

Dated: 31.01.2025



**RailTel Corporation of India Ltd  
(A Government of India Enterprise)**

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**Corrigendum –VII**

Sub: “Selection of IT Managed Service Provider (IT-MSP) for RailWire Business”

Ref:

- i) Open E-Tender No.: RailTel/OT/CO/RW/2024-25/IT-MSP/003 Dated: 07.11.2024
- ii) Corrigendum-I dtd 12.11.2024
- iii) Corrigendum-II dtd 28.11.2024
- iv) Corrigendum-III dtd 06.12.2024
- v) Corrigendum-IV dtd 20.12.2024
- vi) Corrigendum-V dtd 03.01.2025
- vii) Corrigendum-VI dtd 16.01.2025

The pre-bid conference of the above mentioned tender was held on 14.11.2024. Based on the queries submitted/raised by prospective bidders and discussions held during pre-bid conference, following amendments to the tender conditions are being issued (Amended Clauses/amendments only are being published with the rest of the document remaining as it is).

The bids may be submitted in consideration of these amendments as mentioned below:

1. Added Point in Clause no. F Final Commissioning Go-Live, Page no. 25 of Tender document:

Winning bidder will ensure that the transition happen in phases within timeline in granularity of circle/area-wise. Test cases of required UAT by RailTel shall be shared by winning bidder and the same will be approved by RailTel i.e. UAT.

2. Updated Clause no. 21 Payment Terms, Chapter-6, Page no. 56 of Tender Document:

**Note: It may be noted that bidder is permitted to quote only in Indian Rupees. Accordingly, all payments will be made in Indian Rupees only.**

- The payment cycle for the Successful Bidder would start after successful completion of the UAT, Shadow operation and issuance of acceptance certificate by RailTel.
- 100% of Payment of One-time Initial Set up cost shall be made by RailTel on successful Supply, Integration, Installation & Commissioning and issuance of UAT as per the scope of the tender including DC and DR based on user acceptance certificate issued by GM/CNOC. One-time Initial Set up cost is 2% of Operational Cost as mentioned in Annexure-11, Price Bid.
- In case bidder is not able to go-live the system within 180 days from data of acceptance of PO, RailTel reserves the right to terminate the contract and forfeit the PBG.

- Payment of Item no. 1 of SOR/PO (i.e. **Monthly Cost of Item no. 1 of SOR**) shall be released on monthly basis within 15 days of invoice deducting penalty if any after due verification by RailTel.
- Migration of the users will start after the UAT and issuance of user acceptance certificate by GM/CNOC. In the transition period of maximum 6 months starting from the date of acceptance of PO which includes UAT duration also, Payment to new IT-MSP and existing IT-MSP for Item no.1 will be done on the basis of no. of subscribers with respective IT-MSPs at the end day of month.
- Accounting/Bill passing unit for SOR is Corporate Office. All Bills shall be submitted to **GM/CNOC** for certifying and verification and onwards submission to Finance of RailTel Corporate Office for releasing the payment.

3. Updated Point no. 1, C. Bidder's Responsibility, Chapter-3, Scope of Work, Page no. 23 of Tender Document:

Clause No.	Old Clause	Revised Clause
Point no.1, C. Bidder's Responsibility, Chapter-3, Scope of Work, Page no. 23 of Tender Document	IT-MSP will provide/maintain and evolve the hosted OSS/NMS & BSS in RailTel datacenter at Secunderabad and Gurgaon. The servers for hosting will be provided by RailTel. The hosting of the all the OSS/NMS & BSS application in RailTel DCs has to be done within D + 90 days by the IT-MSP, where D is the date of readiness of the data center for hosting purposes as confirmed & communicated by RailTel to the IT-MSP. Bidder has to provide the basic hardware (i.e. servers) requirement and sizing to RailTel at the time of bid submission	IT-MSP will provide/maintain and evolve the hosted OSS/NMS & BSS in RailTel datacenter at Secunderabad and Gurgaon. The servers for hosting will be provided by RailTel. The hosting of all the OSS/NMS & BSS application in RailTel DCs has to be done by IT-MSP as per the timelines. Bidder has to provide the basic hardware (i.e. servers) requirement and sizing to RailTel at the time of bid submission.

4. For PAN, GST and Pennydrop validation of Partners and Customers, new IT-MSP has to do the monthly payment to the respective service providers.

5. Updated Clause in Point no. a), 7. Performance Bank Guarantee, Chapter-6, Page no. 49 of Tender document:

Clause No.	Old Clause	Revised Clause
Point no. a), 7. Performance Bank Guarantee, Chapter-6, Page no. 49 of Tender document	The successful bidder will have to submit rolling Performance Guarantee of amount of 10% of annual order value (including applicable GST) to RailTel of 12 months validity for the 1st year within 15 days of issue of LoA. For 2nd year and subsequent years, Bidder shall ensure to extend PBG validity by 12 months. The onus is on the successful bidder to ensure submission of rollover PBG (of 12 months validity) every year at least 30 days before the last date of completion of term of the previous PBG. However, no interest shall be payable on the performance bank guarantee by RailTel. A live PBG is to	The successful bidder will have to submit rolling Performance bank Guarantee for an amount equal to 10% of annual order value (including applicable GST) to RailTel of 12 months validity for the 1st year within 15 days of issue of LoA. For 1 <sup>st</sup> year, annual order value will be calculated based on 5.68 Lakh subscribers. For 2 <sup>nd</sup> and subsequent years, annual order value will be calculated based on the total no. of subscribers count of RailWire at the end day of the last year. For 2nd year and subsequent years, Bidder shall ensure to extend PBG validity by 12 months with revised amount. The onus is on the successful

	be maintained at all times and in case of non-adherence, the last valid PBG will be forfeited and RailTel reserves the right to terminate the contract. PBG claim period shall always be one year post the expiry of the PBG date.	bidder to ensure submission of rollover PBG (of 12 months validity) every year at least 30 days before the last date of completion of term of the previous PBG. However, no interest shall be payable on the performance bank guarantee by RailTel. A live PBG is to be maintained at all times and in case of non-adherence, the current PBG will be forfeited before expiry and RailTel reserves the right to terminate the contract. PBG claim period shall always be one year post the expiry of the PBG date.
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6. Updated Criteria of Point no. 1, d) Technical Evaluation, Chapter-5, Page 38 of Tender document and Annexure-8, Page 96 of Tender document:

Clause No.	Old Clause	Revised Clause
Point no. 1, d) Technical Evaluation, Chapter-5, Page 38 of Tender document and Annexure-8, Page 96 of Tender document.	<b>Criteria:</b> No. of Implementation of proposed solution in last 3 financial years i.e. 2017-18, 2018-19, 2019- 20, 2020-21, 2021-22, 2022-23, 2023-2024 for minimum 5 lacs active customers (As on bid submission date) in India. (For one implementation- 3 marks, for two implementations- 5 marks).	<b>Criteria:</b> No. of Implementation of proposed solution in last 3 financial years i.e. 2021-22, 2022-23, 2023-2024 for minimum 5 lacs active customers (As on bid submission date) in India. (For one implementation- 3 marks, for two implementations- 5 marks).

7. Updated Eligibility Criteria of Point no. 16, Basic Eligibility Criteria, Annexure-2, Page 83 of Tender Document:

Clause No.	Old Clause	Revised Clause
Point no. 16, Basic Eligibility Criteria, Annexure-2, Page 83 of Tender Document	<b>Eligibility Criteria:</b> The Bidder having CMMi level 4/5 certificate.	<b>Eligibility Criteria:</b> The Bidder having CMMi level 3/4/5 certificate.

