

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
1	3.1.1.2	51	1	Functional and Technical specifications of Display and Media Players - Screen Size - FOB	<p>The mentioned size of 1ft x 6ft for FOB cannot match the LED board resolution of 640x480 pixels mentioned in the column below if pixel pitch of P2.5-P4 is considered.</p> <p>Ideally since ambient light is very high plus there is possibility of rain splashes FOB should have high brightness P4 outdoor LED display.</p> <p>In case that FOB LED Board is planned to be placed perpendicular to the passenger pathway, it should be dual sided to ensure visibility from both sides.</p>	-	Refer Corrigendum - Point 6
2	3.1.1.2	51	2	Functional and Technical specifications of Display and Media Players - Resolution - FOB	For P4 outdoor LED resolution should be 400 x 70 pixels	-	As per RFP
3	3.1.1.2	51-52	4	Functional and Technical specifications of Display and Media Players - Brightness - FOB & Indoor Video Wall	Brightness required should be decided by the site condition and application rather than the technology. Eg. In FOB - Brightness of 450 cd/m2 for LCD is just not enough as most times FOB are open from sides and hence ambient light is high. Hence brightness of atleast 4000 cd/m2 is required irrespective of LCD or LED. Similarly for Indoor video wall, the brightness requirement for LCD and LED both should be same.	-	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.
4	3.1.1.2	52	1	Functional and Technical specifications of Display and Media Players - Contrast Ratio - FOB, Indoor Video Wall & Outdoor LED Display Board	Contrast Ratio is mentioned for non-IPS Panel and IPS Panel only. No contrast ratio is mentioned for LED Board. Contrast ratio for LED is 2000:1	-	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.
5	3.1.1.2	52	6	Functional and Technical specifications of Display and Media Players - Viewing Angle - FOB, Indoor Video Wall	LED Boards do not have viewing angle of 178/178. Normal viewing angle for LED Boards with SMD LED is 160/140.	-	As per RFP
6	3.1.1.2	53	1	Functional and Technical specifications of Display and Media Players - External Control Input - FOB, Indoor Video Wall	Pixel Sensor technology is available for LCD and is not suitable for LED boards. Pixel sensor should be made optional for LED	-	Functional (Response to be prepared)
7	3.1.1.2	53	2	Functional and Technical specifications of Display and Media Players - External Control Output - FOB, Indoor Video Wall, Outdoor LED Display Board	External Control through RS-232C, IR is only required for LCD not required for LED Board. For LED Boards external control is through CAT 6 cable with RJ45 connector	-	As per RFP
8	3.1.1.2	54	2	Functional and Technical specifications of Display and Media Players - External Controls - FOB, Indoor Video Wall	RS-232c, IR Sensor, Pixel Sensor are only required for LCD. For LED Boards external control through only RJ45 is enough.	-	As per RFP

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9	3.1.1.2	54	3	Functional and Technical specifications of Display and Media Players - Safety Certification - FOB, Indoor Video Wall, Outdoor LED Display Board	For LED Boards, CE, FCC and BIS are enough as far as safety certification is considered. UL/ETL is American standards which are designed as per the US climatic conditions. Hence UL/ETL safety standards are not suitable for making products which can withstand Indian climatic conditions. Also, including UL will eliminate all Indian LED display suppliers thereby reducing competition. UL is not required for India so it should be removed	-	Refer Corrigendum - Point 10
10	3.1.1.2	54	4	Functional and Technical specifications of Display and Media Players - Energy Star Certification - FOB, Indoor Video Wall, Outdoor LED Display Board	Energy Star certification is only for Professional displays, Monitors & Television sets and not applicable for LED Boards. Pls refer to their website - https://www.energystar.gov/products https://www.energystar.gov/products/electronics/professional_displays Energy star rating should be removed or made optional for LED	-	Refer Corrigendum - Point 16
11	3	29	-	-	The train information should be accurate and precise without any errors	Vendor will only display information provided by Railway systems and hence cannot be accountable for the data displayed	The information feeds will be from the railways and RailTel will work with Railways to make it progressively more accurate. However, the successful bidder should ensure the timely display of this information in the screens which is appropriate for the same.
12	1.1	38	-	-	Will railways be opening up APIs to provide railway information for technical evaluation? If No, Can we use dummy data and how to get the sample formats for dummy data	We will need to access to live railway information of sample formats with dummy data	RailTel shall make available dummy data/ API to bidder eligible for technical evaluation stage.
13	1.8	39	-	-	Solution is able to capture and display real time audio announcement and SOS alerts from station	1. Not possible to capture actual audio as it is dependent on the quality of external speakers 2. SOS messages once given to the system can be shown on the screen	The source of audio information would be from a control room/ station master's or similar authorized person's room. The audio input would be broadcasted across the station. SOS alert messages keyed in from control room/ station master's or similar authorized person's room should be visible on all/ specific set of screens as required.
14	1.20	40	-	-	Solution should be able to treat each display as a TV channel. Does that mean that it should be able to play content of any media channel	We did not understand the definition of TV channel. Does this mean you want to switch to live TV using remote control ? In what instances this will be required	Solution should be able to control each screen and hence show a set of content on any specific screen. Each screen should be individually addressable.
15	6.6	48	-	-	Solution should be able to provide source code left in escrow with RailTel customized and developed for RDN.	We cannot provide source code written from third party providers which we do not own? 3rd party providers should be exempt.	Refer Corrigendum - Point 1
16	3rd para	50	-	-	Are VESA standards applicable for all the installations of displays. What happens in case a particular mounting is not possible as per VESA?	There are other relevant global standards like DPAA which can be applicable. Any reason VESA has been chosen?	Refer Corrigendum - Point 5
17	3.1.1.3	56	-	-	What is the downtime for software update & screen management ?	Downtime for software update : 3-6 hours every month to be exempted from SLA	Planned downtimes should be presented to RailTel management. Planned downtimes approved by RailTel shall be exempted from SLA calculation.

