

Corrigendum - III

Tender document for "Rate Contract For Facility Management Service Operator For Network And Data Centres Of RailTel Corporation Of India Limited"



RailTel Corporation of India Ltd.

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In reference to Tender for “Rate Contract For Facility Management Service Operator For Network And Data Centres Of RailTel Corporation Of India Limited” against Tender No. RailTel/Tender/OT/CO/ITP/2022-23/FMS/005 Dated: 27.02.2023, all are advised to note following changes in the tender document:

SN	Pg. No.	RFP Clause No	RFP Clause	Revised Clause
1.	31	Added new note under SN-5 of Clause 7 of Chapter-3 Technical Capability (Work Experience)		Note: Multiple orders under single contract/ agreement will be consider as single work/ order.
2.	33	Supporting document required for Point No. 9 of clause 7 of Chapter-3 “Minimum Eligibility Criteria for SOR-A & SOR-B”	Certificate from the bidder’s HR Head and signed by Authorized signatory of the company/CA/CS.	Certificate from the bidder’s HR Head and signed by Authorized signatory of the company.
3.	33	Supporting document required for Point No. 10 of clause 7 of Chapter-3 “Minimum Eligibility Criteria for SOR-A & SOR-B”	Documentary evidence for the same should be submitted along with bid.	Certificate with details (i.e. employee name, Designation, Certificate Name, issued date, date of joining etc.) duly signed by HR Head and signed by Authorized signatory of the company.
4.	48	Clause-7 of Chapter-4, Bid Earnest Money	Bidder has to submit the bid earnest money of Rs. 20 Lacs (Rupees Twenty Lakhs only) if bidding is for SOR-A only, Rs. 5.5 lacs (Rs. Five Lakhs and Fifty Thousand only) if bidding is for SOR-B only, in the form as stipulated in the tender document/notice. This security is required to protect interest of RAILTEL against the risk of conduct of the bidder, which may warrant the forfeiture of the security in the following scenario: a) In the event of withdrawal of bid during the period of bid validity;	The bidder shall furnish amount of Rs.30.9 Lakhs (Rupees Thirty Lakhs Ninety Thousand Only) if bidding is for SOR-A only and Rs. 14.64 Lakhs (Rs. Fourteen Lakhs and Sixty-Four Thousand only) if bidding is for SOR-B only as Earnest Money Deposit (EMD) online though e-nivida tendering Portal or in the form of Demand Draft in favour of RailTel Corporation India Ltd. payable at New Delhi before submission last date of bid submission. 7.1 The EMD may be forfeited if a bidder withdraws or amends its/his tender or impairs

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			Or b) In the case of a successful bidder, if the bidder fails to sign the contract in accordance with the Terms and Conditions and another requirement as specified in TENDER; Or c) Any act of bidder, which is not in line with contract obligations.	or derogates from the tender in any respect within the period of validity of the tender or in the case of a successful bidder, if the bidder fails to accept the Purchase order/LOA or fails to furnish performance bank guarantee (security deposit) in accordance with tender clause. 7.2 Offers not accompanied with EMD shall be summarily rejected. 7.3 EMD of the unsuccessful bidder will be returned as promptly as possible but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser. 7.4 The successful bidder's EMD will be refunded upon the bidder's acceptance of the purchase order/LOA satisfactorily and furnishing the performance bank guarantee in accordance with tender clause. 7.5 Earnest Money will bear no interest.
5.	53	Clause-36 (b) of Chapter-4	Payment will be made on quarterly basis	Payment will be made on monthly basis
6.	61	Clause-36 of Chapter-4, Laptop to resources deployed in RailTel:	The successful bidder shall ensure that all resources deployed in RailTel are provided laptop installed with latest windows, office professional, antivirus and other required softwares for managing Data Centre, NOC, C-NOC, etc.	Deleted

