

Corrigendum - II

Tender document for “Supply, Installation, Testing & Commissioning of Server, Storage, Backup and Monitoring solution etc. for Data Center (DC & DR) of RailTel”



RailTel Corporation of India Ltd.

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In reference to Tender for “**Supply, Installation, Testing & Commissioning of Server, Storage, Backup and Monitoring solution etc. for Data Center (DC & DR) of RailTel**” against Tender No. RAILTEL/TENDER/OT/CO/ ITP/2022-23/ DC-DR Infra/004 Dated: 15.02.2023, all are advised to note following changes in the tender document:

SN	Pg. No.	RFP Clause No	RFP Clause	Revised Clause
1	18	CHAPTER-3-A, SOR-2 APM Solution	New Clause	APM Solution has to be implemented in such a way so that the same can be offered “ As a Service ” to RailTel’s Customers.
2	26	CHAPTER-3-A, SOR-3 Mail Solution	New Clause	Email Solution has to be implemented in such a way so that the same can be offered “ As a Service ” to RailTel’s Customers.
3	27	Chapter-3-A, SOR-3 A.23, Mail Solution	Should support high availability clustering like active-active. Explain the merits of each clustering approach with hardware and bandwidth requirements. Also indicate whether you support Application-Level Cluster or rely on other systems like OS / Virtualization Platform for HA.	Should support high availability clustering like active-active and Active-Passive.
4	31	Chapter-3-A, SOR-4 Patch Management Solution	New Clause	Proposed Solution should have capability for patch management of at-least 300 devices from Day-1.
5	56 & 57	SN. 1 of Clause 12.2 of Chapter-4, (Eligibility Criteria Requirements for OEM’s)	Supporting Document Required Satisfactory Working certificate from End User clearly mentioning the make & model number of the offered Hardware. An undertaking by the OEM has to be submitted in support, in case issued satisfactory working certificate is the immediate predecessor of same series/family of the offered Hardware.	Supporting Document Required Satisfactory Working certificate from End User clearly mentioning the make & model number of the offered Hardware. Or OEM should submit self-certificate for Satisfactory Working with proper contact detail of End User where hardware / software deployed (PO No., Issued Date, Purchaser Organization Details- Firm Name, Firm Address, Name of Contact person, Designation, Telephone Number, Fax, Official mail id etc.)

SN	Pg. No.	RFP Clause No	RFP Clause	Revised Clause
				An undertaking by the OEM has to be submitted in support, in case issued satisfactory working certificate is the immediate predecessor of same series/family of the offered Hardware.
6	70	Under Clause 41 (a) of Chapter-4 (Integrity Pact Program)	Name & contact details of Nodal Officer (IP) in RailTel: General Manager/NTP RailTel Corporation of India Ltd 6th Floor, Office Block Tower-2, NBCC Complex, East Kidwai Nagar, New Delhi-110023 E-Mail: pawaria@railtelindia.com	Name & contact details of Nodal Officer (IP) in RailTel: General Manager/ITP RailTel Corporation of India Ltd 6th Floor, Office Block Tower-2, NBCC Complex, East Kidwai Nagar, New Delhi-110023 E-Mail: hjp@railtelindia.com
7	96	Clause 7.6.2 of Chapter-7 3.3 (Performance Bank Guarantee)	The contractor is required to submit a Performance Bank Guarantee (PBG) within 30 days from the date of issue of LOA for AMC @ 10% of the annual value of AMC (or as per Government of India guidelines applicable at the time of issue of LOA/PO for AMC) valid for a period of 4 months beyond the AMC period of 5 years from the date of issue of LOA. The Proforma for PBG is given in Form No. 1 of tender document. If the AMC period got extended, the PBG will also be extended accordingly.	The contractor is required to submit a Performance Bank Guarantee (PBG) within 30 days from the date of issue of LOA for AMC @ 3% of the value of issued LOA for AMC (or as per Government of India guidelines applicable at the time of issue of LOA/PO for AMC) valid for a period of 4 months beyond the completion of AMC from the date of LOA for due fulfillment of long term maintenance. The Proforma for PBG is given in Form No. 1 of tender document. If the AMC period got extended, the PBG will also be extended accordingly.

The response of queries is attached as Annexure-I. All other term & conditions of tender documents will remain same.

