

Date: 21-MAY-2026

Corrigendum-2

To,

All Eligible Bidders,

Sub: Design, Development, Implementation and Maintenance of AI-based e-Empanelment system and Chatbot Platform

Open Tender No.: RailTel/2026/OT/CO/BD/e-Empanelment/02 dated 20.04.2026

S.No.	Clause Reference No.	Existing Clause		Revised Clause	
1	Tender Notice	Last Date for Submission of e-bids	11.05.2026 (up to 03:00 PM)	Last Date for Submission of e-bids	02.06.2026 (up to 03:00 PM)
2	Tender Notice	Opening of e-bids	11.05.2026 (up to 03:30 PM)	Opening of e-bids	02.06.2026 (at or after 03:30 PM)
3	Tender Notice	Earnest Money Deposit (EMD): INR 4.97 lakhs to be submitted via online bank transfer only (details mentioned in Chapter 2 Bid Data Sheet).		Earnest Money Deposit (EMD): INR 4.97 lakhs to be submitted via online bank transfer only or in the form of bank guarantee (details mentioned in Chapter 2 Bid Data Sheet).	
4	Note Addition in Chapter 1	Note: Format for Change Request Rate Card		Format at Annexure A	
5	S.No. 4 In Table of Chapter 2 - BDS	Earnest Money Deposit (EMD): INR 4.97 lakhs to be submitted via online bank transfer only. All the Bidders are required to deposit EMD amount through e-Nivida Portal as "Earnest Money". EMD in no other form shall be accepted. Offers without applicable EMD amount shall be summarily rejected. Bid Security shall be exempted for bidders, who are MSEs or Startups as recognized by DPIIT subject to the conditions specified in para 6.4 of Chapter 6.		Earnest Money Deposit (EMD): INR 4.97 lakhs to be submitted via online bank transfer only or in the form of bank guarantee . All the Bidders are required to deposit EMD amount through e-Nivida Portal as "Earnest Money". EMD in no other form shall be accepted. Offers without applicable EMD amount shall be summarily rejected. Bid Security shall be exempted for bidders, who are MSEs or Startups as recognized by DPIIT subject to the conditions specified in para 6.4 of Chapter 6. For Bank Guarantee as EMD: BG as EMD validity: Bid validity	

			<p>period (180 days from the bid opening date) + 3 months and claim period of 1 year from BG expiry period.</p> <p>(SFMS report guidelines: - BG advising message – IFN 760COV/ IFN 767COV via SFMS</p> <ul style="list-style-type: none"> • To mandatorily send the Cover message at the time of BG issuance. • IFSC Code of ICICI Bank to be used (ICIC0000007). • Mention the unique reference (RAILTEL6103) in field 7037)
6	Note Addition in 3.1.3	Note	<p>Note: A Bidder cannot participate in this tender as a DPIIT-recognized "Startup" to claim relaxations in few clauses AND simultaneously take advantage as normal firm/bidder in the eligibility/evaluation criteria. The bidder shall be treated either as a DPIIT-recognized "Startup" with applicable exemptions OR as a normal bidder without any exemptions of the Start-up in the bid evaluation based on the submission of the EMD/DPIIT certificate.</p>
7	3.1.7	Participation through consortium or joint ventures is not permitted. Subcontracting is also not permitted.	Participation through consortium or joint ventures is not permitted. Subcontracting (except for annual VA/PT through third-party CERT-IN empanelled agencies) is also not permitted.
8	SN-1 (1) of para 3.2	The Bidder shall be registered as a Private or Public Limited Company and in operation for at least three (3) years as on the date of bid submission.	The Bidder shall be registered as a Private or Public Limited Company or Limited Liability Partnership (LLP) and in operation for at least three (3) years as on the date of bid submission.
9	2 nd bullet point of 3.3.4	Proposed Deployment of solution as per RailTel requirements - 5 Marks	Proposed Deployment of solution including required cloud infrastructure as per RailTel requirements - 5 Marks
10	2 nd bullet point of 4.3.3 (C)	Annual VA/PT Report to be provided through CERT-In empanelled agency.	Annual VA/PT Report to be provided through third-party CERT-In empanelled agency
11	4.4.1.5	PostgreSQL used for storing conversation metadata, configurations and logs	PostgreSQL and other relevant database engines used for storing conversation metadata, configurations and logs

12	4.4.2.5	PostgreSQL used for storing conversation metadata, configurations and logs	PostgreSQL and other relevant database engines used for storing conversation metadata, configurations and logs
13	4.5.2.3	If the Bidder fails to achieve the completion of project within defined duration, the payment will be liable for deduction @1% of the Total Project cost with a capping of 10%	If the Bidder fails to achieve the completion of project within defined duration, the payment will be liable for deduction @1% of the Total Project cost for delay of 15 days or part thereof with a capping of 10% of total project cost
14	6.4.8	The Bid Security shall be exempted bidders, subject to the following exemptions, the required documentation should be submitted accordingly: 6.4.8.1 Micro and Small Enterprises (MSEs) registered under Udyam Registration. 6.4.8.2 Startups as recognized by Department of Promotion of Industry and Internal Trade (DPIIT).	The Bid Security shall be exempted for bidders, subject to the following exemptions, the required documentation should be submitted accordingly: 6.4.8.1 Micro and Small Enterprises (MSEs) registered under Udyam Registration, as defined in latest MSE Order 2012 as EMD exemption is not applicable to MSEs, who are retail and wholesale traders. 6.4.8.2 Startups as recognized by Department of Promotion of Industry and Internal Trade (DPIIT).
15	Form No. 5	Form No. 5 – Format for EMD in the form of Bank Guarantee (Not to be used)	Form No. 5 – Format for EMD in the form of Bank Guarantee (Not to be used)
16	S.No. 10 of Chapter 10	Form No. 5: Format for EMD in the form of Bank Guarantee (not to be used)	Form No. 5 – Format for EMD in the form of Bank Guarantee (Not to be used)

GGM/BD
For RailTel Corporation of India Ltd. /CO

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RAILTEL

Annexure A

Note:

Format for Change Request Rate Card

1. The bidder shall quote a rate card for post go-live additional development and change requests in the financial bid. Non-submission of the below rates by the bidder shall lead to rejection of the bid.
2. Submission of the below rates shall be submitted in the financial bid only. Submission of the Rate Card in the technical bid shall lead to rejection of the bid.
3. This format has to be uploaded in the financial bid separately on the e-Nivida portal.
4. The rate card shall be provided in the following format (duly signed by authorized signatory):

S. No.	Description	Scope (those not covered in the RFP)	Unit	Unit Rate (INR)	GST (%)	Total Amount (INR) (Incl. GST)
1	AI/ML Compute & Model Processing Tasks	New model development, large-scale retraining, fine-tuning requiring dedicated compute, embedding generation, and other compute-intensive workloads	Pod-hour	₹ _____	____%	₹ _____
2	Application / Feature Development & Enhancements (including integrations)	New feature development, workflow changes, system integrations, dashboards, and major application development	Developer -hour	₹ _____	____%	₹ _____

Note:

1. This rate card shall apply only to post go-live scope additions and shall not apply to routine support, minor enhancements, tuning, bug fixes, or maintenance. All such items shall be executed only through RailTel-approved change requests with mutually agreed scope, effort, and timelines.
3. This rate shall not be counted for the purpose of evaluating the financial bid. However, RailTel reserves the right to negotiate these charges with the bidder before finalization of the bid.