

## Responses to Queries on OTT Tender

Sl. No.	Page No	Section No	As per tender	Query Modified Clause/Suggestion	Clarification
1			Eligibility Criteria	Kindly allow consortium for this bid	Consortium bidding is not allowed.
2	12	Annexure-III	Support (24x7 support)(A7)	Whatsapp to be removed or kept as optional	CORRIGENDUM: Whatsapp support clause is being Withdrawn
3	Page 1 & 4	2.4	The Sealed envelope should reach Vigyan Prasar latest by 11:00 A.M on 24th December, 2020. & The quotations in a sealed cover addressed to “The Registrar, Vigyan Prasar, A – 50, Institutional Area, Sector–62, Noida – 201 309” should reach VP on or before 23rd December, 2020 by 11:00 AM.	Submission date is 24th Dec or 23rd Dec? Please confirm	Last Date is being extended to January 22, 2021, 11 am
4				Should source code be applicable to OTT platform only or also for Engage and Mobile Apps?	OTT Platform With Non-Exclusive Source Code and Development of Engage With Science Features shall include source code for the following: 1. OTT Platform with CMS (Non-Exclusive Source Code which gives ownership rights to Vigyan Prasar in perpetuity)  2. Engage With Science Features (Exclusive Source Code)

					3. Web, Android and IOS App. (Exclusive Source Code)
5	5	2.17	Vigyan Prasar reserves the right to cancel the whole contract or part thereof without assigning any reason at any time during the contract period and no claim on this account will be entertained. VP reserves the right to cancel the contract and to blacklist the firm for a period of five years without giving any notice.	<p>We propose to amend this clause to make it mutual and state that either party has right to terminate Agreement; notice period in case of termination for convenience is very short and should be extended to 90 calendar days.</p> <p>Further, Customer shall be liable to pay termination charges, mutually agreed between the parties, while exercising the right to terminate for convenience.</p> <p>Would also request you to please specify the grounds under which the bidder can be blacklisted under this clauses</p>	Stays as it is
6	15	Annexure VI	<p>I..... (authorized signatory for the proposer) solemnly affirm that our firm name.....has a good reputation <b>and there is no complaint</b> against it and have not been blacklisted from any Govt. organization.</p>	<p>We propose to amend this clause/Format</p> <p>I..... (authorized signatory for the proposer) to the best my knowledge solemnly affirm that our firm/ <b>company</b> ..... has a good reputation and <del>there is no complaint against it*</del> <b>and have</b> not been blacklisted from any Govt. organization.</p> <p>The above stated facts are correct and nothing has been withheld. If any information submitted above, is found to be incorrect <del>false or fabricated</del>, I</p>	Clause stays as it is

				<p>may be liable to be suspended and /or debarred from participation in Vigyan Prasar tenders for the period as deemed appropriate by Vigyan Prasar.</p> <p><b>* There is no compliant against it/bidder is a very wide term. Hence request you to please delete the same.</b></p>	
7	10	7	<p>Has the Agency/ its sister concern/any director ever been blacklisted/defaulted by any organization?</p>	<p>Please define: It's Sister Concern" Please also define " Defaulter"</p> <p>Further, we propose to amend this clause/Format Has the Agency/<del>its sister concern</del>/any director ever been blacklisted/<del>defaulter</del> by any organization?</p> <p>Proposed Clause- Has the Agency/ any director ever been blacklisted by any organization?</p>	<p>Clause stays as it is</p>

