Response to pre-bid queries

Ref: RFP No. RailTel/ Tender/OT/CO/Mktg/2019-20/Station Wi-Fi/494 dated 28.08.2019

Date: 16-10-2019

S. No	RFP Reference(s) (Section, Page)	Content of RFP requiring clarification	Points of clarification required	RailTel Response
1	Section 2.3, Page no. 4	The key statistics of the Railway Stations are as given in below table	Both the tables shown under section 2.3 & 10.2 have different projected annual impressions.	Projected annual impressions mentioned in clause 2.3 shall be taken as final. Refer revised clause 2.3 in corrigendum-IV Impressions may be read as user session.
2	Section 10.2, Page no.23	Opportunity to Monetize	I. Why is there a difference in projected impressions between table 2.3 and 10.2? Which table should be followed?	Its typo error. Revised table mentioned in clause 2.3 of Corrigendum-IV shall be followed.
			II. How were the projected impressions calculated? What were the assumptions used?	(i) User sessions of 2215 and 4161 stations are calculated considering the extrapolation of existing user session from implemented stations. (ii)User session of 415 stations are actual.
			III. Can you provide an estimate of the Number of Users on a Daily, Weekly and Monthly basis by station?	Daily basis user session data of 429 stations (Including 5 DMRC stations) is attached as Annexure-III .
			IV. What is the ridership numbers for each station?	No data is available on this.
			V. Pls share your experience and reports of reaching to projected annual impression with Google ?	User session data of 429 stations is attached as Annexure 1. No of APs installed in these stations is available at Annexure III to corrigendum-IV
3	Section 2.4, Page no. 4	Rs. 30 crore is take as Base annual minimum guarantee (BAMG)	I. How was the MG derived? Please share the assumptions on the MG calculations. (II.) As per given impressions and BAMG, cost of advertising is about Rs. 0.44. But if we compare it with industry benchmark like youtube which is around Rs. 0.15, it is too high.	Minimum guaranteed amount may be read as Rs.40 Crore, refer revised clause 2.5 in corrigendum-IV. The same is the opex cost of RailTel for maintaining Wi-Fi infrastructure in all the railway stations.
4	Section 10.1, Page no. 22	It is estimated that 20000 users everyday are first time users.	RailTel estimated they have 20K first time internet users a day, 1. How is this estimated? 2. Are these new to railtel or new to internet users?	The estimate has been taken from a sample survey conducted by a reputed consultant firm. They are new users of internet.

5	Section 7.3, Page no.15	Bank Guarantee – BG 7.3.1. Within 15 days of the receipt of notification of selection from RailTel, the successful **Bidder shall furnish** the Performance bank guarantee of Rs.15,00,00,000/- (Rupees Fifteen Crore Only) as per **format provided in Annexure-VII (Clause 11.7).**	A. Generally, PBG amount is 5- 10% of order value. But in this RFP it is 50% of order value.	PBG amount of 5-10% of order value is generally taken in the work or supply tender. As this is earning tender, PBG amount is kept as two quarter minimum guarantees revenue. Considering request from bidder, PBG amount is revised to one quarter MG revenue i.e. Rs.10 Crore. Refer revised clause 7.3.1 in corrigendum-IV
			B. MSME's should be exempted from furnishing the performance Bank guarantee of Rs. 15 crore.	Exemption from tender cost and payment of earnest money to registered MSMEs.
6	-	SLA	a. Bandwidth shall be provided by Railtel, if network goes down or poor connectivity due to which station is not live, advertisement service may affect. Hence, there must be a SLA because monetization will depend on internet services & QOS .	For internet bandwidth , RailTel commits SLA uptime of 98%
			b. What SLAs will RailTel provide on the Wi-Fi network?	
7	Section 9.3 page no. 17	Payment terms	As per section 2.3 page no.4	-
			a. Since day one only 2215 stations are available for monetization. 30 cr BAMG is not justifiable from 2215 stations from day one. BAMG should have phase wise break up.	On date 5172 stations are available for monetization. Till the time RFP is finalized, almost 90% of the proposed stations will be available for monetization.
			b. 415 station will be available for monetization from 29-05-2020 and there projected impression is highest (356392089). Will effect monetization.	Minimum guaranteed amount will be proportionate till 29-05-2020 basis on the projected annual user sessions mentioned in the RFP. Refer revised clause 9.3.1.
			c. 4161 stations shall be available as & when completed. Need time lines as monetization will effect if there is delay in handover.	Almost 90% of the proposed stations will be live, till the finalization of this RFP.
			d. Is there a projected time when all the stations will have Wi-Fi installed? And is the minimum payment required before all stations are operational?	
			e. As 415 station which contribute approx. 30% of total revenue shall be available for monetization from 29-05-2020. If we	Minimum guaranteed amount will be proportionate till 29-05-2020 basis on the projected annual user sessions mentioned in the RFP. Refer revised clause 9.3.1.