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18	2nd para	65	-	-	Installation of (A1, A & C) to be done within 24 months from the date of LOA. What happens in case of delay for some location due to external factors such as, unavailability of required permission, electricity & network issue each etc	Installation can only commence once we get the required permissions from all the departments	Railway will ensure a single window clearance/ approval mechanism. The successful bidder shall not be liable for any delay solely attributable to Indian Railways
19	8	72	-	-	1. What should be the length of AMC post exit - Continue for how long? Software developed by us or 3rd party cannot be transferred?	-	Refer to point 1 in section 3.3 of RFP.
20	11.1.2	104	-	-	Where is the classification of "mandatory" & "detailed" for functional & technical specification ?	-	Refer Corrigendum - Point 19
21	6 Mobile Application	32	-	-	Mobile App revenue - Should it be Net Revenue post partnership fees / third party integration costs / development costs?	-	The mobile app revenue would be gross revenue from mobile app and not net of partnership fees / third party integration costs / development costs etc.
22	4.1	36	-	-	How is this possible and why will any vendor honor this? What if 3rd party vendors do not agree for transfer?	-	The successful bidder is permitted to procure licenses of appropriate softwares in its own name. At the end of the contract, the licenses have to be transferred in the name of RailTel without any cost to RailTel. No change in clause.
23	8-2	36	-	-	What are IRSOD standards and who will verify compliance with the standards?	-	IRSOD refers to Indian Railways Schedule of Dimensions. Compliance to the latest IRSOD document must be ensured by the successful bidder. No change in clause.
24	-	39	-	-	RPO - 24 Hrs / RTO - 0.5 Hrs -- This is possible from current operations? Travel Distance has been factored? A1 and A should be 24 hours and other stations 48 hours for example.	-	As per RFP
25	5.45	48	-	-	Should we not include a Proof of Upload (POU) report - photographic evidence that an ad has been started on all the screens.	-	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP. The bidder should design a solution that covers the complete business requirement.
26	3.1.1.2 Supply and Installation of Display Units	49	-	-	Please clarify the number of screens on the FOB of if there are any minimum requirements.	-	As per RFP. The bidder may consider a minimum of 1 FOB display at each FOB landing.
27	5-5	56	-	-	Can you define the endpoint as this can add significant costs to the project? Can it come to the platform?	-	End-point refers to the PoP till where RailTel will provision/ make available the bandwidth. Network endpoints shall be provided at multiple places at each platform.
28	3.1.1.3 Operate Central NOC and SOC	57	-	-	Are we going to be charged for these facilities?	-	The bidder is expected to deliver all in-scope services. No charges would be levied for using the facilities. NOC tool, SOC tool and IT infrastructure related to NOC and SOC shall be provided by RailTel. Refer section 3.1.1.3 of the RFP

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29	3.1.2.1 Business Operations	60	-	1. 50:50 Railway Content:Content Ads	Maximum 30% inventory should be given to the railways as 20% has to be given to content which we cannot charge for. Is the content up to us?	-	As per RFP
30	3.2 Implementation Services	64	-	Operations 4 months from LOA	Given the scope of this project, more time will be required to install screens. Can this period be extended to 9 months before the contract begins so more screens can be installed to generate more revenue for the project.	-	As per RFP
31	3.2 Installation	66	-	-	Minimum for installation is 4 years. Should this not be 5-6 years to complete installation as we get 4 years to anyway install.	-	As per RFP
32	3.3 Extension of Contract and Exit Management	70	-	6 months to 2 years of transition	What about IP during this period? For services paid for? Who is responsible for costs during this period? Is there any revenue share/earning for the outgoing consortium?	-	The succesful bidder shall have to deliver/ ensure all in-scope services across the contract period at no extra cost to RailTel. Revenue share/ commercial terms as mentioned in the RFP would be followed.
33	-	72	-	Apply for an extension 1 year before the termination of the contract	What is the criteria for winning the extension? Is it automatic if the network has been running well or do others get to bid? Is this for 5 or 10 years?	-	Objectives of the project being met will be the criteria of extension of the contract. The same shall be decided mutually.
34	6 Commercial Terms	88	-	-	Do not represent the real % as per the Slab table	-	Values in the example table are of illustration puropose. The 21-slab table mentioned in the RFP would be abided by during the contract period.
35	11.1 Technical Evaluation	102	-	Adds up to 130 not 100	Please clarify.	-	Refer the note below the past experience evaluation criteria table -: Higher of score obtained in parameter A1 & A2 would be considered in the score for past experience. Similarly, higher of score obtained in parameter B1 & B2 would be considered in the score for past experience. Hence, the total is 100 only.
36	Revenue calculation	NA	-	-	Gross revenue or net (after 20% agency commission and sales incentives).	-	The revenue share shall be on Gross Revenue. Any agency commission has to be borne by successful bidder
37	Cameras	NA	-	-	Can cameras be installed for face recognition, head count and in order to determine traffic density.	-	The bidder may, at minimum, design a solution that meets the scope of work and business requirements. The bidder may install these devices. However, privacy laws need to be ensured.
38	-	NA	-	-	We assume electricity will provided by the railways	-	The electricity would be made available by Railways on a chargeable basis (as per actual consumption).
39	3.1.1.2 Supply and Installation of Display Units	51	Indoor Video Wall	Multi panel screen with max. 1.8 mm bezel to bezel distance	-	Industry Standard for 1.8 mm bezel is 700 nits and 3.5 mm in case 450 nits. Request you to consider	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.

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40	Brightness	51	Indoor Video Wall	In case of LCD minimum 450 cd/m2	-	Industry Standard for 1.8 mm bezel is 700 nits and 3.5 mm in case 450 nits	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.
41	Environmental Conditions	53	Operating Temperature	0-50 °C	-	Industry supports 0-40 °C temp range, as these displays will be mounted under shed / shade so this temp range can be relaxed	As per RFP
42	Environmental Conditions	53	Operating Humidity	10- 80%	-	20-80% , else short circuit condition can occur in the System	As per RFP
43	Other Features	54	Brightness Sensor	The display unit should include Brightness sensor with automated brightness control	-	Request you to remove this from LCD / LED product	As per RFP
44	Other Features	54	External Controls	RS-232c (In/out)/ RJ45, IR Receiver, Pixel Sensor	-	Pixel Sensor to be removed as this is not relevant for LCD / LED Panels	Refer Corrigendum - Point 15
45	Other Features	54	Energy Star Certification	Energy Star 6.0 certified or higher	-	Request you to remove this and consider BIS certification only	Refer Corrigendum - Point 10
46	Manufacturing of Display must be produced in India	55	-	-	-	Panasonic has manufacturing units in India but some models are imported which are Global models, request you to please relax this clause for us to enable to participate in the tender	Refer Corrigendum - Point 18
47	-	51	3.1.1.2	Supply and Installation of Display Units The total number of screens across both region1 and Region 2 is expected to be around 75,000 and approximately 35,000 regionally.	It is learnt that the total number of screens, estimated earlier as 80,000 to 1,00,000 screens. Is there any specific reason for the reduction of the screens?	-	The number of screens mentioned in the RFP are a minimum threshold. Actual screens will depend on business requirement.
48	-	22	2	RDN Eco System Static signage shall not be part of RDN.	If the "Static signage" is also a part of RDN, the RDN operations will be smoother since there will not be multiple owners of advertisement rights in station.	-	As per RFP
49	-	27	6	6 Commercial Terms However, bidder may quote the minimum commitment according to their business case and can quote the minimum commitment much higher than the reserved price mentioned above. The minimum year on year	If the revenues are less than the Minimum Commitment amount, is it mandatory to pay the "Minimum Commitment amount" to RailTel or will you suggest certain	-	If revenue as per revenue share mechanism is less than the minimum commitment quoted, then the minimum commitment shall have to be given by the