SN	Pg. No.	RFP Clause No	RFP Clause	Revised Clause
7.	62	Clause-38.1 of Chapter-4, For Micro and Small Enterprises (MSEs)	Eligible MSEs are exempted from cost of tender document. However, MSEs are required to meet the eligibility criteria as specified in tender clause 12.1 and 12.2 above as the case may be. Further, the subject work being a works contract having scope of integrating various IT products and applications, the purchase preference criteria for MSME will also be not applicable in the tender	Eligible MSEs are exempted from cost of tender document. However, MSEs are required to meet the eligibility criteria as specified in clause-7 of Chapter-3 above as the case may be. Further, the subject work being a service contract having scope of Preventive maintenance of network integrating various IT products and applications. The purchase preference criteria for MSME will also be applicable as per latest GOI Guidelines in the tender.
8.	62	Clause-38.3 of Chapter-4, For Micro and Small Enterprises (MSEs)	The MSEs should submit valid Udyam certificate (UAM No.) along with the Bid. Failing 45.1 and 45.2 above, such offers will not be liable for consideration of benefits detailed in the notification of Government of India.	The MSEs should submit valid Udyam certificate (UAM No.) along with the Bid. Failing 38.1 and 38.2 above, such offers will not be liable for consideration of benefits detailed in the notification of Government of India.
9.	70	Under Clause 41 (a) of Chapter-4 (Integrity Pact Program)	Name & contact details of Nodal Officer (IP) in RailTel: General Manager/NTP RailTel Corporation of India Ltd 6th Floor, Office Block Tower-2, NBCC Complex, East Kidwai Nagar, New Delhi-110023 E-Mail: pawaria@railtelindia.com	Name & contact details of Nodal Officer (IP) in RailTel: General Manager/ITP RailTel Corporation of India Ltd 6th Floor, Office Block Tower-2, NBCC Complex, East Kidwai Nagar, New Delhi-110023 E-Mail: hjp@railtelindia.com
10.	32	Under clause 7 of Chapter-3 Point no. 5 Technical Capability (Work Experience) (Definition of similar work for SOR-A and SOR-B)	# Similar Work For SOR-A: Projects of Facility Management Services (FMS) for Network Operation Center in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company^ # Similar Work For SOR-B: Projects of Facility Management Services (FMS) for Tier-3 or Tier-4 Data	# Similar Work For SOR-A: Projects of Facility Management Services (FMS)/ Establishing/ Maintaining of IP or MPLS Network in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company^ # Similar Work For SOR-B: Projects of Facility Management Services (FMS) for Tier-2/ Tier-3/

SN	Pg. No.	RFP Clause No	RFP Clause	Revised Clause
			Center/Security Operation Centers, in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company.	Tier-4 Data Center/ Security Operation Centers/ Establishing/ Maintaining of Data Centers, in Government / PSUs / Telecom Service Providers network/ ISP Network/ Public listed company.
11.	33	Under clause 7 of Chapter-3 Point no. 9 Resources	The bidder must have minimum 75 technical employees having BE/ B. Tech /MCA on company payroll during past 1 Year	The bidder must have minimum 75 technical employees having BE/ B. Tech /MCA/Science Graduates on company payroll during past 1 Year.
12.	33	Under clause 7 of Chapter-3 Point no. 10 (a) Technical Certifications (SOR-A) and (SOR-B)	Bidder should have at least below no. of certified resources on their payroll from last one year. a. For SOR-A CCNA/JNCIA – 20 CCNP/JNCIS/JNCIP -10 CCIE/JNCIE – 1 b. For SOR-B CCNA/JNCIA- 10 MCSA- 10 RHCSA- 10 RHCE- 05 CEH- 02 CISSP/CISA/CISM/CRISC- 02 VCP- 02	Bidder should have at least below no. of certified resources on their payroll from last one year. a. For SOR - A CCNA/JNCIA - 10 CCNP/JNCIS/JNCIP - 05 CCIE/JNCIE – 1 b. For SOR-B CCNA/JNCIA- 05 MCSA - 05 RHCSA/RHCE- 03 CEH- 02 CISSP/CISA/CISM/CRISC- 01 Cloud Service Certification like Google Cloud, VMware Cloud, AWS cloud, Azure Cloud or equivalent. - 02
13.	36	Under Clause 1 of Chapter-3A Skill Set for NOC Personnel (Note)	- Educational Qualification can be relaxed subject to minimum relevant work experience. - RailTel shall assess and provide approval/ rejection on the equivalent/ higher certificate in case listed certifications not available with the employee	- Educational qualifications may be relaxed, for the resource working in RailTel NOC (Contractual, Outsourced, Hired) subject to a minimum requirement of relevant work experience. - RailTel shall assess and provide approval/ rejection on the equivalent/higher certificate