8. Updated Criteria of Point no. 4, d) Technical Evaluation, Chapter-5, Page 39 of Tender document and Annexure-8, Page 96 to 97 of Tender document:

Clause No.	Old Clause	Revised Clause
Point no. 4, d) Technical Evaluation, Chapter-5, Page 39 of Tender document and Annexure-8, Page 96 to 97 of Tender document.	<b>Criteria:</b> The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years:-  1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or  2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or	<b>Criteria:</b> The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years: -  1. Three similar completed services costing each not less than the amount equal to 40% (forty percent) of the estimated cost; or  2. Two similar completed services costing each not less than the amount equal to 50% (fifty percent) of the estimated cost; or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

10 marks will be allocated for achieving any of the above criteria.

\*Similar Services shall be defined as implementing and providing services of BSS.

**Document Required:**

Copy of Work order along with Go live certificate from client and Statutory Auditors certificate for value of work completed for required amount.

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

**For MSE Bidders:**

1. Three similar completed services costing each not less than the amount equal to 15% (fifteen percent) of the estimated cost; or

2. Two similar completed services costing each not less than the amount equal to 20% (Twenty percent) of the estimated cost; or

3. One similar completed service costing not less than the amount equal to 35% (Thirty five percent) of the estimated cost.

10 marks will be allocated for achieving any of the above criteria.

\*Similar Services shall be defined as implementing and providing services of BSS.

**Work Experience:** Work

experience certificate from private individual shall not be considered. However, in addition to work experience certificates issued by any Govt. Organization, PSU or any reputed Telecommunications company (TELCO), work experience certificate issued by Public listed company having average annual turnover of Rs 500 crore and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange (NSE) or Bombay Stock Exchange (BSE), incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificate.

**Document Required:**

Copy of Work order along with Go live certificate from client and Statutory Auditors certificate for value of work completed for required amount.

9. Updated Eligibility Criteria of Point no. 14, Basic Eligibility Criteria, Annexure-2, Page 82-83 of Tender Document:

Clause No.	Old Clause	Revised Clause
<p>Point no. 14, Basic Eligibility Criteria, Annexure-2, Page 82-83 of Tender Document</p>	<p><b>Eligibility Criteria:</b> The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years: -</p> <p>a. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or</p> <p>b. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or</p> <p>c. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.</p> <p>*Similar Services shall be defined as implementing and providing services of BSS.</p> <p><b>Document to be submitted:</b> Copy of Work order along with Go live certificate from client and Statutory Auditors certificate for value of work completed for required amount.</p>	<p><b>Eligibility Criteria:</b> The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years: -</p> <p>a. Three similar completed services costing each not less than the amount equal to 40% (forty percent) of the estimated cost; or</p> <p>b. Two similar completed services costing each not less than the amount equal to 50% (fifty percent) of the estimated cost; or</p> <p>c. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.</p> <p><b>For MSE Bidders:</b></p> <p>1. Three similar completed services costing each not less than the amount equal to 15% (fifteen percent) of the estimated cost; or</p> <p>2. Two similar completed services costing each not less than the amount equal to 20% (Twenty percent) of the estimated cost; or</p> <p>3. One similar completed service costing not less than the amount equal to 35% (Thirty five percent) of the estimated cost.</p> <p>*Similar Services shall be defined as implementing and providing services of BSS.</p> <p><b>Work Experience:</b> Work experience certificate from private individual shall not be considered. However, in addition to work experience certificates issued by any Govt. Organization, PSU or any reputed Telecommunications company (TELCO), work experience certificate issued by Public listed company having average annual turnover of Rs 500 crore and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange (NSE) or</p>

		<p>Bombay Stock Exchange (BSE), incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificate.</p> <p><b>Document to be submitted:</b> Copy of Work order and Go live certificate from client and Statutory Auditors certificate for value of work completed for required amount.</p>
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10. Updated Criteria of Point no. 7, d) Technical Evaluation, Chapter-5, Page 40 of Tender Document and Annexure-8, Page 97 of Tender Document:

Clause No.	Old Clause	Revised Clause
Point no. 7, d) Technical Evaluation, Chapter-5, Page 40 of Tender Document and Annexure-8, Page 97 of Tender Document:	<p><b>Criteria:</b> The Bidder having CMMi level 4/5 certificate.</p> <p>CMMi level 4 = 3 marks CMMi level 5 = 5 marks</p>	<p><b>Criteria:</b> The Bidder having CMMi level 3/4/5 certificate.</p> <p>CMMi level 3 = 3 marks, CMMi level 4 = 4 marks, CMMi level 5 = 5 marks.</p>

11. Updated Criteria of Point no. 10, d) Technical Evaluation, Chapter-5, Page 41 of Tender Document and Annexure-8, Page 98 of Tender Document:

Clause No.	Old Clause	Revised Clause
Point no. 10, d) Technical Evaluation, Chapter-5, Page 41 of Tender Document and Annexure-8, Page 98 of Tender Document:	<p><b>Criteria:</b> Compatibility of the AAA system with BNG of different make i.e. Cisco, Juniper and Nokia.</p> <p>3 BNG will have 3 marks, More than 3 BNG will have 5 marks.</p>	<p><b>Criteria:</b> Compatibility of the AAA system with BNG of different make i.e. Cisco, Juniper and Nokia.</p> <p>2 BNG will have 2 marks, 3 BNG will have 3 marks, More than 3 BNG will have 5 marks.</p>

12. Updated Clause no. 8.8.2, At-Risk Amount, Chapter-8, Page 79 of Tender Document:

Clause No.	Old Clause	Revised Clause
Clause no. 8.8.2, At-Risk Amount, Chapter-8, Page 79 of Tender Document	<p>The total At-Risk amount shall be 10% of the annual payout for the Operational Cost.</p> <p>Note: Operational Cost is the Total charges for running solution and services for period of 5 years as defined in Annexure-11 of the Tender Document.</p>	<p>The total At-Risk amount shall be 10% of the monthly payout for the Operational Cost.</p> <p>Note: Operational Cost is the Total charges for running solution and services for period of 5 years as defined in Annexure-11 of the Tender Document.</p>

13. With reference to ref i) Open E-Tender No.: RailTel/OT/CO/RW/2024-25/IT-MSP/003 Dated: 07.11.2024, the last date of submission of bid is extended from 31.01.2025 to 14.02.2025 up to 15:00

Hrs. All the submitted bids will be opened at 15:30 Hrs. on 14.02.2025.

14. All other terms & conditions of tender document will remain same.

**Anand Singh Chandel**  
**GM/VAB/CO**

**रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड (भारत सरकार का उपक्रम)**  
**RailTel Corporation of India Ltd. (A Government of India Undertaking)**  
**CIN : U64202DL2000GOI107905**

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**Pre-Bid Queries Reply of Open E-Tender No.: RailTel/OT/CO/RW/2024-25/IT-MSP/003 Dated: 07.11.2024**  
**for**  
**"Selection of IT Managed Service Provider (IT-MSP) for RailWire Business"**