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				above. The minimum year on year quote mentioned in the commercial bid shall be exclusive of taxes. Successful bidder shall bear all the applicable taxes for delivering the project. No taxes shall be passed on to RailTel or Indian Railways.	to pay the "minimum commitment amount" to RailTel or will you suggest certain percentage of the revenues?		minimum commitment shall have to be given by the successful bidder. The payment terms and schedule would be as per the RFP.
50	-	144	-	14.27 Bank Guarantees (BGFC, FBG, OBG) BGFC = INR 10Cr	<p>Once "Financial Closure" is complete, are you going to release / return the "BGFC" to the bidder ??</p> <p>We understand that the "submission of FBG" needs to be done within 60 days (30 + 30) from Letter of Award. Please confirm.</p> <p>We understand that the "FBG" needs to be arranged for INR 400 Cr for Year1 and Year2. Please confirm.</p>	-	<p>BGFC would be released/ returned when financial closure is obtained by the bidder is accepted by RailTel.</p> <p>Within 30 days of the execution of contract between RailTel and JV of the successful bidder, the successful bidder shall furnish a rolling financial bank guarantee and an operational bank guarantee issued by a Nationalized / Scheduled Bank.</p> <p>the successful bidder is expected to maintain an FBG equivalent to aggregate minimum commitment quoted for year 1 and Year 2</p>
51	5	57	4	Arrangement for power source from the station for setup of video display screens.	This is shown in bidder scope. Request your clarification whether the UPS System which is the only source of " CLEAN POWER with BACK-UP " is desired from bidder or not. UPS Systems are must for any IT loads & hence shall be advised to use for any critical loads like Server, Routers & Switches etc. If yes, the detailed guide specification shall be incorporated into the RFP.	-	The bidder may design a solution that meets the scope of work, business requirements and is compliant to the requirements and SLAs mentioned in the RFP.
52	9.1	95	3.1	Indian Railways shall be responsible for augmenting DG set capacity at stations for power backup if required. The capex cost shall be borne by Indian Railways for same	Whether the "UPS System" is also in the scope of Indian Railway. Request for your kind clarification.	-	The bidder may design a solution that meets the scope of work, business requirements and is compliant to the requirements and SLAs mentioned in the RFP. UPS system is not in the scope of Indian Railways.
53	-	-	FOB Display	-	-	We strongly recommend to use only LED fine pitch for the display , as the LCD panel with LED backlit is not meant & designed for semi out door and outdoor purpose, over & above this product does not come IP 64/54 rating . 6 mm outdoor the best suitable product for this application .	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.

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54	-	-	FOB Display	-	-	On the all product should be FCC, EC, UL (Because the product is going to be used at open space where the foot fall is very high .	Refer Corrigendum - Point 10
55	-	-	FOB Display	-	-	Energy Star 6.0 certification or higher is not applicable for the direct view LED walls.	Refer Corrigendum - Point 16
56	7	90	7	7 Revenue Assurance	The payment terms of the project requires the bidder to first invest then earn revenue and give the share to the Indian Railway. Since, across the PAN India RDN deployment will have huge financial implication on the bidder and with no guaranteed payment to the bidder, it will be become highly cumbersome on bidder for the survival of this Project. Therefore we request you to please amend the Payment Terms so as to ensure some guaranteed payment to be made to Bidder initially.	-	Refer Corrigendum - Point 8
57	7	90	7	Government, reserves the right, as it does for RailTel, to audit the account of successful bidder (JV account that will formed on award of LOA) and the escrow account. The successful bidder shall maintain all business records, system logs and trails and all other project information across the project duration and for seven (7) years post the contract is terminated.	It has been mentioned the duration of the Project shall be 7 years, due to reasons mentioned in query-1, we request you to please make the Project duration for 10 years.	-	As per RFP
58	10	96	10	Sum of annual turnover of all consortium partners in each of the last 3 financial years	It has been mentioned in PQ as "Sum of annual turnover of all consortium partners in each of the last 3 financial years shall be INR 1000 cr". Whether this is average of all the 3years turnover?	-	Sum of annual turnover of all consortium partners in each of the last 3 financial years. Refer corrigendum - Point 3

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59	10	96	10	Cumulative Experience of consortium member(s) in deployment and management of digital display screens in public premise and/or commercial establishments: Deployment and management of at least 1500 independent digital display screens: Implementation Certificate from Client The completed work should not be older than 3 years from the date of release of the RFP	This present PQ clause is restricting the competition. Therefore, you are requested to please include the experience for the last 7 years deployment as well.	-	As per RFP
60	Multiple	21, 36, 49, 56, 90	Multiple	Multiple: Central Equipment Rack. Please refer to attached Annexure-1.	-	We have evaluated many solution from market intelligence we found that there is absolute requirement of a modular intelligent infrastructure which can support station level network devices without any dependency of site level infrastructure other then power and Ethernet Therefore we request you to consider a compact, stand alone site independent Smart Rack Enclosure Solution which shall provide Cooling, Fire detection & Suppression, UPS, Access Control & Remote Monitoring of all integrated together inside a rack, resulting in less footprint and hence increased cost savings.	The bidder may design a solution that meets the scope of work, business requirements and is compliant to the requirements and SLAs mentioned in the RFP.
61	Multiple	21, 36, 49, 56, 90	Multiple	Multiple: Floor / Wall Mount Rack. Please refer to attached Annexure-2.	Since the deployment of the critical equipments for the proposed RDN Network will be hosted in the Racks (floor / wall mounted) and same shall be placed in the different parts of the Railway stations. These will face the challenge from the environmental factors. The challenges shall include the heat dissipation, rusting, physical damage due to rodents, poor upkeep of power supply, electric shock.	a. In case of the floor as well as wall mount Racks, the use of Cool Racks instead of conventional simple Racks at all stations/ campuses/ offices proposed RDN Project will not only ease the operations but also curtail on maintenance hassles, save on real estate, power & recurring expenses etc. b. Once Wall Mount is mounted on the wall/ surface from rear side then provisioned rear door cannot be opened and vents will not be of any use; the desired ventilation can't be achieved since the vents will be covered by wall. Though, said ventilation is require but with asked rear door wall mounting provision without description of rear section the wall mount on rear side isn't possible. So, may please ensure that Racks have "MS/CRCA 100mm rear section total 500+100 deep having ventilation holes on sides." The solution must ensure that racks are made up of the shock proof items and remain so in the long duration of the product life. As & when equipments starts operating inside the rack, heat gets dissipated as a result of which the paint starts getting evaporated and same may get eroded also. This may cause the electrical shock to the user. Therefore the mechanism to ensure shockproof mechanism, items must have above feature in the proposed rack otherwise it will be hazardous.	The bidder may design a solution that meets the scope of work, business requirements and is compliant to the requirements and SLAs mentioned in the RFP.