#	Section	Clause	Query	Response
			assume PO date Dec 2019, vender will have only 6376 station for monetization for the period of next six months. Hence vendor should get relaxation in payment.	
8	Section 11.1.2 page no. 26	Bidder should support advertisement on existing captive portal.	Given that monetization is highly dependent on the effectiveness of the captive portal, will Bidders have the option of interfacing & integrating external monetization systems. This may requires changes to existing monetization system of Railtel . We trust it will be permitted ?	It is permitted with no cost to RailTel.
			a. More broadly, are there any limitations or guidelines for what can be implemented, both from a UI and an ad flow standpoint?	Captive portal will be customized to maximize monetization. Alternatively bidder is free to bring its own captive portal without any cost to RailTel.
			b. Is it ok to host monetization system and customer data on cloud within India (for e.g. AWS)?	Allowed.
9	Section 4.1.3 &4	Eligibility Requirements for the Bidder. The Bidder shall have minimum average annual turnover of INR 60 Crore during last 3 Financial years. (i.e. FY 16-17, 17-18 and 18-19)	a. MSME's should be exempted from turnover and other eligibility criteria.	Exemption from tender cost and payment of earnest money to registered MSMEs.
10	Page 4, 2.5	Bidder will have to bid additional minimum guarantee amount over and above Rs 30 crore BAMG	How has Railtel determined the MG amount of INR 30 Cr	Response at point 3
11	Page 4, 2.3	The key statistics of the Railway Stations are as given in below table	Given some stations would only go live after the contract is signed, Would Railtel be ok to receive MG in proportion of stations that they are live in and not full MG amount	Response at 7 (b) and 7 (c)
12	Page 4, 2.3		How were the # of impressions/sessions determined by Railtel in RFP	Response at point 2
13	Page 4, 2.3		Along with number of impressions can Railtel publish number of Access Point	At Annexure-IV to Corrigendum-IV

			across these 6500 stations. Kindly classify as BCDE	
14	Page 4, 2.3		Can the winning bidder add more Access Points to the stations	Access points can be added at no cost to RailTel. Necessary permissions from Railways, if required, shall be arranged by RailTel.
15	Page 4, 2.3		Please advise number of daily sessions Railtel is seeing at stations that are outside the scope of A/A1 Kindly please classify as Class A, B, C , D, E	Projected user session data is provided at revised clause 2.3
16	Page 4, 2.3		By what date all stations are likely to be radiating Wifi	Response at point 7 (c)
17	Page 4, 2.5	Bidder will have to bid additional minimum guarantee amount over and above Rs 30 crore BAMG	Would Railtel be ok to have MG (Assuming it is INR 30 Cr as per RFP) as 70% fixed amount and 30% as variable amount depending on the advertisement revenue?	MG amount is fixed.
18	Page 51 onwards	11.13: List of Stations	We Identified ~1K duplicate stations across the 3 lists within the RFP. Please review and/or confirm if (a) the total # of sites is actually 15% less; or (b) if Railtel will provide an updated list. Duplicate list is attached	Revised list of stations is placed at Annexure-III, IV and V to corrigendum-IV
19	Page 51 onwards	11.13: List of Stations	Below is a List of Existing Google Station locations and not listed in the RFP. Please clarify if the stations are part of a separate agreement or should be added to the final list.	Stations are included in this RFP. Refer revised station list.
20	Pg 7, 3.7	3.7. Instructions for Tender Document RailTel Tenders are published on www.railtelindia.com and on IREPS Portal https://www.ireps.gov.in/. NOTE: For online bid submission, the bidder will have to necessarily download an official online copy of the tender documents from IREPS portal, and this should be done well before the deadline for bid-submission.	Please clarify how online auction process works; Share relevant documentation	Online bid submission processed is revised and details are attached as Annexure-I

