

## RESPONSES TO PRE-BID QUERIES (Turnkey Proposal for OTT Platform, Managed Hosting and Live Streaming Services)

VP/SOT/973/IPTV/2017 Dated: 22 April, 2019

Sr.#	Query	Vigyan Prasar's Response
1	<b>REQUEST FOR EXTENSION OF LAST DATE:</b> It is requested to extend the due date of the bid submission by at least 1 week.	Last Date remains as mentioned in the Tender Document - <b>14 May 2019, 11 am</b> as there is no major change in the published tender conditions
2	Though its mentioned in the tender doc that Vigyan Prasar require OTT Platform with managed cloud infrastructure. We need clarity - do we need to provide on-premise solution or cloud hosted?	Fully Cloud hosted. 24x7 Support team required with response time of 3 minutes on telephone, email or whatsapp.
3	Tender mentions that the billing will be entirely on opex billing. Need clarity on this. Infra, licences & maintenance need to be offered on opex model?	There shall only be one, uniform, monthly invoice from service provider. Only additions could be transcoding and bandwidth, if they overshoot the minimum threshold assumption, as mentioned in the tender document. There shall be no other hidden cost nor any one-time billing of any element.
4	Tender mentions concurrency of 1000 users for live event, we would also need expected number users & concurrency for library content for benchmarking purpose.	Please refer to Clause 1.1. Concurrency of VOD and Scheduled Play will not be significant enough to make a separate mention.
5	Please confirm if Payment gateway integration is required.	No
6	Is there provision for submitting the tender response online?	No
7	Vigyan Prasar's already mentioned in tender 99.99% uptime should be provided to ensure OTT Channel (India Science) operational. Since the OTT partner is responsible for 99.99% uptime and the performance of the applications, the specification shouldn't be required. The minimum specs for one OTT platform may not be good enough for another.	Please refer to Clause 1.2. The "minimum" specs are supposed to provide a benchmark for infrastructure quality. If a provider feels they can't meet 99.99% uptime with these specs for their platform, they will need to add to these specs as per their own platform's needs.
8	Please provide the Purpose of cpanel access	<b>CORRECTION:</b> Clause 1.6 (Cpanel access) and Point 8 of Annexure III (Monthly pricing of Cpanel access) is withdrawn.

9	What is the relevance of Studio and Other equipment facility relevance. Please clarify!!	This is inadvertent. Please ignore.
10	Annexure D is typo here it should be Annexure III	<b>CORRECTION:</b> Please read Annexure D as Annexure III
11	What does NIT stand for?	Notice Inviting Tender
12	<b>REQUEST FOR CHANGE:</b> Service Provider should have a minimum average turnover of Rs. 5 crore in the last three financial years (2015-2016, 2016-2017, 2017-2018). Please change the criteria to average turnover of INR 4 crore for the last three financial years.	<b>Turnover remains as mentioned in tender document</b>
13	<b>REQUEST FOR CHANGE:</b> A 24x7x365 support team will need to be provided to ensure 99.99% uptime with 3-minute response time at no extra cost. The cost will be pegged to an assumption of traffic/data consumption for purposes of determining the lowest priced vendor. -- Please clarify what 99.99% uptime is. Is it combined uptime for Compute, Network and CDN or is it Support Uptime? <b>SUGGESTION:</b> Request you to modify it to 99.5% as per Meity guidelines.	99.99% uptime refers to smooth end user experience, irrespective of which component in the processflow. This being the National Science Channel of India, 99.99% uptime is critical to ensure quality standards.
14	<b>REQUEST FOR CHANGE:</b> A 24x7x365 support team will need to be provided to ensure 99.99% uptime with 3-minute response time at no extra cost. -- <b>SUGGESTION:</b> Asked response time is very stringent and hence it is requested to modify it to 10 minutes	3 minutes. Also refer to the response to preceding point
15	What is the average data consumption per month on India Science?	An average of 500 GB per month in the last 6 months. Since bandwidth is metered, it shouldn't be a concern.
16	<b>REQUEST FOR CHANGE:</b> EC2 is the terminology for compute specific to AWS for public cloud. <b>SUGGESTION:</b> Request to remove EC2/Public Cloud term	AWS-EC2 / Google Cloud / Azure
17	What will be the throughput of application load balancer.	This can vary based on the OTT platform, provided the service provider is confident of handling the load and any spike that may occur.
18	What will be the configuration of Primary and secondary app server. Is it same for both i.e. vCPU - 16 (scaled up to 32); RAM - 32 GB (scaled up to 256 GB real time). Please confirm.	Yes
19	Please mention the OS type for App servers, DB servers and Caching server.	Ubuntu or Linux
20	Please mention the DB version and type.	MySQL or any other database that can handle anticipated load.

