Response to Pre-bid queries

RailTel/Tender/OT/CO/Project/2023-24/DWDM Muxponder/009 Dated: 24.07.2023

Technical Requirement & Specifications

SN	Chapter	Clause	Tender Page no.	Subclause	Content of the clause requires clarification	Points of clarification required	Remarks	RailTel's response
1	CHAPTER-3A	3.A.3	13	3.A.3.2	1. Existing OADM sites equipped with 8 Channel Mux/De-mux (minimum) with 100 GHz channel spacing or OADM (ROADM) sites equipped with 40 Channel Mux/De-mux (minimum) with 100 GHz.	i. Please clarify for NLD DWDM all sites are Fix ROADM OADM (ROADM) based with 40 Channel Mux/De-mux (minimum) with 100 GHz. ii. Please also clarify if 8 Channel MUX/DEMUX shall be provided as a alien how many channel would be available for the Alien MUXPONDER Solution.		i. ROADM OADM are fixed type with 8 & 40 Channels with 100 GHz. Ii. Please refer clause 3.A.3.5-18(4) of chapter-3A and its clarification.
2	CHAPTER-3A	3.A.3	14	3.A.3.2	4. RailTel will provide Rack Space (Maximum 8 RU) per location and p o w e r (DC) for equipment Installation & Commissioning. In case of Rack Space required is more space in that case bidder should provide & install Smart Telecom Rack (42 RU) with inner air conditioning (2 KW & external outdoor unit and SNMP monitoring of Temperature). In this case DCDB, MCBs, power cables (approx. 15 mtr per site) required for extending power from Power distribution point shall be provided by the bidder.	Please clarify RAILTEL shall provide 19 inches rack, for the 8 RU rack space solution where rack will have foot print (600 (Depth)mm x 300 mm(width)).		RAILTEL shall provide standard 19 inches rack for 8 RU rack space for proposed solution where rack will have 600 mm (Depth) x 300 mm (width). Also refer clause 21 of chapter-3A.
3	CHAPTER-3A	3.A.3	14	3.A.3.2	5. -48 Volt DC Power Supply will be made available by RailTel (For the Long-haul Muxponder System 800W) in the existing rack with MCB. In case the offered equipment requires more – 48 Volt DC Power Supply, in that case bidder shall provide DC Charger (N+1 SMR redundancy) and battery bank of the required capacity and same should be from approved make/model from RDSO/TEC. Two sets of 48 Volt DC Charger & Battery bank (Minimum 300AH) at locations should be provided & installed by bidder with no additional cost to RailTel.	We understand, bidder will provide the requirement of MCB Rating and qty to run the solution based on that RAILTEL will provide the MCB at the Power distribution Rack (PDP) inside the Rack.		Please see Corrigendum-II
4	CHAPTER-3A	3.A.3	16	3.A.3.5	6. Bidder needs to provide SDN Controller in HA (1+1) for Network management to manage the network elements. Supplied SDN Controller shall be connected with existing unified OSS via open-source APIs provided by Bidder at no cost to RailTel. Web based planning tool on-premises for Link Planning should also be provided along with device with no cost to RailTel however VMs for same will be provided by RailTel.	As We understand RAILTEL require Planning tool to create, plan, review the network. Tool is SW base and shall be install in the machine, so request to RAILTEL to SW base tool that can be installed on the PC/Laptop. HW configuration shall be shared by the Bidder. There will be one tool license shall be provided along with the Planning tool. Please confirm		Please see Corrigendum-II
5	CHAPTER-3A	3.A.3	17	3.A.3.5	8. Bidder/OEM can also leverage existing Management system deployed in RailTel, if the OEM shall provide Undertaking for long term support for 8 years for all existing components irrespective of End of Life of the existing hardware/License/Software. Hardware/License/Software required for such up gradation shall be included in price bid.	Request RAILTEL to ammend this clause and ask to provide new NMS from all the bidder to provide SDN controller with optical Planning tool functionality. Also there are 2 tenders published together, request to RAILTEL, ammend the clause as if one vendor win both the tender in that case only ONE MANAGEMENT system shall be supplied to comply both kind of solution and necessary liceses asked in the tenders.		Please see Corrigendum-II
6	CHAPTER-3A	3.A.3	20	3.A.3.5-18	28. The Bidder shall describe details of the equalization process during tender submission.	Please clarify, as this RFP requirement is for Alien wavelength, where exisitng DWDM is responsible for the power equalization. So we understand this point isnt applicable for this tender.		Please see Corrigendum-II
7	CHAPTER-3A	3.A.3	22	3.A.3.5-18	30. Data Communication Network (DCN)	10 MBPS connectivity is required for DCN please confirm Railtel shall provide the bandwidth at sites based on DCN design. Whereas Bidder needs to arrange ethernet cable based on Site survey.		Railtel shall provide the required bandwidth at sites for DCN design. Whereas Bidder needs to arrange ethernet cable for DCN connectivity.