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				in the domain of IP MPLS or Transport Network, in the case listed certifications not available with the resource.												
14.	41	Under Clause 3 of Chapter-3A point no. 2 Marking Criteria for Technical Bid Evaluation for IP-MPLS & Transport Network Services: (Quality certificate)	- For ISO 9001: 2015 certification – 3 marks - For ISO 45001:2018/ OHSAS certification – 1 mark - For ISO 27000 certification – 1 mark	- For ISO 9001: 2015 or higher certification – 3 marks - For ISO 20000:2011 or higher certification – 1 mark - For ISO 27001:2013 or higher certification – 1 mark												
15.	42	Under Clause 3 of Chapter-3A point no. 5 Marking Criteria for Technical Bid Evaluation for IP-MPLS & Transport Network Services: (Relevant Project experience)	The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited. Experience in Monitoring and Managing Network Operation Centre in in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company. The value of PO should not less than Rs.9.26 Cr and for Startup the value is not less than Rs.4.63 Cr. <table><tr><th>Relevant experience</th><th>Marks</th></tr><tr><td>Experience from ISP/TSP provider.</td><td>10 marks for each PO</td></tr><tr><td>Experience from other customer</td><td>05 marks for each PO</td></tr></table>	Relevant experience	Marks	Experience from ISP/TSP provider.	10 marks for each PO	Experience from other customer	05 marks for each PO	The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited. Experience in Monitoring and Managing Network Operation Centre in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company. Minimum period of services should be 01 year from the date of tender invited. <table><tr><th>Relevant experience</th><th>Marks</th></tr><tr><td>Experience from ISP/TSP provider.</td><td>10 marks for each PO</td></tr><tr><td>Experience from other customer for IP MPLS</td><td>05 marks for each PO</td></tr></table>	Relevant experience	Marks	Experience from ISP/TSP provider.	10 marks for each PO	Experience from other customer for IP MPLS	05 marks for each PO
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16.	47	Under Clause 3 of Chapter-3-B Point No. 5 Marking Criteria for Technical Bid Evaluation for Data Center Services Relevant Project experience	The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited. Experience in Monitoring and Managing Network Operation Centre in in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company. The value of PO should not less than Rs.2.20 Cr and for Startup the value should not less than Rs.1.10 Cr. <table><tr><th>Relevant experience</th><th>Marks</th></tr><tr><td>Experience from ISP/TSP provider.</td><td>10 marks for each PO</td></tr><tr><td>Experience from other customer</td><td>05 marks for each PO</td></tr></table>	Relevant experience	Marks	Experience from ISP/TSP provider.	10 marks for each PO	Experience from other customer	05 marks for each PO	The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited. Experience in Monitoring and Managing Network Operation Centre in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company. Minimum period of services should be 01 year from the date of tender invited. <table><tr><th>Relevant experience</th><th>Marks</th></tr><tr><td>Experience from ISP/TSP provider.</td><td>10 marks for each PO</td></tr><tr><td>Experience from other customer for Data Center</td><td>05 marks for each PO</td></tr></table>	Relevant experience	Marks	Experience from ISP/TSP provider.	10 marks for each PO	Experience from other customer for Data Center	05 marks for each PO																												
