

Andhra Pradesh State FiberNet Limited (APSFL)				
Selection of an Agency for supply, installation, testing and commissioning of Middleware, DRM and allied Software & Hardware for IPTV, OTT, G2C and VAS Service Delivery for APSFL. (Ref. No-APSFL/MW-DRM SW/2026, Dt: 21.05.2026)				
Response to the Queries				
S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
1	General Query		<p>1. Will APSFL provide the required virtualization/visualization software on the proposed servers for deployment of the Middleware, DRM and allied latforms?</p> <p>2. Is the successful bidder required to maintain dedicated onsite manpower/team at APSFL NOC for maintenance and management of the servers? If yes, kindly specify the expected team size, scope and working hours.</p> <p>3. There is no estimate provided in the RFP regarding the server storage requirements. Kindly clarify whether the initial infrastructure sizing may be considered for the proposed 20 lakh active/concurrent subscribers, excluding storage requirements for VAS video/content libraries, as the storage requirement may vary depending on the volume of content APSFL intends to make available to subscribers.</p> <p>4. For the PoC, will APSFL provide the required server infrastructure/environment for deployment and testing of the DRM, Middleware, OTA and other allied software platforms?</p> <p>5. Kindly clarify whether any centralized backup storage or enterprise backup infrastructure is already available within APSFL's data centre/NOC environment which can be utilized for Middleware, DRM and allied platform backup requirements.</p> <p>6. Providing a dedicated backup solution exclusively for the Middleware platform may significantly increase the overall project cost. Therefore, utilization of APSFL's existing backup/storage infrastructure, if available, would help optimize the project cost.</p>	<p>1. Refer RFP; bidder shall provision, install, and manage all required infrastructure as part of the solution.</p> <p>2. Onsite manpower shall be deployed as per SLA, support, and 24x7 operational requirements defined in the RFP.</p> <p>3. For VAS video/content libraries, vendor is to deliver 10TB content storage.</p> <p>4. PoC environment, including all required setup, shall be arranged by the bidder as part of the PoC scope.</p> <p>5. Backup and data protection requirements shall be designed and implemented by the bidder in line with RFP requirements.</p> <p>6. It's the responsibility of the bidder to provide the solution.</p>
2	General Query		<p>Use of Open Source Technologies</p> <p>We request APSFL to include a preference / requirement for using open-source technologies wherever technically feasible, especially for operating systems, databases, monitoring, logging, and middleware infrastructure.</p> <p>This will help APSFL reduce dependency on high-cost proprietary licenses such as Windows Server, Oracle Database, SQL Server, etc., and reduce long-term operational cost.</p>	As per RFP.

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3	General Query		<p>Existing APSFL Portal Technology</p> <p>The RFP mentions maintenance / support of APSFL portal-related components. Kindly provide details of the current APSFL portal technology stack, including:</p> <ul style="list-style-type: none"> <li>Frontend framework</li> <li>Backend technology</li> <li>Database</li> <li>Hosting environment</li> <li>APIs</li> <li>Existing source code / deployment access availability</li> <li>Scope of maintenance expected from the selected bidder</li> </ul>	The bidder shall assess and integrate with existing systems as required, and provide maintenance/support for portal-related components within the defined scope as per RFP.
4	General Query		<p>NOC Infrastructure Details</p> <p>Kindly provide details of the existing APSFL NOC infrastructure where the proposed solution is to be hosted, including:</p> <ul style="list-style-type: none"> <li>Server and virtualization environment</li> <li>Network topology</li> <li>Switch/router/firewall details</li> <li>Storage availability</li> <li>Internet / backbone capacity</li> <li>Power and redundancy</li> <li>Existing monitoring tools</li> <li>Rack space and connectivity availability</li> </ul>	Refer RFP Page 22 Section 3.7

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5	General Query		<p>6. Existing STB Details Kindly provide complete details of the existing STB base, including: STB make and model Android version Chipset RAM / storage Existing player details Existing DRM / CAS details Multicast playback method Current application APK details Known limitations of existing devices</p>	Refer RFP Page 22, Section 3.7; bidders may assess existing infrastructure and systems during site visit and shall ensure compatibility, integration, and support as per RFP.
6	General Query		<p>License Migration from Old STBs to New STBs Kindly clarify whether license migration from old STBs to new Android 14+ STBs is expected to be free of cost, and whether any OEM / DRM / device activation cost will be borne by APSFL or the bidder.</p>	Yes, license migration from old STBs to new STBs shall be part of bidder's scope and included in the solution.
7	General Query		<p>Current Middleware / DRM Handover Kindly clarify whether the current Middleware / DRM vendor will provide required handover support, including APIs, documentation, migration data, subscriber mapping, package mapping, channel mapping, and operational details.</p>	It's the responsibility of the bidder to takeover existing Middleware/DRM on as-is-where-is basis.

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8	General Query		<p>Hardware Sizing Inputs                      Kindly provide expected sizing inputs for hardware and infrastructure planning, including:                      Number of live TV channels                      Expected bitrate per channel                      Expected unicast concurrency                      Expected multicast concurrency                      VoD / catch-up / nPVR storage requirement                      CDN edge requirement                      DR site requirement                      Monitoring and logging storage requirement</p>	<p>500 live channels, up to 500.</p> <p>The CDN edge is expected to deliver unicast Live channels and VoD services to subscribers.</p> <p>The DR site requirement will be released at a later point in time.</p> <p>Monitoring and logging are to be addressed by the bidder in the BoM/BOQ.</p> <p>Hardware: 20 lakhs (15 lakh multicast +5 lakh unicast)                      CDN: Min of 13 CDN edge server deployment is expected (APSFL will provide rack space, power , cooling for these 20 CDN edge ) locations of CDN Deployment will be provided during implementation</p>
9	General Query		<p>Commercial Scope for IPTV / STB / IPTV Hardware                      As per our understanding, the bidder / consortium is required to provide commercials only for the scope specifically mentioned under this RFP, such as Middleware, DRM, allied software, required backend infrastructure, applications, integration, support, warranty, and AMC.                      Kindly confirm whether our understanding is correct that the bidder / consortium is not required to quote commercials for IPTV content, STB boxes, customer-side CPE procurement, or any other IPTV hardware not specifically mentioned in the BOQ / commercial bid format.                      In case any IPTV hardware, STB boxes, CPE devices, content licensing, broadcaster charges, or thirdparty IPTV commercial components are expected from the bidder, kindly provide the detailed scope, quantity, specifications, and commercial format for the same.</p>	As per RFP.