8	Annexure-III	6	127	6.1.1	200G Channel is protected within all DWDM rings using Single channel line protection Switching (using OLP) or Path Protection.	Please modify the clause as 200G Channel is protected within all DWDM rings using Single channel line protection Switching (using OCH Optical Channel Protection.		Please see Corrigendum-II

9	CHAPTER-2		9	X	The tenderer shall make available the offered products during technical evaluation of offered equipment for testing and benchmarking to RailTel in Delhi-Agra Section or any other section as decided by RailTel. Testing shall be completed by bidder within 30 days from the date of intimation to bidder. Testing shall be conducted by NOC/CNOC for technically qualified bidders as defined in clause 4.A.47, Ch-4A. Testing and bemchmarking may be exempted in case equipment offered by any bidder is already working in RailTel's network successfully, however decision of RailTel in this regard will be final and binding on bidder. Please refer clause 4.A.16.3 of Chapter-4A.	Request Railtel to help us in understanding "Testing and bemchmarking may be exempted in case equipment offered by any bidder is already working in RailTel's network successfully". Please confirm if it means the offered transponder or Offered chassis or offered line rate should be working in Raitel's network. What will be criteria of exemption of incubment OEM.		As per RFP
10	CHAPTER-3A	3.A.3.2	14	5	-48 Volt DC Power Supply will be made available by RailTel (For the Long-haul Muxponder System 800W) in the existing rack with MCB. In case the offered equipment requires more – 48 Volt DC Power Supply, in that case bidder shall provide DC Charger (N+1 SMR redundancy) and battery bank of the required capacity and same should be from approved make/model from RDSO/TEC. Two sets of 48 Volt DC Charger & Battery bank (Minimum 300AH) at locations should be provided & installed by bidder with no additional cost to RailTel	This is just to clarify that MCBs for equipment installtion will be under scope of Railtel and Bidder need not to provide any MCB,DCDB, Earthing cable & Power cable from power plant to rack,if no new rack is being proposed by bidder		Please see Corrigendum-II
11	CHAPTER-3A	3.A.3.2	14	4	RailTel will provide Rack Space (Maximum 8 RU) per location and power(DC) for equipment Installation & Commissioning. In case of Rack Space required is more space in that case bidder should provide & install Smart Telecom Rack (42 RU) with inner air conditioning (2 KW & external outdoor unit and SNMP monitoring of Temperature). In this case DCDB, MCBs, power cables (approx. 15 mtr per site) required for extending power from Power distribution point shall be provided by the bidder	All the equipments which house 400G muxponder are bigger in size. Hence, request Railtel to revise rack space from 8RU to 12RU.		As per RFP
12	CHAPTER-3A	3.A.3.2	14	8	5. Amplifier Noise Figure i. Line A: 5.5dB ii. Line B: ~ 5-10 dB	Request Railtel to confirm what is Line A or Line B.		As per RFP
13	CHAPTER-3A	3.A.3.5	15	1(i)	The system shall support 800G Capacity (2x200/300/400G or 4x100/200G coherent line side) along with protection. The system shall provide flexibility to map ODU4/ODU flex to line ports.	Request Railtel to elaborate the clause as clause is not clear.		As per RFP