21	Request to keep CPanel as an optional line item	Please refer to Response No. 8 above
22	<b>REQUEST FOR CHANGE:</b> Request to delete support via WhatsApp and edit response time to 10 minutes	Whatsapp support is essential. Please also refer to Response No. 13
23	Infrastructure required will be hosted on Cloud or it will be hosted on premises. Please clarify.	100% Cloud-based
24	Please specify the clauses/Terms and condition for cancellation of contract	Any violation of the tender terms in letter or spirit, or a failure to maintain minimum quality standards.
25	Provide the total data size that needs to be backed up and what is daily rate of change of data.	1200 GB approx + daily 10 GB max
26	Monthly storage cost for up to 1 TB Data (Assumption).- Any Specific IOPS requirement by application. If yes, then please mention the IOPS requirement.	Not required
27	Provide Specs for Live Streaming Server, do we have any specific configuration or component that needs to be factored in? Is this a Day 1 requirement. Please clarify.	No specific specs needed. Should be robust enough to support concurrency of 1000 and carry a full HD stream with ABR. Service Provider should be ready for testing on Day 16 of Work Order date.
28	Is there any other alternative/Solution to cPanel access. Please confirm. We don't support cPanel management.	Please refer to Response No. 8 above
29	Would there be a Max. number of users spec as well?	No
30	Is AWS mandatory because EC2 is mentioned in the specs?	Please refer to Response No. 16 above
31	Service provider has to complete the server setup within fifteen days of work order, provided there is no third party dependency	Vigyan Prasar has not requested any third party dependency in the tender document.

32	Existing service provider will do the all migration Activity to new CSP. Please confirm.	<b>IMPORTANT:</b> Please note that Clause 2.13 in the tender document will be applicable ONLY at the end of the tenure of this tender, or termination, as the case may be. In the current scenario, the entire onus of all migration (resources, configurations, devOps if applicable), without exceptions, shall lie with the winning bidder. On its part, outgoing vendor shall only bear cost of bandwidth, as may be required to port content ONLY directly to the incoming service provider's server. For the said purpose, incoming service provider will need to provide server access to outgoing service provider for porting of content
33	Hard Disk- 5TB scaled up to 100 TB real time. What is the objective of this requirement?	Scalability and hindrance-free operations.
34	PHP, Apache, Mysql, FFMPEG : Is there any hard requirement that the software should be in PHP?	Yes
35	Supported resolutions of the output should be 240p, 360p, 480p, 720p and 1080p : What should be the video and audio bit rates corresponding to these resolutions?	<b>Video:</b> Min - 140 - 300 (144p), 250-700 (240p), 500-1400 (360p), 750-2500 (480p), 1500-5000 (720p), 3000-8400 (1080p) <b>Audio:</b> 32/64/128/128/192/192 for respective resolutions.
36	LIVE Streaming : Does it require CDN integration or single server streaming?	Yes, it requires CDN Integration
37	Service provider has to complete the server setup within fifteen days of work order. Do we assume that the apps are not to be released within 15 days. Please confirm	<b>IMPORTANT:</b> India Science (Web + Android + iOS) is a fully functional and operational product. There can strictly be no downtime for any of the three interfaces.
38	What are the requirements for the API for third parties for interactivity ? Should we just provide OTT platform APIs? The document does not specify what are the needs for engagement and interactivity.	OTT Platform APIs may not be enough. Custom APIs may need to be built to ensure the engagement engine can shake hands with the platform. Please also read Clause 2.21 in tender document.

39	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. SUGGESTION: This would require attributing some valid reason and also giving grace period to correct the problem. Please review.	Please see Response No. 24
40	Does the web version of India Science need to be responsive?	Yes
41	Is it expected that OTT Platform itself provide Ad Inventory or supports integration with Ad Networks like DFP, etc.	Yes. However, this may not be required till Month 6.
42	Can you please clarify 'go beyond normal Google Analytics dashboard'? Hence, what is exactly required?	Learnings about user behaviour and video consumption patterns will help
43	LANGUAGE SELECTOR: Is it the metadata on the app that will change to the user selected language or will it be entire app language like login button, next button, see all button etc.?	India Science will have multiple channels with separate dashboards and schedulers, differentiated by a domain suffix (e.g www.indiascience.in/en). Hindi films will be ingested into Hindi channel and English films into English channel. Users can choose to switch channels by clicking on language selector button on the header. However, LIVE streams will override language and be streamed on all channels. <b>IMPORTANT:</b> This feature will be implemented in 3 months post issue of work order.
44	OTT Platform: Should we include cost of Applications (Web, iOS and Android) in this component itself?	Yes
45	POP3 email accounts upto 25 accounts with mail server disk space of 1GB each, Cpanel access: We need to understand the purpose these email accounts are required for. Is this the number of accesses that are required for the platform?	POP3 email accounts (and hence mail server) need to be facilitated by the service provider since the domain will point to its servers. Vigyan Prasar may requisition additional email addresses at the unit price sought in future. For Cpanel access, please see Response No. 8 above.
46	What will be the LiveU unit output streaming format & type, IP protocol, bitrate etc. Is the output of the server in one of the standard streaming formats currently used in the market ?	India Science follows standard protocols and formats as are used in the market.

