

## Corrigendum - 6

For

RFP

“Empanelment of Managed Service Provider (MSP) for  
RailWire”



RailTel Corporation of India Ltd.

Plate-A, 6th Floor, Office Block Tower-2,  
East Kidwai Nagar, New Delhi-110023

# 1 Corrigendum-6 for Empanelment of Managed Service Provider (MSP) for RailWire

In reference to the RFP to “Empanelment of Managed Service Provider (MSP) for RailWire” Tender no. RailTel/RFP/OT/CO/Mktg/2024-25/RailWire/MSP/001 dated: 12<sup>th</sup> August, 2024, following change in the RFP document may be noted:

S. No.	RFP Reference	Original Version	Modified Version
1	Section-2, Clause No. 2.1.4 and Annexure-C, S.N. 4	The Bidder Company should have cumulative total turnover of Rs 20 Crores during last three financial years. Bidders must submit CA certificate in this regard.	The Bidder Company should have cumulative total turnover of <b>Rs 10 Crores</b> during last three financial years. Bidders must submit CA certificate in this regard.
2	Section-2, Clause No. 2.1.3 and Annexure-C, S.N. 3	<p>Bidder Company should be working for minimum last three years at the time of submitting proposal in any of following related business domain :-</p> <ul style="list-style-type: none"> <li>• Channel Partner/Franchisee of any telecom operator/ISP for marketing of Broadband Services.</li> <li>• Managing End Broadband Customers through own/ shared infrastructure/ last mile access like fiber to the building (FTTB), Fiber to the Home (FTTH) or similar technology.</li> <li>• Managing any Telecom Service Operations of Telecom Service Provider/MSO.</li> <li>• Network Service Management which includes Consulting, Marketing &amp; Sales, Business Model Operation, Service Rollout, end partner management, Customer Relationship Management etc.</li> <li>• Managed Support Services for Internet Broadband Services.</li> <li>• Managed Service Partner for Telecom customer support center, back office management, billing, collection etc.</li> </ul> <p>Bidder must submit the documentary</p>	<p>Bidder Company should be working for minimum last three years at the time of submitting proposal in any of following related business domain :-</p> <ul style="list-style-type: none"> <li>• Channel Partner/Franchisee of any telecom operator/ISP for marketing of Broadband Services.</li> <li>• Managing <b>end-to-end</b> Broadband Customers through own/ shared infrastructure/ last mile access like fiber to the building (FTTB), Fiber to the Home (FTTH) or similar technology.</li> <li>• Managing any Telecom Service Operations of Telecom Service Provider/MSO.</li> <li>• Network Service Management which includes Consulting, Marketing &amp; Sales, Business Model Operation, Service Rollout, end partner management, Customer Relationship Management etc.</li> <li>• Managed Support Services for Internet Broadband Services.</li> <li>• Managed Service Partner for Telecom customer support center, back office management, billing, collection etc.</li> </ul> <p style="text-align: center;"><b>or</b></p> <p><b>Bidder company should have minimum 10 years cable TV distribution/ FTTH distribution experience with reputed MSO/ ISP licensee.</b></p> <p>Bidder must submit the documentary evidence like agreement/ purchase order/LOI/LOE.</p>