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						To fulfill this requirement, increased corrosion resistance using state of art paint technology (Nano ceramic coat, EC dip coat & powder coated painting) shall be adopted & for the purpose of ensuring quality, and environmental protection, it is suggested that proposed enclosure shall have racks solution which should be certified against ISO 9001, ISO14001, SO 18001, and UL certification.	
62	10 Eligibility Criteria	97	-	-	<p>The expectation of RailTel to have 75 crore revenue generation over the last 3 years by one company is not practical or reasonable for the following reasons:</p> <ol style="list-style-type: none"> 1. Vyoma is among the top 3 DOOH companies and our revenue for the last 3 years has been 5, 12 and 22 crores. 2. The entire DOOH market is roughly 150 crores for this financial year ('16-'17) and hence the number of companies even doing 25 crores will only be 1 or 2. 3. The DOOH industry is extremely nascent and growing at almost 100% each year, hence the revenue of 3 cumulative years might be less relevant and the revenue of the last year or 2 are more relevant and should be taken into consideration. 	<p>Eligibility criteria to be changed to one of the following:</p> <ol style="list-style-type: none"> 1. DOOH advertising revenue should be 20 crores or above for the last year. 2. Revenue over the last 3 years should be 35 crores or above. 	Refer Corrigendum - Point 4
63	10 Eligibility Criteria	97	-	-	Our CDP solution is not being provided by an OEM. Both are being put together separately. From the OEM we will purchase hardware that will have a technical support center in India. The CDP provides software which will be used on the OEM hardware platform.	Getting letters from both the CDP and the OEM separately will allow companies to complete the requirement.	As per RFP
64	13	19	-	-	Contract period is 10 years	For this project to be viable, a minimum 20 year period (which can be extendable after 10 years) is required.	As per RFP
65	3	29	-	-	The train information should be accurate and precise without any errors.	Vendor will only display information provided by Railway systems and hence cannot be accountable for the data displayed.	The information feeds will be from the railways and RailTel will work with Railways to make it progressively more accurate. However, the successful bidder should ensure the timely display of this information in the screens which is appropriate for the same.
66	6 Mobile Application	32	-	-	-	Mobile App revenue - Should it be Net Revenue post partnership fees / third party integration costs / development costs?	The mobile app revenue would be gross revenue from mobile app and not net of partnership fees / third party integration costs / development costs etc.
67	4.1	36	-	-	-	How is this possible and why will any vendor honor this? What if 3rd party vendors do not agree for transfer?	The successful bidder is permitted to procure licenses of appropriate softwares in its own name. At the end of the contract, the licenses have to be transferred in the name of RailTel without any cost to RailTel. No change in clause.

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68	8-2	36	-	-	-	What are IRSOD standards and who will verify compliance with the standards?	IRSOD refers to Indian Railways Schedule of Dimensions. Compliance to the latest IRSOD document must be ensured by the succesful bidder. No change in clause.
69	1.1	38	-	-	Will railways be opening up APIs to provide railway information for technical evaluation? If No, Can we use dummy data and how to get the sample formats for dummy data	We will need APIs to access to live railway inoformation or sample formats with dummy data	RailTel shall make available dummy data/ API to bidder eligible for technical evaluation stage.
70	-	39	-	-	-	RPO - 24 Hrs / RTO - 0.5 Hrs -- Is this possible with current operations? Has travel distance been factored? A1 and A should be 24 hours and other stations 48 hours for example.	As per RFP
71	1.8	39	-	-	Solution is able to capture and display real time audio announcement and SOS alerts from station	1. Not possible to capture actual audio as it is dependent on the quality of external speakers 2. SOS messages once given to the system (typed in) can be shown on the screen.	As per RFP
72	1.20	40	-	-	Solution should be able to treat each display as a TV channel. Does that mean that it should be able to play content of any media channel?	We did not understand the definition of TV channel. Does this mean you want to switch to live TV using remote control? In what instances this will be required and at what level should it be allowed (station, screen, etc.)?	Solution should be able to control each screen and hence show a set of content on any specific screen. Each screen should be individually addressable.
73	5.45	48	-	-	-	Should we not include a Proof of Upload (POU) report - photograhpic evidence (photos or screenshots) that an ad has been started on all the screens.	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP. The bidder should design a solution that covers the complete business requirement.
74	6.6	48	-	-	Solution should be able to provide source code left in escrow with RailTel customized and developed for RDN.	We cannot provide source code written from third party providers which we do not own. 3rd party providers should be exempt. Being able to use the software does not require access to the source code so even if a vendor changes, RailTel will be able to run the systems.	Refer Corrigendum - Point 1
75	3.1.1.2 Supply and Installation of Display Units	49	-	-	-	Please clarify the number of screens on the FOB of if there are any minimum requirements.	As per RFP. The bidder may consider a minimum of 1 FOB display at each FOB landing.
76	3rd para	50	-	-	Are VESA standards applicable for all the installations of displays. What happens in case a particular mounting is not possible as per VESA?	There are other relevant global standards like DPAA which can be applicable. Any reason VESA has been choosen?	Refer Corrigendum - Point 5
77	-	52	-	-	-	All TVs dont have this feature. Only with HDMI and only on certain industrial grade TVs. TVs with speakers will not have the output - very limited options. Can be done with a normal commercial TV which will comply with all required standards.	As per RFP
78	-	53	-	-	-	RS232 port - need to put a controller in place to do this. Not possible with all TVs	As per RFP
79	-	53	-	-	-	Not on regular TVs - can't get statements that it has this. Can get this same quality with regular TVs - antiglare for example.	As per RFP

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80	-	54	-	-	-	Default. Will contradict the point of energy saving. Again not easy to find in the market.	Refer Corrigendum - Point 16
81	-	54	-	-	-	Doesn't exist - isn't it 5.0? According to Bureau of Energy Efficiency. LEDs from China will not have this certification. High brightness will contradict energy star rating - cannot be full brightness if its 5.0.	Refer Corrigendum - Point 16
82	-	54	-	-	-	Makes importing difficult. Standard certification for regular TVs should suffice.	Functional (Response to be prepared)
83	-	55	-	-	-	LEDs not possible. Only a few regular TVs are manufactured here / Many high end TVs are imported such as the specs put in the document. Only the small ones are assembled here.	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.
84	4-5	56	-	-	-	Can you define the endpoint as this can add significant costs to the project? Can it come to the platform?	End-point refers to the PoP till where RailTel will provision/ make available the bandwidth. Network endpoints shall be provided at multiple places at each platform.
85	3.1.1.3	56	-	-	What is the downtime for software update & screen management ?	Downtime for software updates: 3-6 hours every month to be exempted from SLA	Planned downtimes should be presented to RailTel management. Planned downtimes approved by RailTel shall be exempted from SLA calculation.
86	3.1.1.3 Operate Central NOC and SOC	57	-	-	-	Are we going to be charged for using these facilities?	The bidder is expected to deliver all in-scope services. No charges would be levied for using the facilities. NOC tool, SOC tool and IT infrastructure related to NOC and SOC shall be provided by RailTel. Refer section 3.1.1.3 of the RFP
87	3.1.2.1 Business Operations	60	-	-	-	Maximum 30% inventory should be given to the railways as 20% has to be given to content which we cannot charge for. Is the content up to us?	As per RFP
88	3.2 Implementation Services	64	-	-	-	Given the scope of this project, more time will be required to install screens. Can this period be extended to 9 months before the contract begins so more screens can be installed to generate more revenue for the project.	As per RFP
89	2nd para	65	-	-	Installation of (A1, A & C) to be done within 24 months from the date of LOA. What happens in case of delay for some location due to external factors such as, unavailability of required permission, electricity & network issue each etc	Installation can only commence once we get the required permissions from all the departments so the starting point should be from receiving approvals rather than the date of the LOA.	Indian Railways will ensure a single window clearance/ approval mechanism. The successful bidder shall not be liable for any delay solely attributable to Indian Railways
90	3.2 Installation	66	-	-	-	Minimum for installation is 4 years. Should this not be 5-6 years to complete installation as we get 4 years to anyway install.	As per RFP