8	NA	NA	New Clause	<p>Bidder propose incorporating following additional clause in the contract: The Bidder shall not be liable for (a) any indirect, incidental, special, consequential, exemplary or punitive damages or (b) any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of customers, loss of data, interference with business or cost of purchasing replacement services arising out of the performance or failure to perform under the contract, whether or not caused by the acts or omissions or negligence (including gross negligence or willful misconduct) of its employees or agents, and regardless of whether such party has been informed of the possibility or likelihood of such damages. NOTWITHSTANDING ANY OTHER PROVISION CONTAINED IN RFP/NDA, BIDDER'S TOTAL AGGREGATE LIABILITY FOR ALL CLAIMS ARISING OUT OF THIS RFP/NDA, SHALL BE LIMITED TO THE MOST RECENT TWELVE (12) MONTHS OF CHARGES COLLECTED BY BIDDER PURSUANT TO THE APPLICABLE PURCHASE ORDER GIVING RISE TO THE CLAIM.</p>	NO Change
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9	Page 14	14	Enclose CA certificate conforming Annual Turnover during stated financial years	We are a listed organisation and have publicly available Annual Reports and Balance Sheet. Do we need to enclose CA certificate for conforming the Annual Turnover or the Annual Reports shall only suffice.	For listed companies, it will not be needed to enclose CA certificate
10	Page 9	1.1	Service Provider should have a minimum 5 years' experience in offering Managed Hosting services (client or revenue share partner work orders to be enclosed).	We have NDA signed with many customers and it will become difficult to share partner work orders. Can we provide a self-declaration from our authorised signatory as a proof of experience for 5 years	Work Orders are required to establish relevant experience.
11	2		The service provider shall also develop the "Engage With Science" features as a layer on top of the existing India Science OTT Platform	1) All the features mentioned in scope of work of Engage with Science will be developed in existing India Science OTT Platform as well. Please confirm.  Or 2) Features will be in new platform(Engage with science) but references of new features will be given in old platform(India Science), from where user will be taken to new platform. Please confirm.	Engage with Science will be developed as an additional feature on the India Science OTT platform. So an OTT platform has to be enhanced to support this feature. Pls also see Scope of Work Clause 1A, 1B and 1C
12	4	3.7	Service provider has to complete the Application setup within fifteen days of work order.	Please elaborate about application setup	The current setup includes Web Portal (Responsive), Android App, and iOS App along with OTT CMS & Platform with any necessary integration. You can review the existing Apps

13	10	12	The platform should provide a language selector to users. Users who wish to watch Hindi films can be taken to the default hindi site, while there should be a redirect URL for other languages. This should be scalable to multiple languages in future	Assuming currently platform will be in English and Hindi language only. Please confirm.	CORRIGENDUM: This clause is being withdrawn
14	15	12- CALL INDIA SCIENCE TOLL FREE	It is therefore planned to have an IVR-driven mechanism, which will have voice-to-text middleware, and can store data and accrue points for students who call in and participate in quizzes etc. The Engage With Science / India Science OTT platform will need to shake hands through an API to integrate points and incentives as well as login credentials inherited from the IVR service provider.	<p>1) IVR service development will also be part of the scope of work?</p> <p>2) If yes, then IVR platform will be provided by VigyanPrasar ?</p> <p>3) Assuming that IVR service will have the feature to participate in the quiz only. Please confirm.</p>	<p>1. No. IVR service would be provided by VP (may be with a third party)</p> <p>2. Yes, IVR service interface would be provided by VP for integration</p> <p>3. Yes it will be for quizzes as well as any Engage with Science features that requires text input.</p> <p>OTT service provider shall be expected to provide custom API support and necessary handshaking with IVR backend to provide seamless data integration on India Science server.</p>
15	1	A) Supply and deployment of OTT Platform with Non-Exclusive Source Code and Advanced Interactivity Features (Engage with Science):	The service provider shall provide and deploy a composite OTT platform which is capable of catering to at least 100,000 users approx	Max concurrent users will be 100,000. Please confirm. If more, then please provide a max limit.	100,000 concurrent users may be read as the maximum limit