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17.	47	Under Clause 3 of Chapter-3-B Point No. 6 Marking Criteria for Technical Bid Evaluation for Data Center Services Resources with certification	Engineers who are presently on the role of the firm and their relevant expertise for taking up such job/planning support for such responsibilities as detailed in this RFP. <table><tr><th>Certification</th><th>Marks</th></tr><tr><td>CCNA/JNCIA/CCNP-10</td><td>3 Marks</td></tr><tr><td>MCSA-10</td><td>3 Marks</td></tr><tr><td>RHCSA/RHCE-10</td><td>3 Marks</td></tr><tr><td>CEH-2</td><td>3 Marks</td></tr><tr><td>CISSP/CISA/CISM/CRISC-2</td><td>4 Marks</td></tr><tr><td>Cloud Service Certification like Google Cloud, VMware Cloud, AWS cloud, Azure Cloud or equivalent. -05</td><td>4 Marks</td></tr></table>	Certification	Marks	CCNA/JNCIA/CCNP-10	3 Marks	MCSA-10	3 Marks	RHCSA/RHCE-10	3 Marks	CEH-2	3 Marks	CISSP/CISA/CISM/CRISC-2	4 Marks	Cloud Service Certification like Google Cloud, VMware Cloud, AWS cloud, Azure Cloud or equivalent. -05	4 Marks	Engineers who are presently on the role of the firm and their relevant expertise for taking up such job/planning support for such responsibilities as detailed in this RFP. <table><tr><th>Certification</th><th>No. of Certified Resource</th><th>Marks</th></tr><tr><td rowspan="2">CCNA/JNCIA/ CCNP</td><td>5 to 10</td><td>2 marks</td></tr><tr><td>>10</td><td>3 Marks</td></tr><tr><td rowspan="2">MCSA</td><td>5 to 10</td><td>2 marks</td></tr><tr><td>>10</td><td>3 Marks</td></tr><tr><td rowspan="2">RHCSA/RHCE</td><td>3 to 5</td><td>2 marks</td></tr><tr><td>>5</td><td>3 Marks</td></tr><tr><td rowspan="2">CEH</td><td>2 to 3</td><td>2 marks</td></tr><tr><td>>3</td><td>3 Marks</td></tr><tr><td></td><td>1 to 2</td><td>2 marks</td></tr></table>	Certification	No. of Certified Resource	Marks	CCNA/JNCIA/ CCNP	5 to 10	2 marks	>10	3 Marks	MCSA	5 to 10	2 marks	>10	3 Marks	RHCSA/RHCE	3 to 5	2 marks	>5	3 Marks	CEH	2 to 3	2 marks	>3	3 Marks		1 to 2	2 marks
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				CISSP/CISA/CISM/CRISC	>2	4 Marks
				Cloud Service Certification like Google Cloud, VMware Cloud, AWS cloud, Azure Cloud or equivalent.	2 to 5	2 marks
					>5	4 Marks
18.	44	New Note Added under Chapter 3-B under para-1 (Education Qualification for Data Centre Services)	Added New Note	Educational Qualification may be relaxed based on the Experience, Performance and Recommendations by RailTel Technical Team during the interview.		
18.	44	New Note Added under Chapter 3-B under para-1 (Education Qualification for Data Centre Services)	Added New Note	Educational Qualification may be relaxed based on the Experience, Performance and Recommendations by RailTel Technical Team during the interview.		
19.	12	New note No. 14, under Chapter-02 (Information to Bidder for Compliance)	Added New Note	Resources in various categories given under SOR-B may be deployed at Gurgaon and Secunderabad Data Centers.		
20.	12	New note No. 15, under Chapter-02 (Information to Bidder for Compliance)	Added New Note	Bidder shall deploy at-least one Manager against each SOR (For SOR-A at RailTel's Shastri Park office and for SOR-B at RailTel's Gurgaon Office) without any cost to RailTel for smooth operation & management of services, HR & Admin management, employees leave management, employees shift management, Helpdesk management, SLA reporting for customers and internal through helpdesk tool etc. deployed manager shall be responsible to manage/track all day to day operations performed by deployed employees of RailTel.		