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10	General Query		<p>Change Request Process Kindly define the change request process for new UI changes, homepage changes, G2C service additions, VAS additions, new integrations, and new application features. We request APSFL to define a mutually agreed change request mechanism for requirements beyond the original scope.</p>	<p>Price Bid Line Item Change Request (CR) Services – Rate per Man-Month (MM) <b>Definition of Change Request (CR)</b> A Change Request (CR) refers to any enhancement, modification, integration, configuration change, or additional functionality requested by APSFL during the Contract Period that is not part of the originally contracted deliverables. Changes requiring effort up to and including 2 Man-Months shall be carried out by the Bidder at no additional cost. Separate commercial consideration shall apply only for approved Change Requests exceeding 2 Man-Months of effort. For effort estimation, 1 Man-Month shall be equivalent to 20 Man-Days, and 1 Man-Day shall be equivalent to 8 Man-Hours.</p>
11	General Query		<p>Acceptance Criteria and UAT Process Kindly provide detailed acceptance criteria for test bed, UAT, go-live, production acceptance, and milestone payment release.</p>	Refer RFP Page 95 Section 13

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12	General Query		Content Rights and Broadcaster Integration Kindly clarify whether content rights, broadcaster agreements, channel feed availability, and EPG data will be provided by APSFL, or whether any part of this is expected from the bidder.	Content rights, broadcaster agreements, channel feeds, and EPG data shall be provided by APSFL or its designated partners, and the bidder shall be responsible only for integration, processing, and delivery as per the RFP.
13	General Query		OEM Authorization Kindly clarify whether OEM authorization letters are required at the time of bid submission or can be submitted after technical evaluation / before LoA.	OEM authorization letters shall be submitted at the time of bid submission as part of the Pre-Qualification requirements, as per RFP.

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14	General Query		Data Migration Responsibility Kindly clarify the scope of data migration from the existing platform, including subscriber data, package data, channel mapping, device mapping, entitlement data, logs, and historical usage data.	Migration shall be in scope of the bidder as per RFP, ensuring seamless transition without service disruption.
15	General Query		To size the server infrastructure for 5 lakh unicast users, what concurrency ratio or peak concurrent user count should be considered?	The design is expected to address 5 lakh subscribers as distributed architecture.
16	Page 17/Section 2.3(13,14)	Last date and time for submission of proposal (Proposal Due Date) 04.06.2026 at 4:00 PM Date and time of opening of Pre-Qualification at APSFL office 04.06.2026 at 5:00 PM	Extension of Bid Submission Date We request APSFL to extend the tender submission deadline by at least two additional weeks. The RFP scope covers multiple technical and commercial areas including Middleware, DRM, IPTV, OTT, G2C, VAS, hardware, client applications, integrations, SLA, AMC, and OEM authorizations. Additional time will help bidders prepare a more accurate and complete proposal.	Last date and time for submission of proposal (Proposal Due Date) 11.06.2026 at 4:00 PM Date and time of opening of Pre-Qualification at APSFL office 11.06.2026 at 5:00 PM

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17	Page 30/Section 3.29.3	<p>Termination for Convenience                      APSFL may, at its sole discretion, terminate the contract, in whole or in part, at any time for its convenience by providing thirty (30) days prior written notice to the agency. The notice of termination shall specify that the termination is for APSFL's convenience, the extent to which the performance of work under the contract is terminated, and the effective date of such termination.</p> <p>Upon termination, the agency shall discontinue the work to the extent specified in the notice and shall be entitled to payment for the services satisfactorily performed up to the effective date of termination, subject to verification and acceptance by APSFL. No additional claims or compensation shall be admissible beyond the payment for the work completed up to the date of termination.</p>	<p><b>Proposed Amendment</b> - "In the event of Termination for Convenience by APSFL, the ownership of all pre-existing Intellectual Property, source codes and proprietary frameworks shall remain with the Agency. APSFL shall be granted a non-exclusive, non-transferable, time-bound usage license to the extent necessary to transition the existing operations, subject to a mutually agreed transition fee, plus payment for unamortised hardware and perpetual licences already deployed."</p> <p><b>Clarification</b> - When read together with Section 12.3 and 12.4, the requirement to surrender core Intellectual Property of a proprietary product upon a non-default / convenience termination creates a material commercial risk for the bidder. Proprietary IP is built over years of independent R&amp;D investment and cannot reasonably be transferred to a public entity without full commercial buyout and fair market valuation. Including this risk into the lump-sum price will inflate every bid received by APSFL.</p>	As per RFP.
18	Page 34/Section 4.1	<p>For the unicast-based solution, the BoM/BoQ shall include all software and hardware required for implementation, including the encoder, packager, DRM, origin and CDN edge solution, and any associated network infrastructure.</p>	<p>Clarification - Request APSFL to clarify the CDN edge deployment parameters: (a) the indicative number and geographic distribution of edge locations expected, (b) whether APSFL will provide rack-space, power, cooling, L3 connectivity and backhaul at each edge location at no additional cost to the vendor, (c) the routing mechanism by which APSFL CPE devices will reach the designated edge nodes (DNS-based, anycast, or middleware-driven). These parameters materially affect the architecture choice, BoM, and operations cost, and are needed for all bidders to quote on the same basis.</p>	<p>The bidder/vendor need not supply encoders.</p> <p>a. Bidder has to Propose the solution for 13 CDN edge server locations.                      b. APSFL will provide rack-space, power, cooling, L3 connectivity at edge location.                      c. Locations of CDN Deployment will be provided during implementation</p>

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19	Page 34/Section 4.1(vi)	For the unicast-based solution, the BoM/BoQ shall include all software and hardware required for implementation, including the encoder, packager, DRM, origin and CDN edge solution, and any associated network infrastructure.	In this regard, please clarify whether the bidder is expected to supply encoders for all 500 channels. If yes, kindly confirm the number of HD channels and SD channels to be considered for sizing and BoQ preparation.	The bidder/vendor need not supply encoders. These are tentative channels APSFL currently is telecasting SD - 350 HD – 150
20	Page 35/Section 4.1(xi)	VoD Services: Solution to compress, encrypt, and stream video files for delivery on the APSFL network using MPEG-DASH and HLS.	<b>Clarification</b> - The expected volume of VoD content (in hours of content library), expected concurrent viewership during peak, and expected per-subscriber consumption pattern are required for accurate BoM/BoQ derivation during hardware sizing. This has a direct impact on origin storage, packager licensing, CDN edge sizing and the L1 price. Request APSFL to share indicative numbers, or to confirm whether the bidder may quote against an assumed baseline (e.g., 5,000 hours catalogue, 5% concurrent peak), with capacity expansion covered under the rate-card mechanism of Part B.	For VAS video/content libraries, vendor is to deliver 10TB content storage.