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		evidence like agreement/ purchase order/LOI/LOE.	
3	Section-7, Clause No. 7.5 (f)	MSP shall conduct at least 5 road shows per district per month in the circle of operations.	<p>MSP or its ANPs shall conduct at least 5 road shows per district per month in the circle of operations, <b>failing which RailTel may invoke penalty @ 1% per road show i.e. if in a particular month, MSP or its ANPs conducted 3 road shows, then RailTel may invoke penalty @ 2% (1% per road show) of the monthly payment due to MSP, maximum upto 10% of the monthly due to MSP.</b></p> <p><b>Road shows are meant to do RailWire brand promotion at the newly tapped colonies/ areas, Govt. colonies, RWA offices and other catchment areas.</b></p> <p><b>The road shows conducted by MSP or its ANPs should adhere the following points:</b></p> <ol style="list-style-type: none"> <li><b>1) The Road shows should be Informed well in advance to RailTel Regional &amp; CO teams alongwith reason for selection of the location for the road-show as well as clear objectives for measurement of effectiveness.</b></li> <li><b>2) The executives on the roadsoow must be well trained &amp; informed to respond to queries should exhibit professionalism expected from brand RailTel &amp; RailWire.</b></li> <li><b>3) MSP executive should capture the contact details of prospective customers for further follow-up activities. The Road-Show effectiveness in terms of adding new subscribers shall be shared with the RailTel's regional &amp; CO teams</b></li> <li><b>4) Road shows must be conducted by taking prior approval from the local civic bodies (if required), to avoid any type of clash.</b></li> </ol>
4	Section-7, Clause No. 7.5 (g)	MSP shall conduct at least 2 ANP meets per quarter by covering the whole circle.	<p>MSP shall conduct at least 2 ANP meets per quarter by covering the whole circle, <b>failing which RailTel may invoke penalty @ 2% per ANP meet i.e. if in a particular quarter, MSP conducted 1 ANP meet, then RailTel may invoke penalty @ 2% of the monthly payment due to MSP and if no ANP meets in particular quarter, then RailTel may invoke penalty @ 4% of the monthly payment due to MSP.</b></p> <p><b>ANP meets are meant to do get-together with respective ANPs of the circles to discuss the challenges/ issues, demand/ requirement of ANPs and strategies the future road map for RailWire</b></p>

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			<p><b>business growth.</b></p> <p><b>The ANP meets conducted by MSP should adhere the following points:</b></p> <ol style="list-style-type: none"> <li><b>1) The ANP meets should be growth and result oriented. Timed Targets accepted by ANPs during the ANP meets shall be shared with RailTel regional &amp; CO officials</b></li> <li><b>2) Proper professionalism should be follow during the ANP meets.</b></li> <li><b>3) Regional &amp; CO RailTel officials should be invited to be present during the ANP meets.</b></li> <li><b>4) MSP should ensure to cover the overall circle and ANPs during the ANP meets per quarter.</b></li> <li><b>5) The proper Minutes of Meeting should be issued by MSP for the ANP meets capturing the issues/ challenges of ANPs, requirement of ANPs and future growth strategies</b></li> <li><b>6) ANP meet should be result oriented and committed growth should be discussed and recorded in the Minutes of Meetings of each ANP meet alongwith &amp; growth targets agreed to &amp; monitoring mechanism that shall be followed with rewards &amp; penalties/ recourse action ( e.g. appointing more ANPs to improve coverage).</b></li> <li><b>7) MSP should have a clear pitch and objectives for each ANP meet and proper presentation should be given by MSP in this regard covering the new initiatives/ actions taken by RailTel.</b></li> </ol>
5	Section-7, Clause No. 7.5 (i)	MSP should deploy at least one marketing staff at each district of the entire allotted circle for seamless MSP operations and RailWire business growth.	<p>MSP should deploy at least one marketing staff at each district of the entire allotted circle for seamless MSP operations and RailWire business growth, <b>failing which RailTel may invoke penalty equivalent to salary of unavailable staff on monthly basis from the payment due to MSP, maximum upto 1 lakh of the monthly due to MSP.</b></p> <p><b>The minimum qualification of marketing staff should be graduate (in any discipline)/ diploma/ ITI.</b></p>