SN	Pg. No.	RFP Clause No	RFP Clause	Revised Clause
21.	12	Clause No 25 of Chapter-4 (Purchaser's Right to Vary Quantities)	The purchaser shall be at liberty to enhance or reduce the quantity/ value mentioned in the LOA/Sub PO/PO as per requirement without assigning any reasons. The total variation under Rate Contract +/- 25% of contract value shall be restricted. The bidder shall comply with such modifications unconditionally provided these are made before completion of the deliveries under the purchase order/LOA. Any such change in quantity shall have no impact on the rates mentioned in the purchase order/LOA for any such item.	The purchaser shall be at liberty to enhance or reduce the quantity/ value mentioned in the LOA/Sub PO/PO as per requirement without assigning any reasons. The variation under Rate Contract up to 25% of total quantity as specified in the Schedule of Requirement as per the same terms of contract. Variation of quantity from 125% to 140% will be 2% rebate, above 140% to 150% with 4% rebate and beyond 150% the rates shall be decided on the basis of negotiations.

The last date of submission of bids is also extended from 17.04.2023 to 24.04.2023. Tender will be opened at 15:30 Hrs. on 24.04.2023.

The response of queries is attached as Annexure-I. All other term & conditions of tender documents will remain same.

Rajeev Kumar
13/04/2023

(Rajeev Kumar)

Dy. General Manager/ITP

Annexure-I

SN	Clause no. & Chapter no.	Page No.	Content of the tender Clause	Change asked by firm	RailTels Response / Clarification
1	Clause 5	31	In case of substantially completed work, certificate from user for bidder share regarding total value of bidders share of work and value of completed work (minimum 80% of total value of bidders share of work 2.93 Cr) is required to be submitted.	The tender id demanding minimum 80% of total value of bidders share of work (3 order of 1.10 Cr) how can we submitted that big amount, if you are not giving chance to Start-ups how can Start-up grow to a big company.	As per tender
2	Clause 10	33	Technical Certification bidder should have at least below no. of certified resources on their payroll from last one year For SOR-B: CCNA/JNCIA- 10 MCSA- 10 RHCSA- 10 RHCE- 5 CEH- 2 CISSP/CISA/CISM/CRISC- 2 VCP- 2	As we are a Star-up organization and Start-up company do not have such kind of documentations we assure you once we are awarded tender we will deploy manpower with these certifications.	As per tender
3	Clause 36	61	Laptop to resources deployed in RailTel: The successful bidder shall ensure that all resources deployed in RailTel are provided laptop installed with latest windows, office professional, antivirus and other required software's for managing Data Centre, NOC, C-NOC, etc.	We provide hardware as laptop to resources the Cost of laptops and materials will be quoted in BOQ who will be responsible for theft, missing or damage instruments.	Please see corrigendum
4	Clause 37	61	Integrity Pact Program:	This clause is dose not relate to this tender as this tender is only for manpower services.	As per tender

5	Clause 5	31	The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: <table><tr><td>Description</td><td>SOR-B</td></tr><tr><td>1 order</td><td>4.39 Cr</td></tr><tr><td>2 Order</td><td>2.93 Cr</td></tr><tr><td>3 Order</td><td>2.20 Cr</td></tr></table> For Start-ups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry), the bidder should have completed in last three financial years plus current year up to the date of opening of tender:	Description	SOR-B	1 order	4.39 Cr	2 Order	2.93 Cr	3 Order	2.20 Cr	As per your tender document no relaxation given to start-ups whereas govt. of India is providing special incentive/ relaxation for start-ups were quest to provide relaxation in these clauses for start-ups companies 2. Please consider work orders of Programmer/data analyst/ software developers or higher IT profiles also for SOR B	As per tender
Description	SOR-B												
1 order	4.39 Cr												
2 Order	2.93 Cr												
3 Order	2.20 Cr												
6	Clause 38.2	62	EMD submission as per details mentioned in and Rs. 14.64 Lakhs for SOR-B for Data Centre	Kindly clarify any relaxation for start-ups or MSME.	Please see corrigendum								
7	Point no-2	11	Evaluation of bids will be done separately for SOR-A and SOR-B, based on Total cost of respective SORs. After completion of evaluation process, Purchase Orders will be issued SOR wise in favour of the selected bidder(s)	Is bidder have to qualify for both of Evaluation of Bids separately or jointly if the bidding is for both the SOR.	Clarification: Please Read Information to Bidder for Compliance at Chapter-2 of tender document.								
8	Point no-3	11	All SORs Items should be quoted as per Scope of Work defined in Tender document		As per tender								
9	Point no-v	15	Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. If the BOQ file is found to be modified by the bidder, the bid will be rejected.		As per tender								
10	Point no-D	3	EMD submission as per details mentioned in tender notice. Rs. 30.9 Lakhs for SOR-A for IP-MPLS & Transport Network and Rs. 14.64 Lakhs for SOR-B for Data Center	Is there any relaxation for MSME registered vendors or any bid security decalaration.	As per tender, please see NIT								