16	1	A) Supply and deployment of OTT Platform with Non-Exclusive Source Code and Advanced Interactivity Features (Engage with Science):	The service provider shall provide and deploy a composite OTT platform which is capable of catering to at least 100,000 users approx (Tech Specs and features articulated in Annexure I) with non-exclusive Source Code and has all the inbuilt features as articulated in Annexure 1 (within a period of 15 days from the date of issue of work order).	What deployment is required within 15 days ?	The current set of Apps that are already in stores and Web Portal, along with all the CMS setup for managing the OTT service including video transcoding. This excludes the features that are not in the currently deployed Apps/CMS.
17	4	3.12	The service provider shall be given a period of 15 days to effect the entire transition. The Work Order billing shall start from the day India Science website and apps go live from the platform / servers of the selected bidder.	What is expected in 15 days ?	Please refer to the above clarification
18		General Query		Any licensing cost, if any, will be part of maintenance cost or will be bourn by the Vigyan Prasar ?	Should be part of maintenance cost
19		General Query		Assuming hardware/servers will be provided by Vigyan Prasar. Please confirm.	Yes.It will be provided by Vigyan Prasar through its Managed Hosting Provider
20	2	1.0 Scope of work & Eligibility Criteria	Transcoding is required to convert the input video to different formats and bitrates that can then be consumed by various devices.	Which Video Codec is required? (AVC/HEVC/VP8/VP9 etc.)	MP4 (H.264, AAC) and handle migration to newer codecs when industry matures

21	2	1.2 Transcoding	a. 4000 minutes of HD video need to be submitted each month for publishing on the OTT channel. Overage on transcoding minutes in any month shall be calculated on pro-rata basis.	Whether encoding is required in 1 pass or 2 pass.	2 Pass
22	2		b. Supported resolutions of the output should be 240p, 360p, 480p, 720p and 1080p.	How many frame per sec is required? (30/60/120 etc.)	30 fps
23				Do any additional requirement is there for audio?	It shall be AAC codec up to 256 Kbps depending on source and adaptive bit rates proposed
24	3	1.0 Scope of work & Eligibility Criteria		Which Video Codec input format (AVC/HEVC/MPEG-2 etc.) is required for live streaming?	H.264. AAC in MP4 via HLS Or DASH. And the service shall be future proof as and when industry matures.
25		1.4 LIVE Streaming Server	A LIVE streaming server for minimum, 1,000 concurrent users needs to be made available on demand (with 12 working hours' notice for setup) with full HD	What is the bitrate needed?	Video profiles as specified VOD is applicable here as well. Bitrates suitable for those resolution can be proposed.
26				What is the Frame per second needed	24 to 30fps as per source
27	2	1.0 Scope of work & Eligibility Criteria	(i) Scope of Work	Please suggest the networking/connectivity requirement as this not mentioned anywhere in the bid document Example: VPN/MPLS/P2P/SDN etc.	Each instance to have private and public ip and can be used as required. Each instance should have good network connectivity up to 1 Gbps.



28	3	Terms & Conditions & 2.2	Exemption for EMD/Tender fee can be availed as per GOI orders.	Request you to allow MSME bidders to submit MSME certificate in place of EMD and Tender Fee	This will be governed as per Govt of India rules. Pls refer to Clause 3.2 in tender document
29	2	1.1.F	<b>Video Analytics server</b>	1. Is the scope only to provide server space or it involves provides Analytics service as well. If Yes, any preferred AWS analytics platform service they need like Kinesis, Athena or any other.	CORRIGENDUM: This Clause is being withdrawn
30	4	2.0 Terms & Conditions	The quotations in a sealed cover addressed to “The Registrar, Vigyan Prasar, A – 50, Institutional Area, Sector–62, Noida – 201 309” should reach VP on or before 23rd December, 2020 by 11:00 AM. The envelope should be superscripted with “TURNKEY PROPOSAL FOR MANAGED HOSTING and LIVE STREAMING SERVICES”.	We request Vigyan Prasar to please consider at least a <b>week's extension</b> to submission date for this tender as stitching up OTT solution considering all factors and documentation will take some time.	Has been extended till January 22nd, 2021, 11 am
31				We request Vigyan Prasar to <b>please consider online submission of bid</b> as courier facilities in these tough times with travel restrictions with social distancing will be tough.	No change in mode of submission
32	General			Requesting Vigyan Prasar to please <b>conduct pre-bid meeting online</b> for this tender thorough video conferencing method like zoom, MS teams, google meet, etc.	All queries sent by email have been responded to.
33		1 (a)	Scheduled Play (24x7 Linear run of programmes based on a backend scheduler)	Do you need an interface to schedule the programmes ?	Yes