SN	Page and Clause	Description	Query	RailTel Response
<b>1. M/s Accenture</b>				
1	Basic Eligibility Criteria, Point 14 Page 82 and general	Copy of Work order along with Go live certificate from client and Statutory Auditors certificate for value of work completed for required amount	Request if a external CA attestation certificate can be accepted as a proof of experience. Work orders are highly confidential and can't be shared as SI has strict NDA agreements with its clients.	As per Tender
2	Transition and Hand Over Page 26	It shall be the responsibility of the existing IT-MSP to help, support and assist the new IT MSP selected by the RailTel during the Transitioning Period, subject to a maximum period of 6 months.	Please confirm if the transition period is 6 months.	Maximum period of transition is 6 months.
3	Scope of work Page 21	Customer and Partner Mobile Apps should be as per the industry standard and should have features like OTT integration, Self-care portal, Customer/Partner onboarding, Payment gateway integration, purchase new plans, usage history, payment transactions, balance (data/Rs.) and any other features required as per the RailTel requirement. Mobile App should be available in both Android and iOS.	Please share the list of applications which are under purview of this RFP and to be managed by new IT-MS provider	Please refer various clauses of Tender document.
4	General		Please suggest the tentative timeline for the start of this project	Project Timelines are defined in Clause-11, Chapter-6 of the Tender.
5	Scope of work	Project Timelines: The timelines of implementation of the project shall be submitted along with the Tender submission in the following format.	Pls clarify the scope of this RFP is Managed Services of Railwire existing application landscape. As RFP also mentioned implementation of new OSS/BSS solutions in 90days.	As per Corrigendum-VII
6	Annexure 11	License charges	Please advise on arrangement of AMC of applications by existing MS provider and new partner if the new MS partner seeks to continue with existing NMS and BSS application stack	As per Tender
7	General		Pls share the feature & functionalities for NMS/ OSS/ BSS solutions in case new solutions is required to support the business requirements	As mentioned in Chapter-1 and Chapter-3 of tender document
<b>2. M/s Height8 Technologies</b>				
8	d - Earnest Money (EMD) Page no. 3	Rs 36,83,000/- to be made in favor of RailTel Corporation of India Ltd. Online through RTGS/NEFT	We are requesting you to allow submission of BG/DD in addition to online payment of EMD through RTGS/NEFT	As per Tender

9	3.2, 3.3, 3.4 - Railwire Model Page no. 6	<p>2. IT-Managed Service Partner (IT-MSP): The RailWire model is co-developed with existing IT-MSP and several innovations and modifications are made to the OSS/NMS, Billing and CRM systems for RailWire. IT-MSP provides OSS/NMS &amp; BSS solution which is hosted at the RailTel's DC at Hyderabad and DR at Gurgaon. The billing software code is maintained and managed by IT-MSP during the tenure of the Agreement.</p> <p>3. Managed Service Partner (MSPs): MSP provides customer support, partner onboarding &amp; support, evangelize and market RailWire services on behalf of RailTel on a revenue sharing basis. The MSP also drives and delivers the targeted special e-Governance projects by identifying and engaging the field ANPs, piloting roll outs , needed support accountal, meeting the delivery timelines and SLA targets.</p> <p>4. Access Network Partner (ANPs): Local cable operators, village entrepreneurs, wireless network providers, residential societies, panchayats etc. are the network partners. The network partners invests, build, maintain and own the access network and get a share of revenue. The network is built as per RailWire design rules. The ANP may directly connect to RailTel PoPs or may be connected to the RailTel PoPs by an Aggregation Network Partner.</p> <p>5. Aggregation Network Partner (AGNPs): Partner's who have reliable fiber in the areas of operation can partner in the RailWire program by connecting ANP's in ring, where feasible , to RailWire PoPs on Revenue share basis.</p>	<p>Our understanding is ANPs and AGNPs act as MVNO using the services/platform of Railtel (MVNE).</p> <p>Railtel will share certain % commission with MVNOs for the customer that are tagged to MVNO . Please confirm this business model.</p> <p>MSPs from system perspective would be treated as Railtel Staff.</p> <p>Please confirm</p>	<p>ANPs, AGNPs and MSPs are RailTel partners in RailWire and they have defined % revenue share as per their roles and responsibilities.</p>
10	5.9 - Operations Service Solutions (OSS) / Network Management System (NMS) Page no. 14	<p>2) Operations Support System (OSS) monitors the access network comprehensively. OSS supports processes such as Service Provisioning, usage details of end subscriber and ANP's, Service Level Management, Performance Management, Resource inventory, Fault or Event Management System, Network Management System, Activations, Deactivation of Subscriber/ANP's and Element Management System. Integration with RailTel's CGNAT and logging as required by the ISP policy is also supported. It includes Technical Assistance Center (TAC) with all necessary infrastructure and 24x7 technical support personnel.</p>	<p>As part of supply, we can bundle NMS (Network Monitoring Solution) which is Open Source Tool highly customized and pre-integrated. It has a capability to monitor L2 &amp; L3 devices.</p> <p>We undertand the requirement is to have Network Monitoring System and the devices will be mangaed through their respective OEM's EMS.</p> <p>Please confirm</p>	<p>Clause is clear.</p>
11	Chapter 3 - Scope of Work Page no. 20	<p>The broad scope of work for the bidder under this contract includes:</p> <p>1. The winning bidder has to take over the operations and evolution of the existing IT stack (OSS/NMS &amp; BSS) for the RailWire while ensuring business continuity. The bidder should manage, expand and evolve various functionalities and use cases for supporting RailWire Business needs. The bidder may use the existing system or may bring in his own system and customize it to meet the services being provided by the existing system. The source code of the existing system will be arranged by the RailTel however the takeover of the existing system from incumbent IT-MSP has to be managed by the winning bidder. The knowledge transfer for the customization will be facilitated by the RailTel.</p>	<p>Its fine for new IT-MSP to take over from existing one. The timeline of shadow is stringent, hence the handover requires to be governed by Railtel PM/PMO.</p> <p>Secondly, the business KT (deployment, use cases, integrations) will require the intervention of Railtel team so its clearly understood and mapped in the new applciation.</p> <p>Please confirm</p>	<p>Clause is clear.</p>
12	Chapter 3 - Scope of Work , (C) Page no. 24	<p>10. IT-MSP will provide the integration and customization to the existing and new VAS providers like OTT and IPTV etc.</p> <p>11. IT-MSP has to provide the integration and customization to the existing and new Payment gateway service providers for facilitating online payments.</p>	<p>1. Please confirm the number of VAS Providers 2. Please confirm number of Payment Gateways</p>	<p>RailWire has currently 4 VAS provider and 4 Payment gateway providers.</p>

13	Chapter 3 - Scope of Work ,(D) Page no. 24	D. Installation, Integration, Testing, Trial Run and Commissioning of System The bidder shall be fully responsible for Quality Assurance of system/solution and supervision of following: 1. Installation and Integration of the above said items as per System design. 2. Integration with existing network/system. 3. Testing of the Network/System as specified in the document. 4. Trial run of the network/system. 5. Commissioning of Network/system.	This testing requires replication of production environment within the lab environment of Railtel. Does Railtel have a lab/test setup where all production applications are available for thorough testing?	Selected bidder has to deploy test set-up, RailTel will provide required H/W for deployment.
14	Chapter 3 - Scope of Work ,(F) Final Commissioning- Go-live Page no. 25	Any item of services not specifically mentioned, but considered essential for running of the services in all respects shall be deemed to be included in the scope of work. Any additional item, if required for running of services, shall be required to be provided by the bidder free of cost.	This is an open ended clause. As IT-MSP we will provide a detailed BoQ and Solution Document which will become the final Scope of deliverables and has to be validated by Railtel.  Any later additional use case specific to Railtel can be delivered however if there is a cost associated with it, IT-MSP and Railtel will mutually agree on the cost & will decide the way forward  Please confirm	As per tender
15	Chapter 8 - TECHNICAL, FUNCTIONAL REQUIREMENTS & SPECIFICATIONS (8.1.1) Page no. 67	The bidder will deploy/manage Operations Support System (OSS)/Network Monitoring System(NMS) to monitor the access network comprehensively. OSS/NMS will support processes such as Service Provisioning, usage details of end subscriber and ANP's, Service Level Management, Performance Management, Resource inventory, Fault or Event Management System, Network Management System, Ticketing tool, Activations, Deactivation of Subscriber/ANP's and Element Management System. Integration with RailTel's CGNAT and logging as required by the ISP policy should be supported by bidder. It includes Technical Assistance Center (TAC) with all necessary infrastructure and 24x7 technical support personnel.	First Line of Customer Support (direct interaction/support with customers & Partners - ie. ANP & AGNP) is not in IT-MSP Scope. We understand this is managed by MSP which is Railtel's backend support team.  Please confirm	First point of contact for Customer support are RailWire Circle wise MSPs who are managing the RailWire contact center.
16	Chapter 6 - Terms and Conditions (21) Page no. 56	100% of Payment of One-time Initial Set up cost shall be made by RailTel on successful Supply, Integration, Installation & Commissioning, Migration at site as per the scope of the tender including DC and DR based on acceptance certificate issued by Railwire Team. One-time Initial Set up cost is 2% of Operational Cost as mentioned in Annexure-11, Price Bid.	We propose to have 1% of Operational One-Time Cost at the time of awarding the contract.  Rest 1% can be as defined by Railtel (post UAT certificate issued).  Please confirm	As per tender
17	Chapter 8 - TECHNICAL, FUNCTIONAL REQUIREMENTS & SPECIFICATIONS (8.7) Page no. 67	Indicative Manpower Requirements	As our product and solution is running successfully for large broadband service providers and we will be hold accountable as per SLA clause hence may we request "man power dimension with specific skills set" to be defined by us. We are requesting to change the term to 'adequate man-power to manage and maintain operation' effectively to meet SLA guidelines.  We shall comply to support the SLA for the given solution with adequate man-power from our Head-Quarter office based in India.  Please confirm	As per tender
<b>3. M/s Parity Infotech Solutions Private Limited and 4. M/s Biocipher Technologies</b>				