14	CHAPTER-3A	3.A.3.5	16	1(xiii)	System shall be built in such a manner that it should work with existing ROADM network based on above parameters and supplied SDN Controller should provide latest APIs, which shall further facilitate multivendor interoperability. System shall support configuration management, streaming telemetry (gRPC, gNMI), open APIs, and standards-based SNMP/YANG models. These management features should be available at no cost to RailTel.	DWDM Networks are managed through EMS & its standard based North Bound Interfaces(NBI). Transport OEMs Offer EMS along with REST API interfaces towards NMS/OSS/SDN Orchestrator. SDN Contoller is more relevant in L3 Network where services configuration can be done though Netconf/etc protocols. Tier-1 operators also implement SDN based Network configuration in their Layer 3 Segment Routing Based Network. SDN is nowhere mentioned in DWDM TEC GRs. Additionally, this clause is a restrictive clause for Indian OEMs to participate as all Indian OEMs are continuing with the development of EMS with support of standard NBI interfaces for 3rd party orchestraror or 3rd party NMS to program the network. Hence, request Railtel to remove the clause.		Please see Corrigendum-II

15	CHAPTER-3A	3.A.3.5	16	6	Bidder needs to provide SDN Controller in HA (1+1) for Network management to manage the network elements. Supplied SDN Controller shall be connected with existing unified OSS via open-source APIs provided by Bidder at no cost to RailTel. Web based planning tool on-premises for Link Planning should also be provided along with device with no cost to RailTel however VMs for same will be provided by RailTel.	DWDM Networks are managed through EMS & its standard based North Bound Interfaces(NBI). Transport OEMs Offer EMS along with REST API interfaces towards NMS/OSS/SDN Orchestrator. SDN Contoller is more relevant in L3 Network where services configuration can be done though Netconf/etc protocols. Tier-1 operators also implement SDN based Network configuration in their Layer 3 Segment Routing Based Network. SDN is nowhere mentioned in DWDM TEC GRs. Additionally, this clause is a restrictive clause for Indian OEMs to participate as all Indian OEMs are continuing with the development of EMS with support of standard NBI interfaces for 3rd party orchestraror or 3rd party NMS to program the network. Hence, request Railtel to remove the clause.		Please see Corrigendum-II
16	CHAPTER-3A	3.A.3.5	17	7	Proposed system shall be managed by single unified system/Controller with DC & DR (active and standby) for all the active components. Bidder shall also propose Open Controller (Multi-vendor) based Management System for managing system with DC & DR (active and standby). All licenses required for Northbound and Southbound interface (API) should be equipped with offered solution at no additional cost to RailTel.	DWDM Networks are managed through EMS & its standard based North Bound Interfaces(NBI). Transport OEMs Offer EMS along with REST API interfaces towards NMS/OSS/SDN Orchestrator. SDN Contoller is more relevant in L3 Network where services configuration can be done though Netconf/etc protocols. Tier-1 operators also implement SDN based Network configuration in their Layer 3 Segment Routing Based Network. SDN is nowhere mentioned in DWDM TEC GRs. Additionally, this clause is a restrictive clause for Indian OEMs to participate as all Indian OEMs are continuing with the development of EMS with support of standard NBI interfaces for 3rd party orchestraror or 3rd party NMS to program the network. Hence, request Railtel to remove the clause.		Please see Corrigendum-II
17	CHAPTER-3A	3.A.3.5	17	11	Each Long-haul Muxponder solution system shall be equipped with 8xQSFP28 LR4 optics	Please confirm if LR4 optics has to be dual rate ie. Support of 100GE & OTU4 both.		Please see Corrigendum-II
18	CHAPTER-3A	3.A.3.5	19	18(12)	All Chassis configuration should occupy not more than 3RU space, inclusive of switching, traffic and common cards, The space occupied by the chassis must not exceed 600 mm deep cabinet	As per clause 3.A.3.2 (4) page-14, 8RU space will be provided by Railtel and acc to this clause, 3RU space will be provided. Hence, request Railtel to remove the clause or amend the clause to allow 8RU space.		Please see Corrigendum-II
