

Master Pre-bid Queries							
E-Tender Notice No. RailTel/Tender/OT/CO/Project/2025-26/ OTN/23, dated 19.12.2025							
SN	OEM/Bidder	Page No	Tender Clause No	Tender Clause	Bidders Query/ Justification	RailTel Remarks	
1	Tejas	23	3.7.1	During execution of the supplies covered in the SOR in the field, the tenderer shall undertake to train RailTel engineers nominated by RailTel in different aspects of equipment designs, functioning, field installation, testing, commissioning, operation, maintenance and repair, covering both hardware and software. The training should be comprehensive for transfer of complete know-how so as to impart full knowledge and competence to independently and successfully execute the installation, operation, user related software changes, maintenance and repair of all equipment.	As there is no I&C scope involved, we understand that training needs to be provided to the designated RailTel engineer. Could you please confirm: Who will provide the list of designated engineers for this training? Is the training planned to be conducted at one location per region at RailTel premises?	Tender clause is clear.	
2	Tejas	24	3.9	The SOR quantities are divisible. Splitting in quantity will be done as per policy of Make in India and MSEs.	We request you to provide clarity on the splitting of SOR quantities with respect to nos or percentage between the MII and MSEs.	Tender clause is clear.	
3	Tejas	23	3.7.2	The tenderer shall arrange formal class room training as per approved course structure for 20 men-weeks at each RailTel region and shall also include hands on practical experience at the manufacturer's/bidder's premises. Set of Documents related to training to each of the trainees shall be provided. All expenses of Training shall be borne by the tenderer however expenses for travel to and from the place of training, boarding and lodging of the trainees shall be borne by RailTel.	Considering the lab constraints at regional offices, it will be challenging to arrange hands-on sessions there. Would it be feasible to conduct the training at our Bangalore location instead? Please confirm if this approach is acceptable, or suggest any alternative arrangements	Tender clause is clear.	
4	Tejas	27	3.14	Payment Terms: Inspection Certificate	Could you please confirm whether the inspection certificate refers to a material verification sign-off, or if RailTel will provide a specific format for this certificate?	Tender clause is clear.	
5	Tejas	35	4.2.1 19	Bidder/OEM has to provide Training and OEM certification of at least 10 employees of RailTel for those devices (same series/family) which are not deployed in RailTel existing Network.	Since the tender does not specify service details, we are assuming that Installation & Commissioning (I&C), integration, and service provisioning will be handled by RailTel. However, as the tender mentions this point for each OTN type, could you confirm if the responsibility varies depending on the specific product we propose?	Tender clause is clear.	
6	Tejas	100	11.4.1.1-1	The Contractor will take- over the defective cards/SFPs from RNOc/site where equipment is installed and hand-over the repaired card at the same location. The following activities will be performed by the contractor:	As a standard industry practise,Railtel has to ship the cards from their sites /NOCs to Supplier Repair Centre. After Repair Supplier Shall ship the repaired unit to customer location..Please clarify	Tender clause is clear.	
7	Tejas	100	11.4.1.1-4	The received defective part will be got repaired by the contractor within 30 days from the date of receiving and will be installed/handed over to RailTel authorized representative at NOC/site. The contractor will also give probable reason for repeated failure of cards/ modules.	R&R TAT is 30 calender days.Tejas shall repair the defective product/Card/Module and ship it back to Railtel within 30 calender days Turnaround Time (TAT) from the date of product/Card/module received at Tejas repair center. Please clarify	Tender clause is clear.	
8	Tejas	101	11.4.2	If any part goes beyond repair due to Contractor at the time of repair being carried out, this is to be communicated to RailTel and after agreed upon, it will be labeled as "unworkable". If it will be required to deploy a new part on that location that will be provided by the contractor to RailTel free of cost. To achieve this, contractor is required to always keep adequate spares with it during the period of AMC. However, this excludes damaged, spoiled, rusted or misused parts. Any such parts will be not-repairable and no replacements shall be provided by contractor. RailTel will have to purchase fresh spares in case the cards are non repairable due to these reasons.	Please consider along with damaged,spoiled and rusted or misued parts water seepage, burnt/Physical damage condition should also be considered as part of not repairable parts.	Tender clause is clear.	