18	Basic Eligibility Criteria, Page 82	<p>The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years: -</p> <p>a. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or</p> <p>b. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or</p> <p>c. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.</p> <p>*Similar Services shall be defined as implementing and providing services of BSS.</p> <p>Document Required: Copy of Work order along with Go live certificate from client and Statutory Auditors certificate for value of work completed for required amount.</p>	<p>The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years: -</p> <p>a. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or</p> <p>b. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or</p> <p>c. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.</p> <p>*Similar Services shall be defined as implementing and providing services of IT infra/OSS/BSS.</p> <p>For MSME Bidder:</p> <p>1. Three similar completed services costing not less than the amount equal to 5 Cr. or</p> <p>2. Two similar completed services costing not less than the amount equal to 8 Cr. ; or</p> <p>3. One similar completed service costing not less than the amount equal to 15 Cr.</p>	As per Corrigendum-VII
19	Basic Eligibility Criteria, Page 83	<p>The Bidder having CMMi level 4/5 certificate.</p> <p>Document Required: Copy of Certificate to be attached</p>	The Bidder having ISO/CMMi level 3/4/5 certificate.	As per Corrigendum-VII
20	Basic Eligibility Criteria, Page 83	<p>The Bidder should have managed the BSS software for minimum customer base of 4 lacs in one project for government agency such as Centre/State Govt, PSUs, ISPs, Telco etc.</p> <p>Document Required: Copy of Certificate to be attached</p>	The Bidder should have implemented and managed the IT Infra project of minimum value of 5 Cr/ BSS software for minimum customer base of 4 lacs in one project for government agency such as Centre/State Govt, PSUs, ISPs, Telco etc.	As per tender
21	Technical Evaluation, Page No:38	<p>No. of Implementation of proposed solution in last 3 financial years i.e. 2017-18, 2018-19, 2019- 20, 2020-21, 2021-22, 2022-23, 2023-2024 for minimum 5 lacs active customers (As on bid submission date) in India. (For one implementation- 3 marks, for two implementations- 5 marks).</p> <p>Document Required: Copy of Work order along with completion certificate from client.</p>	<p>No. of Implementation of proposed solution in last 3 financial years i.e. 2017-18, 2018-19, 2019- 20, 2020-21, 2021-22, 2022-23, 2023-2024 for minimum project value of 5Cr /5 lacs active customers (As on bid submission date) in India. (For one implementation- 3 marks, for two implementations- 5 marks).</p>	As per Corrigendum-VII
22	Technical Evaluation, Page No:39	<p>Bidder to have in-house BSS software development team (only permanent employees of the bidder will be counted). Details of Team along with qualification, area of expertise and experience need to be submitted.</p> <p>Educational Qualification required from BSS Software development team: Graduate in Science or Diploma (3 Yr.) in Computer science/Electronics/IT or B.E./B. Tech/MCA/M.Sc./M.Tech in Electronics/IT/Computer Science</p> <p>Minimum 8 employees will have 3 marks and thereafter each 4 additional employees will have 1 mark.</p> <p>Document Required: Self-undertaking from HR and details of team as mentioned in criteria</p>	<p>Bidder to have in-house IT Infra/OSS/BSS software development team (only permanent employees of the bidder will be counted). Details of Team along with qualification, area of expertise and experience need to be submitted.</p> <p>Educational Qualification required from IT Infra/OSS/BSS Software development team: Graduate in Science or Diploma (3 Yr.) in Computer science/Electronics/IT or B.E./B. Tech/MCA/M.Sc./M.Tech in Electronics/IT/Computer Science</p> <p>Minimum 8 employees will have 3 marks and thereafter each 4 additional employees will have 1 mark.</p>	As per tender

23	Technical Evaluation, Page No:39	<p>Experience in implementation of BSS projects in government agency such as Centre/State Govt, PSUs, ISPs, Telco etc. in last 3 years (Customer PO/ LOA/Agreements along with completion certificate is required to be submitted). The bidder should also have experience of NMS and Ticketing tool. Each PO will have five marks.</p> <p>Document Required: Copy of Work order along with completion certificate from client.</p>	<p>Experience in implementation of <u>OSS/BSS/IT Infra</u> projects in government agency such as Centre/State Govt, PSUs, ISPs, Telco etc. in last 3 years (Customer PO/ LOA/Agreements along with completion certificate is required to be submitted). <del>The bidder should also have experience of NMS and Ticketing tool.</del> Each PO will have five marks.</p>	As per tender
24	Technical Evaluation, Page No:39	<p>The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years:-</p> <ol style="list-style-type: none"> <li>1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or</li> <li>2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or</li> <li>3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.</li> </ol> <p>10 marks will be allocated for achieving any of the above criteria.</p> <p>*Similar Services shall be defined as implementing and providing services of BSS.</p> <p>Document Required: Copy of Work order along with Go live certificate from client and Statutory Auditors certificate for value of work completed for required amount.</p>	<p>The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years:-</p> <ol style="list-style-type: none"> <li>1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or</li> <li>2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or</li> <li>3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.</li> </ol> <p><u>For MSME bidder</u></p> <ol style="list-style-type: none"> <li>1. Three similar completed services costing not less than the amount equal to 5 Cr. or</li> <li>2. Two similar completed services costing not less than the amount equal to 8 Cr. ; or</li> <li>3. One similar completed service costing not less than the amount equal to 15 Cr.</li> </ol> <p>10 marks will be allocated for achieving any of the above criteria.</p> <p>*Similar Services shall be defined as implementing and providing services of <u>BSS/OSS /IT Infra Project</u>.</p>	As per Corrigendum-VII
25	Technical Evaluation, Page No:39	<p>Relevant Past Experience: Experience in managing the subscribers using BSS projects in ISPs/Telecom/PSU/Govt. Deptt:</p> <p>&gt;=1 to 3 years = 5 marks &gt;3 to 7 years = 8 marks &gt;7 years = 10 marks</p> <p>Document Required: Copy of Work order along with completion certificate from client.</p>	<p>Relevant Past Experience: Experience in managing <u>OSS/IT Infra project/</u> the subscribers using BSS projects in ISPs/Telecom/PSU/Govt. Deptt:</p> <p>&gt;=1 to 3 years = 5 marks &gt;3 to 7 years = 8 marks &gt;7 years = 10 marks</p>	As per tender
26	Technical Evaluation, Page No:40	<p>Cumulative turnover of the bidder in last three financial years FY 21-22, FY 22-23, FY 23-24 or (as per the latest last three published audited balance sheets). Rs 55.24 Cr will have 3 marks, thereafter each Rs. 10 Cr will have 1 mark.</p> <p>Document Required: CA certificate along with UDIN.</p>	No Change	As per tender