47	WhatsApp is not a recognized & well established medium for handling Support issues. CRM systems across the globe are not designed to handle Support requests that are raised via WhatsApp & other such messaging applications. Hence request Vigyan Prasar to exclude WhatsApp from this. It can still be used in aiding the Support process without the time limit.	Please refer to Response No. 21
48	If the OTT platform is a global entity, can the System integrator/ Indian partner use the OEM's Global as well as Indian experience in deployment & running an OTT platform ?	Yes
49	The initial setup can be completed within 15 days of achieving T0. Prerequisites to be completed to ascertain T0 will be shared separately. 15 days is a very limited time to develop, test & implement the frontend based on the requirements of Vigyan Prasar as this may require additional development efforts for which scope has not been defined in the tender document.	Please refer to Response No. 36
50	Does the scope of the service provider also include any migration from the existing platform also ? If so, details to be provided.	Please refer to response No. 31
51	Need to understand Vigyan Prasar's expectations for Virtual Rewards in detail	Not within the scope of this tender. However, API access might be required for third party products to shake hands with the platform. Please refer to Response No. 37
52	Only 3000 minutes has been mentioned in the table while according to [Clause 1.3] quote for 2400 minutes will be considered for determining L1 while 3000 minutes & 3600 minutes has to be quoted as optional. Need this to be clarified.	<b>CORRECTION</b> in Clause 1.3( a) : 3000 minutes (assumption) of HD video need to be submitted each month for publishing on the OTT channel. Service Provider shall also submit a per-minute rate for additional transcoding in a calendar month. Hence 2400 minutes may be read as 3000 minutes
53	Could you please elaborate why a POP3 Email access is required. Is this required for administrators? For administrators can we provide 3rd party service accounts like Google or Microsoft?	Please refer to response No. 45
54	How many LiveStreaming hours per month is expected?	LIVE streaming per hour cost has been included in the L1 calculation, but will NOT be part of normal monthly invoice. The hourly rate quoted will be used as and when LIVE streaming is available.

55	Will vendor be required to create the VOD Clips or will Vigyan Prasar create the VOD clips and upload onto vendor platform.	No. Vigyan Prasar shall handle it all.
56	If LIVE is required - What are the number of LIVE channels required in your OTT App	One. However, Scheduled Play from the VOD Library will be separate for each language.
57	What are the number of VOD channels required in your OTT App	One each for Hindi and English for now. Can be scaled up to include more languages later. Please also refer to Response No. 43
58	What is the average duration of the content (content type-wise)	24 minutes
59	What are the social media platforms that need to be integrated with to receive feeds.	Twitter, Facebook, Youtube, Linkedin, Instagram
60	What are the external systems that need to be integrated with? (E.g. ad exchanges, payment systems, billing systems etc.) Please provide details on the systems and number of systems.	India Science does not have a monetisation strategy as of now. However, Vigyan Prasar may wish to use in-house ads in the videos, for which the OTT engine needs to have necessary capabilities.
61	Is the Customer's OTT App required on newer platforms like Chromecast, Fire TV, Apple TV, Roku etc. in future?	No Plans as of now
62	Is the App required to be available in any additional languages apart from English. If yes which are these languages	Please see Response No. 43
63	Are you looking at an S-VOD or A-VOD model or both?	India Science is a free access channel as of now. However, Vigyan Prasar may have plans to serve ads (inhouse or paid) in future. Also, an optional sign-in feature will be introduced to allow users accrue virtual incentives.
64	Is there a requirement for DRM integration or is HLS encryption sufficient	DRM is not required.
65	What are the geographies from where subscribers would access the App.	India - 85-90%. Rest of the world - 10-15%
66	What is the approximate peak concurrency of usage expected (E.g. 5k or 10k etc. concurrent users)	Given the fact that this is neither a GEC nor a Breaking news channel, peak concurrency for any specific video is not expected to cross 1000.

67	Is there any one time legacy content which requires to be transcoded and uploaded to OTT platform?	Yes. Content Porting will need to be done from incumbent vendor to incoming vendor.
68	Does Vigyan Prasar have a Media Asset Management platform for managing their content outside of the OTT platform requirement? Would it be interested in a Media Asset Management platform?	Vigyan Prasar is in the process of setting up a MAM server. It may take a few months.
69	Outside of what is mentioned in the RFP are there requirements for any other content preparation services such as subtitling, dubbing, packaging etc. which can be proposed?	No
70	Would Vigyan Prasar be delivering Live Stream as IP streams to the vendors cloud hosting site from LiveU unit. What would be the format (RTMP or MPEG-TS feeds) for Live streaming?	RTMP
71	For managed hosting , the tech spec provided for the OTT platform will be dependent on the vendor platform (software stack) and where it is hosted. We will provide the specification for hosting our OTT platform to match the scale required for Vigyan Prasar. This specification will be similar to that contained in the RFP. Trust that will be fine?	Please see Response No. 7
72	Is there any waiver for submission of EMD and Tender fee for PSUs.	Exemption for EMD/Tender fee can be availed as per Gol orders. While claiming any exemption, the bid/application should be supported with relevant Gol orders failing which the application/bid will not be considered.