19	CHAPTER-3A	3.A.3.5	19	18(15)	Equipment must support third party open SFP (MSA compliant) for client and line both (in case of SFP base port). Bidder to specify the SFP make and the OEM product code for all relevant SFP configurations	OEMs may be an agreement (NDA) with its vendors for client/line ports. So, mentioning Product code & make may not be feasible for the bidder. Hence, request Railtel to remove the clause		Please see Corrigendum-II
20	CHAPTER-3A	3.A.3.5	19	18(23)	The Network Configuration Protocol (NETCONF) should support as defined in RFC 6241, is a management protocol that provides methods to install, manipulate, and delete the configuration of network devices, and retrieve non-configuration data. This management features should be available at no cost to RailTel.	SDN based networks are not of much benefits for DWDM based networks and that too without ASON/GMPLS. Also, big Tier-1 operators are struggling to make the full use of SDN based networks as interoperatorbility is still an issue and deployed SDN networks need big enggineering teams to contionusly develop APIs. Latest TEC GR for NMS systems-TEC-SD-IT-EMT-001-01-MAR-16 does not refer to SDN at any level. Also, This clause is a restrictive clause and may impact the participation of Indian OEM's in the bid. Hence, request Railtel to remove the clause.		Please see Corrigendum-II
21	CHAPTER-3A	3.A.3.5	18	18(2)	The Power supply and other traffic impacting controller cards should be fully Redundant for hitless switchover and hitless forwarding.	From the clause, we understand that, if controller is non traffic impacting, then bidder can propose single controller. Request Railtel to confirm if understanding is correct.		As per RFP
22	CHAPTER-3A	3.A.3.5	20	18(28)	The Bidder shall describe details of the equalization process during tender submission.	Since, this is an alien tender where bidder is not proposing any optical line system like ROADMs/Amplifiers/Power montioring cards etc. So,Power equalization is in the scope of OLS vendor. Hence, request Railtel to remove the clause		Please see Corrigendum-II

23	CHAPTER-3A	3.A.3.1	12	1	Reach (km) for 200G Line rate	From the clause, we understand that : 1. All spans are equidistance spans 2. Total No. of nodes in the link will be 2+8 =10 3. ROADM nodes are placed at Node 5 and Node 8 of the link Request Railtel to confirm the same.		As per RFP
24	CHAPTER-3A	3.A.3.1	12	2	Reach (km) for 300 G Line rate.	From the clause, we understand that : 1. All spans are equidistance spans 2. Total No. of nodes in the link will be 2+4 =6 3. ROADM nodes are placed at Node 5 and Node 8 of the link Request Railtel to confirm the same.		As per RFP
25	CHAPTER-3A	3.A.3.1	13	3	Reach (km) for 400 G Line rate	From the clause, we understand that : 1. All spans are equidistance spans 2. Total No. of nodes in the link will be 2+2=4 3. ROADM nodes are placed at Node 5 and Node 8 of the link Request Railtel to confirm the same.		As per RFP
26	CHAPTER-3A	3.A.3.1	13	1	Reach (km) for 100G Line rate	From the clause, we understand that : 1. All spans are equidistance spans 2. Total No. of nodes in the link will be 2+8 =10 3. ROADM nodes are placed at Node 5 and Node 8 of the link Request Railtel to confirm the same.		As per RFP
27	CHAPTER-3A	3.A.3.1	13	2	Reach (km) for 200 G Line rate.	From the clause, we understand that : 1. All spans are equidistance spans 2. Total No. of nodes in the link will be 2+2 =4 3. ROADM nodes are placed at Node 5 and Node 8 of the link Request Railtel to confirm the same.		As per RFP
28						If bidder is incumbent in Railtel network, please confirm if it still need to propose it management system ie. NMS.		As per RFP
29	CHAPTER-3A	3.A.3.1	12			For design purpose, request Railtel to confirm EOL channel count to be taken into consideration for both the options of 400G muxponder or 200G muxponder.		40 Channel to be considered for design purpose.