34		4	The platform should have a robust in-built advertising / ad revenue leveraging mechanism	Can we provide a Google DFP integrated platform for ads	Yes. This feature is required but may not be activated in the immediate future. VP may also select other advertising platforms available worldwide.
35		9	The platform will have an automated PDF certificate generator for participants of predesignated activities. This feature should have facility to change font and point size for name and other personal details.	What kind of activities are these and what shall be the logic to generate PDF certificates ? Is this a part of Engage with Science development .	Yes, This is part of the Engage Platform Development
36		12	The platform should provide a language selector to users. Users who wish to watch Hindi films can be taken to the default hindi site, while there should be a redirect URL for other languages. This should be scalable to multiple languages in future.	Is this only for web or for mobile applications as well? What all languages are expected ? Will the app and web also be multilingual ?	CORRIGENDUM: This Clause is being withdrawn
37		14	The platform should have the ability to generate and add JSON-LD and video transcript on each page based on the variables entered in the backend.	Is this only for search or video transcripts are needed for all video content . Do we need to create video transcripts or will they be provided ?	This is required for search, based on basic metadata.
38			Is the hardware on premise or cloud ? - Hardware upkeep shall be the responsibility of hardware vendor - In case of cloud services , cloud service management shall be the responsibility of cloud partner	Is the hardware on premise or cloud ? - Hardware upkeep shall be the responsibility of hardware vendor - In case of cloud services , cloud service management shall be the responsibility of cloud partner	It will be on Cloud. Yes, it will be responsibility of Cloud partner
39		2	The platform should be able to deliver streaming videos with adaptive bit rates (240p, 360p, 480p, 720p and 1080p).	1. Is ABR needed for LIVE ,VOD or for both ? 2. What is expectation in terms of transcoding - Do configurable transcoding required in system or	ABR needed for both. Transcoding to be provided by OTT provider. Infra to be provided by hosting provider

				cloud based solution can be integrated in backend?	
40		5	INTRA-APP AND INTRA-WEBSITE BROADCASTS	What are these live broadcasts ?	Push messages / notifications targeted at registered users when they login.
41		6	INTUITIVE RECOMMENDATIONS ENGINE: Based on students' content consumption patterns, preferences, frequencies, time spent etc there should be an algorithm that should shape the customized UI for a specific user.	What is the expectation on customized UI ? Is the recommendation based on content only, where recommended content shall be showcased to each user ?	CORRIGENDUM: This clause is being withdrawn
42		10	SPECIAL STEM EVENTS	What is the expectation from vendor on this ?	CORRIGENDUM: This clause is being withdrawn
43		12	CALL INDIA SCIENCE TOLL FREE	Will the IVR partner be selected by Vigyan Prasar , we just need to integrate the scores in our system ? What is our exact scope on this ?	IVR partner will be selected separately and IVR database will need to be integrated seamlessly through custom API. Refer to Query No. 16
44			Third Party Services	There may be required to integrate third party softwares like -sms, app stores, media server. Do we need to cover this cost in the proposal or the cost will be borne by Vigyan Prasar.	Third party licences, as may be required based on stated scope of work need to be included in the quote. Any third party licences, whose need may arise due to future addition of features, will be provided by vendor on reimbursement basis, subject to prior written approval by Vigyan Prasar.

