

Dated: 27.02.2025



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

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**Corrigendum –IX**

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
- viii) Corrigendum-VII dtd 31.01.2025
- ix) Corrigendum-VIII dtd 14.02.2025

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 28.02.2025 to 12.03.2025 up to 15:00 Hrs. All the submitted bids will be opened at 15:30 Hrs. on 12.03.2025.**

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. Updated work experience of Point no. 4, d) Technical Evaluation, Chapter-5, Selection of Bidder, 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, Selection of Bidder, 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 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	<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

	<p>equal to 80% (eighty percent) of the estimated cost.</p> <p><b>For MSE Bidders:</b></p> <ol style="list-style-type: none"> <li>1. Three similar completed services costing each not less than the amount equal to 15% (fifteen percent) of the estimated cost; or</li> <li>2. Two similar completed services costing each not less than the amount equal to 20% (Twenty percent) of the estimated cost; or</li> <li>3. One similar completed service costing not less than the amount equal to 35% (Thirty five 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><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 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 Required:</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>equal to 80% (eighty percent) of the estimated cost.</p> <p><b>For MSE Bidders:</b></p> <ol style="list-style-type: none"> <li>1. Three similar completed services costing each not less than the amount equal to 15% (fifteen percent) of the estimated cost; or</li> <li>2. Two similar completed services costing each not less than the amount equal to 20% (Twenty percent) of the estimated cost; or</li> <li>3. One similar completed service costing not less than the amount equal to 35% (Thirty five 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><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)/ISPs, 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.</p> <p><b>Document Required:</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>
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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 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 Bombay Stock Exchange (BSE),</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)/ISPs, 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</p>

	<p>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>	<p>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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3. Updated Point no. 2, A. Scope of Work and Technical Requirements, Chapter-3, Scope of Work, Page no. 20 of Tender Document:

Clause No.	Old Clause	Revised Clause
Point no. 2, A. Scope of Work and Technical Requirements, Chapter-3, Scope of Work, Page no. 20 of Tender Document	Existing RailTel IT-MSP will provide following assistance to the new IT-MSP for the take-over of the existing system:	Existing RailTel IT-MSP will provide following assistance to the new IT-MSP for the take-over of the existing system as per the existing RailWire IT-MSP agreement:

4. Updated Point no. 11 d) Deliverables, Chapter-5, Selection of Bidder, Page no. 46 of Tender Document:

Clause No.	Old Clause	Revised Clause
Point no. 11 d), Deliverables, Chapter-5, Selection of Bidder, Page no. 46 of Tender Document	Any breach of contract may entail the payment of Liquidation Damages on the part of the Bidder.	<p>One-time initial set-up includes complete solution deployment within 16 weeks from the date of acceptance of the purchase order by the bidder and after allocation of hardware by RailTel and maximum 2 months migration time of the subscribers.</p> <p>Any delay in one-time initial set-up may entail the payment of Liquidation Damages on the part of the bidder as below:</p> <p>i) Liquidated damages will be applicable at the rate of half percent per week or part thereof on one-time initial set-up cost for delay in one-time initial set-up subject to a maximum of 10% of the one-time initial set-up cost for any reason whatsoever attributed to failure of bidder.</p> <p>ii) RailTel will have the right to</p>

		cancel the order, place order on alternative source besides levying the liquidated damages as above.  RailTel at its discretion may extend 16 weeks solution deployment time and 2 months migration time period in case of any issues/dependency on the part of RailTel. Tender Accepting Authority will be the approving authority in this case.
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5. Updated Point in Clause no. 21 Payment Terms, Chapter-6, Term & Condition, Page no. 56 of Tender Document:

Clause No.	Old Clause	Revised Clause
Updated Point in Clause no. 21 Payment Terms, Chapter-6, Term & Condition, Page no. 56 of Tender Document (Added this point in Corrigendum-VII)	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.	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 and after allocation of hardware by RailTel 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 subscribers with respective IT-MSP at the end day of month.

6. Deleted Clause no. 14 i, Chapter -6 Terms & Conditions, Page no. 53 of Tender document, “In case the Bidder fails to deliver the offered solution and resources as stipulated in the delivery schedule, RailTel reserves the right to procure solution from alternate sources at the risk, cost and responsibility of the Bidder with the capping of 125% of the value of tender for such deliverable.” – **Deleted**

7. Added note in Point no. a), Clause 7. Performance Bank Guarantee, Chapter-6, Term & Condition, Page no. 49 of Tender document:  
“**Note:** PBG bidder has to pay for any year will be calculated based on minimum 5.68 lakh subscribers or whichever is higher at the end of last year”.

8. Revised Point no. 14 in C. Bidder’s Responsibility, Chapter-3, Scope of Work, Page no. 22 of Tender document:

Clause No.	Old Clause	Revised Clause
Point no. 14 in C. Bidder’s Responsibility, Chapter-3, Scope of Work, Page no. 22 of Tender document	For PAN, GST and Pennydrop validation of Partners and Customers, new IT-MSP has to do the monthly payment to the respective service providers.	For PAN, GST and Pennydrop validation of Partners and Customers, new IT-MSP has to do the monthly payment to the respective service providers. Aadhar validation API and any charges associated with publishing and maintaining of app on Android and Apple app stores shall be borne by bidder, if any.

9. Added Point no. 15 in C. Bidder’s Responsibility, Chapter-3, Scope of Work, Page no. 22 of Tender document:

“IT-MSP shall be wholly responsible for any error in the invoice or transaction generated for any parties or service providers due to any system or configuration related issues or malfunctioning of the system. In case of any error, if any extra payment done to any party or service provider, would be

recovered from IT-MSP.”

10. Added Point no. 22 in Chapter-6, Term & Condition, Page no. 56 of Tender document:  
“Any non-billing user (non-revenue generating users) created in OSS/BSS will not be counted for billing purposes to IT-MSP.”
11. Deleted below Clause no. 12, Chapter-6, Term & Condition, Page no. 52 of Tender document:  
“**Penalty:** Successful bidder should be providing an uptime of 99.50% (24x7x365), calculated on a monthly basis. Any downtime due to RailTel dependency will not be considered as downtime.  
**Penalty for downtime:** Penalty will be charged at an incremental rate of 1% of cost of monthly recurring payment for every 1% lower than the stipulated uptime.” – **Deleted**
12. Revised Point no.5, Change request Resolution, 8.8.1 Service Level and Penalties, Chapter-8, Technical, Functional Requirements & Specifications, Page no. 78 of Tender document:

Clause No.	Old Clause	Revised Clause
Point no.5, Change request Resolution, 8.8.1 Service Level and Penalties, Chapter-8, Technical, Functional Requirements & Specifications Page no. 78 of Tender document	93% to 95%: 0.5 % of the monthly payout for Development Charges. Below 93%: For each 1% drop, 0.5% of the monthly payout for Operational Cost shall be applicable as Penalty.	93% to 95%: 0.5 % of the monthly payout for Operational Cost. Below 93%: For each 1% drop, 0.5% of the monthly payout for Operational Cost shall be applicable as Penalty.

13. Added Point no. 16 in C. Bidder’s Responsibility, Chapter-3, Scope of Work, Page no. 22 of Tender document:

“IT-MSP have to ensure timely compliance to all related laws. regulations, guidelines, etc. issued by Government of India, DoT, TRAI or any other authority from time-to-time, for example QoS guidelines, plan details updating on DoT/TRAI portals, etc. All the related data, reports, etc. would be required to be generated by IT-MSP as required and should provide detailed reports. Any dependency on RailTel for ensuring above, should be clearly informed in advance to ensure compliance within stipulated time.”

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

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