

Dated: 09.10.2018



RailTel Corporation of India Ltd
(A Government of India Enterprise)

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Corrigendum -XVII

Sub: Request for proposals for “**Provision of Cellular Phones under CUG configuration for Railway personnel on All India Basis.**”

Ref: i) This office Tender No. RailTel/Tender/OT/CO/DNM/2017-18/CUG/426.

In reference to the above referred tender the following amendment are issued under the Corrigendum-XVII. The bids may be submitted in consideration of this amendment.

1. Chapter-I, Clause No 1.3.1 (iii) may be read as

Telecom Service Provider (TSP) should provide Data Plan bundled with Data on monthly basis with free unlimited Local and STD voice incoming & outgoing calls, Roaming and 200 SMS daily local & National. Any revision by TRAI shall be automatically applicable for Railway/RailTel users.

No extra charges whatsoever would be applicable for various services including Voice Calls, SMSs, Roaming and bundled Data.

2. Chapter-I, Added New clause, Clause No 1.4 xxvii.

Outgoing services on premium numbers will be charged as per standard rates fixed by premium service provider.

3. Chapter-I, Added New clause, Clause No 1.4 xxviii.

The Value-Added Services like Hello tune, MMS etc. will be chargeable.

4. Chapter-I, Clause No 1.4 xx may be read as

Incoming & Outgoing Call Data Record (CDR) of crew (LP/ALP & Guards) should be shared in excel format by Telecom Operators, as and when required by Railways for accident enquiries. However, RailTel/Railway will follow the guidelines if any of TRAI and Government of India.

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड (भारत सरकार का उपक्रम)
RailTel Corporation of India Ltd. (A Government of India Undertaking)

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5. Chapter-V, Added New clause, Clause No 5.1.5.

Multiple violations mean violation of time frame for activation/ deactivation of various services which are mutually agreed. Any deficiency in service delivery as per initially agreed timelines on more than 10 occasions in a month would be considered as multiple violation. Penalty of Rs. 100/- per violation will be imposed as penalty subject to maximum of 1% of monthly bills of that billing unit.

6. Chapter-V, Clause No 5.7 may be read as

If the services are not found satisfactory or any other reason which compels Railways for termination of agreement, either party i.e. RailTel or the bidder can terminate the service agreement by giving three months notice in advance to the other party. In case, the bidder stops service without notice, RailTel has the right to encash the performance Bank Guarantee (PBG).

7. Chapter-V, Clause No 5.3.2 may be read as

All the data and voice traffic, arising out of all CUG users, shall be given highest priority QoS if required.

8. Chapter-V, Clause No 5.8 (Settlement of Disputes and Arbitration) may be read as

In addition to existing clause of tender document, RailTel will follow guidelines issued by concerned department of Government of India time to time.

9. Chapter-V, Clause No. 5.18 (Delivery and Installation) may be read as

The bidder shall be responsible for delivery of the requisite SIM Cards as specified in the purchase order and making them fully operational at no additional charge within the time period as specified in tender or the duration committed by the bidder, whichever is earlier.

If the bidder fails to deliver the required services under the contract within the stipulated time schedule or by the date as extended by RailTel, it will be construed as a breach of contract and suitable liquidated damages will be levied as per tender.

10. Appendix-A, QoS Performance Parameters & Benchmarks for Cellular Services may be read as

1. Network Performance-

S. No.	Circles	Accumulated Downtime of Community Isolation.	Call Set Up Success Rate	Service Access Delay	SDCCH/ paging Channel Congestion.	TCH Congestion	Call Drop Rate	% Connections with good quality voice
	Desirable level	< 2%	> 95%	9-20 secs.	<1%	<2%	<3%	>95%.

2. Call answering

S.No.	Circles	% of call answered (electronically) within 20 sec	% of call answered (electronically) within 40 sec	% of call answered (voice to voice) within 30 sec	% of call answered (voice to voice) within 60 sec
	Desirable level	>80%	>95%.	>80%	>95%.

3. Customer Service

S.No.	Circles	Billing Complaints per 100 bills issued	% of Billing resolved within 4 weeks	% of Billing resolved within 6 weeks	Period of all refunds/ adjustment/ waivers due to customers from the date of resolution of complaints
	Desirable level	<0.1%	>98%	100%	< 4 weeks

11. Appendix-B, Note may be read as

- ii. Firm will provide data rollover facility up to 200 GB to all user under this contract.
&
- vii. Approx total number of 200 SMS per SIM per day (up to 6000 SMS per SIM per month considering TRAI Guidelines) will be made from Plan D Connection.
&
- ix. Telecom Service provider shall provide top-up data packages for individual CUG subscribers to top-up his/her data plan beyond the CUG Limit in the given format.

SN	Data (In GB)	Price (In Rs.)
1.	2	
2.	5	
3.	10	
4.	15	
5.	20	
6.	30	
7.	50	
8.	100	

(Note: Successful bidder will have to accept the lowest offered price for top-up data packs)

12. Appendix-F may be read as

Railway Zone	CUG Zone	Section	Length (RKM)	Route	% of coverage with signal strength for 3G >-90 dbm and for 4G >-110 dbm	Max. continuous dark zone (mtrs)
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13. Chapter-VII, Clause No 13 may be read as

Vendors Training Charges: Rs. 5000/- (Per Participant) per training day (plus Tax as applicable), Per Participant.

14. The last date of submission of bids is extended from 16.10.2018 to 18.10.2018 up to 15:00 Hrs. Tender will be opened at 15:30 Hrs. on 18.10.2018

All other term & conditions will remain same.

A handwritten signature in blue ink, appearing to be 'A.K. Sablania', is written over a diagonal line. Below the signature, the date '9/10/18' is written in blue ink.

(A.K. Sablania)
Executive Director/DNM