27	Technical Evaluation, Page No: 40	The Bidder having CMMi level 4/5 certificate. CMMi level 4 = 3 marks CMMi level 5 = 5 marks  Document Required: Copy of Certificate to be attached.	The Bidder having CMMi level 3/4/5 certificate. ISO 9001 = 3 marks and ISO 20000 & 27000 = 4 marks and CMMi level 3/4/5 = 5 marks	As per tender
28	Technical Evaluation, Page No: 40	The Bidder should have managed the BSS software for minimum customer base of 4 lacs in one project for government agency such as Centre/State Govt, PSUs, ISPs, Telco etc.  Certificate with 4-5 lakh subscribers in one project – 5 marks. Certificate with more than 5 lakhs subscribers in one project - 10 marks.  Document Required: Copy of Certificate to be attached.	The Bidder should have implemented & managed IT Infra project of minimum value of 5 Cr /OSS/ BSS software for minimum customer base of 4 lacs in one project for government agency such as Centre/State Govt, PSUs, ISPs, Telco etc.  Relevant work order copy/ Certificate with 4-5 lakh subscribers in one project – 5 marks. work order copy/Certificate with more than 5 lakhs subscribers/ in more than one project - 10 marks.	As per tender
29	Technical Evaluation, Page No: 40	Additional features required: 1. WhatsApp integration including chatbot. 2. Self-help for users in OSS/BSS system where in system can help users with the issues without needing them to connect with customer support in first instance. 3. OLT/ONT Management. 4. Field Force Management solution. It should include ANPs/AGNPs GIS mapping. 5. Impact analysis feature in NMS where in there is link between no. of devices down to no. of customers affected. 6. Different OTT providers can be offered through portal/mobile App and customer can pick up which OTT is required. 7. Strategic Alliance Partner for managing OSS/BSS for MSO migration. 8. Enterprise OSS and BSS Lease Line Billing offering. 9. Workorder management from lead generation to customer activation for streamlined order entry, processing, and fulfilment. 10. Fault Detection feature in NMS: Automated detection and notification of network faults. *Each feature/functionality will carry 1 marks.  Document Required: Self-certificate to be attached. RailTel may ask to showcase all of these features in live environment.	Additional features required:  1. Self-help for users in OSS/BSS/IT operation support/ system 2. Network Monitoring System with Fault management, change management etc. 3. Must have deployed more than 25 manpower for managing large IT Infra 4. Experience in GIS Management Solution. 5. Impact analysis feature in NMS where in there is link between no. of devices down to no. of customers affected.  *Each feature/functionality will carry 2 marks.	As per tender
30	Technical Evaluation, Page No: 41	Compatibility of the AAA system with BNG of different make i.e. Cisco, Juniper and Nokia. 3 BNG will have 3 marks More than 3 BNG will have 5 marks  Document Required: Client certificate to be submitted for live implementation.	Bidder should have management of AAA solution.	As per tender

31	Page - 39. Clause 4	The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years: - a.Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or b.Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or c.One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost. *Similar Services shall be defined as implementing and providing services of BSS.	Since the estimated cost of the tender has been considered for 5 years.  Request you to kindly amend the clause as below. The bidder must have successfully executed/completed similar Services over the last five years i.e. the current financial year and the last five financial years	As per Corrigendum-VII
32	Page — 96. Clause 1	No. of Implementation of proposed solution in last 3 financial years i.e. 2017-18, 2018-19, 2019- 20, 2020-21, 2021-22, 2022-23, 2023-2024 for minimum 5 lacs active customers (As on bid submission date) in India. (For one implementation- 3 marks, for two implementations- 5 marks).	We request you to kindly amend this clause as mentioned below:  A minimum of 3 Lacs active customers managed by the proposed solution in the last 3 financial years i.e. 2021 -22, 2022-23, 2023-2024 for government agency such as Central/State Govt, PSUs in India Managed 3 Lacs customer during: Last 3 financial years — 3 marks More than 3 financial years — 5 marks	As per Corrigendum-VII
33	Page — 98, Clause 10	Compatibility of the AAA system with BNG of different make i.e. Cisco, Juniper and Nokia. 3 BNG will have 3 marks More than 3 BNG will have 5 marks	We request you to kindly amend the clause as below: Compatibility of the AAA system with BNG of different make i.e. Cisco, Juniper and Nokia. 2 BNG will have 3 marks More than 2 BNG will have 5 marks	As per Corrigendum-VII
34		The total At-Risk amount shall be 10% of the annual payout for the Operational Cost (clause 8.8.2 At-Risk Amount)	Since the penalties for SLA are defined as percentages of monthly payout for operational cost, request you to make the total at risk amount also as 10% of the monthly payout. Else it may exceed the total payout value	As per Corrigendum-VII
35		The successful bidder will have to submit rolling Performance Guarantee of amount of 10% of annual order value (including applicable GST) to RailTel of 12 months validity for the 1st year within 15 days of issue of LoA. (clause 7, (a))	Requesting to make PBG 3% of the annual order value.	As per Tender.
36		General	Source Code Transfer During Contract Expiry/Termination: Will the selected bidder be required to transfer the source code to RailTel upon contract expiry or termination.	Selected bidder does not have to transfer source code upon contract expiry or termination
37		General	Mail Server Maintenance: Is the selected bidder responsible for maintaining the mail server for RailWire	Selected bidder has to manage and maintain the mail service of RailWire. Mail server will be hosted at RailTel Data Center.
38		General	Third-Party Licenses: Will RailTel bear the cost of third-party licenses (e.g., database and operating system) or will it be the selected bidder's responsibility	Please refer Point no. 5, A. Scope of Work and Technical Requirements, page no. 21 of Tender document - "The Bidder shall provide all technical and operational support for OSS/NMS & BSS application including all supporting software such as database, OS, backup, middleware (if any) etc"
39		General	Consumables: Who will bear the cost of consumables, such as SMS and WhatsApp integration charges — RailTel or the selected bidder	RailTel will bear SMS and WhatsApp cost but required integration has to be done by the selected bidder.

