Pg 36-47 of RFP. All Functional and technical specifications of the envisaged RDN solution have been mentioned in the table.

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60	4.1.1.1	32	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.
61	4.1.1.1	32	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 healtcare 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.
62	4.1.1.2	48	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.
63	4.1.1.5	54	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 availabilty of screens, as per T&C of RFP
64	4.1.2	57	4	Railway information along with emergency messages 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 RDN Business Associate(s) 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 92 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 Business Associate at the time of roll-out of RDN

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65	4.1.2	60	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. Sever 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 managenet - Does this mean content download and upload in CDP admin?	Policy Enforcment refers to the implementaion 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 accross all end nodes of RDN
66	4.1.3	63	-	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 92 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 Business Associate at the time of roll-out of RDN.
67	12.2	109	5,6	-	We are keen to participate in this tender Request for Proposal to Build-Operate-Maintain Railway Display Network bearing tender ref#: RailTel/Tender/OT/CO/NTP/2021-22/RDN/003 and as part of the endeavour to prepare for this esteemed tender with right OEMs and partners we request you to extend the tender by 15 days i.e. 2 weeks so that a competitive proposal can be submitted as part of the RFP submission. Look forward to your support and kindly acknowledge and do the needful.	The last date of submission of offers has already been extended till **23.05.2022 till 3 PM** vide Corrigendum-1