11	Point no-4	31	(Financial Capability) The bidder should have received a minimum cumulative contract amount as given below from the operations in the last three financial years plus current year up to the date of opening of tender <table><tr><td>For SOR-A</td><td>Rs. 46.30 Cr</td></tr><tr><td>For SOR-B</td><td>Rs. 10.98 Cr</td></tr><tr><td>For Both SOR (A + B)</td><td>Rs. 57.28 Cr.</td></tr></table>	For SOR-A	Rs. 46.30 Cr	For SOR-B	Rs. 10.98 Cr	For Both SOR (A + B)	Rs. 57.28 Cr.	Is any relaxation of contract value for MSME	As per tender.										
For SOR-A	Rs. 46.30 Cr																				
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12	Point no-5	31	Technical Capability The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: completion certificates with Satisfactory working and value of the work completed from the User Organizations is required to be submitted. <table><tr><td>Description</td><td>SOR-A</td><td>SOR-B</td><td>For Both SORs</td></tr><tr><td>1 Order</td><td>18.52 Cr</td><td>4.39 Cr</td><td>22.91 Cr</td></tr><tr><td>2 Orders</td><td>12.35 Cr</td><td>2.93 Cr</td><td>15.28 Cr</td></tr><tr><td>3 Orders</td><td>9.26 Cr</td><td>2.20 Cr</td><td>11.46 Cr</td></tr></table>	Description	SOR-A	SOR-B	For Both SORs	1 Order	18.52 Cr	4.39 Cr	22.91 Cr	2 Orders	12.35 Cr	2.93 Cr	15.28 Cr	3 Orders	9.26 Cr	2.20 Cr	11.46 Cr	1.Is completion certificate is compulsory or certificate from ca for completion or partial completion can submitted in Bid. 2. Please allow us put work orders of Programmer/data analyst/ software developers or higher IT profiles instead of profiles given in SOR A and SOR B	As per tender
Description	SOR-A	SOR-B	For Both SORs																		
1 Order	18.52 Cr	4.39 Cr	22.91 Cr																		
2 Orders	12.35 Cr	2.93 Cr	15.28 Cr																		
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13	Point no-10	33	Technical Certification 1. bidder should have at least below no. of certified resources on their payroll from last one year. a. For SOR-A CCNA/JNCIA – 20 CCNP/JNCIS/JNCIP -10 CCIE/JNCIE – 1 2. For SOR-B: CCNA/JNCIA- 10 MCSA- 10 RHCSA- 10 RHCE- 5 CEH- 2 CISSP/CISA/CISM/CRISC- 2 VCP- 2	As TOR evidence for the same to be submitted can HR documents stating same can be submitted. Also request to please reduce no or certified resources on our payroll.	Please see corrigendum
14	Point no-37	61	RailTel has adopted Integrity Pact Program and for implementation thereof all tenders relating to procurement of OFC, quad cable, pre-fab shelters, electronic equipments and its installation and/or commissioning etc and other item(s) or activity/activities proposed to be carried out or required by the Company for the value exceeding Rs.15 crores at a time including for repair and maintenance of cable/network and any other items required for special works assigned to RailTel will be covered under the Integrity Pact Program and the vendors are required to sign the IP document and submit the same to RailTel before or along with the bids.	Since it is Manpower tender and we supply manpower services to the organisations so these criteria doesn't imply on us.Please clarify these points if they are compulsory.	As per tender
15	Point no-36	61	Laptop to resources deployed in RailTel: The successful bidder shall ensure that all resources deployed in RailTel are provided laptop installed with latest windows, office professional, antivirus and other required softwares for managing Data Centre, NOC, C-NOC, etc.	Cost of instruments and materials will be quoted in BOQ also who will be responsible for theft, missing or damage instruments.	Please see corrigendum