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21	Page 55/Section 9.3	<p>Award Criteria</p> <p>The L1 bidder shall be eligible for award.</p> <p>The selected bidder (L1) shall be required to successfully complete a Proof of Concept (PoC), as defined by APSFL, at APSFL NOC and at the bidder's cost, prior to issuance of the Letter of Award (LoA) and execution of the agreement. In the event that the L1 bidder fails to satisfactorily complete the PoC within the stipulated timelines, APSFL reserves the right to disqualify the L1 bidder and invite the L2 bidder to undertake the PoC, subject to matching the L1 quoted price and successful completion of the PoC.</p>	<p>As APSFL intends to procure the Middleware platform under a perpetual licensing model, we request APSFL to consider inclusion of a Technical Evaluation stage in addition to the existing Pre-Qualification and Commercial Evaluation stages. Considering the critical nature of the Middleware, DRM, OTT and VAS ecosystem, evaluation solely based on PQ compliance and L1 commercial criteria may not adequately assess the overall technical capability and long-term sustainability of the proposed solution. A dedicated Technical Evaluation stage would enable APSFL to comprehensively assess key aspects such as:</p> <ul style="list-style-type: none"> <li>• Overall solution architecture and platform maturity</li> <li>• Scalability to support future subscriber growth</li> <li>• Security architecture and DRM robustness</li> <li>• High availability and disaster recovery capabilities</li> <li>• Performance under multicast and unicast environments</li> <li>• Multi-platform compatibility and user experience</li> <li>• API readiness and integration capabilities</li> <li>• Product roadmap, upgrade mechanism and OEM support strength</li> </ul> <p>Further, since the proposed platform is expected to serve APSFL for a long operational lifecycle under perpetual licensing, selection based on Quality and Cost Based Selection (QCBS) methodology would be more appropriate than a pure L1 approach. Adoption of QCBS would help APSFL select a technically superior, scalable and future-ready platform while also ensuring competitive commercial</p>	As per RFP.

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23	Page 35/Section 5.1(ii)	<p>The platform shall standardise the UI/UX to deliver a consistent experience across all CPE platforms.</p>	<p><b>Clarification</b> - A reference UI provided by APSFL will serve as a standard for POC and to evaluate POC test cases and results against the give UI. Request APSFL to confirm whether such a reference UI / wireframe will be shared.</p>	Refer RFP; UI/UX shall be designed and implemented by the bidder as per requirements, and no separate reference UI/wireframe shall be provided as per the requirements of APSFL.

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24	Page 36/Section 5.1 (xviii) and Page 42 /Section 7.1(13)	<p>5.1(xviii)The platform should support branding at different levels like MSO/LCO for welcome screen, logo, watermark, and background theme color.</p> <p>7.1(13) Branding : All client applications shall be APSFL-branded with configurable theme assets, logos, and color tokens managed centrally from the backend.</p>	<p>RFP - The platform should support branding at different levels like MSO/LCO for welcome screen, logo, watermark, and background theme color (5.1 xviii). All client applications shall be APSFL-branded with configurable theme assets, logos, and color tokens managed centrally from the backend (7.1.13).</p> <p>Clarification - Should each MSO/LCO independently configure its own welcome screen, EPG channel ordering, package visibility, promotional content and ad zones through a self-service portal? Is data isolation expected, where each MSO sees only its own subscriber and revenue data? Is this part of the POC?</p>	<p>MSO/LCO-level configuration and data segregation are within scope, and key functionalities shall be demonstrated during PoC.</p>
25	Page 36/Section 5.1(	<p>The platform shall ensure fast channel switching (zap time) as follows</p> <ul style="list-style-type: none"> <li>☑ Multicast (Live TV): ≤ 1.5 seconds</li> <li>☑ Unicast Streaming: ≤ 3 seconds</li> </ul>	<p>RFP - The platform shall ensure fast channel switching (zap time) as follows: Multicast (Live TV): ≤ 1.5 seconds; Unicast Streaming: ≤ 3 seconds.</p> <p>Clarification - Zap time is influenced by network and headend parameters that are outside the middleware vendor's direct control. Request APSFL to clarify the baseline conditions under which the zap-time SLA applies: (a) maximum IGMP join/leave latency on the access network, (b) I-frame periodicity / GOP length at the APSFL headend (a 1.5-second zap typically requires GOP of 1 second or less at the source), (c) maximum jitter and packet loss between CPE and edge, (d) whether the measurement is application-level (player ready to display first frame) or network-level (first packet received). In practice unicast zap can be under 1 second in most cases, but multicast is more dependent on network parameters and video characteristics. Linking the SLA to defined network and headend prerequisites makes the metric achievable and verifiable for both APSFL and the vendor.</p>	<p>For VAS video/content libraries, vendor is to deliver 10TB content storage.</p> <p>The platform shall ensure fast channel switching (zap time) as follows: Unicast Streaming: ≤ 1 seconds. Multicast (Live TV): ≤ GOP Length + 2seconds.</p> <p>The GOP length at APSFL is 1 sec and Zap-time measurement shall be considered at the application level.</p>

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26	Page 37/Section 5.2 (vii)	The DRM shall provide an interface to create or edit a linear TV service and update the same in the APSFL SMS/BSS via API and vice versa on the fly. Each service shall be tagged by broadcaster to enable broadcaster-wise report collation.	Proposed Amendment - Two separate web interfaces for managing DRM and middleware services will be more helpful to APSFL and broadcaster and shall be mandatory for the POC.	Two web interfaces are required, one each for DRM and Middleware, with each covering all the requirements specified in the RFP.
27	Page 38/Section 5.6	Local Channels i. The proposed Software solution shall fully support and comply with transmission and management of both District-level (Region-wise) and MSO-level (Partner Areawise) local channels, including channels ingested through RTMP and/or UDP streams. The system shall support region-based and partner/MSO-specific channel mapping and authorization, ensuring that local channels are accessible only to active subscribers belonging to the respective district, region, or partner area.	Local Channel Integration Kindly provide details on local channel ingest requirements, including number of local channels, ingest format, location-wise mapping, district-wise access control, and responsibility for encoder / ingest equipment.	The platform shall support ingestion of up to 100 local channels in UDP Multicast format. Location-wise mapping and district-wise access control shall be configured by the Service Provider/Bidder as part of scope. Encoder and ingest infrastructure shall be available with APSFL's PDTVCOs/Channel Owners.
28	Page 45/Section 8.1(2)	Architecture pattern : Service-oriented or microservices-based architecture, with clear separation of concerns between Middleware, DRM, OTT integration, G2C integration, VAS, and analytics.	All application services shall be stateless wherever feasible. Clarification - Request APSFL to confirm whether the backend services for all such microservices are to be demonstrated in the POC itself over a web interface.	Bidder shall demonstrate key functional capabilities during PoC, and the level of microservices/backend exposure through interfaces shall be as per bidder's solution design.