45				What if solution requires additional infrastructure that is not estimated by VP. Can infra vendor address this? For example usage exceeds beyond assumptions made.	Provision is being made in the hosting tender for extra instances to be commissioned on per hour (overage) utilisation basis.
46				'The rates quoted by the agency should be valid for a period of one year' and 'There will not be any price revision during the contract period of three years'. Both these statements taken together is confusing, because the first statement seems to indicate the quotes can be revised after 1 year. Please clarify.	The term 'The rates quoted by the agency should be valid for a period of one year' stands for the validity of rate in which Vigyan Prasar can award the work within a period of one year from the date of bid quoted. The contract will be awarded for initial period of one year and can be extended upto a total period of three years in total.
47		3.19 -		What would happen to EMD in the case of successful bidder.	In the case of a successful bidder, the bidder shall have the option to either adjust the EMD amount against PBG or get a refund of the EMD amount and pay PBG in its entirety.
48		Annexure 2, 1		Would VP provide the SMS gateway required to send OTP to users? or it would be e-mail based OTP? And if yes, would VP provide e-mail server?	OTT service provider should have both SMS and Email OTP facility for registrations.
49		Annexure 2, 3.e		Should the comments on videos by students be shown to all or is it only for admin to see?	Shown to All

50		Annexure 2, 3.h		<p>Would VP plan for video upload infrastructure?          Because this can get very large as number of users start pushing videos?          And also the OTT platform shall provision for viewing these videos at backend?</p>	User generated video upload is not being planned for now.
51		Annexure 2.9		<p>Creating per user profile page requires enormous amount of storage. Would VP provision infrastructure for this? This almost like having Facebook page per participant. Or we just integrate Facebook pages. Please clarify?</p>	This is not being planned for now under the present scope of work.
52		Annexure 4		<p>Can you please give an example how the total may look like, because one of them is 'one time' cost added to another which is 'per hour' cost which is added to 'per month' cost all different levels of units.</p>	Vigyan Prasar shall consider weighted averages of different quote elements for purposes of arriving at L1, as articulated in Annexure 4
53				<p>FY 2019-2020 audits are not completed s the ITR deadline is extended till 31<sup>st</sup> Jan 2021 by IT department – Can provisional data would suffice?</p>	Provisional data is not acceptable. However in case audit is not completed for the FY 2019-2020, 2016-2017 FY data will be consider to access the minimum average turn over of Rs. 3 crore.

54				Confirming that if the tender document is obtained in electronic form we need not have to pay 1000 INR for the same. Please confirm	Refer to clause 3.1 tender fee is only payable if tender document is procured in hard printed copy from VP. For electronic downloaded copy there is no need to pay tender fee.
55				The rates quoted by the agency should be valid for a period of one year and There will not be any price revision during the contract period of three years. Both these statement seems to indicate the quotes can be revised after 1 years. Please Clarify.	The term “the rates quoted by the agency should be valid for a period of one year” is stand for the validity of rate in which department can award the work within period of one year from the date of bid quoted. The contract will be awarded for initial period of one year and can be extended upto a total period of three years in total.
56				Can all the documents be submitted in Electronic form or it has to be printed and delivered?	As specified in tender document
57				What would happen to EMD in the case of successful bidder	The EMD of the successful bidder will be adjusted the amount of PBG.
58				It is mandatory to have representative on premises during Financial evaluation?	No, it is not mandatory
59				What is the different between Annexure 3 and 5?	Please submit both

60				FY 2019-2020 audits are not completed s the ITR deadline is extended till 31 <sup>st</sup> Jan 2021 by IT department – Can provisional data would suffice?	Provisional data is not acceptable. However in case audit is not completed for the FY 2019-2020, 2016-2017 FY data will be consider to access the minimum average turn over of Rs. 3 crore.
61				Confirming that if the tender document is obtained in electronic form we need not have to pay 1000 INR for the same. Please confirm	Refer to clause 3.1 tender fee is only payable if tender document is procured in hard printed copy from VP.  For electronic downloaded copy there is no need to pay tender fee.
62				The rates quoted by the agency should be valid for a period of one year and There will not be any price revision during the contract period of three years. Both these statement seems to indicate the quotes can be revised after 1 years. Please Clarify.	The term “the rates quoted by the agency should be valid for a period of one year” is stand for the validity of rate in which department can award the work within period of one year from the date of bid quoted. The contract will be awarded for initial period of one year and can be extended upto a total period of three years in total.