



Dated: 21.11.2023

रेलटेल कॉर्पोरेशन ऑफ़ इंडिया  
(भारत सरकार का एक उपक्रम)

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### Corrigendum-VIII

Sub: "Selection of IT Managed Service Provider (IT-MSP) for RailWire Business".

Ref: i. Open E-Tender No.: RailTel/OT/CO/RW/2023-24/IT-MSP/002 Dated: 31.07.2023

ii. Corrigendum-I dtd 04.08.2023

iii. Corrigendum-II dtd 21.08.2023

iv. Corrigendum-III dtd 12.09.2023

v. Corrigendum-IV dtd 22.09.2023

vi. Corrigendum-V dtd 10.09.2023

vii. Corrigendum-VI dtd 31.10.2023

viii. Corrigendum-VII dtd 16.11.2023

With reference to above mentioned Open e-tender and Corrigendum-VII dtd 16.11.2023 issued, there are few amendments as mentioned below:

1. The maximum marks of Demonstration and Site Visit in Point no. 10, 4 d) Technical Evaluation, Chapter-5, Page no. 37 of Tender Document and in Annexure -8 Technical Evaluation (Page no. 91 to 92 of Tender document) is revised to 20 marks.
2. Revised Technical Evaluation under Clause no. 4, Evaluation of Bid, Chapter-5 (Page no. 35 to 37 of Tender document) and in Annexure -8 Technical Evaluation (Page no. 91 to 92 of Tender document) is as per below table:

Gro Up	Criteria	Max Marks	Document Required
1	No. of Implementation of proposed solution in last 7 financial years i.e. 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 (As on bid submission date) in India. (For one implementation- 3 marks, for two implementations- 5 marks)	5	Copy of Work order along with completion certificate from client.

2	Bidder to have in-house BSS software development team (only permanent employees of the bidder will be counted). Details of Team along with qualification, area of expertise and experience need to be submitted. Minimum 8 employees will have five marks.	5	Self undertaking from HR.
3	Experience in implementation of BSS projects in government agency such as Centre/State Govt, PSUs, etc. (Customer PO/ LOA/Agreements/completion certificate is required to be submitted). The bidder should also have experience of NMS and Ticketing tool. Each PO will have five marks.	10	Copy of Work order along with completion certificate from client.
4	<p>The bidder must have put in service any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:</p> <p>a. Three works* each costing not less than the amount equal to 30% of advertised value of the tender, or</p> <p>b. Two works* each costing not less than the amount equal to 40% of advertised value of the tender, or</p> <p>c. One work* each costing not less than the amount equal to 60% of advertised value of the tender.</p> <p><b>10 marks will be allocated for achieving any of the above criteria.</b></p> <p><b>*Work shall be defined as implementing and providing services of BSS.</b></p>	10	Copy of Work order along with Go live certificate from client and Statutory Auditors certificate for value of work completed for required amount.
5	<p><b>Relevant Past Experience:</b> Experience in managing the subscribers using BSS projects:</p> <p style="padding-left: 40px;">&gt;=1 to 3 years = 5 marks &gt;3 to 7 years = 8 marks &gt;7 years = 10 marks</p>	10	Copy of Work order along with completion certificate from client.
6	Cumulative turnover of the bidder in last three financial years FY 20-21, FY 21-22, FY 22-23 or (as per the latest last three published audited balance sheets). Rs 22.50 Cr will have 5 marks and thereafter each 5 Cr will have one marks.	10	CA certificate along with UDIN.
7	<p>The Bidder having CMMi level 4/5 certificate.</p> <p style="padding-left: 40px;">CMMi level 4 = 3 marks CMMi level 5 = 5 marks</p>	5	Copy of Certificate to be attached.
8	The Bidder should have managed the BSS software for minimum customer base of 4 lacs in one project for government agency such as Centre/State Govt, PSUs, etc.	10	Client certificate to be submitted

	<p>Certificate with 4-5 lakh subscribers in one project – 5 marks.</p> <p>Certificate with more than 5 lakhs subscribers in one project - 10 marks.</p>		
9	<p><b>Technical Presentation:</b> Quality of Presentation, Understanding of RailTel’s requirement, Delivery approach and methodology and Project Governance. Technical Presentation and showcasing of their BSS application already deployed for other customers.</p>	15	To be attached
10	<p><b>Demonstration and Site Visit:</b> Demonstration of the proposed solution/product with in-depth understanding of RailTel’s project technical and functional requirements as per the scope. Site visit of the location/ office where proposed solution is implemented by the bidder is to be arranged by the bidder in consultation with RailTel. Necessary approval and appointment for site visit is to fixed by the bidder. Site visit charges incurred on officials visiting the site will be borne by RailTel.</p> <p>The demonstration should include partner management and monitoring, subscriber management and monitoring. Subscriber management should include monitoring the data usage, speed, details of devices connected under the customer connection. The demonstrated site should be in DC/DR architecture. The project demonstrated should have at least 4 lakhs internet subscribers connected to the BSS.</p>	20	Name of the site may be mentioned
	<b>Total Marks:</b>	<b>100</b>	

3. Updated Clause c) in Point no.11, Deliverables, Chapter-5, Page no. 42 of the Tender document:

Clause No.	Old clause	Revised clause
Clause c) in Point no. 11, Deliverables, Chapter-5, Page no. 42 of the Tender document	Bidder/s should ensure the latest software and hardware for the solution with capability to take the present and future load efficiently with daily uptime of 99.50%. If Bidder is not able to meet the uptime, a penalty may be levied or contract may be terminated at the discretion of RailTel as per Clause no. 8.8.1.	Bidder/s should ensure the latest software and hardware for the solution with capability to take the present and future load efficiently with monthly uptime of 99.50%. If Bidder is not able to meet the uptime, a penalty may be levied or contract may be terminated at the discretion of RailTel as per Clause no. 8.8.1.

4. Updated Clause a) in Point no. 3, Indemnity, Chapter -7, Page no. 54 of the Tender document:

Clause No.	Old clause	Revised clause
Clause a) in Point no. 3 Indemnity chapter -7, Page no. 54 of the Tender document	An act or omission of the Vendor, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.	An act or omission of the Vendor, its employees, its agents in the performance of the services provided by this contract.

5. In the Annexure-I (IT -MSP Pre-Bid Queries and Response Document), SN-12, 36 and 37 may be read as:

SN.	Page No.	Clause	Description	Clarification sought/remarks	RailTel Response
12 & 36		General	Consortium of Bidder and OEM	Kindly confirm if the bidder can participate with an OEM having OSS/BSS applications in consortium for this tender.	Consortium is not allowed in this tender.
37	35	Technical Evaluation	The Bidder having CMMi level 4/5 certificate. CMMi level 4 = 3 marks CMMi level 5 = 5 marks	The Bidder having CMMi level 4/5 certificate. CMMi level 4 = 3 marks CMMi level 5 = 5 marks  We are CMMi Level 3 certified. We request you to kindly incorporate CMMi level 3 certification as part of QCBS.	No change in tender condition.

6. All other terms & conditions of the tender remain same.

(Sh. Anand Singh Chandel)  
JGM/EB/CO

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