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29	Page 45/Section 8.1	<p>Technical Specifications — Backend Platform</p> <p>This section defines the minimum technical requirements for the backend platform on which the Middleware, DRM, OTT, G2C, VAS, and analytics services are delivered. Bidders shall comply with each of the requirements in Sections 8.1 to 8.10. Any deviation shall be explicitly called out in the deviation matrix submitted with the proposal.</p>	<p>G2C Backend Integration</p> <p>Kindly provide more details on the expected G2C backend integration, including:</p> <ul style="list-style-type: none"> <li>List of government services to be integrated in Phase 1</li> <li>API availability for each government department</li> <li>Authentication and security requirements</li> <li>Payment gateway flow, if applicable</li> <li>Language requirements</li> <li>Responsibility matrix between APSFL, bidder, and government departments</li> </ul>	<p>Bidder shall design and implement G2C integrations using standard secure API mechanisms (e.g., REST), authentication and authorization controls, and multilingual support as per requirements, with detailed service scope to be finalized during implementation.</p>
30	Page 49/Section 8.7	<p>High availability : All production services shall run in active-active configuration across at least two failure domains within the APSFL NOC, with no single point of failure.</p> <p>Disaster recovery: Documented DR plan with a secondary site. DR drills conducted at least every six months with APSFL participation.</p>	<p>Clarification - Section 8.7 does not specify the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) targets that the DR architecture must achieve. These targets directly govern the underlying storage replication architecture (synchronous vs asynchronous), database technology choice, secondary site sizing, and network bandwidth between sites. Request APSFL to specify the target RTO and RPO for: (a) live TV service, (b) subscriber database and billing data, (c) VoD catalogue and analytics. Further, a DR site requires additional hardware and software — request APSFL to clarify whether the DR implementation cost should be included in this bid or will be procured separately, so that all bidders quote on the same basis.</p>	<p>As per RFP.</p>
31	Page 50/Section 8.8(1)	<p>1. BSS / SMS REST APIs only between Middleware/DRM and APSFL BSS/SMS, in real time, for subscriber lifecycle, package, and TRAI-mandated events.,</p>	<p>Existing BSS / SMS Integration</p> <p>Kindly provide details of the existing BSS / SMS system to be integrated with the proposed Middleware and DRM platform, including:</p> <ul style="list-style-type: none"> <li>Vendor / platform name, Available APIs, Authentication method, Subscriber provisioning flow, Package / plan activation flow, Billing and payment flow, Current integration documents, if available</li> </ul>	<p>Bidder shall implement BSS/SMS integration via REST APIs, and may assess details during site visit as per Section 3.7.</p>

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Response to the Queries				
S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
32	Page 50/Section 8.8	1. BSS / SMS REST APIs only between Middleware/DRM and APSFL BSS/SMS, in real time, for subscriber lifecycle, package, and TRAI-mandated events., 3. OTT partners : Subscription management, deep linking, and SSO with OTT services via OAuth 2.0 / OIDC.	Clarification - Is this part of the POC?	Bidder shall demonstrate key integration capabilities during PoC as applicable.

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Response to the Queries				
S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
33	Page 51/Section 8.10	<p>8.10 Hybrid and Unicast Application Requirements</p> <p>The proposed solution shall include application components supporting a hybrid delivery model across STB, mobile, and OTT platforms. The application shall use multicast for linear (Live TV) services within the APSFL managed network and unicast for value-added services such as video-on-demand (VOD), catch-up TV, time-shifted content, and approved OTT services. The application shall seamlessly switch between multicast and unicast delivery modes based on service type and network conditions without requiring user intervention, ensuring a consistent and uninterrupted user</p>	<p>Proposed Amendment - Where such multicast/unicast switching is required, a single unified DRM interface shall be proposed so that reports and data remain aligned with TRAI regulations and broadcaster requirements. Clarification - A fragmented DRM (one for multicast, a different one for unicast) would result in inconsistent reporting to TRAI and broadcasters, and would significantly complicate audit and compliance for APSFL. Request APSFL to clarify the design expectations for multicast-to-unicast fallback, which has significant sizing implications:</p> <p>(a) target fallback detection time at the client (typical target in advanced platforms: 2-5 seconds), (b) target user-visible switch-over experience (zero black screen, no audio drop, minimal frame loss), (c) is fallback per-subscriber or broadcast-level for an affected segment, (d) for the unicast infrastructure sizing — if a significant portion of the 15 lakh multicast subscribers fall back to unicast during a multicast outage, the unicast hardware would need to absorb the surge. Clarity here ensures the BoM is sized for realistic fallback scenarios.</p>	As per RFP.

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Response to the Queries				
S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
34	Page 51/Section 9.1	The Bidder/Consortium shall not be an Internet Service Provider (ISP), Multi System Operator (MSO), Distribution Platform Operator (DPO), or any entity directly providing competing retail broadband, IPTV, or cable TV services within APSFL's operational area in the State of Andhra Pradesh.	<p>Request to delete this clause in full.</p> <p>The scope of this RFP is for supply, installation, testing and commissioning of Middleware, DRM and allied software/hardware for IPTV, OTT, G2C and VAS service delivery. The eligibility should primarily evaluate the bidder's technical capability, relevant IPTV/OTT/Middleware/DRM experience, implementation capacity, regulatory compliance, and support capability. Many qualified IPTV/OTT technology providers, DRM vendors, system integrators, MSOs/DPOs, ISPs or group companies may have relevant large-scale deployment experience. A blanket exclusion of ISP/MSO/DPO/DPO-like entities may restrict wider participation and reduce competition, even where such entities are bidding only as technology/service providers and not as competing retail operators for this project. Any concern relating to conflict of interest, data confidentiality, subscriber protection, non-compete, or misuse of APSFL information can be adequately addressed through contractual safeguards such as confidentiality, non-disclosure obligations, data-security clauses, conflict-of-interest</p>	As per RFP.
35	Page 51/Section 9.1	The Bidder/Consortium shall not be an Internet Service Provider (ISP), Multi System Operator (MSO), Distribution Platform Operator (DPO), or any entity directly providing competing retail broadband, IPTV, or cable TV services within APSFL's operational area in the State of Andhra Pradesh.	<p>RFP - The Bidder/Consortium shall not be an Internet Service Provider (ISP), Multi System Operator (MSO), Distribution Platform Operator (DPO), or any entity directly providing competing retail broadband, IPTV, or cable TV services within APSFL's operational area in the State of Andhra Pradesh.</p> <p>Clarification - Can the bidder or consortium partner or its family members/directors be a non ISP/MSO but a partner or shareholder in an ISP/MSO entity who is actively doing ISP/MSO business in AP? This clarification from APSFL helps the direct or indirect nature of an ISP/MSO to qualify.</p>	As per RFP.