9	Tejas	101-102	11.5.2	Duration of Repair - 1. More than 30 days and upto 40 days (from the date of receipt) 2. More than 40 days and upto 50 days (from the date of receipt) 3. More than 50 days and upto 60 days (from the date of receipt) 4. More than 60 days (from the date of receipt)	Deduction/Penalties 10% of the cost of affected part/module 25% of the cost of affected part/module .75% of the cost of affected part/module Full cost of affected part/module	Ideally the penalty % should be AMC cost of the affected part/module. Penalty % is of AMC cost of the affected part/module or Supply cost of the affected part/module.Please clarify	Tender clause is clear.

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10	Tejas	33	4.1 (iv)	UL/CE/FCC Certificate. These certificates are not required for PMA however, they have to produce certificate from standard lab approved/ authorized by Govt. of India that their product are equivalent to UL/CE/FCC and meets all standard and specification of UL/CE/FCC.	In India equivalent certificate for UL/CE/FCC is MTCTE certification. Request to Railtel please confirm or clarify.	Yes, OEM can provide MTCTE certificate in place of UL/CE/FCC certificate.
11	Tejas	25	4.A.41. Public Procurement:(IV)	As per para 9 of PPP-MIII order 16.09.2020, bidder shall be required to indicate percentage of local content and provide self-certification in his bid (without mention of any price) that the item offered meets the local content requirement for Class-I/Class-II local supplier, as the case may be and shall also give details of the location(s) at which the local value addition is made. In case of procurement for a value in excess of Rs. 10 Crores, the bidder shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content. Bidder shall upload the certificate along with their technocommercial bid. The bidder shall also provide calculation of Local Content with price Break-up of "Local Content" and "Imported Content" for each SOR item (certified by CA/Statutory Auditor) as per DPIIT's PMI Policy and its clarifications and same shall be uploaded by the bidder along with their price bid. In case of any false declaration, action shall be taken in line with the provisions of the PPP-MIII order. Performa for selfcertification regarding local content is given in the Notification No. 18-10/2017-IP dated 29th August 2018 issued by Department of Telecommunications. Self certification in the prescribed performa is required to be submitted by both bidder and OEM. The cost of transportation, insurance, installation, commissioning, training and after sales service support like AMC/CMC etc. will not be taken into account for calculating local content in any item. The contact details of CA/Statutory Auditor along with UDIN No. shall be mandatorily mentioned on certificate from CA/Statutory Auditor.	Please refer clause 8."Verification of local content": Point C at page no -24 of the Manual Goods 2024 and revised DPHT order, that to submit the Statutory Auditor certificate at the time of execution of project. Request to Railtel pls allow to submit self certificate only at the time of tender bidding.	Tender clause is clear
12	Tejas	20-21	3.3.2 Eligibility Criteria for OEM's (OTNs) : 1. Experience Criteria	Satisfactory Working Performance of the same series/family from the end user is required to be submitted and it should be issued during last one year from the date of opening of Tender. Or An Undertaking from OEM regarding Satisfactory Working Performance of the same series/family along with Client Details (Government/ PSUs/Telecom Service Providers network) is required to be submitted and it should be issued during last one year from the date of opening of Tender.	We request confirmation whether an OEM undertaking, submitted along with a satisfactory performance certificate older than one year but for the same series/family and including customer details, will be accepted as valid compliance under this tender clause.	Tender clause is clear
13	Tejas	9	CHAPTER- 2 BID DATA SHEET (BDS) Clause 3.2, Chapter-3	Delivery Period 60 Days from each PO/Sub PO	As per the tender clause, the delivery period is specified as 60 days from each PO/Sub-PO. Considering the complexity of supply, logistics, and integration activities involved in OTN systems, we request that the delivery period be extended to at least 90 to 120 days from each PO/Sub-PO. This extension will ensure timely and quality execution without compromising compliance and performance standards. Kindly confirm if the delivery period can be revised accordingly.	Tender clause is clear
14	Tejas	49	7.5 Inspection: 7.5.1	The supplier/manufacturer shall give a call for inspection within six weeks of issue of Sub PO when the material is ready to be supplied and ready for inspection. The inspection shall be carried out at supplier's/Manufacturer's facility in India by the Inspecting Authority. The supplier shall make available for inspection all types of equipment's in sufficient numbers so as to create a test setup for carrying out various tests as per the approved test plan and test setup. If equipment is imported, equipment required for test setup only shall be brought to India in the first lot. Balance material shall be dispatched only after inspected material has been cleared and inspection certificate issued.	Request to Railtel to provide extension to give a call for inspection with in 10 weeks atleast inline with extended to delivery period request. Pls consider.	Tender clause is clear
15	Ciena	33	4.1	UL/CE/FCC Certificate. These certificates are not required for PMA however, they have to produce certificate from standard lab approved/ authorized by Govt. of India that their product are equivalent to UL/CE/FCC and meets all standard and specification of UL/CE/FCC.	UL/CE/FCC from internationally recognized labs or MTCTE certificate can be provided for the product supplied. We understand that this would be acceptable by RailTel. Please confirm.	Yes , OEM can provide MTCTE certificate in place of UL/CE/FCC certificate.