21	Page 4, 2.5	Bidder will have to bid additional minimum guarantee amount over and above Rs 30 crore BAMG	What is the minimum amount over and above MG does the bidder need to bid to be eligible:	-
			1) if the bidder is the only bidder	
			2) if there are multiple bidders	Bidder can bid any amount over and above MG
22	**Pg 12, 4**	**Eligibility Criteria:** The bidder should be a Company registered in India under the Companies Act 1956 or later or a partnership registered under the Indian Partnership Act 1932 or LLP act 2008 or a consortium with their registered office in India as on 31st March 2018. The bidder should have experience of executing 3 or more projects involving Wi-Fi monetisation on captive portal as a component at least 3000 locations in last 3 years with Government (Central/State/local)/PSUs/ Educational Institutions/ reputed company/organization. At least one of these projects should be for monetisation of public Wi-Fi project.	We understand that Railtel intends to monetise its captive portal through digital Ads at its 6,791 wifi enabled railway stations across India. Our understanding is that bidder will be responsible for Ads technology platform and source digital advertisements from advertisers globally.	Advertisements can be from advertisers globally with the compliance of applicable laws of land
			Given that monetisation of captive portal can happen through ads of advertisers from across the globe, restricting the bidder to be an "Indian entity" only will be a restriction for achieving the desired objective i.e. if Railtel intends to monetise its captive portal globally, it needs to allow a foreign entity to bid for the RFP. This is also required since various ads operating platforms are operated by foreign entities but RFP currently states only Indian entities can bid for RFP.	Foreign entities are allowed to participate. Refer revised clauses in corrigendum-IV.
			Accordingly, the RFP should be opened for foreign entities which have requisite capabilities as defined in the RFP should be allowed to bid.	
23	**Pg 13, 5**	Digital advertisement experience - Annual Turnover of the Bidder exclusively from projects related to Digital Advertisements in last 3 financial years (i.e. FY 16-17, 17-18 and 18-19).	Can the Digital advertisement Experience be of the Bidder or its Parent Company and/or subsidiaries of the parent company	Experience of consortium partners will be considered

24	Page 17, 9.4	Period of Contract The period of contract shall be for 2 (two) years in the first instance. It may be extended for a further period on mutual consent. The decision of RailTel will be final in this regard.	Would Railtel be ok to have a 3 year contract instead of 2 years. New proposal being 3 years + 1 year depending on mutual understanding	As per RFP
25	Page 17, 9.4	ADVERTISERS BASE Number of Unique Advertisers that The Bidder or its Parent Company and/or its affiliates has valid existing relationships.Copies of Work Orders/Client's certificates/ Certificate(s) from statutory auditor with all relevant details	This is confidential client data. Can this request be waived kindly	As per RFP
26	Pg 12, 4	Certificate from the Company Secretary/Statutory auditor to the effect that the Bidder is not blacklisted by any of the Central / State Government, PSU, Local or Urban body - Municipalities, Ministry/ Department of Government of India/ State Governments.	Would Railtel be ok to receive the same from an independent Chartered Accountant	Certificate from an independent Chartered Accountant is acceptable. Refer revised clause 4.1.2
27	Pg 24, 10.5	RailTel shall provide maximum space in captive portal page for monetization.	Can the bidder provide a captive portal as part of its solution, or is the bidder required to use Railtel's captive portal only	Allowed
28	Pg 24, 10.6	The platform proposed by the bidder should be fully secured. All the management traffic going to the Cloud AAA should pass through a secured session.	Must the solution be on-prem or is a cloud-based solution an option	Both options are allowed.
29	Pg 24, 10.4	Role and responsibilities of bidder	What services besides captive portal monetization is the successful bidder expected to provide: e.g., network monitoring, Tier N help desk in support of Railtel personnel, etc.	In case AAA and captive portal is provided by bidder, then bidder will have to provide network monitoring services
30	Pg 24, 10.4	The successful bidder will have to ensure seamless	With whatRailtel network equipment will the solution integrate? Examples	It will include WAG , AAA,WLC ,AP