**6. M/s 6D Technologies**

41		Chapter 8, Section 8.1.1, OSS/NMS Details	Can you please provide details of the existing EMS (Element Management systems) with which current OSS/NMS system is integrated with?	All the devices are IP devices. Bidder will put their own NMS System which will pull data through SNMP.
42		Chapter 8, Section 8.1.1, OSS/NMS Details	What interfaces (SNMP, TL1 etc) are exposed by these EMS systems for the northbound integrations?	API/SNMP integration.
43		Chapter 8, Section 8.1.1, OSS/NMS Details	Can you please provide make of these EMS and the network elements that they are integrated with?	No EMS is present in the system.
44		Chapter 1. Existing OSS/NMS & BSS System Detail, 1. Architecture diagram	Can you please elaborate on this radius management functionality that is available in the presentation layer?	Please refer tender document.
45		Chapter 8, Section 8.1.1, OSS/NMS Details	Is the current OSS/NMS collecting the fault & performance data directly with some of the devices? If yes, can you please provide a list of these device types for us to assess the integration effort?	Yes. Manageable L2 switches, manageable L3 switches, manageable GPON OLT, manageable EPON OLT, P2P Radio devices, etc
46		Chapter 8, Section 8.1.1, OSS/NMS Details	Is the current OSS/NMS provisioning some of the devices directly? If yes, can you please provide a list of these device types for us to assess the integration effort? Requesting you to share the current IOS version (e.g. IOS, JUNOS etc.) version of the network elements.	Only CPE configuration is being done through API via TR069 protocol currently
47		Chapter 8, Section 8.1.1, OSS/NMS Details	What all networks are managed by the current resource inventory? e.g. Does it manage the SDH, DWDM or IP network?	Currently, only IP network devices in access network (manageable L2/L3 switches, manageable GPON/EPON OLTs, etc.)
48		Chapter 8, Section 8.1.1, OSS/NMS Details	Does the resource inventory has a discovery and reconciliation capability? If yes, with which all networks, this discovery is carried out?	As per Tender
49		Chapter 8, Section 8.1.1, OSS/NMS Details	Does the resource inventory captures passive components as well such as fiber, patch panels etc? If not, what active components are captured by the inventory?	Passive components are currently not captured in inventory. CPE data is managed in inventory currently.
50		Chapter 8, Section 8.1.1, OSS/NMS Details	What is the user base of the OSS/NMS system?	Approx. users should be equal to AGNP+ANP+MSP+ RailTel's NOC users. At present we can have approx 9k to 10k logins.
51		Chapter 8, Section 8.1.1, OSS/NMS Details	Is this application custom developed as we did not find any detail of a COTS (commercial of the shelf) system in the RFP?	As per tender
52		Chapter 8, Section 8.1.1, OSS/NMS Details	What service level management features are provided by the application?	As per tender
53		Chapter 8, Section 8.1.1, OSS/NMS Details	Is the scope of OSS/NMS to monitor the access network only? Does it not monitor the core and distribution network?	It is used for access network and distribution network as well and not for core network
54		Chapter 8, Section 8.1.1, OSS/NMS Details, Ticketing tool	The ticketing tool mentioned here is used for logging network tickets only? (i.e. issues concerning Network) because there is a mention of ticketing capability under BSS as well.	Only for Network Ticketing and management currently.
55		Chapter 8, Section 8.1.3, CRM Details, Ticketing tool	The ticketing capability mentioned in the second bullet point is exclusively meant for capturing Subscriber and Partner complaints/queries. Kindly confirm.	Subscriber and Partner complaints including MSP
56		Chapter 8, Section 8.1.3, CRM Details, Ticketing tool	The lead management capability mentioned in the first bullet point is exclusively meant for Business or Enterprise customers. Can you please confirm?	As per tender
57		Chapter 8, Section 8.1.3, CRM Details, Ticketing tool	What SLA management capabilities are part of the system? Can you please share some of the sample SLAs being managed through this system?	Ticketing system apart from CRM is being managed, Daily state/Territory wise subscriber reports and financial reports are maintained in the SLA portal. Along with Dashboards like the showing the growth and revenue details etc in a pictorial manner.
58		Chapter 8, Section 8.1.3, CRM Details, Ticketing tool	Does the system have contract management capabilities for managing partners, ANPs etc?	Yes
59		Chapter 8, Section 8.1.2, BSS Details, Revenue Management	Does Railtel have interconnect settlements especially with AGNP? If yes, how many interconnect partners it has and how many invoices are generated for these partners per month? (Total CDRs Generated per day (Interconnect))	One invoice is generated per AGNP in a month

60		Chapter 3, A. Scope of Work, point no. 14	Apart from ERP, are there any other existing systems with which we need to integrate the proposed target systems? Does the Railtel's ERP system support REST based API?	ERP, Payment Gateway, VAS providers, TRAI plan updation, HPSM ticketing portal, Aadhar, PAN, Pennydrop, GST integrations, Contact support system, TR069 system, NMS, SMS gateway etc.
61		8.4. Sizing Estimation: "IT MSP shall be responsible for migrating the inscope applications to the new data center."	We are assuming that this statement means that the new systems have to be implemented in the new Data center. The existing applications will not be moved to the new data center. Kindly confirm.	Existing system is implemented in 2 DCs. New system is also to be implemented in these 2 DCs
62			Can Railtel provide the detail of its existing Reporting system? Is it included in the scope of supply of OSS/NMS and BSS system?	As per tender
63		Chapter 1. Existing OSS/NMS & BSS System Detail, 1. Architecture diagram	If it is in the scope, please provide the data retention policies for Raw CDRs, Processed CDRs, summary data CDRs. How many months of reports to be stored in a compressed or a non-compressed format?	As per tender
64		8.3.1. Application Management Services	Our understanding is that SLAs shall be applicable from steady state post transition. Kindly confirm.	As per tender
65		8.3.1. Application Management Services	What are the average number of incident/problem ticket per month or per year for each application severity wise? How many of these are P1 and P2 incidents?	Total Incidents per month are approx.2400 (handled by RailTel and ITMSP based on the type of ticket). P1 and P2 incidents on avg. 50 per month
66		8.3.1. Application Management Services	What are the average number of service requests per month or per year for each application and type of these requests?	Annual tickets will be shared with the succesfull bidder however this will not have any connection with the solution proposed.
67		8.3.1. Application Management Services	Is it possible to provide a ticket dump from the existing ITSM tool for these applications for us to understand the stability of the applications?	Details shall be shared with successful bidder
68		8.3.1. Application Management Services	Is Railtel or its existing IT-MSP using any tools for CI/CD and DevOps methodology?	No
69		8.3.1. Application Management Services	How many environments are currently available for these applications?	Production in DC-DR, Development and staging.
70		8.3.1. Application Management Services	Are all the applications having HA (High Availability) and DR (Disaster Recovery) configuration?	As per tender
71		8.3.1. Application Management Services	Which of the applications and third party components (such as DB, OS etc) are EOL/EOS and have no support available from the OEM?	Details shall be shared with successful bidder.
72		8.3.1. Application Management Services	Can you please share version details of OS and DB of each of the applications?	Details shall be shared with successful bidder.
73		8.3.1. Application Management Services	Can you please provide a list of all the monitoring tools and ITSM tool used by Railtel in its set up?	As per tender
74		8.3.1. Application Management Services	Does Railtel have the documentation for all the applications that are in scope such as BRS, SRS, HLD, LLD, Release documentation etc. including those for change requests that may have been delivered in the system ?	As per tender
75		8.3.1. Application Management Services	Can you please share the inventory of the hardware (servers, storage, Network) along with the make and model and other Infra components such as backup, databases, OS, virtualization software with version numbers in use? Do we have the active AMC and L4 support available for all these components?	As per tender
76		8.3.1. Application Management Services	Can you please provide details about available AMC of the Infra components? We need to have EOL/EOS (End of Life, End of support) of all hardware components. Can you please share the same?	As per tender