16	Ciena	34	4.2.1	ii.This Proposed solution should provide 1GE/ODU0/ODU1 bandwidth at client with SNCP Protection.	We understand that OTN 10G (Type-I) equipment is required to support 2x GE client interfaces. In addition, 10GE client interface is required for future use. Provided equipment needs to support ODUk connections as per ITU-T G.709 i.e. ODU0->ODU1-> ODU2/2e. We understand that required client interface are GE and 10GE only and there is no need of OTU1 or STM-x interfaces at client ports. Please confirm.	Device should support 2x 1 GE SFP client interfaces for Type-I & 6x 1 GE SFP client interfaces for Type-II and support ODUk connections with line ports.

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17	Ciena	34	4.2.1	ODU0, ODU1 and ODUflex shall be groomed into ODU2/ODU2e using tributary time slots.	ODUflex is used in transporting variable-rate services (using Generic Framing Procedure - GFP), providing dynamic bandwidth scaling, enabling hitless (seamless) service adjustments, and optimizing DWDM network efficiency by fitting various clients (video, storage, IP) into OTN channels. We understand that required client interface are GE and 10GE only which can be mapped into OTU2/2e lines without the need of ODUflex. Please confirm.	ODU0, ODU1 and ODUflex/GFP shall be groomed into ODU2/ODU2e using tributary time slots.
18	Ciena	34	4.2.1	It should support B/W 10Gb SFP+ optical modules at the client.	Please clarify meaning of B/W. Does it mean non-DWDM grey interfaces?	Yes , Client ports should support grey interfaces.
19	Ciena	35	4.2.2	ii.This Proposed solution should provide 1GE/ODU0/ODU1 bandwidth at client with SNCP Protection.	We understand that OTN 10G (Type-I) equipment is required to support 2x GE client interfaces. In addition, 10GE client interface is required for future use. Provided equipment needs to support ODUk connections as per ITU-T G.709 i.e. ODU0->ODU1-> ODU2/2e. We understand that required client interface are GE and 10GE only and there is no need of OTU1 or STM-x interfaces at client ports. Please confirm.	Device should support 2x 1 GE SFP client interfaces for Type-I and 6x 1 GE SFP client interfaces for Type-II and support ODUk connections with line ports.
20	Ciena	23	3.7.2	The tenderer shall arrange formal class room training as per approved course structure for 20 men-weeks at each RailTel region	We understand RailTel has 5 regions including corporate office, does that mean we have to arrange training for 100 men weeks. Pls confirm minimum number of participants per batch from RailTel. We propose this to be atleast 10 participants	Minimum 10 Nos of participants per batch will be there for Training
21	Ciena		Chapter 2 BDS and 6.5.2	Warranty 36 months from date of supply..... and The Performance Bank Guarantee shall be issued by any scheduled bank for the due fulfilment of the contract and shall be initially valid for a period of forty eight (12+36+4) months from the date of issue to cover the Warranty Period.	If warranty period is 36 months from supply, pls clarify why PBG period has to be 52 months? Does that mean warranty period is 48 Months from date of supply?	As APO would be valid upto 12 months., PBG validity is taken to cover APO validity 12 months + 36 months warranty and additional 4 months i.e total 52 months.