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## Response to the Queries

S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
36	Page 52/Section 9.1(2)	<p>The bidder/consortium must have valid PAN, GST Registration of Andhra Pradesh</p> <p>Copies of valid GST and PAN documents must be submitted, or Alternatively, a declaration/undertaking in Annexure-M confirming that GST registration in Andhra Pradesh will be completed within three weeks from the date of issuance of the LOA.</p>	<p>Please change it to, the consortium should have a valid GST of any State</p> <p>We respectfully request that the requirement be broadened to allow consortium members to hold valid GST registration from any state in India, rather than restricting it to Andhra Pradesh. GST is a National Framework: GST is a unified tax system across India. A valid GST registration from any state is recognized nationwide, ensuring compliance with central tax laws. Restricting it to Andhra Pradesh does not add legal or financial safeguards, as GST numbers are interoperable across states.</p>	As per RFP.
37	Page 52/Section 9.1(3)	<p>The average annual turnover of the Bidder/consortium in the financial years, FY 2022-23, FY 2023-24, FY 2024-25 should be at least INR 15,00,00,000/-. (Rupees Fifteen Crores)</p>	<p>Reduction in Annual Turnover Criteria</p> <p>We request APSFL to reduce the average annual turnover requirement for the last three financial years from INR 15,00,00,000 to INR 5,00,00,000.</p> <p>This will allow capable technology companies and MSMEs with relevant technical expertise to participate.</p>	As per RFP.
38	Page 52/Section 9.1(3) & Page 53/Section 9.1(4)	<p>9.1(3) The average annual turnover of the Bidder/consortium in the financial years, FY 2022-23, FY 2023-24, FY 2024-25 should be at least INR 15,00,00,000/-. (Rupees Fifteen Crores)</p> <p>9.1(4) The Net Worth of the Bidder/consortium, for the financial years, FY 2022-2023, FY 2023-2024, FY 2024-25, should have the positive cash flows from operations in each of the three years.</p>	<p>Consortium Financial Qualification</p> <p>Kindly clarify whether the turnover and financial strength of all consortium members will be considered jointly for meeting the financial eligibility criteria.</p>	Yes.

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## Response to the Queries

S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
39	Page 53/Section 9.1(5)	The bidder/consortium must have successfully delivered operational IPTV middleware and DRM solutions on a live network in India, supporting multicast /unicast delivery.The bidder/consortium should have experience of: (i) At least one project with a minimum of 30,000 (Thirty Thousand) active subscribers, and (ii) Cumulative experience of at least 1,00,000 (One Lakh) active subscribers across one or more projects,with continuous service for a period of not less than two years.	The bidder/consortium should have experience of: "with continuous service for a period of not less than two years. 1. The period of continuous service for not less than two years is for Bidder existence in providing services? Please clarify.	As per RFP.

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Response to the Queries				
S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
40	Page 53/Section 9.1(5)	<p>The bidder/consortium must have successfully delivered operational IPTV middleware and DRM solutions on a live network in India, supporting multicast /unicast delivery.The bidder/consortium should have experience of:</p> <p>(i) At least one project with a minimum of 30,000 (Thirty Thousand) active subscribers, and</p> <p>(ii) Cumulative experience of at least 1,00,000 (One Lakh) active subscribers across one or more projects,with continuous service for a period of not less than two years.</p>	<p>Proposed Amendment - Request APSFL to amend Criterion #5 to specifically require MULTICAST deployment experience of atleast 30,000 subscribers, and to extend the experience requirement to the proposed OEM/product (not only the bidder/SI). Suggested wording: "The bidder/consortium and the proposed Middleware/DRM OEM must have successfully delivered an operational IPTV Middleware and DRM solution on a live network in India over MULTICAST delivery, with at least one project of minimum 30,000 active multicast subscribers in continuous service for not less than two years. The proposed product (OEM) shall independently evidence the same multicast deployment track record through purchase orders / completion certificates."</p> <p>Clarification - APSFL's existing base of 4 lakh subscribers is already being served over MULTICAST (Section 4.1(ii) and the Introduction at Page 14), and the new build adds 15 lakh multicast subscribers (Section 4.1(iv)). Large-scale multicast delivery (IGMP, headend integration, scrambler/DRM over multicast, zap-time tuning) is materially different from, and significantly more complex than,</p>	As per RFP.

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## Response to the Queries

S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
41	Page 53/Section 9.1(5)	<p>The bidder/consortium must have successfully delivered operational IPTV middleware and DRM solutions on a live network in India, supporting multicast /unicast delivery.The bidder/consortium should have experience of:</p> <p>(i) At least one project with a minimum of 30,000 (Thirty Thousand) active subscribers, and</p> <p>(ii) Cumulative experience of at least 1,00,000 (One Lakh) active subscribers across one or more projects,with continuous service for a period of not less than two years.</p>	<p>Experience Criteria We request APSFL to clarify / amend the subscriber experience criteria as follows: At least one project with a minimum of 60,000 active subscribers Cumulative experience of at least 1,50,000 active subscribers across one or more projects Also, kindly clarify whether the experience of all consortium members will be considered jointly for meeting the technical eligibility criteria</p>	As per RFP.