77		8.3.1. Application Management Services	Can you please list down all third party components in use today along with the AMC details e.g. Loadbalancers, Middleware, Caching, etc ?	As per tender	
78		8.3.1. Application Management Services	What ALM tools are used during various stages of SDLC in Railtel (e.g. project management, Source code management, Requirement management, Testing and Quality assurance, issue tracking and defect management)	Internal ALM tools are being used like SLA etc. currently.	
79		8.3.1. Application Management Services	What tools are being used for the various ITIL processes e.g. incident, problem, change, capacity, availability, release, service continuity, Asset & configuration management?	As per tender	
80		8.3.4. Change and Release Management Services: "For the purpose of planning, it is assumed that maximum effort required for customization in a month will be 100 hours"	Is this 100 person hours meaning around 12.5 Person-days of effort in a month? Kindly confirm.	As per tender	
81		8.3.1. Application Management Services 8.7 Indicative manpower requirement	Can we assume that only software and third party software components are in the scope of Application management services? Hardware components are excluded from the scope of AMS?	As per tender	
82		General Queries	Can you please provide the breakup of the projected subscriber numbers of Retail and Enterprise (if applicable) and ANPs for the year 2025 to 2029?	As per tender	
83			We are Assuming the Deployment will be on-premises private Cloud of Railtel in Gurgaon and Hyderabad? Please confirm.	As per tender	
84			Does Railtel have any preference of containerization and virtualization technology for its on-premise deployment?	As per tender	
85			Apart from Primary and DR production sites, how many additional environments are required by Railtel e.g. Pre Production, Testbed, Development?	As per tender	
86			How many Railtel business users will be using the system?	Broadband users approx- 5.68 lakh and corporate is approx-4000+ currently.	
87			Will the system be used by Railtel partner employees as well? If yes, how many such users are currently using and how many more are anticipated in the future?	Yes.	
88			Chapter 8, Section 8.1.3, CRM Details, Ticketing tool	Average Size of each contract document (in MB)	Approx 3-5MB
89				Number of Customer Care Agents	Customer care agents for all Circles are approx. 250
90		Chapter 8, Section 8.1.2, BSS Details, Product Management	Number of Product/Service requests/ triggers per month	As per tender	
91			Number of catalogues/rate plans to be stored in the system ?	As per tender	
92			How many price plans/package for various customer types?	There are around 20k + active plans in PAN India	
93		Chapter 8, Section 8.1.2, BSS Details, Order Management	Expected Order Management TPS	As per the demand and receipt of PO by RailTel, Corporate work orders are created. Further details shall be shared with successful bidder	
94			Number of Orders generated per month per subscriber ?	Details shall be shared with successful bidder	
95			Total number of Order requests per day ?	Details shall be shared with successful bidder	
96			Total number of Provisioning Requests per day	Details shall be shared with successful bidder	
97			Total Number of Inbound Campaign Request per customer per month	Details shall be shared with successful bidder	
98		Total Number of Outbound Campaign Message per customer per month	Details shall be shared with successful bidder		
99		Please provide the distribution of Campaign message per day for Inbound and Outbound Channels	Details shall be shared with successful bidder		

100			We are assuming Railtel will provide the APIs to integrate the provided channels with vendor platform. Kindly confirm our understanding	RailTel will provide API for integration as per requirement. Please refer tender for further details
101		Chapter 8, Section 8.1.3, CRM Details, Campaign Management	In case OTT/Social Media channels need to be included in that case we assume Railtel will take care of Contracting & Licensing with OTT and other Social Media platforms and provide the relevant APIs to us for integration. Our platform will need to integrate with OTT/Social Media Channels as per agreed business use cases. We are also assuming that Railtel will take care of customer consent for necessary targeting on WhatsApp and other social media platform. Please confirm our understanding.	Details shall be shared with successful bidder
102			Average Number of CDRs (Data, VAS) to be processed per day?	Approx. 1.4 million records/CDRs
103		Chapter 8, Section 8.1.2, BSS Details, Revenue Management	Number of Invoices generated per month for subscribers and ANPs.	ANP+AGNP+MSP invoices approx-11k+ and approx subscriber invoices for Broadband recharges-5.68 lakhs+ and Approx. corporate Subscribers- 4000+ invoices
104		Chapter 3, A. Scope of Work, point no. 12, Customer and Partner Mobile Apps	Can you please provide the expected TPS to be handled by API Gateway.	Query not clear
105			Please provide total number of payment gateways to be integrated with the solution.	At present-4 payment gateways.
106		Chapter 3, Scope of Work, C. Bidders responsibility, point no.11 integration with Payment gateway	What would be the number of Payment Gateway based transactions to be considered in a month for Solution?	Success online Transactions are approx. 4 lakh+ (subscriber+ANP+Static IP)
107			How many channels need to be integrated to the solution during the launch?	At present 4 Payment Gateways.
108			Please provide number of tickets generated per month	SLA-2400+ (avg) per month; CRM- Subscriber tickets-15000+ (Avg),Partner tickets-300+(avg),static ip tickets- 1000+ (avg)
109		Chapter 8, Section 8.1.3, CRM Details, Ticketing tool	No. of Channels through which Tickets can be raised?	Billing portal and Mobile App, Call center and SLA portal.
110			Number of documents to be stored per ticket	No limit
111			How many charging requests per day due to daily/weekly/monthly packs	Details shall be shared with successful bidder
112		Subscription Management	Percentage of new subscription per month (additions). Can we assume a 25% increase month on month?	Details shall be shared with successful bidder
113		CHAPTER-5-Selection of bidder" 4- Evaluation of Bid: Sub clause-d, Sub-SUB clause-b, Point no-1, Page no-38	The Project costing or Work orders cannot be shared for any of our customers due to NDA with each customer. This clause should be excluded or can be consumed with the References stating reference of BSS implemented for equal or more than 500K subscribers base.	As per tender
114		CHAPTER-5-Selection of bidder" 4- Evaluation of Bid: Sub clause-d, Sub-SUB clause-b, Point no-2, Page no-39	Can we submit the resume of the eight BSS Software development Resources. Would that be sufficient to address this query?	As per tender
115		CHAPTER-5- Selection of bidder - 4- Evaluation of Bid: Sub clause- d, Sub sub clause-b- point no-4, Page No-39	The Project costing or Work orders cannot be shared for any of our customers due to NDA with each customer. This clause should be excluded or can be consumed with the References stating reference of BSS implemented for equal or more than 500K subscribers base.	As per tender
116		CHAPTER-5- Selection of bidder - 4- Evaluation of Bid: Sub clause- d, Sub sub clause-b- point no-5, Page No-40	Relevant Past Experience, can only be provided based on the reference letter and not work orders. Request you to reconsider to provide with Self Certificate only.	As per tender
117		CHAPTER-5- Selection of bidder - 4- Evaluation of Bid: Sub clause- d, Sub sub clause-b- point no-7, Page No-40	The CMMI certification is very specific and should be reconsidered. The Certification ISO 27001 , ISO 9001 is sufficient to be certified.	As per tender

