

**Amendment against Tender No: RCIL/Tender/OT/CO/SB/2015-16/Railwire/SMS Pack/244 dated 19/11/2015**

S. No.	RFP Clause Reference	Old clause	Changed clause
1.	Section 2, Clause iv	The bidder should provide USSD services to the RAILTEL compatible with all telecom operators who are extending USSD services. In case any operator has not enabled the USSD service, necessary document stating the same from concerned operator should be provided. However it will be the responsibility of the bidder to enable USSD services across all operators within 3 months of date of purchase order. USSD will be accessed using code like *88# and after calling this code, it will be interactive through USSD for performing different operations	Clause Deleted
2.	Section 2, Clause viii	The solution offered should provide Push, Pull and USSD based SMS alert services to the RAILTEL. For providing these services the offered solution should be seamlessly integrated with RailWire, Wi-Fi & RailWire customer's support. The integration cost, wherever applicable, will be borne by the bidder.	The solution offered should provide Push and Pull based SMS alert services to the RAILTEL. For providing these services the offered solution should be seamlessly integrated with RailWire, Wi-Fi & RailWire customer's support. The integration cost, wherever applicable, will be borne by the bidder
3.	Section 3, Clause 1	The solution offered should provide Push, Pull and USSD based SMS Services to the RAILTEL. For providing these services the offered solution should integrate with existing platforms deployed at RAILTEL. The integration cost, wherever applicable, will be borne by the bidder.	The solution offered should provide Push and Pull based SMS Services to the RAILTEL. For providing these services the offered solution should integrate with existing platforms deployed at RAILTEL. The integration cost, wherever applicable, will be borne by the bidder.
4.	Section 3, Clause 5	The code (long code/short code/VMN) allotted to the RAILTEL should be easily memorable and accessible to RAILTEL customers, both domestic and international, through all the telecom operators across the globe on 24X7X365 basis.	The code (long code/short code/VMN) allotted to the RAILTEL should be easily memorable and accessible to RAILTEL customers, both domestic and international, through all the telecom operators across the globe on 24X7X365 basis. It will be the responsibility of the bidder to enable the codes across all telecom operators like BSNL, MTNL, Reliance, Airtel, Vodafone, Idea, Tata Indicom, Aircel etc.
5.	Section 3, Clause 7	RAILTEL is providing USSD based interactive services to its customers. Bidder will be required to provide code like *88# for accessing USSD Services offered by the RAILTEL, without any cost. After calling this code, it will be interactive for performing different operations.	Clause Deleted

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6.	Section 3, Clause 8	<p>The code provided to RAILTEL for providing USSD Services to its Customers should be accessible from all telecom operators. It will be the responsibility of the bidder to enable USSD services across all telecom operators like BSNL, MTNL, Reliance, Airtel, Vodafone, Idea, Tata Indicom, Aircel etc.</p> <p>Bidder to ensure that USSD services across all telecom operators are enabled within 3 months from award of contract. In case any telecom operator has not enabled the USSD service, necessary support document from the respective telecom operator should be provided with expected date of its completion/enablement. Undertaking to be provided for the same.</p>	Clause Deleted
7.	Section 3, Clause 9	<p>The codes once allocated to RAILTEL for accessing Pull Service (long code/short code/VMN) and USSD Service will be property of the RAILTEL. In case of expiry of contract or termination of the contract due to any reason, the bidder has to surrender these codes to the RAILTEL.</p>	<p>The codes once allocated to RAILTEL for accessing Pull &amp; Push Service (long code/short code/VMN) will be property of the RAILTEL. In case of expiry of contract or termination of the contract due to any reason, the bidder has to surrender these codes to the RAILTEL.</p>
8.	Section 3, Clause 12	<p>Availability of Pull &amp; USSD services and delivery of alerts to be made on 24*7*365 basis.</p>	<p>Availability of Push and Pull services and delivery of alerts to be made on 24*7*365 basis.</p>
9.	Section 3, Clause 27	<p>The bidder should have capability to communicate through dedicated leased lines for mentioned services (Push, Pull and USSD) between RAILTEL and bidder's infrastructure.</p>	<p>The bidder should have capability to communicate through dedicated leased lines for mentioned services (Push and Pull) between RAILTEL and bidder's infrastructure</p>
10.	Section 3, Clause 28	<p>Online mechanism in real time mode has to be provided for SLA enforcement with regard to Uptime of Push/Pull/USSD Service and Delivery of Push SMS Alerts, along with flexibility to generate MIS on daily/ weekly/ fortnightly/ monthly/ specified date range basis.</p>	<p>Online mechanism in real time mode has to be provided for SLA enforcement with regard to Uptime of Push/Pull Service and Delivery of Push SMS Alerts, along with flexibility to generate MIS on daily/ weekly/ fortnightly/ monthly/ specified date range basis.</p>
11.	Section 14	<p>The successful bidder will also have to enter into a Service level agreement for Service Support as per the terms and conditions of the RFP and covering the scope of work</p>	<p>The successful bidder will also have to enter into a Service level agreement for Service Support as per the terms and conditions of the RFP and covering the scope of work</p>