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
91	-	66	-	-	-	Most will have 3 years plus 2 more years. Imported TVs tend to be 2 years extendable for less than 5 years.	As per RFP
92	3.3 Extension of Contract and Exit Management	70	-	-	-	What about IP during this period? For services paid for? Who is responsible for costs during this period? Is there any revenue share/earning for the outgoing consortium?	The successful bidder shall have to abide by the the exit management scope mentioned in the RFP. IP and revenue share/ commercial terms shall be as during the pre-transition-out phase.
93	-	72	-	-	-	What is the criteria for winning the extension? Is it automatic if the network has been running well or do others get to bid? Is this for 5 or 10 years?	Objectives of the project being met will be the criteria of extension of the contract. The same shall be decided mutually.
94	6 Commercial Terms	88	-	-	-	Do not represent the real % as per the Slab table	Values in the example table are of illustration purpose. The 21-slab table mentioned in the RFP would be abided by.
95	11.1 Technical Evaluation	102	-	-	Points add up to 130 not 100	Please clarify.	Refer the note below the past experience evaluation criteria table -: Higher of score obtained in parameter A1 & A2 would be considered in the score for past experience. Similarly, higher of score obtained in parameter B1 & B2 would be considered in the score for past experience. Hence, the total is 100 only.
96	11.1.2	104	-	-	Where is the classification of "mandatory" & "detailed" for functional & technical specification ?	-	Refer Corrigendum - Point 19
97	Revenue calculation	-	-	-	-	Gross revenue or net (after 20% agency commission and sales incentives).	Gross revenue. RDN revenue would NOT be net of agency commission, sales commission etc.
98	Cameras	-	-	-	-	Can cameras be installed for face recognition, head count and in order to determine traffic density.	The bidder may, at minimum, design a solution that meets the scope of work, business requirements and is compliant to the requirements and SLAs mentioned in the RFP. The bidder may install these devices. However, privacy laws need to be ensured.
99	-	-	-	-	-	We assume electricity will provided by the railways	The electricity would be made available by Railways on a chargeable basis (as per actual consumption).
100	3.1.1.2	51	55 LCD with LED backlit	minimum 450 cd/m2	-	minimum 500 cd/m2	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
101	3.1.1.2	52	55 LCD with LED backlit	RS-232c (In/out)/ RJ45/ IR Receiver, Pixel Sensor	-	RS-232c (In/out)/ RJ45/ IR Receiver	Refer Corrigendum - Point 15
102	3.1.1.2	52	55 LCD with LED backlit	0-50 °C	-	0-40 °C	As per RFP
103	3.1.1.2	52	55 LCD with LED backlit	Applicable for LCD screen -Surface coating (3H), Antiglare Treatment of the front Polarizer (Haze 1% typ)	-	Display screen should have protection coating /treatment (Haze 20% typ)	As per RFP
104	3.1.1.2	53	55 LCD with LED backlit	The display unit should include Brightness sensor with automated brightness control	-	DELETE	As per RFP
105	3.1.1.2	53	55 LCD with LED backlit	RS-232c (In/out)/ RJ45, IR Receiver, Pixel Sensor	-	RS-232c (In/out)/ RJ45, IR Receiver, Pixel Sensor	Refer Corrigendum - Point 15
106	3.1.1.2	54	55 LCD with LED backlit	Energy Star 6.0 certified or higher	-	Energy Star 6.0 certified or similar	Refer Corrigendum - Point 16
107	3.1.1.2	55	55 LCD with LED backlit	> 50000 Hours (After that 50 % Illumination)	-	50000 Hours	As per RFP
108	3.1.1.2	55	55 LCD with LED backlit	Manufacturing of Display must be produced in India	-	(DELETE) Reason : Please take a note that all branded Display are assembled not manufactured.	Refer Corrigendum - Point 18
109	3.1.1.2	51	65 LCD with LED backlit	minimum 450 cd/m2	-	minimum 500 cd/m2	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.
110	3.1.1.2	51	65 LCD with LED backlit	RS-232c (In/out)/ RJ45/ IR Receiver, Pixel Sensor	-	RS-232c (In/out)/ RJ45/ IR Receiver	Refer Corrigendum - Point 15
111	3.1.1.2	53	65 LCD with LED backlit	0-50 °C	-	0-40 °C	As per RFP
112	3.1.1.2	53	65 LCD with LED backlit	Applicable for LCD screen - Surface coating (3H), Antiglare Treatment of the front Polarizer (Haze 1% typ)	-	Display screen should have protection coating /treatment (Haze 20% typ)	As per RFP
113	3.1.1.2	54	65 LCD with LED backlit	The display unit should include Brightness sensor with automated brightness control	-	DELETE	As per RFP

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
114	3.1.1.2	54	65 LCD with LED backlit	RS-232c (In/out)/ RJ45, IR Receiver, Pixel Sensor	-	RS-232c (In/out)/ RJ45, IR Receiver, Pixel Sensor	Refer Corrigendum - Point 15
115	3.1.1.2	54	65 LCD with LED backlit	Energy Star 6.0 certified or higher	-	Energy Star 6.0 certified or similar	Refer Corrigendum - Point 16
116	3.1.1.2	55	65 LCD with LED backlit	> 50000 Hours (After that 50 % Illumination)	-	50000 Hours	As per RFP
117	3.1.1.2	51	FOB LCD with LED back lit/LED board	~ 1 ft x 6 ft(Single screen for LCD or LED Board)	-	~ 1 ft x 6 ft(LCD or LED Board)	As per RFP
118	3.1.1.2	53	FOB LCD with LED back lit/LED board	In case of LCD, minimum 450 cd/m2. In case of LED board minimum resolution to be 6000 cd/m2	-	In case of LCD, minimum 500 cd/m2. In case of LED board minimum resolution to be 6000 cd/m2	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.
119	3.1.1.2	53	FOB LCD with LED back lit/LED board	0-50 °C	-	0-40 °C	As per RFP
120	3.1.1.2	54	FOB LCD with LED back lit/LED board	Applicable for LCD screen - Surface coating (3H), Antiglare Treatment of the front Polarizer (Haze 1% typ)	-	Display screen should have protection coating /treatment (Haze 20% typ)	As per RFP
121	3.1.1.2	54	FOB LCD with LED back lit/LED board	The display unit should include Brightness sensor with automated brightness control	-	DELETE	Refer Corrigendum - Point 17
122	3.1.1.2	55	FOB LCD with LED back lit/LED board	RS-232c (In/out)/ RJ45, IR Receiver, Pixel Sensor	-	RS-232c (In/out)/ RJ45, IR Receiver, Pixel Sensor	Refer Corrigendum - Point 15
123	-	-	FOB LCD with LED back lit/LED board	> 50000 Hours (After that 50 % Illumination)	-	50000 Hours	As per RFP
124	3.1.1.2	51	FOB LCD with LED back lit/LED board	Indoor Video Wall LCD with LED back lit/LED board	-	-	-
125	3.1.1.2	51	FOB LCD with LED back lit/LED board	12 m2 (In case of LCD, Single screen/ Multi panel screen with max. 1.8 mm bezel to bezel distance. In case of LED board it should be single screen)	-	12 m2 (In case of LCD, Multi panel screen with max. 1.8 mm bezel to bezel distance. In case of LED board it should be single screen with tiles)	As per RFP