		integration of its monetization platform with wireless infrastructure which is currently installed by RailTel in Railway Stations. Any middleware or devices required for seamless integration would be bidder's responsibility at no additional cost to RailTel.	might include access points, access point controllers, WAGs.	
			o Please provide detailed makes/models/software revisions of that equipment - along with expected integration protocols for each interface, e.g., RADIUS.	Cisco AP 1562I,Cisco AP 1542I , Cisco AP 1700 , Cisco AP 3702, Cisco AP2700, Ruckus AP 310 T Series , Ruckus AP 510 , Aruba AP-365, Cisco WLC 8540 model -Version-8.6.101.0 , Ruckus WLC VsZ High Scale-Version-5.1.1.0.405 , Aruba WLC Aruba7240XM - version 6.5.4.8,Radius protocol.
			o If RADIUS is used for policy management, please confirm that RADIUS COA (RFC 3576) is fully supported.	Yes
			o Please provide a network architecture diagram showing major functional blocks relevant to the implementation and control, management and dataplane routing, including the following:	Attached as Annexure-VI to corrigendum-IV to RFP
			▪ Any tunneling protocols for end-user data, clearly identifying the tunnel endpoints	Psudowire
			▪ Platform(s) for end-user DHCP assignment and location in network	Distributed
			▪ Platform(s) for end-user CGNAT and location(s) in network	Distributed
			▪ Whether controllers are located in the dataplane for some or all AP equipment	No
			o Please provide equipment counts for APs, controllers and policy gateways such as WAGs	Approx. 18K Aps, 20 no. of Controllers, Presently 5 no. of WAGs. Nos may Change in future
			o Please indicate whether there is flexibility in policy enforcement architecture.	Case to case basis.
			▪ If WAGs are used for policy enforcement, please indicate whether off-prem WAGs located in Indian colocation facilities are acceptable.	Accepted , if Off-Prem WAGs are installed at Mumbai, Delhi , Kolkata , Chennai .
			▪ If WAGs are used for policy enforcement, please indicate whether policy enforcement via the AP	No

			subsystem (e.g., controllers or APs) is acceptable.	
31	Pg 24, 10.4	10.4.1. The successful bidder will have to ensure seamless integration of its monetization platform with wireless infrastructure which is currently installed by RailTel in Railway Stations. Any middleware or devices required for seamless integration would be bidder's responsibility at no additional cost to RailTel.	Please state the make/model/software revision of the DNS server used for end-users	BIND 9.9.4-RedHat-9.9.4-61.el7 (Extended Support Version)
32	Pg 24, 10.4	10.4.1. The successful bidder will have to ensure seamless integration of its monetization platform with wireless infrastructure which is currently installed by RailTel in Railway Stations. Any middleware or devices required for seamless integration would be bidder's responsibility at no additional cost to RailTel.	What is the target grade-of-service and session policy?	-
			○ Will Railtel guarantee at least 1 Mbps per active user?	Yes
			○ Will there be time limits for the service?	No
			○ Will there be a high-speed period followed by a low-speed period as at existing Railtel stations?	Yes, high speed internet will be provided for first 30 minutes and thereafter speed will be throttled
			○ Will there be limits on how frequently users can be shown ads?	No limits, bidder can decide the frequency of showing ads without compromising the user experience.
33	Pg 26, 11.3	Annexure-III: Response to Eligibility and Evaluation Criteria: Self-declaration, flow diagrams and PoC.	What level of technical detail does Railtel expect in the bidder's response? The RFP does currently provide adequate information regarding Railtel's architecture for a detailed technical proposal.	As per Tender condition.
34	Pg 24, 10.4	Role and responsibilities of bidder	Can we look at the possibility of integrating with Railtel using a No Data Plane architecture (Local Breakout)	Yes
35	Page 4, 2.3	The key statistics of the Railway Stations are as given in below table	Please publish OEM model, Firmware version of APs and Controller for 6500 stations	Cisco AP 1562I,Cisco AP 1542I , Cisco AP 1700 , Cisco AP 3702, Cisco AP2700, Ruckus AP 310 T Series , Ruckus AP 510 , Aruba AP-365, Cisco WLC 8540 model , Ruckus WLC VsZ High Scale, Aruba WLC Aruba7240XM.
36	General	-	Is the Supply of a Captive Portal / AAA / SMP solution part of the Tender? Should	RailTel has its own Captive Portal/ AAA . Bidder can also provide the AAA without any cost to RailTel.

			the bidder include his own Captive Portal / SMP / AAA solution in the bid?	
37	General	-	Or is there no need for this solution at all and only an advertising platform is required that shall be centralized and integrate with all of the existing Captive Portal/AAA/SMP solutions that are there in the network?	Yes