Rajeev Kumar
15/08/2023

(Rajeev Kumar)
Dy. General Manager/ITP

Annexure-I

SN	Clause no. & Chapter no.	Page No.	Content of the tender Clause	Change asked by firm	Justification by Firm	RailTels Response / Clarification
1	12.1.1.3 Eligibility Criteria for Bidder	54	The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: One similar work# each costing not less than the amount Rs. 13.94 Cr, or Two similar works# each costing not less than the amount Rs. 09.30 Cr., or Three similar works# each costing not less than the amount Rs. 06.97 Cr Similar Work: Projects of Supply, installation and commissioning of Data Center Hardware/ Software Solution items in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company^. Note: ^ - Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock	The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: One similar work# each costing not less than the amount Rs. 13.94 Cr, or Two similar works# each costing not less than the amount Rs. 09.30 Cr., or Three similar works# each costing not less than the amount Rs. 06.97 Cr., Similar Work: Projects of Supply, installation and commissioning of Data Center Hardware/Software /Networking/ security Solution items in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company/ Large Corporate. Note: ^ - Work experience certificate issued by Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company^. Public listed company/ Large Corporate having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on	Request you to please consider our requests to have larger participation in the tender so that department can avail benefit for calling the open tender	As per tender

2	5. Payment Terms	51	Payment shall be made in Indian Currency (Rs) 75% payment of the value of the supply items would be made on receipt of material by the consignee (at site / the stores) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: i) Tax Invoice (GST) ii) Delivery Challan/e-way bill. iii) Packing list. iv) Factory Test Report/Certified manufacturer Test Report v) Purchaser's Inspection certificate vi) Consignee receipt vii) Warranty certificate of OEM viii) Insurance certificate ix) Certificates duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification.	Request you to please amend the clause as following : 5.1. Payment shall be made in Indian Currency (Rs) 85% payment of the value of the supply items would be made on receipt of material by the consignee (at site / the stores) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: i) Tax Invoice (GST) ii) Delivery Challan/e-way bill. iii) Packing list. iv) Factory Test Report/Certified manufacturer Test Report v) Purchaser's Inspection certificate vi) Consignee receipt vii) Warranty certificate of OEM viii) Insurance certificate ix) Certificates duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification.	Request you to please consider our requests to have larger participation in the tender so that department can avail benefit for calling the open tender	As per tender
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3	5. Payment Terms	52	5.2. 15% payment of the value of Supply items of the PO shall be made by RailTel on successfully Installation & Commissioning at site based on SAT Report issued by RailTel DC Team, 5% payment of value of Supply items of the PO on issue of Provisional Acceptance Certificate (PAC) and the last 5% payment of the value of Supply items of the PO shall be made by RailTel on issue of Final Acceptance Certificate (FAC) which will be issued by Contract Management Authority i.e. GM/ITP/CO. 5.3. 15% payment of value of supply items of the PO which could not be installed and commissioned within 180 days due to site readiness or other reason on account of RailTel will be made with approval of Contract Management Authority i.e. GM/ITP/CO and remaining (5% + 5%) on issue of PAC and FAC as per clause 5.2.	5.2. 10% payment of the value of Supply items of the PO shall be made by RailTel on successfully Installation & Commissioning at site based on SAT Report issued by RailTel DC Team and the last 5% payment of the value of Supply items of the PO shall be made by RailTel on issue of Final Acceptance Certificate (FAC) which will be issued by Contract Management Authority i.e. GM/ITP/CO. 5.3. 10% payment of value of supply items of the PO which could not be installed and commissioned within 180 days due to site readiness or other reason on account of RailTel will be made with approval of Contract Management Authority i.e. GM/ITP/CO and remaining (5%) on issue of FAC as per clause 5.2.	Request you to please consider our requests to have larger participation in the tender so that department can avail benefit for calling the open tender	As per tender
4	A.5	26	Application should be able to operate on diverse OS platforms. The solution proposed should have the capability to run on a wide range of OS platforms on the server side and on the client side. The solution should also support the latest containerization technology like Docker, Kubernetes and should be Cloud-Native	Request to remove	Single Vendor Specific	As per tender
5	A 6	26	The solution proposed should have the capability of running on a wide range of hardware platforms. The capability of running server side software on different hardware platforms. Ability to run Docker/Kubernetes should be possible for On-Premises deployments as well as Cloud-Native deployments.	Request to remove	Single Vendor Specific	As per tender