30	CHAPTER-3A	3.A.3	14	3.A.3.2-4	RailTel will provide Rack Space (Maximum 8 RU) per location and power(DC) for equipment Installation & Commissioning. In case of Rack Space required is more space in that case bidder should provide & install Smart Telecom Rack (42 RU) with inner air conditioning (2 KW & external outdoor unit and SNMP monitoring of Temperature). In this case DCDB, MCBs, power cables (approx. 15 mtr per site) required for extending power from Power distribution point shall be provided by the bidder.	1.Equipment will have redundant power supply ,Power cable also we have to consider redudant total of 60 Mts(2x (Red+Black)=2x(15+15) =60 Metres)per site.Please clarify. 2.Please clarify the gauge of power cable requirement. 3. DCDB & MCBs at Installation point will be addressed by Bidder. DCDB & MCBs at Railtel Power Plant from where the main power supply is enabled to the installation point will be arranged by Railtel.Please clarify.		As per RFP
31	CHAPTER-3A	3.A.3.5	18	16 (c)	Earthing of value less than 1 ohm required for equipment. Earthing will be made available on earthing bus bar on the wall in equipment room.	How many metres of Earthing cable & guage to be considered.Please clarify.		Bidder shall extend the Earthing cable from RailTel bus bar installed at POP to the equipment suppplied under this Tender. Approx. distance is 15 metre from RailTel Bus Bar to the Rack.
32	CHAPTER-3A	3.A.3.5	17	13	In the specification wherever support for a feature has been asked for, it will mean that the feature should be available without RailTel requiring any other hardware/software/licenses. Thus, all hardware/software/licenses required for enabling the support/feature shall be included in the offer.	For this tender requirement hardware software required have been offered, however the features which are not part of RFP solution requirements have been kept optional. In case railtel requires these additional features they can be procured at later date, when the solution needs these features, this will keep CAPEX minimized. Kindly amend the clause as per above request.		As per RFP
33	CHAPTER-3A	3.A.3.5	18	15 (c)	Supply of Patch cords: The tenderer is required to supply patch cords of suitable interfaces/ length for connection with FDF and client interfaces.	Please provide the distance between FDF to client interface and FDF connector also.		Approx. distance is 20 metre from FDF to client interface with LC connector.
34	CHAPTER-3A	3.A.3.5	18	18	RailTel Solution Requirements: SN.2 The Power supply and other traffic impacting controller cards should be fully Redundant for hitless switchover and hitless forwarding.	Controller card doesn't affect the traffic and as solution required compact chassis due to 3RU limitation as per tender, therefore request to allow the solution without controller card (1+0) redundancy. In case redundant system is mandatory kindly relax the size limitation to5U.		As per RFP

35	CHAPTER-3A	3.A.3.5	15	1(ix)	The equipment shall be housed in the standard 19" width sub-racks.	Kindly confirm the rack dimension in width height.		RAILTEL shall provide standard 19 inches rack for 8 RU rack space for proposed solution where rack will have 600 mm (Depth) x 300 mm (width). Also refer clause 21 of chapter-3A.