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## Response to the Queries

S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
42	Page 53/Section 9.1(5)	The bidder/consortium must have successfully delivered operational IPTV middleware and DRM solutions on a live network in India, supporting multicast /unicast delivery.The bidder/consortium should have experience of: (i) At least one project with a minimum of 30,000 (Thirty Thousand) active subscribers, and (ii) Cumulative experience of at least 1,00,000 (One Lakh) active subscribers across one or more projects,with continuous service for a period of not less than two years.	RFP - Bidder must have successfully delivered operational IPTV middleware/DRM to 1,00,000 active subscribers. Proposed Amendment - In case of a consortium, each constituent entity shall individually be at least three (3) years old as on the date of bid submission. Clarification - Requiring each consortium member to independently meet the 3-year existence threshold discourages the formation of special-purpose or newly-floated entities	As per RFP.
43	Page 54/Section 9.1(Note a)	Consortium shall be maximum of two members (Lead bidder +Consortium members).	It mentions "Consortium shall be maximum of two members (Lead bidder +Consortium members)". 2. Please allow three members as part of consortium. 3. Also please share Consortium Agreement template. 4. Which all documents have to be provided by all consortium members?	Consortium shall be maximum of three members (one Lead Bidder and up to two Consortium Members).A duly executed and notarized Consortium Agreement shall be submitted along with the bid.
44	Page 54/Section 9.1(Note a)	Consortium shall be maximum of two members (Lead bidder +Consortium members).	We request APSFL to kindly allow a consortium of up to three members, comprising one Lead Bidder and two Consortium Members. This would enable participation of firms with complementary technical and domain expertise, thereby ensuring better project execution and delivery capabilities.	Consortium shall be maximum of three members (one Lead Bidder and up to two Consortium Members).A duly executed and notarized Consortium Agreement shall be submitted along with the bid.
45	Page 54/Section 9.1(Note a)	Consortium shall be maximum of two members (Lead bidder +Consortium members).	Request to increase the consortium limit from two members to three members to enable participation of organizations with technical and domain expertise	Consortium shall be maximum of three members (one Lead Bidder and up to two Consortium Members).A duly executed and notarized Consortium Agreement shall be submitted along with the bid.

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Response to the Queries				
S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
46	Page 54/Section 9.1(Note a)	Consortium shall be maximum of two members (Lead bidder +Consortium members).	<p>Please allow to form a consortium with more than Two Members.</p> <p>We respectfully request that the clause limiting consortiums to a maximum of two members (Lead Bidder + one Consortium Member) be reconsidered. Allowing consortiums with more than two members would provide several tangible benefits:</p> <p>Enhanced Expertise and Specialization: Complex projects often require diverse technical, operational, and compliance expertise. A larger consortium enables inclusion of specialized partners, ensuring higher quality delivery and innovation.</p> <p>Risk Sharing and Reliability: With more members, operational risks are distributed more evenly. This strengthens the consortium's resilience and ensures continuity even if one member faces unforeseen challenges.</p> <p>Broader Resource Pool: Multiple consortium members bring additional infrastructure, manpower, and technology resources. This collective strength improves efficiency and scalability, especially for large-scale or multi-site projects.</p> <p>Encouraging Collaboration and Competition: Allowing more</p>	Consortium shall be maximum of three members (one Lead Bidder and up to two Consortium Members).A duly executed and notarized Consortium Agreement shall be submitted along with the bid.
47	Page 54/Section 9.1(Note a)	Consortium shall be maximum of two members (Lead bidder +Consortium members).	Request to increase consortium size from 2 members to 3 members to allow participation of firms with complementary expertise.	Consortium shall be maximum of three members (one Lead Bidder and up to two Consortium Members).A duly executed and notarized Consortium Agreement shall be submitted along

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**Response to the Queries**

<b>S. No.</b>	<b>RFP Reference (Page/ Section)</b>	<b>As per RFP</b>	<b>Points of Clarification required</b>	<b>APSFL Response</b>
48	Page 54/Section 9.1	<p>Non-Termination and Compliance Certificate</p> <p>The bidder/consortium shall submit selfdeclaration in the company letter head stating that their services are not terminated / no show cause notices were issued / not represented as defaulter in any form by any Govt organizations / Private organizations as on date of bid submission as per Annexure-S in the RFP.</p>	<p>Proposed Amendment - "Bidders who have been officially debarred, blacklisted, suspended or demoted by a final order of any Central or State Government Department or PSU in India as on the date of bid submission shall be ineligible to bid. For transparency, bidders shall also self-declare any active or pending show cause notices, ongoing litigations or arbitral proceedings with Government clients in respect of similar contracts during the last three (3) years; such disclosure shall not by itself constitute a ground for disqualification, but shall enable APSFL's evaluation committee to assess the same on its merits."</p> <p>Clarification - We respectfully submit that Annexure-S would benefit from refinement to align with the established Government of Andhra Pradesh procurement framework. Specifically: (a) the Andhra Pradesh Financial Code (APFC) requires public procurement to maximise competition and ensure fair, equitable treatment of bidders; (b) G.O. Ms. No. 94, I&amp;CAD (PW-COD)</p>	As per RFP.

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Response to the Queries				
S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
49	Page 54/Section 9.1	<p>Non-Termination and Compliance Certificate</p> <p>The bidder/consortium shall submit selfdeclaration in the company letter head stating that their services are not terminated / no show cause notices were issued / not represented as defaulter in any form by any Govt organizations / Private organizations as on date of bid submission as per Annexure-S in the RFP.</p>	<p>RFP - The bidder/consortium shall submit self-declaration in the company letter head stating that their services are not terminated / no show cause notices were issued / not represented as defaulter in any form by any Govt organizations / Private organizations as on date of bid submission as per Annexure-S in the RFP.</p> <p>Proposed Amendment - "Bidders who have been officially debarred or blacklisted by a final order of any Central or State Government Department or PSU in India as on the date of bid submission shall be ineligible to bid. For transparency, bidders shall self-declare any active or pending show cause notices, ongoing litigations or arbitral proceedings with Government clients in respect of similar contracts during the last three (3) years; such disclosure shall not by itself constitute a ground for disqualification, but shall enable APSFL's evaluation committee to assess the same on its merits."</p> <p>Clarification - We respectfully submit that Annexure-S, as currently</p>	As per RFP.
50	Page 54/Section 9.1(Note a)	<p>Consortium shall be maximum of two members (Lead bidder +Consortium members).</p>	<p>Consortium Participation</p> <p>We request APSFL to allow consortium participation with at least three members, i.e., Lead Bidder + two consortium members. Since the scope includes multiple specialized components such as Middleware, DRM, hardware, STB applications, Smart TV applications, mobile applications, G2C, VAS, hosting, integration, support and AMC, allowing more consortium members will help bidders propose a stronger and more complete solution.</p>	<p>Consortium shall be maximum of three members (one Lead Bidder and up to two Consortium Members).A duly executed and notarized Consortium Agreement shall be submitted along with the bid.</p>

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## Response to the Queries

S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
51	Page 55/Section 9.3	<p>Award Criteria</p> <p>The L1 bidder shall be eligible for award.</p> <p>The selected bidder (L1) shall be required to successfully complete a Proof of Concept (PoC), as defined by APSFL, at APSFL NOC and at the bidder's cost, prior to issuance of the Letter of Award (LoA) and execution of the agreement. In the event that the L1 bidder fails to satisfactorily complete the PoC within the stipulated timelines, APSFL reserves the right to disqualify the L1 bidder and invite the L2 bidder to undertake the PoC, subject to matching the L1 quoted price and successful completion of the PoC.</p>	<p>Request for:</p> <p>A dedicated Technical Evaluation stage introduction to assess bidders on critical technical capabilities before financial evaluation. This ensures that only technically competent and future-ready solutions are considered for commercial comparison.</p> <p>Adoption of the Quality and Cost Based Selection (QCBS) methodology in place of pure L1 evaluation to balance technical quality with commercial competitiveness.</p> <p>This approach enables selection of the most reliable and scalable solution rather than the lowest-cost offering alone.</p>	As per RFP.