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
126	3.1.1.2	51	FOB LCD with LED back lit/LED board	In case of LCD Full HD or better. In case of LED board minimum resolution to be 1152X1080	-	LCD Full HD	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.
127	3.1.1.2	54	FOB LCD with LED back lit/LED board	In case of LCD minimum 450 cd/m2. In case of LED board minimum resolution to be 1200 cd/m2	-	In case of LCD minimum 500 cd/m2. In case of LED board minimum resolution to be 1200 cd/m2	The bidder may, at minimum, design a solution that meets the scope of work and is compliant to the requirements and SLAs mentioned in the RFP.
128	3.1.1.2	54	FOB LCD with LED back lit/LED board	The display unit should include Brightness sensor with automated brightness control	-	DELETE	Refer Corrigendum - Point 17
129	3.1.1.2	54	FOB LCD with LED back lit/LED board	RS-232c (In/out)/ RJ45, IR Receiver, Pixel Sensor	-	RS-232c (In/out)/ RJ45, IR Receiver, Pixel Sensor	Refer Corrigendum - Point 15
130	3.1.1.2	55	FOB LCD with LED back lit/LED board	Energy Star 6.0 certified or higher	-	Energy Star 6.0 certified or similar	Refer Corrigendum - Point 16
131	-	-	FOB LCD with LED back lit/LED board	> 50000 Hours (After that 50 % Illumination)	-	50000 Hours	As per RFP
132	3.1.1.2	51	FOB LCD with LED back lit/LED board	Outdoor LED Display LED BOARD Board	-	-	-
133	3.1.1.2	51	FOB LCD with LED back lit/LED board	12 m2 (Single screen)	-	12 m2 (LED board it should be single screen with tiles)	As per RFP
134	3.1.1.2	52	FOB LCD with LED back lit/LED board	640X480	-	DELETE	As per RFP
135	3.1.1.2	52	FOB LCD with LED back lit/LED board	The displays should have a minimum Native Contrast Ratio of 4000:1 (for non-IPS Panel: VA, S-VA, SP-VA, etc.) and 1100:1 (for IPS Panel)	-	The displays should have a minimum Contrast Ratio of 3000:1	As per RFP
136	3.1.1.2	52	FOB LCD with LED back lit/LED board	8ms ~12ms	-	Refersh Rate minimum 2000 Hz	As per RFP
137	3.1.1.2	52	FOB LCD with LED back lit/LED board	16.7M	-	4 million colors	As per RFP
138	3.1.1.2	53	FOB LCD with LED back lit/LED board	As per proposed solution	-	140° / 90° (H / V)	As per RFP
139	3.1.1.2	53	FOB LCD with LED back lit/LED board	RS-232C, IR	-	DELETE	As per RFP

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
140	3.1.1.2	54	FOB LCD with LED back lit/LED board	Display settings including screen brightness, contrast, etc. should be controlled remotely from NOC	-	DELETE	As per RFP
141	3.1.1.2	54	FOB LCD with LED back lit/LED board	The display unit should include Brightness sensor with automated brightness control	-	DELETE	Refer Corrigendum - Point 17
142	3.1.1.2	54	FOB LCD with LED back lit/LED board	FCC, CE, UL	-	FCC, CE	Refer Corrigendum - Point 10
143	3.1.1.2	55	FOB LCD with LED back lit/LED board	Energy Star 6.0 certified or higher	-	DELETE	As per RFP
144	-	-	-	> 100000 Hours (After that 50 % Illumination)	-	100000 Hours	As per RFP
145	13.3	130	-	The term of the contract shall be valid for period of 10 years including implementation time period.	Can the contract period be extended from 10 years to 15 years? For a high CapEx project like this to be viable would be better if the contract period is extended	-	As per RFP
146	10	97	6	INR 25 Cr for DOOH advertisement/digital advertisement business	-	Since DOOH advertising is a recent platform which is still upcoming, we request to modify the criteria of <u>three financial years to two financial years and turnover from 25 crore to 20 crores</u> as there won't be enough companies that satisfy these requirements and hence decreases the number of bidders.	Refer Corrigendum - Point 4
147	9	39	1.7	Solution is able to integrate with: a) public address system (Audio and Video) with RDN	Can we integrate an Audio system by installing a new audio system for the station?	-	in-principal yes. But, successful bidder shall have to take up the request with railway authorities for the specific case and ensure that railway's objectives are met.
148	11.3.1	107	2	If a bidder has submitted proposals for both the regions i.e. Region 1 and Region 2 and becomes the successful bidder in both the regions, then only one region would be awarded to this successful bidder.	How are two bidding consortiums differentiated? Is it that the companies in each of them be exclusive? even if one company is changed would that be enough? Managing directors of companies in each consortium should be different?	-	Refer point 5.4 in section 13.1 of the RFP. A consortium member corresponds to a company (as per companies act) and not any individual.

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
149	9.1	94	3	The electricity/power supply to the successful bidder shall be made available at a lump sum charge/metered actual consumption	What is the pricing of electricity? does it change from station/place to place? because this is an important input cost variable? Do we need to pay any deposit for power consumption?	-	The electricity prices vary state-wise and are dependednt on state electrivity board tariff. 10% service charge shall be charged additional to the consumption charges as per Indian Railways extant rules
150	2	21	-	Static signage shall not be part of RDN.	-	Having static signages as separate from RDN will cannibalize RDN revenues and would be good if it can be made part of RDN.	The successful bidder shall be the sole advertismtent agency inside the in-scope railway stations. However, as per the policy, only the screens (as mentioned in the RFP) may be permitted.
151	10	96	1	Sum of annual turnover of all consortium partners in each of the last 3 financial years INR 1000 cr	Can the annual turnover requirement of consortium companies be reduced to 500 crores?	-	Refer Corrigendum - Point 3
152	6	86	-	Actual payout to RailTel shall be basis revenue share or minimum commitment offered (year on year) whichever is higher. RailTel shall use following table for determining the revenue share:	-	Since operational costs are not included in gross revenues, we think that the revenue share split should be re-thought of and the splits should be changed. Railtel's maximum share should be capped at 25%	Refer Corrigendum - Point 2
153	7	36	8-2	System should be compliant to safety requirements of Railways and within the IRSOD safety margins.	Where can we access these safety requirements? And can railways help us in meeting the requirements?	-	IRSOD refers to Indian Railways Schedule of Dimensions. Compliance to the latest IRSOD document must be ensured by the succesful bidder.
154	8	48	6.6	Solution should be able to provide source code left in escrow with RailTel customized and developed for RDN.	Providing source code might not be a proper solution. We need explore other alternatives like transferring license or maintaining the softwares during transition period	-	Refer Corrigendum - Point 7
155	9	64	3.2	establish regional command center, and start the full-fledged NOC and SOC operation in 4 months from the date of award of contract/LOA whichever is earlier.	-	Considering the scale of the project and geographical spread of instillation, increasing the duration to 9 months is suggestible	As per RFP
156	-	-	-	-	How will railtel coordinate with bid winner to meet project deadlines?	-	Refer section 5 of the RFP
157	-	-	-	-	any restriction on audience measurement for installing cameras?	-	As per RFP

