

Response to pre-bid queries of RFQ no RailTel/RFQ/CO/RailWire/2020-21/Triple Play Service Partner/551					Date: 17.12.2020
S.No	Bidder	RFQ Reference(s) (Section, Page)	Content Of RFQ requiring Clarification	Points of Clarification required	RailTel's Response
1	Delinet Broadband Private Limited	4, 11	"...Phase I: ...In this phase, the empaneled partners have to provide the services along with STBs at a competitive rate." "...Phase II.... charged to the subscriber on EMI basis..."	Would Railtel/ Franchisee be responsible for collection of EMI. What assurances would Railtel/ Franchisee provide for recovery of device in case of non-payment of EMI	The service model will be a pre-paid model. The modalities in details will be finalised during the POC
2	Delinet Broadband Private Limited	4, 11	1. Locations & Connectivity: The empaneled partner(s) needs to deliver IPTV services and OTT Services to its subscribers in one or more of 7 locations..	Once the Head-end is connected to Railtel network, and CDN Server activated in Railte network, service can be provided throughout the country.	Respondents would be geographically limited to some areas so that RailWire brand is not affected by multiple competing services in one location
3	Delinet Broadband Private Limited	4-1, 12	1. Locations & Connectivity:...RailTel broadband infrastructure will take care of the required Internet connectivity from the empaneled Vendor's IPTV & OTT headend location to the required destinations in a Unicast mode.	We suggest that the connectivity be on a Point to Point leased link or dark fibre connectivity in order to comply with the requirement that IPTV services run on a closed network.	RailTel intends to run the service on its IP-MPLS network which meets the closed network criteria.
4	Delinet Broadband Private Limited	4-2, 12	2. Services: 1. IPTV Live Channels: • 100 Free to Air Channels • 50 Pay TV Channels • 6 Month subscription included	We believe customer acceptance would be very poor with 100 FTA and 50 Pay Channels. We recommend that the requirement be kept at 250 FTA and 250 Pay TV Channels to ensure attractiveness of services. We suggested that as per the TRAI guidelines, we should offer 226 channels as part of FTA and for the pay channels it should be on a-la-carte basis	The baseline requirements are mentioned for POC. Respondents are free to choose more number of channels. Ultimately the joint GTM strategy will decide on the channels, pricing etc.
5	Delinet Broadband Private Limited	4-2, 12	2. Services: 2. OTT Apps • 3 Paid OTT apps and 7 Free OTT Apps - Educational App included • 6 Month Subscription Included	We have two devices available for providing services - AOSP based & Linux based. Linux based STB is cheaper and can offer IPTV Services, and only those third party apps that are available on Linux. Android based STB are expensive can provide IPTV Services and android based Apps. We suggest that option of both kind of STBs be given to customers. Please specify exactly which OTT apps we shall offer in the box because there are more than 35 OTT apps for content running in India presently.	Bidders are free to provide any kind of device. The solution proposed will be evaluated during phase 1 of POC while finalising the partner. Bidders are free to quote their solution.
6	Delinet Broadband Private Limited	4-3, 12	Integrate with Railtel Billing System	Please clarify if Railtel Services are provided on pre-paid or post paid basis. If post paid, please clarify that Railtel would pay to the IPTV/ OTT Provider irrespective of collection from customer. We would suggest to keep it Pre Paid only	The model will be pre-paid model

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7	Delinet Broadband Private Limited	4-4, 13	Super App on Mobile	Since IPTV services are required to be provided in a closed network through a STB, kindly clarify that the Mobile App will not be required to offer pay channels. Please suggest what exactly you want to give on the Super App	Super app should give the option to the customer to access all the "licensed" content from multiple sources with a single sign on.
8	Delinet Broadband Private Limited	4-4, 13	Should support Government programs and schemes	Kindly clarify which kind of programmes/ schemes. Please clarify	Content related to e-Governance, e-Education, citizen welfare schemes and other similar services.
9	Delinet Broadband Private Limited	4-5,13	Hardware Models	We have two devices available for providing services - AOSP based & Linux based. Linux based STB is cheaper and can offer IPTV Services, and only those third party apps that are available on Linux. Android based STB are expensive can provide IPTV Services and android based Apps. We suggest that option of both kind of STBs be given to customers.	Bidders are free to provide any kind of device. The solution proposed will be evaluated during phase 1 of POC while finalising the partner. Bidders are free to quote their solution. However it is important for respondents to give a solution which has economies of scale and provenness.
10	Delinet Broadband Private Limited	4-5, 13	Hardware : Single box AOSP	Hardware AOSP or ATV required? Need clarifications	
11	Delinet Broadband Private Limited	4-6, 13	Service SLA: Content relationships & compliance is the responsibility of the bidder Regulation	Since this is responsibility of bidder, the mandatory requirement of obtaining MSO Licence from Ministry of I&B for IPTV Services should be made an essential qualifying requirement in the Bid Document	Bidder can provide the services directly or indirectly by using licensed and certified head-end
12	Delinet Broadband Private Limited	4, 14	Price Discovery Process	AOSP STB is available. ATV STB can be made available, which requires additional investment in getting the STB certified by each of the popular OTT Apps	Bidders are free to provide any kind of device. The solution proposed will be evaluated during phase 1 of POC while finalising the partner. Bidders are free to quote their solution. However it is important for respondents to give a solution which has economies of scale and provenness.