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	<p>and technical requirements. The SLA requirements are as under:-</p> <table border="1" data-bbox="411 464 949 784"> <thead> <tr> <th>SMS Category</th> <th>Description</th> <th>Delivery time</th> </tr> </thead> <tbody> <tr> <td>Priority 1</td> <td>Higher Priority alerts</td> <td>Within 40 sec</td> </tr> <tr> <td>Priority 2</td> <td>Transactional/ Batch SMSes in real time</td> <td>Within 5 min</td> </tr> <tr> <td>Priority 3</td> <td>Promotional SMSes</td> <td>Within 2 hrs</td> </tr> </tbody> </table> <p>Complete Solution (Push, Pull type SMS Alerts and USSD Services) must have 99.9% uptime and should be available on 24x7x365 basis. However, scheduled downtime will not be added for uptime calculation, provided the same is not too frequent.</p> <p>Push Alerts should be delivered as per following timelines –</p>	SMS Category	Description	Delivery time	Priority 1	Higher Priority alerts	Within 40 sec	Priority 2	Transactional/ Batch SMSes in real time	Within 5 min	Priority 3	Promotional SMSes	Within 2 hrs	<p>and technical requirements. The SLA requirements are as under:-</p> <p>Complete Solution (Push and Pull type SMS Alerts Services) must have 99.9% uptime and should be available on 24x7x365 basis. However, scheduled downtime will not be added for uptime calculation, provided the same is not too frequent.</p> <p>Push Alerts should be delivered as per following timelines –</p> <table border="1" data-bbox="1205 831 1743 1151"> <thead> <tr> <th>SMS Category</th> <th>Description</th> <th>Delivery time</th> </tr> </thead> <tbody> <tr> <td>Priority 1</td> <td>Higher Priority alerts</td> <td>Within 40 sec</td> </tr> <tr> <td>Priority 2</td> <td>Transactional/ Batch SMSes in real time</td> <td>Within 5 min</td> </tr> <tr> <td>Priority 3</td> <td>Promotional SMSes</td> <td>Within 2 hrs</td> </tr> </tbody> </table> <p>Online mechanism in real time mode has to be provided for SLA enforcement with regard to Uptime of Push/Pull Service and Delivery of Push SMS Alerts, along with flexibility to generate MIS on daily/weekly/fortnightly/monthly/specified date range basis at specified in the RFP.</p> <p>SMS Alerts should be delivered in all countries and all areas without any exception.</p>	SMS Category	Description	Delivery time	Priority 1	Higher Priority alerts	Within 40 sec	Priority 2	Transactional/ Batch SMSes in real time	Within 5 min	Priority 3	Promotional SMSes	Within 2 hrs
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12.	Section 15, Clause II,d	Bidders to ensure inter-operability between all existing and new service providers for delivery of Push/Pull type SMSs and USSD Services.	Bidders to ensure inter-operability between all existing and new service providers for delivery of Push/Pull type SMSs Services								
13.	Section 15, Clause III	<p style="text-align: center;"><u>Delay in delivery of Push Type SMS Alerts</u></p> <p>The SMS sent by the RAILTEL will have to be delivered within the stipulated timelines. Failure to comply with the time frames for delivery of the messages pushed by the RAILTEL shall attract penalty as follows:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Particular</th> <th style="text-align: center;">Penalty</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Any SMS Alert not delivered due to any technical fault/failure on the part of bidder/telecom operator</td> <td style="text-align: center;">10 times of per SMS cost of the respective category</td> </tr> </tbody> </table>	Particular	Penalty	Any SMS Alert not delivered due to any technical fault/failure on the part of bidder/telecom operator	10 times of per SMS cost of the respective category	<p style="text-align: center;"><u>Delay in delivery of Push Type SMS Alerts</u></p> <p>The SMS sent by the RAILTEL will have to be delivered within the stipulated timelines. Failure to comply with the time frames for delivery of the messages pushed by the RAILTEL shall attract penalty as follows:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Particular</th> <th style="text-align: center;">Penalty</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Any SMS Alert not delivered due to any technical fault/failure on the part of bidder/telecom operator</td> <td style="text-align: center;">10 times of per SMS cost of the respective category</td> </tr> </tbody> </table>	Particular	Penalty	Any SMS Alert not delivered due to any technical fault/failure on the part of bidder/telecom operator	10 times of per SMS cost of the respective category
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14.	Section 15, clause 15.2	<p>In case the bidder fails to implement USSD services across all telecom operators within 3 months from date of order, a penalty of 0.5% per day subject to a maximum of 10% of the monthly bill of respective month will be charged.</p> <p>If there will be delay in providing USSD Services across all Telecom Operators within a total of 6 months (including the</p>	Clause Deleted																

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		original stipulated time of 3 months) from the date of order RAILTEL may invoke performance bank guarantee.	
15.	Section 17, clause f	Delay in providing USSD Services across all Telecom Operators within a total of 6 months (including the original stipulated time of 3 months) from the date of order, RAILTEL may invoke performance bank guarantee.	Clause Deleted
16.	Annexure D, Clause 1	The solution offered should provide Push, Pull and USSD based SMS services to the RAILTEL. For providing these services the offered solution should integrate with existing platforms deployed at RAILTEL. The integration cost, wherever applicable, will be borne by the bidder.	The solution offered should provide Push and Pull based SMS services to the RAILTEL. For providing these services the offered solution should integrate with existing platforms deployed at RAILTEL. The integration cost, wherever applicable, will be borne by the bidder.
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21.	Annexure –Clause 12	Availability of Pull & USSD services and delivery of alerts to be made on 24*7*365 basis	Availability of Push & Pull services and delivery of alerts to be made on 24*7*365 basis
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