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
158	-	-	-	-	Can we have audio for TV's, because Ads with Audio higher revenue?	-	in-principal yes. But, successful bidder shall have to take up the request with railway authorities for the specific case and ensure that railway's objectives are met.
159	10	97	3	All the consortium partners should have positive net worth in each of the last 3 financial years.	-	Please change it to consortium partners should have net worth of 200 crores in each of the last 3 financial years	As per RFP
160	16.5	155	3	The Yearly Minimum Commitment quoted would be the minimum revenue that successful partner would give to RailTel in the corresponding year across the contract duration.	-	Please drop the annual minimum commitment as that would act against the succesful bidder before realising the potential of RDN	Refer Corrigendum - Point 8
161	2. RDN Eco System	21	Para 3, line 4	Static signage shall not be part of RDN	-	Suggest Static signage shall be included as a part of RDN. This may give better Revenue to RDN. Back side of all the screens to be permitted to use static signage.	As per RFP
162	6. Commercial Terms	86	General	Operational Costs not included in Gross Revenue	-	We suggest that the Operation cost should be included in the gross revenue. Share splits should be changed at net revenue stage. Wherever applicable the agency commission of reasonable percent should be permitted	As per RFP
163	9. Scope of Work— Sub-clause 9.1	94	Point no 3	Power supply as demanded will be provided on chargeable basis. The electricity/power supply to the successful bidder shall be made available at a lump sum charge/metered actual consumption only for the consumption of electricity for Displays and related equipment. 10% service charges has to be paid extra	Q1: What is the Rate of electric charges . Q2: Does this change from station to station / Place to place. Need clarity on this since this is an important input variable / recurring cost . Q3: Do we need to pay any security deposit for power consumption?	We suggest that there should not be any security deposit for power consumption. If it is than this must be waived off.	The electricity prices vary state-wise and are dependent on state electricity board tariff. In some stations, railways has installed pre-paid electricity meters which may need to be followed. Response to Q3: As per RFP
164	10. Eligibility Criteria	96	In Tabulation Sr no 1	Sum of Annual Turnover of all consortium partners in each of the last 3 financial years to be INR 1000 Cr.	-	Request for considering Sum of annual Turnover of all consortium partners in each of the last 3 financial years to be INR 500 Cr.	Refer Corrigendum - Point 3
165	10. Eligibility Criteria	96	In Tabulation Sr no 2	Eligibility criteria conditions mentions submission of 3 yrs audited balance sheet	-	We request to modify the criteria of three financial years to two financial years. We feel that there won't be enough companies that satisfy these requirements and hence decreases the number of bidders.	As per RFP
166	10. Eligibility Criteria	96	In Tabulation Sr no 2	Deployment and management of at least 1500 independent digital display screens	-	We request you to consider the number of screens deployed and managed and not necessary independent. We have provided these screens at Railway stations and these screens show the same content in all screens of that particular station. We have been doing this for more than a decade of our operation	As per RFP

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
167	10.1 Consortium Bids	99	Point No.-1	A maximum of five organizations/ companies shall be allowed to represent a consortium. The bid should clearly identify the lead bidder among the consortium partners. An undertaking from all the consortium partners should be submitted defining the lead bidder and authorizing the authorized signatory from lead bidder to submit the proposal and interact with RailTel for this RFP. The same would be applied for the successful POC partners as well, however, the lead bidder of such consortium is not allowed to be changed/replaced.	How two bidding consortiums are defined as different? Is it that the companies in each consortium be different? Even if one company is changed would that be enough? Managing directors of companies in each consortium should be different?	We suggest that an operating partner and a lead partner be allowed in both the bids.	Refer point 5.4 in section 13.1 of the RFP. A consortium member corresponds to a company (as per companies act) and not any individual.
168	13.3 – Duration of Contract	130	Para-1	The term of the contract shall be valid for period of 10 years including implementation time period. The contract duration may be extended with mutual consent between RailTel and the successful bidder on mutually agreed terms and condition which will be reviewed and can be revised if required. The period of such extension shall be at the sole discretion of RailTel.	-	Request for extending the contract to 15 yrs in the RFP instead of having an ambiguity of “ may be extended with mutual consent”	As per RFP
169	General	-	-	RFP mentions audio is a part of the project ,	RFP does not clarify if the existing railway audio/ Pa systems to be used . OR can new audio system be installed.	Suggest that bidder is permitted to install the PA systems where necessary to give better feeling to the passengers.	in-principal yes. But, successful bidder shall have to take up the request with railway authorities for the specific case and ensure that railway's objectives are met.
170	-	-	-	-	The RFP states that the IR can add/delete stations at its own discretion. How are the interests of the successful bidder protected here considering the investments already made	-	Indian Railways may re-categorize in-scope stations into different tiers from time to time. This may lead to change in the number of stations mentioned in the RFP for each category (or tier).

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
171	-	22	-	-	Is the CDN software going to be provided by Railways?	-	Yes. Supply of Content Delivery Network (CDN) software shall be in scope of RailTel. However, CDN is being planned independently as a separate business and will be available to RDN when it becomes operational. Refer to the segregation of duty table in section 2 of the RFP.
172	-	-	-	-	The RFP states that the successful bidder must maintain 50% average inventory for railway information. To maintain 50% on average, we will have to have more than 50% during the peak hours which will make monetization much more difficult.	-	Refer the following clause from section 3.1.2.1 of the RFP - 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. This stipulation of 50% shall also have to be maintained within peak, high, medium and low footfall hours. No change in clause.
173	-	-	-	-	Is it compulsory to have 50% inventory as open for auction? Why not assign this freedom to the successful bidder?	-	As per RFP
174	-	-	-	-	-	50% inventory for railway content will not work. We can at best share 30% for railway info.	As per RFP
175	-	-	-	-	The RFP states that we have to provide access to railways to our RDN system.	Ideally, we would like them to share the central data room from where we can get their inputs and relay it on screen	Refer Point 5 in section 3.1.2.1 (Successful bidder for respective region shall provide access to RDN system to Indian Railway personnel at station level/division level/ Zonal level etc and to various level of Ministry of Railways. 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.)