6	A16	27	Should be capable of scheduling message delivery by date and time both by user and administrator.	Request to Relax	Single Vendor Specific	As per tender
7	A.23	27	Should support high availability clustering like active-active. Explain the merits of each clustering approach with hardware and bandwidth requirements. Also indicate whether you support Application Level Cluster or rely on other systems like OS / Virtualization Platform for HA.	Should support high availability clustering like active-active or Active-Passive	Single Vendor Specific	Corrigendum
8	A24	27	Should support clustering across operating systems.	Request to remove	Single Vendor Specific	As per tender
9	A25	27	Should be able to specify data which needs to be clustered.	Request to remove	Single Vendor Specific	As per tender
10	D 7	28	Roaming user - allow users to have their personal information, welcome page, bookmarks, address book, preferences, journal, user dictionary – anywhere they are working.	Request to remove	Single Vendor Specific	As per tender
11	J.5	30	Solution should provide support for cross platform support for AIX, Linux and Microsoft Windows. Also please indicate the list of supported Hardware Platforms. Platform also should support container technologies Docker, Kubernetes.	Request to remove	Single Vendor Specific	As per tender
12	K.1	30	Should provide integrated PKI as a foundation for numerous security features, including: digital signatures and encryption; granular access control -- down to the individual field level; local data encryption; and trust relationships in multiorganization and Extranet applications.	Request to remove	Single Vendor Specific	As per tender
13	L.1	31	The Proposed Cluster Solution Should have single console based GUI management.	Request to remove	Single Vendor Specific	As per tender
14	L.4	31	The Proposed Cluster Solution Should provide flexibility for adding or removing servers in the cluster as needed without bringing the cluster or applications offline	Request to remove	Single Vendor Specific	As per tender

15	L.5	31	The Proposed Clustering Solution has to be based on application level clustering clustering without the need for specialized software	Request to remove	Single Vendor Specific	As per tender
16	L.7	31	The proposed cluster solution should have the capability of replicating data across operating systems without the need of expensive data replication software.	Request to remove	Single Vendor Specific	As per tender
17	3. DESIGN GUIDELINE	47	Equipment shall conform to the similar housing standards and shall preferably be integrated in one 19"/21" rack.	Please confirm whether the rack is 19" or 21"	This helps us to be specific about Server dimensions	As per tender
18	3. DESIGN GUIDELINE	47	It shall be possible to transmit these indications, parameters to the control station /NMS on real time basis.	Please indicate the NMS currently in use.	This helps us to check compatibility	As per tender
19	CHAPTER- 2	6	SCHEDULE OF REQUIREMENT	Please provide a split-up of the supply location	For better logistics management	As per tender
20	33	73	Last Date of Submission of Offer Date: 10.03.2023	We request you to please extend it by another 2 weeks	We expect slight delays from our OEM stake holders on account of Holi festival on 8th March which could impact submission on 10th March 2023	As per tender
21	12.1. Eligibility Criteria for Bidder: Technical Capability	54	Three similar works# each costing not less than the amount Rs. 06.97 Cr.	We request you to please amend it as "Three similar works# each costing not less than the amount Rs.5 Cr"	As this is still higher than the single PO value.	As per tender

22	25. Force Majeure	64	25.2. In the event of a Force Majeure, the affected party will be excused from performance during the existence of the Force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this Agreement. Neither party shall be liable for any breach, claims, damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.	25.2. In the event of a Force Majeure, the affected party will be excused from performance during the existence of the Force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this Agreement. Neither party shall be liable for any breach, claims, damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination. However, RailTel shall pay all the outstanding amount due which have been incurred by the Bidder during the performance of the Contract.	In event of termination of Contract due to occurrence of FM event, Supplier should be entitled to receive all the outstanding payments keeping the Financial interest of the organization in mind.	As per tender
23	41. Limitation of Liability	68	41.2. The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.	41.2. The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the applicable purchase order/invoice/scope of work giving rise to such liability. total Contract Price , provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.	In order to capture the liabilities of the parties we have modified the said clause and mitigated our liability capping as the same is critical from financial as well as legal perspective.	As per tender