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Response to the Queries				
S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
52	Page 55/Section 9.3	<p>Award Criteria</p> <p>The L1 bidder shall be eligible for award.</p> <p>The selected bidder (L1) shall be required to successfully complete a Proof of Concept (PoC), as defined by APSFL, at APSFL NOC and at the bidder's cost, prior to issuance of the Letter of Award (LoA) and execution of the agreement. In the event that the L1 bidder fails to satisfactorily complete the PoC within the stipulated timelines, APSFL reserves the right to disqualify the L1 bidder and invite the L2 bidder to undertake the PoC, subject to matching the L1 quoted price and successful completion of the PoC.</p>	<p>It Mentions "The selected bidder (L1) shall be required to successfully complete a Proof of Concept (PoC), as defined by APSFL, at APSFL NOC and at the bidder's cost, prior to issuance of the Letter of Award (LoA) and execution of the agreement."</p> <p>5. The Proof of Concept (PoC) may please be requested for the qualified parties in the Pre- Qualification Evaluation. This will help to ascertain that only the capable parties will be eligible for the financial bid qualification.</p>	As per RFP.

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Response to the Queries				
S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
53	Page 56/ Section 9.3 (Award) and Page 73-75 / Annexure-N	<p>9.3 The contract shall be awarded to a single successful bidder; however, APSFL reserves the right to issue LOA/ Purchase Orders (POs) in a phased manner, either in part or in full, based on project requirements, timelines, readiness, and operational considerations, without any obligation to release the entire scope at once.</p> <p>Note: APSFL reserves the right, after awarding the contract to the successful bidder, to modify the quantity under this tender. Such alterations shall remain within reasonable limits and be executed in accordance with the unit rates finalized through the tendering process. APSFL reserve rights to place the additional work order as same</p>	<p>RFP - Section 9.3: "APSFL reserves the right to issue LOA/Purchase Orders (POs) in a phased manner, either in part or in full... without any obligation to release the entire scope at once." Annexure-N Part B: "Rate card for additional middleware and DRM software... for every 1 lakh subscribers on perpetual license basis over and above the capacity."</p> <p>Clarification - Request APSFL to clarify the committed versus indicative quantities, as this directly governs the perlicense price each bidder can offer: (a) Is the Part A scope (Software for 4 lakh multicast + 1 lakh unicast, and hardware for up to 20 lakh capacity) a FIRM committed order on award, or is it also subject to the phased / partissue clause of Section 9.3? Per-license pricing depends heavily on committed volume — a firm 5 lakh commitment yields materially better unit economics for APSFL than an uncertain phased rollout. (b) For the Part B rate-card items (priced "per 1 lakh subscribers"), the RFP does not state any minimum or indicative volume or the expected number of 1-lakh blocks likely to be ordered over the contract period. Request APSFL to provide an indicative quantity / block forecast so all</p>	As per RFP.

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## Response to the Queries

S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
54	Page 56/Section 9.3	<p>Award Criteria</p> <p>The L1 bidder shall be eligible for award.</p> <p>The selected bidder (L1) shall be required to successfully complete a Proof of Concept (PoC), as defined by APSFL, at APSFL NOC and at the bidder's cost, prior to issuance of the Letter of Award (LoA) and execution of the agreement. In the event that the L1 bidder fails to satisfactorily complete the PoC within the stipulated timelines, APSFL reserves the right to disqualify the L1 bidder and invite the L2 bidder to undertake the PoC, subject to matching the L1 quoted price and successful completion of the PoC.</p>	<p>Clarification - Request APSFL to share, ideally as part of the corrigenda following pre-bid, (a) the exact scope of the PoC with essential and non-essential demonstration items clearly listed, (b) the acceptance criteria / scoring rubric, (c) the integration depth expected with the APSFL headend (Media Kind, WiSi) during the 3-day window, and (d) the test environment access and source feeds that will be made available to the L1 bidder during PoC preparation. A definite scope and acceptance criteria will help both the bidder mobilise the required hardware/team and APSFL receive a high-quality, comparable demonstration.</p>	As per RFP.
55	Page 89/Section 11	<p>SLA shall operate as a single unified framework, and no subsystem or component shall be subject to a separate or relaxed SLA requirement. All service components shall be governed by the same performance standards and enforcement mechanisms defined herein.</p>	<p>Proposed Amendment - Components and dependencies outside the vendor's direct control — third-party OTT partner APIs, G2C departmental servers, payment gateways, broadcaster headend feeds, legacy Android STB (v4.0 to 5.2) hardware limitations, APSFL-side network/backhaul/access, and pre-approved scheduled maintenance windows — shall be excluded from the unified availability computation.</p> <p>Clarification - Request APSFL to confirm the above treatment so that the unified availability number accurately reflects vendor-controlled performance and bidders do not load risk premiums for external dependencies into the price.</p>	As per RFP.

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56	Page 89/Section 11	<p>Availability Measurement and Penalty The availability of the system shall be measured on a monthly basis using the following formula: Availability (%) = [(Total Time – Downtime) / Total Time] × 100 For the purpose of this calculation, downtime shall include all unplanned outages attributable to the Service Provider, excluding approved maintenance windows and force majeure conditions.</p>	<p>SLA Exclusions Kindly clarify whether downtime or service impact due to the following will be excluded from bidder SLA calculation: APSFL headend issue APSFL network issue BSS / SMS downtime Power or data center issue Broadcaster feed issue Payment gateway / bank issue Government department API issue Internet transit / CDN bandwidth issue Force majeure events</p>	Refer RFP Page 90 Section 11.3
57	Page 89/Section 11.4	<p>Payment System Performance Requirements Given the criticality of revenue assurance and transaction integrity, the Service Provider shall ensure that all payment systems operate with high reliability, accuracy, and performance. The system shall support seamless transaction processing, accurate billing, and timely reconciliation without any revenue leakage. Payment System Performance Parameter Requirement Transaction Success Rate ≥ 99% Transaction Processing Time ≤ 5 seconds Payment Failure Handling : Automated retry, rollback, and fallback</p>	<p>Clarification - Request APSFL to clarify the measurement methodology for payment system SLAs, given the dependence on upstream gateways (UPI, card networks, wallets) that are outside the platform vendor's control: (a) is the 99% transaction success rate measured net of upstream gateway failures (industry norm) or gross, (b) is the ≤ 5-second processing time measured from middleware request to middleware response, or end-to-end including user device round trip, (c) for billing accuracy 100%, what is the measurement methodology and tolerance for genuine prorated, refund and edge cases. Clear methodology ensures the SLA is verifiable in audit and that bidders do not load risk premiums for external dependencies into the price.</p>	As per RFP.