22	Ciena	35	4.2.1	System shall support GCC and offer system shall be managed through the offered GCC.	GCC can be used to manage comms between asked devices upto GNE node. Please confirm that from DCN bandwidth will be provided by RailTel for communication between selected GNEs and NMS location. Please confirm if ports at DCN routers will be provided by RailTel at GNEs and NMS location or if Bidder has to propose DCN routers as well? As Network topology is not known, Do bidder need to provide DCN & login cable with each device?	Yes , RailTel will provide communication/DCN Routers between selected GNEs and NMS location.
23	Ciena	35	4.2.1	Proposed system should be rack mountable to fit into a standard 19-inch rack and 2 RU space.	Please confirm if Rack space and power supply will be provided by RailTel. If Yes, please provide the DCDB and client device distance for the power cable and optical patch cord length consideration.	This tender is limited to supply of equipment only .
24	Ciena	37	4.2.3	i. The Bidder/OEM shall propose a system that should support a minimum of 4 channels of 10Gb Line and 4x 10GBE client.	Can Bidder provide 2 nos of deives with 2x10GE client and 2x10G line each for better flexibility to RailTel so that one device can be equipped at low port count site and 2 devices at higher port count sites, for executing project cost effectively. This also provides better resiliency as any failure doesn't impact all services. This will meet all required specifications and shall not impact RailTel's network expectations. Combined devices will be within all specifications like space etc.	OEM/Bidder can proposed two box solution for the same .
25	Adva		4.2.1.ii	This Proposed solution should provide 1GE/ODU0/ODU1 bandwidth at client with SNCP Protection.	We understand that SNCP protection is required at the OCH layer. However, it may also be left to the OEM's discretion to propose protection at the service level, since not all services require protection. Some services may be configured as protected while others remain unprotected. If SNCP is implemented at the OCH layer, all services will be protected by default. Therefore, we request that protection at the service level be permitted, either through client-side protection or ODU0/ODU1 protection.	OEM can proposed either path or client protection for 1GE/ODU0/ODU1 services .

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26	Adva		4.2.1.iV	The proposed solution shall provide 1GE/ODU0 bandwidth in a ring topology configuration using 10G network ports, based on the add-drop concept. The ring should support five devices	Add, drop, and pass-through functionality is also feasible through hard patching between the client ports at the client layer. Therefore, we request that add, drop, and pass-through be allowed either through logical configuration or via client-to-client hard patching.	OEM can achieved ADM functionality either through logical configuration or via client-to-client hard patching for 1GE/ODU0/ODU1 services .
27	Adva		4.2.2.iV	The proposed solution shall provide 1GE/ODU0 bandwidth in a ring topology configuration using 10G network ports, based on the add-drop concept. The ring should support five devices.	Add, drop, and pass-through functionality is also feasible through hard patching between the client ports at the client layer. Therefore, we request that add, drop, and pass-through be allowed either through logical configuration or via client-to-client hard patching.	OEM can achieved ADM functionality either through logical configuration or via client-to-client hard patching for 1GE/ODU0/ODU1 services .
28	Adva		4.2.4	System should be equipped with SFP+ ZR (80km) optics at Network side.	Please confirm whether the system is required to be equipped with SFP+ ZR (80 km) optics on the network side or 10GSFP+(80KM)	Yes, Device should be equipped with 10G SFP+ ZR (80km) optics at Network side.
29	Adva		4.2.3	The network port should be capable of running 120 KM in between two locations with amplifier and DCMs.	If the link distance exceeds 80 km, a DCM will be required. As per the requirement, the network port should be capable of supporting up to 120 km using optical amplifiers and a DCM. Accordingly, the OEM is requested to propose the required DCM and optical amplifiers, Please clarify	OEM is not required to proposed any DCM and optical amplifiers.