24	7.6.10 Determination of Contract	100	Right of RailTel to determine the contract: The RailTel shall be entitled to determine and terminate the contract at any time, should in the RailTel's opinion, the cessation of the work becomes necessary owing to paucity of funds or from any other cause whatever, in which case the value of approved materials at site and of work done to date by the Contractor will be paid for in full at the rate specified in the contract. Notice in writing from the RailTel of such determination and the reasons thereof shall be conclusive evidence thereof.	Right of RailTel to determine the contract: The RailTel shall be entitled to determine and terminate the contract at any time by giving 30 (thirty) days prior written notice, should in the RailTel's opinion, the cessation of the work becomes necessary owing to paucity of funds or from any other cause whatever, in which case the value of approved materials at site and of work done to date by the Contractor will be paid for in full at the rate specified in the contract. Notice in writing from the RailTel of such determination and the reasons thereof shall be conclusive evidence thereof.	There should be a reasonable timeline before terminating the contract,so that the Tenderer should have sufficient time to conclude their transactions with subcontractors/vendors/OEMs etc.	As per tender
25	7.5	52	In case of incorrect reporting of the supply made by the vendor in the relevant return, leading to disallowance of input credit to purchaser, the vendor shall be liable to pay applicable interest under the GST act to the credit of purchaser. The same provisions shall be applicable in case of debit/credit notes.	Any discrepancy in GST invoice/ reporting should be intimated not later than 31st august from the end of FY in which invoice was raised, for possible corrections in GST returns/documents.	Clarification	As per tender

26	7.8	52	The imposition of any new tax and/or increase/ in the aforesaid taxes, duties, levies, after the last stipulated date for the receipt of tender including extensions if any and the bidder there upon necessarily and properly pays such taxes/levies/ cess, the bidder shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of RailTel attributable to delay in execution of work within the control of bidder. The bidder shall within a period of 30 days of the imposition of any such tax or levy or cess, give a written notice thereof to RailTel that the same is given pursuant to this condition, together with all necessary information including details of input credit relating thereto. In the event of no payment/default payment of any of the above taxes, RailTel reserves the right to withhold the dues/payments of bidder and make payment to states/central government authorities as may be applicable. However, if the rates are reduced after the last stipulated date for receipt of tender, bidder has to pass on the benefits to RailTel.	Similar to the benefit of any reduction in GST rate, if there is any increase in GST rate, the same shall also be paid after last stipulated date. As the credit of GST on higher rate of tax would be available to the purchaser. Therefore, taxes should be paid even for delayed period. Further, written notice to be submitted within 30 days of imposition should accompanied with any detail/document or a intimation for change will suffice.	Clarification	As per tender
27	7.11	53	In regard to works contract, the tenderer should have registration no. for GST in respective state where work is to be executed and shall furnish GST registration certificate on award of LOA.	GST registration should be obtained as per the provisions of GST law.	Clarification	As per tender
28	4. Technical Requirement: b. SOR-2 (APM):	18	b. SOR-2 (APM):	Customer mentioned requirement for APM then why customer needed NMS, Server monitoring, Helpdesk Tools as per specifications mentioned.	Kindly Bifurcate NMS , Server Monitoring and Helpdesk requirement (if any) from SOR 2 (APM)	As per tender
29	4. Technical Requirement: b. SOR-2 (APM):	18	b. SOR-2 (APM):	Specifications are single OEM specific	Requesting your to kindly change it to generic specs. This will have maximum participation of OEMs	As per tender

30	4. Technical Requirement: b. SOR-2 (APM):	18	3 Alerting Requirements 3.1 Observability Solution Suites 3.2 Server Monitoring 3.3 Storage Monitoring 3.4 Network Monitoring 3.5 Application Performance Monitoring (APM) 3.6 API 3.7 Incident Response 3.8 Container Monitoring 3.9 AIOP Alerting 3.10 Cloud Infrastructure Monitoring 3.11 Website Monitoring 3.12 Log Monitoring and Enterprise Monitoring 3.13 User Experience Monitoring	This is full fledge Enterprise Management System requirement and NOT APM.	Is Railtel looking for Entire Full Fledge EMS. If Yes then kindly : 1. Bifurcate every solutions. 2. Specs are fully inclined towards single OEM. A neutral and generic specs requested.	As per tender
31	Additional Scope of Work for APM	22 & 24	BMC	Is customer existing user of BMC helpdesk Tools? If No then kindly remove name of BMC which has been mentioned few times in the RFP	Requesting you to kindly remove name of BMC and let other OEMs to particiapte also. A neutral and generic specs requested so that more than 1 OEM can qualify.	Clarification- Proposed solution should be able to integrate with ITSM tool like BMC Remedy, HPSM, Service Now etc.
32	Additional Scope of Work for APM	24	Generic	Requesting you to kindly add clause: OEMs participating and also in line with Make In India Initiative. Undertaking w.r.t the same should be provided.	This Shall Enable Maximum OEM Participation & provide with a Level Playing field for all the OEM to have a Healthy Competition. Offlate the Governement of India is again & again Re-iterating Atmanirbhar Bharat / Self Reliant India, for which the Government has issued Public Procurement (Preference to Make in India) Order, which Enables & Promotes Made in India Goods/Products & Services in India with a view to enhancing income & Employment.	As per tender