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6	Section-3, Clause-A	<p><b>Cumulative Turnover of last three financial years</b></p> <table border="1"> <thead> <tr> <th>SN</th> <th>Cumulative turn over in last 3 years in Crores (Rs.)</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>20-25</td> <td>5</td> </tr> <tr> <td>2</td> <td>More than 25 upto 30</td> <td>6</td> </tr> <tr> <td>3</td> <td>More than 30 upto 35</td> <td>7</td> </tr> <tr> <td>4</td> <td>More than 35 upto 50</td> <td>9</td> </tr> <tr> <td>5</td> <td>More than 50</td> <td>10</td> </tr> </tbody> </table>	SN	Cumulative turn over in last 3 years in Crores (Rs.)	Marks	1	20-25	5	2	More than 25 upto 30	6	3	More than 30 upto 35	7	4	More than 35 upto 50	9	5	More than 50	10	<p><b>Cumulative Turnover of last three financial years</b></p> <table border="1"> <thead> <tr> <th>SN</th> <th>Cumulative turn over in last 3 years in Crores (Rs.)</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>10-12.5</td> <td>5</td> </tr> <tr> <td>2</td> <td>More than 12.5 upto 15</td> <td>6</td> </tr> <tr> <td>3</td> <td>More than 15 upto 17.5</td> <td>7</td> </tr> <tr> <td>4</td> <td>More than 17.5 upto 25</td> <td>9</td> </tr> <tr> <td>5</td> <td>More than 25</td> <td>10</td> </tr> </tbody> </table>	SN	Cumulative turn over in last 3 years in Crores (Rs.)	Marks	1	10-12.5	5	2	More than 12.5 upto 15	6	3	More than 15 upto 17.5	7	4	More than 17.5 upto 25	9	5	More than 25	10
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7	Annexure-C, S.N. 4	The Bidder Company should have cumulative total turnover of Rs 20 Crores during last three financial years.	The Bidder Company should have cumulative total turnover of <b>Rs 10 Crores</b> during last three financial years.																																				
8	Annexure-C, S.N. 6	<p>In case of consortium bid:-</p> <p>(a) Total turnover of consortium may be considered for minimum 20 Crores in last three consecutive years for each circle and Rs 5 Crore for NE Circle.</p> <p>(b) Clause no 2.1.1 and 2.1.2 must be met by all consortia partners.</p> <p>(c) One bidder can apply for maximum three circles either as a single bidder or as a consortium partner.</p> <p>(d) Lead bidder must comply eligibility criterion mentioned in clause 2.1.3.</p>	<p>In case of consortium bid:-</p> <p>(a) Total turnover of consortium may be considered for <b>minimum 10 Crores</b> in last three consecutive years for each circle and Rs 5 Crore for NE Circle.</p> <p>(b) Clause no 2.1.1 and 2.1.2 must be met by all consortia partners.</p> <p>(c) One bidder can apply for maximum three circles either as a single bidder or as a consortium partner.</p> <p>(d) Lead bidder must comply eligibility criterion mentioned in clause 2.1.3.</p>																																				
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10	Section-1	Duration of Agreement with empanelled MSPs will be 7 (seven years) effective from the date of LOI (Letter of Intent issued by RailTel) and can be extended by further 3 years.			Duration of Agreement with empanelled MSPs will be <b>3 (Three years)</b> effective from the date of LOI (Letter of Intent issued by RailTel) and can be extended by further 3 years <b>on the basis of yearly performance review.</b>																	
11	Section-15, Clause-15.10	Bidder has to sign comprehensive managed service agreement with RailTel within 15 days of submission of PBG to RailTel. Duration of agreement will be 7 (seven) years from the date of issue of Letter of Intent (LOI) and can be extended by further 3 years on mutual agreement.			Bidder has to sign comprehensive managed service agreement with RailTel within 15 days of submission of PBG to RailTel. Duration of agreement will be <b>3 (Three) years</b> from the date of issue of Letter of Intent (LOI) and can be extended by further 3 years <b>on the basis of yearly performance review.</b>																	
12	Entire Tender Document/ Request for Proposal (RFP) Notice/ Clause-15.1 (Response to RFP)	End of issue of RFP document- 25.10.2024 (14:59 Hrs.) Due date of submission of bids- 25.10.2024 (15:00 Hrs.) Opening of bids- 25.10.2024 (15:30 Hrs.)			End of issue of RFP document- 05.11.2024 (14:59 Hrs.) Due date of submission of bids- 05.11.2024 (15:00 Hrs.) Opening of bids- 05.11.2024 (15:30 Hrs.)																	