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13	Delinet Broadband Private Limited	6.8, 17	Earnest Money Deposit and Cost of RFQ Document	EMD and Cost of RFQ should be waived off for MSME Bidders	MSME rules applicable. Refer corrigendum 2, clause 11
14	Delinet Broadband Private Limited	13.3, 23	Performance Bank Guarantee	PBG should be waived off for MSME bidders. Since the bidder would have invested already in the IPTV Head-end set-up, STB development, pay TV Content and MIB Licencing, PBG requirement should anyways be done away with.	As per RFQ document
15	Delinet Broadband Private Limited	Annexure A, 27	Financial Criteria	Turnover of parent coompany should be allowed to be included for the purpose of this criteria.	Refer corrigendum 2, clause 2
16	Delinet Broadband Private Limited	Annexure A, 27	Financial Stability	Networth of parent coompany should be allowed to be included for the purpose of this criteria.	Refer corrigendum 2, clause 3
17	Delinet Broadband Private Limited	Annexure A, 27		Availability of MSO Licence from Ministry of I&B for IPTV Services, and BECIL certification on meeting addressability requirements should be an essential qualifying requirement in the Bid Document to ensure that only those entities who legally meet the IPTV Regulatory requirements and have legal access to Pay TV channels can bid. This will ensure that the services can be practically provided.	Bidder can provide the services directly or indirectly by using licensed and certified head-end
18	Delinet Broadband Private Limited	Annexure A, 28	Experience	Experience of parent coompany should be allowed to be included for the purpose of this criteria. Sale/ Supply of CATV/ OTT devices should be included as valid experience for this criteria. Since the devices may be sold to multiple operators and end customers, the requirement of single PO should be replaced with multiple POs, and a certification from the Auditors should be considered as adequate documentary evidence.	RFQ is to have a technology partner providing triple play solution as a whole and the eligibility criteria has been drawn accordingly. Hence, there is no change in the criteria
19	Delinet Broadband Private Limited	Annexure B, 29	Criteria #1	Experience of parent coompany should be allowed to be included for the purpose of this criteria. Sale/ Supply of CATV/ OTT devices should be included as valid experience for this criteria. A certification from the Auditors should be considered as adequate documentary evidence.	

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20	Delinet Broadband Private Limited	Annexure B, 29	Criteria #2 & 4	Since Pay TV Channels have been granted their acceptance of the technical capabilities only in recent periods, this criteria should be removed.	As per RFQ document
21	Delinet Broadband Private Limited	Annexure B, 29	Criteria #5	Turnover of parent company should be allowed to be included for the purpose of this criteria.	Refer corrigendum 2, clause 2
22	Delinet Broadband Private Limited	The partner that is bidding for empanelment shall be a registered IPTVO (IPTV Operator) under TRAI guidelines and shall be Schedule III compliant company audited by TRAI, BECIL as well as the broadcasters.			Bidder can provide the services directly or indirectly by using licensed and certified head-end. Refer clause 4, scope of work, of the RFQ document, details of regulation mentioned at point (6) -Service SLAs
23	Delinet Broadband Private Limited	The Set Top Box must be BIS certified and manufactured in India to promote ' Make In India' scheme			
24	Corpus Enterprises Private Limited	Section 6.8, Page 17	Earnest Money Deposit (EMD) and Cost of RFQ document	Government tenders are exempting EMD to encourage MSMEs. Request you to include the MSME clause in this tender	Refer corrigendum 2, clause 11
25	Corpus Enterprises Private Limited	Section 9.11, Page 20	In case, RailTel participates in any of the tenders for triple play services, in association with the empaneled partner upon agreement on the terms and conditions mentioned in the tenders, and wins such tenders, then the empaneled partner will have to comply to all the terms and conditions mentioned in such tenders. Conditions such as, but not limited to, submission of PBG, payment terms, penalties etc with respect to those tenders will be on back to back basis with the empaneled partner	Usually PBG's of Tenders would be in crores. Request exemption to MSME's for their portion of work OR cap it to 5% of MSME individual scope.	As per RFQ document

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26	Corpus Enterprises Private Limited	Section 12.2 & 12.3, Page 22	<p>After the execution of empanelment agreement, RailTel and the successful bidder will execute service level agreement on mutually agreed terms and conditions. The SLA clauses will be defined in service level agreement signed b/w RailTel and empaneled partners.</p> <p>Upon the successful bidder furnishing PBG, RailTel shall return the EMD submitted by the firm. No interest will be payable on the submitted EMD amount</p>	<p>Since it is a mutual investment scenario and also SLA based Revenue sharing agreement, PBG from the Service partner may not be appropriate. Partner already has his investment in the proejct and is equally motivted to generate revenue. Request you to exempt the PBG cluase.</p> <p>We suggest to add " SLA's would be mutual SLA's as Service partner will manage Service SLA's Railtel will maintain sufficient bandwidth, network quality and uptime SLA's.</p>	PBG is mandatory criteria. SLAs will be defined as per the scope and responsibilities.
27	Corpus Enterprises Private Limited	Section 13.4.2 (Payment Terms), Page 23	In case of participation in tenders by RailTel and partner jointly, the Payments due to the partner will be on back to back basis based on the terms and conditions stated in the tenders. In such cases, bidder will have to submit PBG on back to back basis or as per prevailing in RailTel.	We suggest to add "payments will be deposited in escrow account for disbursement of funds between Railtel and partner" in this section	No change in the tender condition
28	Corpus Enterprises Private Limited	Annexure A (Pre-qualification criteria) Section 1, Point 3, Page 28	The Bidder must be ready to invest for complete project for their scope of work.	Can you please change this to Bidder must be ready to invest for complete project for their scope of work while Railtel will invest for its scope of work	Bidder need to make investment for the activities under its scope of work and RailTel will invest for the activities under its scope of work.
29	Corpus Enterprises Private Limited	Annexure B (Evaluation Process) Section 1, Point 3, Page 29	Make in India (this will be as per Make in India Guide lines of Government of India)	The Hardware (Android STB) has to be imported due to non-availability in India at the moment. Request you to exempt Make in India clause for Hardware	No Change in the tender condition