36	CHAPTER-3A	3.A.3.5	19	18	RailTel Solution Requirements: SN.15 Equipment must support third party open SFP (MSA compliant) for client and line both (in case of SFP base port). Bidder to specify the SFP make and the OEM product code for all relevant SFP configurations	to support third party optics, license are required additionally, request to change the clause third optics support via additional licenses if required in future.		Please see Corrigendum-II
37	CHAPTER-3A	3.A.3.4	13	6	Vendor must ensure that proposed system must have co-exist with channels in existing Network without any extra Hardware.	Need more details or to discuss on Alien Support		As per RFP
38	CHAPTER-3A	3.A.3.4	17	14	The tenderer will be fully responsible for Manufacturing, FAT,	Need more details / Location of FAT to be done		As per RFP
39	CHAPTER-3A	14	17	b	Allocation of manpower for different activities	Need more details		As per RFP
40	CHAPTER -3B	3.B.2	23		Pre Factory acceptance testing	Need more details		As per RFP
41	CHAPTER -3B	3.B.2	23		Pre-commissioning test (after installation) for total integrated system.	Need more details on expectations		As per RFP

Commercial Terms & Conditions

SN	Chapter	Clause	Tender Page no.	Subclause	Content of the clause requires clarification	Points of clarification required	Remarks	RailTel's response
1	CHAPTER 4A	4.A.12	36	4.A.12 (2)	For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) a minimum turnover from operation of Rs. 12.32 Crs is required.	Please clarify the point or Read as "minimum Cumulative turnover from operation of Rs. 12.32 Crs is required		Turnover is cumulative
2	CHAPTER 1	Offer Letter	6	Offer Letter	I/We offer to supply various equipment at the rates quoted in the attached schedules and hereby bind myself/ourselves to complete the work within 180 days from the date of issue of Purchase Order/LOA.	As per issue of shoratge of chipset in world wide facing delay in delivery of components request you to please extend project complete date 180 to 280 atleast.		As per RFP
3	CHAPTER 1	Offer Letter	6	Offer Letter	I/We offer to supply various equipment at the rates quoted in the attached schedules and hereby bind myself/ourselves to complete the work within 180 days from the date of issue of Purchase Order/LOA.	Please extend the date for completion by 260 days as OEM delivery being affected these days due to shortage of Chipset		As per RFP
4	CHAPTER 4A	4.A.12	36	4.A.12 (2)	For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) a minimum turnover from operation of Rs. 12.32 Crs is required.	Please clarify the point		Turnover is cumulative
5	CHAPTER 4A	4.A.12	36	4.A.12 (2)	For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) a minimum turnover from operation of Rs. 12.32 Crs is required.	For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) a minimum cumulative turnover from operation of Rs. 12.32 Crs is required.	For Startups only mentioned a minimum turnover from operations of Rs 12.32 Cr is required, there is some typo error cumulative is missing.	Turnover is cumulative
6	CHAPTER 1	Offer Letter	6	Offer Letter	I/We offer to supply various equipment at the rates quoted in the attached schedules and hereby bind myself/ourselves to complete the work within 180 days from the date of issue of Purchase Order/LOA.	I/We offer to supply various equipment at the rates quoted in the attached schedules and hereby bind myself/ourselves to complete the work within 240 days from the date of issue of Purchase Order/LOA.	Due to Chip Shortage, Logistic & Covid problem hampering the huge delay in delivery. So request you to please kindly change to 240 days.	As per RFP

7	CHAPTER-4A	4.A.22	55	4.A.22.1	All the Bidders/OEM are required to deposit Tender Cost and EMD amount as mentioned in NIT and BDS through e-Nivida Portal as —Tender Costll &—Earnest Money". Tender cost and EMD in no other form shall be accepted.Offers without applicable EMD amount and tender cost shall be summarily rejected.	We request you to kindly accept the EMD in the form of BG also.		As per RFP