33	A.5	26	Application should be able to operate on diverse OS platforms. The solution proposed should have the capability to run on a wide range of OS platforms on the server side and on the client side. The solution should also support the latest containerization technology like Docker, Kubernetes and should be Cloud-Native	Request to remove	Single Vendor Specific	As per tender
34	A 6	26	The solution proposed should have the capability of running on a wide range of hardware platforms. The capability of running server side software on different hardware platforms. Ability to run Docker/ Kubernetes should be possible for On-Premises deployments as well as Cloud-Native deployments.	Request to remove	Single Vendor Specific	As per tender
35	A/16	27	Should be capable of scheduling message delivery by date and time both by user and administrator.	Request to Relax	Single Vendor Specific	As per tender
36	A.23	27	Should support high availability clustering like active-active. Explain the merits of each clustering approach with hardware and bandwidth requirements. Also indicate whether you support Application Level Cluster or rely on other systems like OS / Virtualization Platform for HA.	Should support high availability clustering like active-active or Active-Passive	Single Vendor Specific	Corrigendum
37	A24	27	Should support clustering across operating systems.	Request to remove	Single Vendor Specific	As per tender
38	A25	27	Should be able to specify data which needs to be clustered.	Request to remove	Single Vendor Specific	As per tender
39	D 7	28	Roaming user - allow users to have their personal information, welcome page, bookmarks, address book, preferences, journal, user dictionary – anywhere they are working.	Request to remove	Single Vendor Specific	As per tender

40	J.5	30	Solution should provide support for cross platform support for AIX, Linux and Microsoft Windows. Also please indicate the list of supported Hardware Platforms. Platform also should support container technologies Docker, Kubernetes.	Request to remove	Single Vendor Specific	As per tender
41	K.1	30	Should provide integrated PKI as a foundation for numerous security features, including: digital signatures and encryption; granular access control -- down to the individual field level; local data encryption; and trust relationships in multiorganization and Extranet applications.	Request to remove	Single Vendor Specific	As per tender
42	L.1	31	The Proposed Cluster Solution Should have single console based GUI management.	Request to remove	Single Vendor Specific	As per tender
43	L.4	31	The Proposed Cluster Solution Should provide flexibility for adding or removing servers in the cluster as needed without bringing the cluster or applications offline	Request to remove	Single Vendor Specific	As per tender
44	L.5	31	The Proposed Clustering Solution has to be based on application level clustering clustering without the need for specialized software	Request to remove	Single Vendor Specific	As per tender
45	L.7	31	The proposed cluster solution should have the capability of replicating data across operating systems without the need of expensive data replication software.	Request to remove	Single Vendor Specific	As per tender
46	4. Technical Requirement: b. SOR-2 (APM):	18	Tender Clause	Customer mentioned requirement for APM then why customer needed NMS, Server monitoring, Helpdesk Tools as per specifications mentioned.	Kindly Bifurcate NMS , Server Monitoring and Helpdesk requirement (if any) from SOR 2 (APM)	As per tender
47	4. Technical Requirement: b. SOR-2 (APM):	18	b. SOR-2 (APM):	Specifications are single OEM specific	Requesting your to kindly change it to generic specs. This will have maximum participation of OEMs	As per tender