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
176	-	-	-	-	Once bidding process is done, the Railways will select 1 of the 2 business portals and both parties will have to follow that portal.	-	<p>Pan-India reach of Railway Display Network is expected to attract national advertisement. The national advertising opportunities will require strong synergy between the successful bidders of both the region and hence bidders are requested to ensure transparency and maintain a collaborative outlook which in turn will help unlock the true value of RDN.</p> <p>Railtel may select one of the two offered business portals or may implement an entirely new portal to serve this purpose. The advertisement rates and value shall be decided mutually by the successful bidders and Railtel. Railtel shall hold the rights to facilitate the same.</p>
177	-	-	-	-	As per the bid document, we are to keep certain inventory for national advertisers. Who is responsible to get these advertisers and how will the revenue be shared?	-	<p>Both successful bidders are responsible to get national bidders. It is envisaged that both bidders will cooperate in a win-win manner so as to present RDN as a single platform with pan-India reach.</p> <p>The successful bidders are expected to mutually agree on the billing (revenues) for such orders/ requests.</p>
178	-	-	-	-	In case of termination, we have to even transfer the software related to the RDN solution which is proprietary. What relief can be provided in this case?	-	Refer Corrigendum - Point 7
179	-	-	-	-	All the SLAs mentioned are extremely harsh. For example - how can we guarantee to resolve an issue in under 2 hrs?	-	As per RFP
180	-	-	-	-	The Railways is giving 3 months from the LOA as start date but it will surely take longer to get a strong foothold.	Will need atleast 6 months.	As per RFP
181	-	-	-	-	-	Escalation should be factored only starting year 4 onwards as we will have installed all screens only by the end of year 2 and full monetization will only take place in year 3	Refer Corrigendum - Point 8
182	-	-	-	-	What other options can be explored instead of keeping all revenues in an escrow of a public sector bank? What if we keep it in a bank of our choice?	-	Refer Corrigendum - Point 9
183	-	-	-	-	-	Revenue sharing with railways on gross revenue is not agreeable. It has to be on net revenue after commissions.	As per RFP
184	-	-	-	-	-	The operative period for the bidder should be for a period of 20 years + 5 years (First right of refusal). This period is necessary for the new medium to be established as a competitive option vis-à-vis other media alternatives ,Railways need to also need to keep gestation period for shift in viewing habits of the relevant audience. This would help in appropriate monetization.	As per RFP

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
185	-	-	-	-	In the age of precise targeting of audience by the advertisers, will it be possible for the railway authorities to help bidders to get profile of the travelers in both quantitative and qualitative terms ?	-	RailTel shall, to the extent possible, support the successful bidder to obtain relevant data that may enhance RDN revenues.
186	-	-	-	-	-	The % of revenue sharing is very lopsided in favour of the railways. It should be more like 20% at best. With such high investments and risk, we should be allowed to gain also.	Refer Corrigendum - Point 2
187	-	-	-	-	Power and electricity will be paid by bidder or Railways to provide the same?	-	The electricity would be made available by Railways on a chargeable basis (as per actual consumption).
188	-	-	-	-	What security measures will be provided to protect the screens installed?	-	Refer point 6.1 in section 9.1 of the RFP. The bidder may deploy additional measures to ensure the security of the screens provided they do not interfere with the purpose and requirements of RDN.
189	-	-	-	-	What are the premature termination conditions?	-	Refer section 3.3 and section 14 of the RFP
190	-	-	-	-	The bid document says that the railways can alter contract terms during the term of the contract? How do we protect ourselves against this?	-	Source clause for this query has not been identified by the requestor and also could not be identified in the RFP.
191	-	-	-	-	Would bidding for other railway contracts be considered as conflict of interest?	-	No
192	-	-	-	-	-	Arbitrator should be jointly appointed and not just by Railways	Refer Corrigendum - Point 11
193	-	-	-	-	How many days will the EMD be returned in in case of an unsuccessful bid?	-	As per RFP
194	16.24 Annexure 22: Confirmation of Eligibility Criteria	186	2	<p>Cumulative Experience of consortium member(s) in deployment and management of digital display screens in public premise and/or commercial establishments OR</p> <p>Deployment and management of at least 1500 independent digital display screens OR Management of 250 or more network devices in 3 organizations</p> <p>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 and</p>	Please change to (Suggesting this change for OEM of LED direct view video wall) this show the strength and capability of the India OEM	<p>Cumulative Experience of OEM for digital screens/ videowalls deployment at public premise and/or other establishments</p> <p>Deployment of at least 250 independent digital screens/ videowalls within India</p> <p>Implementation Certificate from Client along with the un priced PO copy</p>	As per RFP

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
195	16.24 Annexure 22: Confirmation of Eligibility Criteria	186	2	Cumulative Experience of consortium member(s) in management of network devices currently under operation and maintenance phase shall be considered For network devices – completed projects shall be considered) Refer to Annexure 3 for the list of acceptable network devices	Please change to (Management for network devices and the content management is totally different platform, controlling content & published centrally is big challenge in such scenario)	Cumulative Experience of OEM of content delivery platform Deployment of 500 or more Signage devices with in India Implementation Certificate from Client along with the un priced PO copy	As per RFP
196	16.24 Annexure 22: Confirmation of Eligibility Criteria	187	3	All the consortium partners should have positive net worth in each of the last 3 financial years. Yes Balance Sheet and CA Certificate for the financial years 2014-15, 2015-16, 2016-17	Please change to	All the consortium partners should have positive net worth in each of the last 3 financial years. Yes Balance Sheet and CA Certificate for the financial years 2014-15, 2015-16, 2016-17	As per RFP
197	16.24 Annexure 22: Confirmation of Eligibility Criteria	187	4	None of the consortium partner should be currently blacklisted by any of the PSUs/state or central ministries/Regulatory body/Government bodies and should not be currently under litigation with Indian Railways/ RailTel Yes Self-Declaration from each of the consortium partners	Please change (Railtel should ask for the affidavit for this)	None of the consortium partner should be currently blacklisted by any of the PSUs/state or central ministries/Regulatory body/Government bodies and should not be currently under litigation with Indian Railways/ RailTel Yes affidavit from each of the consortium partners for non-litigation & black listing	Refer Corrigendum - Point 12
198	-	-	-	-	-	We find Rs. 200 Cr as MG (Rs. 50 Cr every quarter to be paid in advance to the railways) to be too steep, there by dampening the prospect of the project's commercial viability . May we propose that either the MG is reduced significantly during the first 24 months (in case railways could not offer non-payment of MG as an option for the first two years) till the time all screens, allocated to a bidder, are installed and the new media delivery format gain acceptance among the advertisers for monetization . You may also evaluate an option of accelerated MG, depending on revenue flow at a later stage , so that in the long run the overall revenue objective of railways, during the contract period, are achieved.	Refer Corrigendum - Point 8

Q Id	Section No.	Page No.	Point No.	Original Clause	Query	Solution Proposed/ Suggested	Response
199	1	86	6	-	-	If Railtel & Indian Railways truly believe that providing a world class experience to the commuters is core to this project, there needs to be a 4 year moratorium period for the payment of the License Fee	Refer Corrigendum - Point 8
200	-	-	100	-	-	As we understand, one company can be part of multiple consortium bids as long as they are not the lead bidder. This needs to be narrowed down to companies that have 'Functional Experience of operating digital displays'. For example H/W manufacturers for digital signage industry already supplying screens to multiple vendors in India & digital signage technology companies that have multiple roll outs should be allowed to be part of mutiple consortiums as they bring immense value to all stake holders including IR for maximising value. However incase of companies that provide only Financial value to the consortium, they should be limited, like the lead bidder, to participate in only one zone so as to ensure fair bidding takes place.	As per RFP