8	CHAPTER-4A	4.A.8	35	4.A.8.1	The Contractor shall take out and keep in force a policy or policies of insurance from the date, the delivery of material starts (including the transit portion) against all liabilities of the Contractor or the Purchaser. The contractor shall take out and keep in force a Policy or policies of Insurance for all materials covered in schedule of requirement irrespective of whether used up in the portion of work already done or kept for the use in the balance portion of the work until such material are provisionally handed over to RailTel. The goods will be issued by purchaser to supplier and risk of goods shall remain with supplier until the issue of PAC by RailTel. Insurance policy has to be kept valid by the contractor till issue of PAC by RailTel.	We request you to amend the insurance clause as Insurance will be only till first point of delivery by the bidder. And also insurance company will not provide insurance till PAC so we request you to remove this clause.		As per RFP
9	Chapter-7	7.4.0	113	7.4.1.1 -1	The Contractor will take- over the defective cards/SFPs from NOC/site where equipment is installed and hand-over the repaired card at the same location. The following activities will be performed by the contractor:	As a standard industry practise,Railtel has to ship the cards from their sites /NOCs to Supplier Repair Centre. After Repair Supplier Shall ship the repaired unit to customer location..Please clarify		As per RFP
10	Chapter-7	7.4.0	113	7.4.1.1-3	There will be initial one time activity of all existing faulty cards being repaired by Contractor before commencement of the AMC. AMC will cover only equipments which are in working condition.	Railtel to provide list of existing faulty cards before commencement of AMC.Once received Tejas will verify the cards are repairable or non repairable.Railtel should not send any burnt/damage/Water Seepage cards to Tejas, in case any cards received by Tejas in burnt/Physical damage condition, Tejas will return back such cards in same condition. A card will be considered burnt/physically broken if it is so visible to naked eye or with tests at Lab/equipment's.Physical inspection +logistics cost +Taxes Per card to be paid if card is declared as not repairable.Separate R&R quote will be provided for these repairable cards and then once PO received cards will be repaired. Is the understanding correct, please confirm.		As per RFP
11	Chapter-7	7.4.0	113	7.4.1.1-4	The received defective part will be got repaired by the contractor within 30 days from the date of receiving and will be installed/handed over to RailTel authorized representative at NOC/site. The contractor will also give probable reason for repeated failure of cards/ modules.	R&R TAT is 30 calender days.Tejas shall repair the defective product/Card/Module and ship it back to Railtel within 30 calender days Turnaround Time (TAT) from the date of product/Card/module received at Tejas repair center. Please clarify		As per RFP
12	Chapter-7	7.5.2	114		**Duration of Repair - Deduction/Penalties** 1.More than 30 days and upto 40 days (from the date of receipt) 1.10% of the cost of affected part/module 2.More than 40 days and upto 50 days (from the date of receipt) 2.25% of the cost of affected part/module 3.More than 50 days and upto 60 days (from the date of receipt) 3.75% of the cost of affected part/module 4.More than 60 days (from the date of receipt) 4.Full cost of affected part/module	Ideally the penalty % should be AMC cost of the affected part/module. Penalty % is of AMC cost of the affected part/module or Supply cost of the affected part/module.Please clarify		As per RFP

13	CHAPTER 4A	4.A.16	52	4.A.16.6	Deleted	As per Same clause in other tender RailTel/Tender/OT/CO/Project/2023-24/MDWDM Muxponder/010, RA is applicable. Pls confirm if RA is applicable for this tender also.		As per RFP
14	CHAPTER-7	7.2.0	109		Basic Definitions and terminology Used	This needs clarification.. time mentioned in the table of Final Restoration time so need clarity on Final resolution Time applicable if any		As per RFP
15	CHAPTER-7	7.2.0	109		Basic Definitions and terminology Used	Penalty for SLA violations		As per RFP
16	CHAPTER-7	7.3.2	112	7.3.2.2	RailTel will provide remote access to Contractor's TSC to access their network, either through VPN, ISDN or Team viewer	Teamviewer/ISDN are not secured connections so expecting stable VPN Connection for remote connectivity		RailTel will provide remote access to Contractor's TSC to access their network through secure connection