Response to pre-bid queries

S.N.	RFP Reference (s) (Section, Page)	Content of RFP requiring clarification	Points of Clarification Required	RailTel Response
1	General	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. **b.** What SLAs will RailTel provide on the Wi-Fi network?	For Internet bandwidth, RailTel commits SLA uptime of 98%
2	General	Timelines	How much time RailTel will take to decide and declare the winning bidder from the submission, what are timelines of actual deployment, Revised timelines and quantity/ type of stations for handover to the bidder.	The timeline to award the work will depend on no. of bids received. Wi-Fi services are active on approx. 5500 stations, list of the same is published in tender document.
3	General	Extension	It is too short a notice, and depending upon the answers to pre bid, it is not possible to respond by 31st. Is there rather a possibility of getting a good extension in one go - say by Mid Feb instead of extensions in days batches.	Bid submission date is extended to 30.01.2020
4	Clause 2.4, Page no. 4	Rs. 30 Crore is taking as Base minimum guarantee (BAMG)	How was the MG derived? Please share the assumptions on the MG calculations. 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.	RailTel OPEX expenditure for all stations are approx. Rs. 40 Crore, BAMG amount is taken by considering the revenue potential from stations.
5	Clause 4.1.3 & 4.1.4, page 12	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)	MSME's should be exempted from turnover and other eligibility criteria.	Registered MSMEs are exempted from tender fee and EMD
6	Clause 7.2, page 15	Definitive Contract	The winning bidder is supposed to agree on a definitive contract within 30 days. RailTel should share the draft of the contract to be signed to avoid any last minute "unknowns'.	Draft contact document will be shared with winning bidder post award of work.
7	Clause 10.2, Page no. 23	Opportunity to Monetize	**a.** How were the projected impressions calculated? What were the assumptions used?	**i.** User sessions are calculated considering the extrapolation of existing user session from implemented stations. **ii.** User session of 429 stations are actual.
			b. Can you provide an estimate of the Number of Users on a Daily, Weekly and Monthly basis by station?	User session per day of 429 stations are given in tender document.
			c. What is the ridership numbers for each station?	No data is available on this
8	Clause 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, how is this estimated? 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.

9	Clause 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.	a. PBG amount of 5-10% of order is generally taken in the work or supply tender. As this is earning tender, PBG amount is kept as quarter revenue.
			b. MSME's should be exempted from furnishing the Performance Bank guarantee of Rs. 15 Crore.	b. Registered MSME's are exempted from tender fee and EMD
10	Clause 9.3, Page no. 17	Payment Terms	As per clause 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.	2215 no. of stations are not mentioned in RFP document. However, more than 5500 stations are live with Wi-Fi services.
			b. 415 station will be available for monetization from 29-05-2020 and there projected impression is highest (356392089). Will effyject monetization.	Minimum guaranteed amount will be proportionate till 29-05-2020 basis on the projected annual user sessions mentioned in RFP.
			c. 4161 stations shall be available as & when completed. Need time lines as monetization will effect if there is delay in handover.	All the stations will be live positively, 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 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.	Minimum guaranteed amount will be proportionate till 29-05-2020 basis on the projected annual user sessions mentioned in RFP.
11	Clause 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 require 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