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58	Page 90/Section 11.4	Payment System Performance Requirements	Payment Gateway and Reconciliation Responsibility Kindly clarify the bidder's responsibility in payment-related SLA. If payment failure is due to payment gateway, bank, NPCI, third-party API, or BSS system, the same should not be treated as bidder SLA breach.	SLA breaches should apply only to failures attributable to the Service Provider, excluding external dependencies, while ensuring no gaps in integration, retry, fallback, monitoring, and reconciliation mechanisms.
59	Page 91/Section 11.6	Response and Resolution Timelines	RFP - Response Times and Resolution Times: Critical ≤ 5 minutes / ≤ 2 hours; Major ≤ 15 minutes / ≤ 12 hours; Minor ≤ 30 minutes / ≤ 48 hours. Penalties levied per hour beyond resolution timelines. Proposed Amendment - The resolution clock shall pause when an incident is traced (via documented RCA evidence such as server logs, packet captures or trace IDs) to a dependency outside the vendor's platform scope — for example, APSFL network, legacy database, third-party OTT partner API outage, payment gateway downtime or broadcaster feed disruption — and shall resume when the external dependency is restored. Clarification - This is the standard ITIL-aligned practice across PSU IT contracts and ensures SLA penalties drive faster vendor-side resolution without penalising the vendor for incidents outside its span of control.	As per RFP.
60	Page 94/Section 12.3 and 12.4	12.3 Perpetual Licensing and Ownership All software components shall be provided under a perpetual, irrevocable, and royalty-free license to APSFL. The license shall include access	RFP - Perpetual licensing including access to source code (where applicable) upon contract exit. Clarification - Request APSFL to clarify that the source code obligations apply to components developed or owned by both the bidder & OEM. "where applicable" is ambiguous and price bid varies with or with out source code transfer. pls clarify	As per RFP.

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61	Page 93/Section 11.9	Monitoring, Support and Upgrades The Service Provider shall ensure continuous monitoring and support through deployment of a minimum of three skilled L2 resources at APSFL NOC on a 24x7x365 basis, supported by L3/OEM escalation teams. Preventive maintenance, system health checks, controlled upgrades, and OTA updates for both legacy and new CPE devices shall be ensured without service disruption. All updates shall maintain backward compatibility, particularly for legacy Android devices. The on-site support manpower, monitoring, maintenance activities, and escalation support shall be included as part of the warranty and AMC obligations and shall not attract	AMC and On-Site Support Requirement Kindly clarify whether L2 resources are required to be physically stationed at APSFL NOC on a 24x7 basis, or whether hybrid support with remote monitoring and on-call escalation is acceptable.	As per RFP.

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S. No.	RFP Reference (Page/ Section)	As per RFP	Points of Clarification required	APSFL Response
62	Page 94/Section 12.3 and 12.4	<p>12.3 Perpetual Licensing and Ownership All software components shall be provided under a perpetual, irrevocable, and royalty-free license to APSFL. The license shall include access to source code (where applicable), APIs, SDKs, and documentation, and shall not be subject to renewal or additional cost.</p> <p>12.4 Continuity of Obligations and Exit The grant of perpetual license shall not relieve the Service Provider from its obligations under SLA, warranty, and AMC during the contract period. Upon expiry or termination of the contract, the Service Provider shall ensure complete handover of the system, including all data,</p>	<p>RFP - Perpetual licensing including access to source code (where applicable) upon contract exit. Proposed Amendment - Request APSFL to confirm that the source code handover applies only to the custom API integrations, UI/UX wrappers, workflows and configurations built specifically for APSFL, and not to the core proprietary OEM engines of the Middleware and DRM products. Clarification - The core OEM engines are commonly licensed globally on a perpetual, royalty-free basis but the underlying engine source code is not released, consistent with industry norms for COTS (Commercial Off-The- Shelf) products. Restricting eligibility to vendors willing to release proprietary engine source code would limit APSFL to a very small subset of vendors, many of which may lack the advanced feature set the RFP envisages.</p>	As per RFP.

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63	Page 94/Section 12.3 and 12.4	<p>12.3 Perpetual Licensing and Ownership All software components shall be provided under a perpetual, irrevocable, and royalty-free license to APSFL. The license shall include access to source code (where applicable), APIs, SDKs, and documentation, and shall not be subject to renewal or additional cost.</p> <p>12.4 Continuity of Obligations and Exit The grant of perpetual license shall not relieve the Service Provider from its obligations under SLA, warranty, and AMC during the contract period. Upon expiry or termination of the contract, the Service Provider shall ensure complete handover of the system, including all data,</p>	<p>Source Code Submission Kindly clarify the requirement for source code submission. Middleware, DRM, and allied software platforms generally include proprietary OEM products and licensed software components. We request APSFL to clarify that source code submission shall be applicable only for custom-developed components specifically built for APSFL, and shall not apply to standard proprietary OEM products, DRM platforms, third-party SDKs, or licensed software.</p>	As per RFP.
64	Page 95/Section 13	Key deliverables & Payment schedule	<p>RFP - Payment structure and Schedule. Proposed Amendment - Request APSFL to introduce a clear change request / development effort framework in the RFP — for example, a man-day rate card for additional development work and a defined approval-and-billing mechanism for scope extensions. Clarification - G2C, OTT and similar integrations may require system and framework changes during the contract period that go beyond the scope captured at the time of bid. APSFL itself may also wish to introduce new features to meet evolving market needs, which would require dedicated development resources. A defined CR framework benefits APSFL by enabling agile platform evolution without renegotiating the master contract every time.</p>	<p>Price Bid Line Item Change Request (CR) Services – Rate per Man-Month (MM) Definition of Change Request (CR) A Change Request (CR) refers to any enhancement, modification, integration, configuration change, or additional functionality requested by APSF</p>