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Ref: RailTel/Tender/OT/CO/DNM/2015-16/Railnet Upgradation/SIP Server/312

Dt. 07.12.2015

Corrigendum-III

Subject: - Tender for “Supply and Supervision of Installation, Testing & Commissioning of SIP Server etc. for Railnet Upgradation Work”.

Ref: i) This office E tender No: RailTel/Tender/OT/CO/DNM/2015-16/Railnet Upgradation/SIP Server/312

ii) Corrigendum-I & II dtd. 23.11.2015 & 24.11.2015 respectively.

In reference to the above referred, the following amendment are issued in the Tender document. The bids may be submitted in consideration of these amendments.

1. Chapter-3 B ,Note , SN 5 may be read as .

OEMs of Hardware/Appliance should have their spare depots/Service Centre in four metro cities in India .Spare depots/Service Centre should be operational from last three year. Relevant document in support of the same shall be submitted.

2. Chapter-2, SCHEDULE OF REQUIREMENT-C (AMC) may be read as.

SN	Description	Unit	Qty	Unit Rate for One year		Total cost for Three year	
				In %	In Fig	In %	In Fig
1	2	3	4	5	6	7	8
1	Incremental % AMC cost in addition to 3.5 % mentioned in clause 3 of Chapter-4	Years	3				

3. Chapter-4 , COMMERCIAL TERMS & CONDITIONS , Clause No 3 .1 may be read as.

Tenderer (OEM) shall provide maintenance support after successful completion of the warranty obligations for a minimum period of 3 years. The long term maintenance support shall be comprehensive and include all hardware and software of equipment, NMS etc. supplied against this contract. RailTel should be extended the benefits of periodical software patches/updates made by OEM on the system from time to time for equipment security/performance without any additional cost to RailTel. During this period the scope of work as mentioned in clause 2 above & its sub clauses except clause 2.5 above will be applicable. This includes the provision of a Qualified Engineer for Level II support at CNOC. The Engineer will be responsible for following services during maintenance supervision

- Network Monitoring and Surveillance
- Fault Management
- Network Performance Management
- Routine & Preventive Maintenance of in-scope MPLS/Railnet Upgradation Network Elements
- Configuration Changes
- Back-up/Disaster Recovery
- On call support for Field operations to support other locations.
- Secure MPLS/Railnet Upgradation Network components

4. Chapter-4 , COMMERCIAL TERMS & CONDITIONS , Clause No 3 .2 may be read as.

Tenderer/OEM(through its Indian subsidiary), shall be paid @ 3.5% of supply cost per annum towards Long Term Maintenance Support after completion of warranty period, to undertake repairs/replacements of all type of module/ card/assembly/ subassembly and update/upgrade of software released during this period and /or which may fail in the network after the warranty. Only incremental cost in % over and above this, if perceived by the OEM and Tenderer, may be indicated in Schedule of Requirement and shall be added to the equipment cost towards evaluation of tender. If however the tenderer feels that his AMC Cost is less than 3.5% per annum, he should give suitable discount in equipment pricing. For AMC he will be paid @ 3.5% per annum only. If the Tenderer quotes a higher base rate for AMC, he will be paid at his quoted rate per annum and Three year differential cost shall be added to offered cost for evaluation. AMC would have to be valid for minimum period of 3 years after the warranty.

In case tenderer quotes AMC rates lower than 3.5%, no advantage will be given to him for evaluation purposes. In case the tenderer wins the contract his cost will be reduced by differential (w.r.t. 3.5%) AMC rates & he will be paid accordingly. AMC charges to him, however be paid only @ 3.5% per annum.

5. Chapter-4 , COMMERCIAL TERMS & CONDITIONS , Clause No 3 .3 may be read as.

Separate agreement for AMC (Long term Maintenance Support) before expiry of warranty period shall be entered with OEM/the authorized partner of OEM by RailTel. A fresh Bank Guarantee valid for three years for 10% of the Long Term Maintenance Support cost of three years quoted by the tenderer, shall be required to be submitted by bidder for due fulfillment of long term maintenance support obligation.

All other term & conditions will remain same.

A.K Sablania
(Group General Manager/DNM)