48	4. Technical Requirement: b. SOR-2 (APM):	18	b. SOR-2 (APM):	This is full fledge Enterprise Management System requirement and NOT APM.	Is Railtel looking for Entire Full Fledge EMS. If Yes then kindly : 1. Bifurcate every solutions. 2. Specs are fully inclined towards single OEM. A neutral and generic specs requested.	As per tender
49	Additional Scope of Work for APM	22 & 24	3 Alerting Requirements 3.1 Observability Solution Suites 3.2 Server Monitoring 3.3 Storage Monitoring 3.4 Network Monitoring 3.5 Application Performance Monitoring (APM) 3.6 API 3.7 Incident Response 3.8 Container Monitoring 3.9 AIOP Alerting 3.10 Cloud Infrastructure Monitoring 3.11 Website Monitoring 3.12 Log Monitoring and Enterprise Monitoring 3.13 User Experience Monitoring	Is customer existing user of BMC helpdesk Tools? If No then kindly remove name of BMC which has been mentioned few times in the RFP	Requesting you to kindly remove name of BMC and let other OEMs to particiapte also. A neutral and generic specs requested so that more than 1 OEM can qualify.	Clarification- Proposed solution should be able to integrate with ITSM tool like BMC Remedy, HPSM, Service Now etc.
50	Additional Scope of Work for APM	24	Generic	Requesting you to kindly add clause: OEMs participating and also in line with Make In India Initiative. Undertaking w.r.t the same should be provided.	This Shall Enable Maximum OEM Participation & provide with a Level Playing field for all the OEM to have a Healthy Competition. Offlate the Governement of India is again & again Re-iterating Atmanirbhar Bharat / Self Reliant India, for which the Government has issued Public Procurement (Preference to Make in India) Order, which Enables & Promotes Made in India Goods/Products & Services in India with a view to enhancing income & Employment.	As per tender

51	12.1. Eligibility Criteria for Bidder / Technical Capability/	55	# Similar Work: Projects of Supply, installation and commissioning of Data Center Hardware/Software Solution items in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company^.	Request to change as below: Similar Work: Projects of Supply, installation and commissioning of Data Center Hardware/Software Solution / Telecom Equipments / IT/ITeS items in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company^.		As per tender
52	c. SOR-3 (Mail Solution):	26: A.33	Migration from existing mail solution to proposed solution without any data loss	1) what is the existing mail solutions? 2) what is the OS/version?		Clarification: Currently Zimbra OSE Mail solution is being used.
53	d. SOR-4 (Patch Management Solution):	Page 32 Point 8	The Patching software must be capable of using existing servers as distribution points at remote sites without the need for allocating dedicated servers	1) what is the H/W and software version details of the existing servers? 2) what is the exact count of devices to be patched? 3) please share number of devices of laptop/desktop/servers ?		As per tender
54	d. SOR-4 (Patch Management Solution):	Page 31 Point 1	Solution should be able to do assessment for currently deployed patches and scope to deploy latest patches on all the servers i.e., Windows Server (2008 onwards) and various Linux distros viz. RedHat (6.x onwards), SUSE (11.x onwards), Ubuntu, CentOS, Solaris (11.x onwards), OEL (7.x onwards), Debian etc. The OS may be standard or enterprise edition, and can be either x86 or x64 build. Solution should be able to discover network/security devices for current patches deployed.s	Rephrase: Support for Latest version of Windows Server , and various Linux distros viz. RedHat ,SUSE ,Ubuntu, CentOS, Solaris ,OEL Debian etc		As per tender
55	c. SOR-3 (Mail Solution):	Page 26 point A.5	Application should be able to operate on diverse OS platforms. The solution proposed should have the capability to run on a wide range of OS platforms on the server side and on the client side. The solution should also support the latest containerization technology like Docker, Kubernetes and should be Cloud-Native.	1) is RailTel having Public or private cloud? 2) for email is "Cloud Native Deployments" a necessary directive ? 3) if Private cloud hosted somewhere will email solution will be deployed there? 4) will Cloud Native deployment will be		Clarification: Solution shall be implemented at RailTel own cloud

56	c. SOR-3 (Mail Solution):	Page 26 point A.6	The solution proposed should have the capability of running on a wide range of hardware platforms. The capability of running server side software on different hardware platforms. Ability to run Docker/Kubernetes should be possible for OnPremises deployments as well as Cloud-Native deployments.	4) Will Cloud Native deployment will be primary deployment for email solution or it is the secondary deployment considered?		implemented at RMIT's own cloud infrastructure.
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