CLARIFICATIONS

E-Tender ID: 2025_KWML_777620_1
Tender Ref. No: KWML/PROC/TENDER/2025-26/11
Name of Tender: Implementation & Maintenance of Content Management Software and Related Hardware for KWML Vessels

Sl No	Query	Reply
1	Hardware Payment Terms – Will the hardware cost (Android boxes, HDMI switchers, racks, etc.) be settled as a one-time payment after successful installation and commissioning on each boat? Alternatively, should hardware costs also be included in the recurring SaaS payment model?	The Payment for hardware components shall be made after the successful completion of installation on each Lot of vessels as per NTP and submission of the corresponding documents listed in the contract.
2	Payment Model – Will this project be executed on a SaaS (Software-as-a-Service) model, where software usage, hosting, and maintenance are billed periodically? If yes, could you kindly confirm if the recurring payment will be made on a monthly or quarterly basis?	The annual subscription charges shall be payable at the end of each contract year, based on satisfactory performance and submission of invoice.
3	Billing & Invoicing Cycle – Please confirm the invoice submission cycle (monthly/quarterly/annual). What is the payment release timeline after invoice submission (e.g., 30 days, 45 days)?	The annual subscription charges shall be payable at the end of each contract year, based on satisfactory performance and submission of an invoice. The payments will be processed within 45 days from the date submission of invoice.
4	Advance or Mobilization Payment – Is there a provision for an advance payment or mobilization fee to cover initial procurement, setup, and installation costs?	Tender condition prevails
5	Maintenance & AMC – Will annual maintenance and support costs be covered under the SaaS fees, or will there be a separate AMC structure?	The annual maintenance and support costs are included in the subscription charges
6	Internet Access for CMS Connectivity • Will KMRL be providing internet access (Wi-Fi, 4G router, or other means) on the boats or on the stations for the Android boxes to connect to the CMS and receive content updates? • If yes, could you confirm the expected bandwidth and reliability specifications? Which router will be installed and the supported standards. We recommend 802.11n or ac for longer range • If internet access will not be provided by KMRL, should the bidder propose a solution (e.g., 4G SIM-based connectivity) and include it in the cost?	KWML be providing internet access (Wi-Fi/ 4G router or other means). Details of the same shall be shared during design phase.

7	Dolby Audio Requirement • Kindly confirm whether Dolby support is a mandatory requirement for the Android boxes used for digital signage. • If Dolby is required, please specify the format expected (e.g., Dolby Digital 5.1 or Dolby Atmos). • We would also like to highlight that Dolby-certified Android boxes significantly increase hardware costs due to licensing and certification fees. Knowing whether this is mandatory will help us propose the most cost-effective and compliant solution.	The setup box shall be equipped with a standard 3.5 mm stereo jack to deliver standard-grade audio suitable for connection to the onboard system

Sd/-

Chief Operating Officer (Water Metro)