118	CHAPTER-5- Selection of bidder - 4- Evaluation of Bid: Sub clause- d, Sub sub clause-b- point no-9, Page No-41	Additional features required : should not be specific , since BSS is dynamic and installed at different TELCO's/ISP's may not have been in live environment and cannot be showcased. This clause will attract to specific vendors to participate. Here, the specifications can be clubbed to scope of work and compliances .	As per tender												
119	CHAPTER-6- Terms & Conditions - 4- Performance Bank Guarantee:Sub clause-7, Sub sub clause-a, Page No-49	Need clarification on the BG The successful bidder will have to submit rolling Performance Guarantee of amount of 10% of annual order value (including applicable GST) to RailTel of 12 months validity for the 1st year. How will this Annual order be calculated and on what assumptions??	Please refer Corrigendum-VII												
120	CHAPTER-6- Terms & Conditions - 4- Performance Bank Guarantee:Sub clause-11,, Page No-51	Project Timelines are too stringent to meet for a OSS/BSS Deployment. Further, the timelines mentioned are for only SW & Services for deployment post the HW ( by Railtel) availability.	Please refer tender clause F. Final Commissioning Go-live Chapter-3, Scope of Work												
121	General Queries	Railtel will not put commercial traffic without the completion of UAT ?	Yes												
122	General Queries	Can we propose OPEX monthly business model in addition to Revenue share as well since there are skilled resources involved and it would be a fixed expense every month.	As per tender												
123	Annexure 11	<table border="1"> <tr> <td>550,000</td> <td>1</td> </tr> <tr> <td>5.5 to 10 Lakhs</td> <td>0.75</td> </tr> <tr> <td>&gt; 10 Lakhs to 20 Lakhs</td> <td>0.6</td> </tr> <tr> <td>&gt;20 Lakhs</td> <td>Negotiated value</td> </tr> <tr> <td>Operational Cost</td> <td>33,810,000</td> </tr> <tr> <td>One Time</td> <td>676,200</td> </tr> </table> <p>Is the understanding about pricing correct to create a business case with such example?</p>	550,000	1	5.5 to 10 Lakhs	0.75	> 10 Lakhs to 20 Lakhs	0.6	>20 Lakhs	Negotiated value	Operational Cost	33,810,000	One Time	676,200	As per Tender
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124	Tender Submission	Request to extend the Bid Submission date till Jan 21-2025 (Tuesday) considering response to clarifications by 25th December 2025. Since, a lot of Documentation collection and creation work is required for submission. Further, sizing related information is required to pursue the technical solution.	Please refer Corrigendum-VII												
124	Chapter 1, Architectural Diagram, Page 9, Tender Document	Can we get the integration architecture details as well. Specifically with East and West integrations like ERP, Payment Gateway and so on along with the protocol details?	ERP, PG, VAS providers, TRAI plan updation, HPSM ticketing portal, Aadhar, PAN, Pennydrop, GST integrations, Contact support system, TR069 system, NMS,SMS gateway etc.												
125	<b>Section 8.1.2, BSS Details-</b> Details and billing of VAS content delivered during the month and their revenue distribution.	Can you please help with use case for which VAS content per month report or distribution expected from the proposed platform	Currently, there 59K+ VAS subscribers.												
126	<b>Chapter 3, Scope of Work, C. Bidder's Responsibility</b> IT-MSP will provide the integration and customization to the existing and new VAS providers like OTT and IPTV etc	Can you please help with all type of OTT partner need to integrated with the proposed platform .is it the standard API interface?	Yes, API Interface												

127		Annexure 11, Price bid, The active customer base of RailWire is approx. 5.68 Lakhs and same is used for the calculation of operational cost.	Can we propose the hardware sizing based on 10 Lakhs subscribers to provide ample room for growth to Railtel?	As per Tender	
128		Access Network Partner (ANPs) and Aggregation Network Partner (AGNPs)	Can we get the existing process or to-be process of onboarding ANP and AGNPs into the BSS platform (from Presentation Tier Perspective provided in Architecture Diagram).	Details shall be shared with successful bidder	
129			Can we get the existing or to-be details of the type/model/calculation of Revenue Sharing models including the classification of services (OTT/IPTV/Internet and so on) level Revenue sharing model if available ?	Details shall be shared with successful bidder	
130			Are there any other model of settlement to ANPs and AGNPs apart from Revenue Sharing Model ? Like Subscription based, Flat fee and so on.	Details shall be shared with successful bidder	
131			How many ANP and AGNPs we may need to consider for the sizing of Hardware platform?	At present we have approx. 10K ANPs and approx 1K AGNPs.	
132			How many bill cycles per month are applicable for ANP & AGNPs?	One Billing cycle per month is applicable for ANP/AGNP.	
133			How many subscribers are listed under per ANP/AGNP on average ?	Approx. 60 Subscribers.	
134			How many simultaneous logins needs to be supported by the CRM (to manage end customers) for ANPs & AGNPs ?	Equal to no.of ANPs/ AGNPs/MSPs available at present.	
135				Is there any requirement to manage onboarding of VAS/OTT/IPTV providers for wholesale/revenue share billing generation ?	As per Tender
136		IT-MSP will provide the integration and customization to the existing and new VAS providers like OTT and IPTV etc.	If Yes to above question, 1) how many such providers/partners needs to be supported ? 2) how many bill cycles per month needs to be considered 3) How many subscriptions per customer needs to be considered for VAS/OTT/IPTV services in average.	As per Tender	
137		<u>8.4 Sizing Estimation</u> IT MSP shall provide the hardware and IT infrastructure sizing and configuration details for hosting the OSS/NMS and BSS applications in the RailTel's data center or in a third-party data center selected by RailTel for both DC- & DR Services. IT MSP shall be responsible for migrating the inscope applications to the new data center.	Can you please provide the target Network to be managed by our OSS - Quantity of Network Devices grouped by Device Type and Vendors (device model details will be useful).	There are approx. 10K partners. Partner end manageable devices needs to be monitored currently. Minimum 15-20K devices including ANP end switches, OLTs, etc. currently.	
138			OSS to be deployed with Local HA in DC and DR (2 + 2 model) or just DC-DR (1+1 model)?	As per tender.	
139			Is the dedicated Replication Tool available for DC-DR?	Replication is being done for DB with DB tools, OSS and file systems are replicated by OSS tools.	
140			Kindly share the details of the Servers and Applications to be monitored (if needed) as part of OSS monitoring in addition to the Network.	As per tender.	
141			Can you please provide the number of Users for the OSS solution?	Minimum 2 users per MSP, 4 users per regional NOC and suitable no. for IT-MSP	
142			Can you please provide the integration Scope (Use Cases) for integrating OSS with BSS Solution.	Details shall be shared with successful bidder.	
143			Chapter 5 : d) Technical evaluation (4) OLT/ONT Management.	Can you please provide details of all the Services being planned / offered from the target network of the proposed OSS.	As per tender.
144			<u>Section 8.5, Migration support</u> Selected IT-MSP shall migrate the application to the RailTel's data center or in a third-party data center selected by RailTel.	The OSS will be a fresh installation and operation, data migration from existing setup of customer is not considered as part of OSS scope. Kindly confirm	Data Migration to be done by the successful bidder, for OSS as per the requirement.

145	8.8.1 - Helpdesk Management Services	Our understanding is that we will make use of Railtel's existing Helpdesk tool for helpdesk management services. Kindly confirm.  Is the ITSM functionality expected from the OSS to cover the needs of Help Desk, Incident Management, Problem Management, Change Management, SLA Reporting, etc? If being offered using 3rd party software, need details of integration scope (like auto ticketing) if needed.	As per tender.
146	Self-help for users in OSS/BSS system where in system can help users with the issues without needing them to connect with customer support in first instance.	Self Service Portal for end-customers is being offered from BSS. Need details of role of OSS for serving the end-customers directly. How many end-customers are being considered under the scope of this project?	As per Tender.
147	Impact analysis feature in NMS where in there is link between no. of devices down to no. of customers affected.	Can you please provide Integration Scope in terms of Use Cases ?	As per tender.
148	Activations, Deactivation of Subscriber/ANP's and Element Management System.	Can you please provide the details of the eMS(s) for integration with the OSS solution.	No EMS are currently integrated with NMS.
149	Integration with RailTel's CGNAT and logging as required by the ISP policy should be supported by bidder.	Integration Scope (Use Cases and API support) from the 3rd party tools.	As per tender.
150	Log Management	Is there any need for Log Management as part of OSS solution, if yes, please share indicative Log Rate (EPS) for sizing the solution.	As per tender
151	QOS Analysis of Links	Is there any need for QOS monitoring of links as part of OSS solution, if yes, please share indicative quantity of Links to be monitored.	Details shall be shared with successful bidder.
152	<i>Deployment Service</i>	What is the timeline of deployment period (from Infrastructure readiness in DC & DR to Going Live)? Is there feasibility of remote access during deployment period?	As per the tender.
153	<i>Training Services</i>	Scale and duration of training services to be provided for BSS and OSS solution.	As per the tender.