16			Bid Earnest Money: Bidder has to submit the bid earnest money of Rs.20 Lacs (Rupees Twenty Lakhs only) if bidding is for SOR-A only, Rs. 5.5 lacs (Rs. Five Lakhs and Fifty Thousand only) if bidding is for SOR-B only, in the form as stipulated in the tender document/notice. EMD submission as per details mentioned in tender notice. Rs. 30.9 Lakhs for SOR-A for IP-MPLS & Transport Network and Rs. 14.64 Lakhs for SOR-B for Data Center.	Please confirm If a bidder is has to submit both Bid Earnest Money and EMD.	Please see corrigendum
17			Maternity Leave	There is no mention of Maternity leave mentioned in the tender documents.	As per tender
18			As per the Eligibility criteria, The bidder should be a company registered in India under the companies Acts. -	We would like to inform you that ours is a Partnership Firm registered in India. Requested if Partnership may also be added under the same	As per tender
19			As per the Financial Capability (Work Experience) for SOR-B, The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: 3 orders 2.20 cr. -	- o It is requested if the same can be reduced to only 1 composite order of 1 cr. - o and also Similar Work For SOR-B: Projects of Facility Management Services (FMS) for Network Operation Center to be removed as we have an experience in providing IT Technical resource (DEVELOPERS) to Government of India.	As per tender
20			As per the Financial Capability for SOR-B, The bidder should have received a minimum cumulative contract amount of Rs. 10.98 cr.	Would like to confirm that it will be a single client order or it can be a sum of multiple clients orders.	As per tender

21				Since, we are unable to submit the EMD via account transfer and request you to consider the EMD in the form of Bank Guarantee	Please see corrigendum
22				Since, we have mentioned that Quess Corp Ltd. Is a NSE listed company and being accountable towards its stakeholders and auditors we are unable to submit the EMD via account transfer and request you to consider the EMD in the form of Bank Guarantee	Please see corrigendum

23	Technical Capability (Work Experience)		The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: Descripti on SOR-A SOR-B For Both SORs 1 Order 18.52 Cr 4.39 Cr 22.91 Cr 2 Orders 12.35 Cr 2.93 Cr 15.28 Cr. 3 Orders 9.26 Cr 2.20 Cr 11.46 Cr. # Similar Work For SOR-A: Projects of Facility Management Services (FMS) for Network Operation Center in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company^. # Similar Work For SOR-B: Projects of Facility Management Services (FMS) for Tier-3 or Tier-4 Data Center/Security Operation Centers, in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company^. Note: ^ - Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial	The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: Descripti on SOR-A SOR-B For Both SORs 1 Order 18.52 Cr 4.39 Cr 22.91 Cr 2 Orders 12.35 Cr 2.93 Cr 15.28 Cr 3 Orders 9.26 Cr 2.20 Cr 11.46 Cr # Similar Work For SOR-A and SOR-B: Projects of Supply, Installation, Commissioning & Comprehensive AMC services/ Warranty Support along with Resident Engineer Support of IT/ITes projects services in Government/ PSUs / Telecom Service Providers network/ISP Network/ Public listed company^. # total amount of multiple work order under one rate contract / Empanelment will be consider as single order	Please see corrigendum
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24	Technical Certification		Bidder should have at least below no. of certified resources on their payroll from last one year. a. For SOR-A CCNA/JNCIA – 20 CCNP/JNCIS/JNCIP -10 CCIE/JNCIE – 1 b. For SOR-B: CCNA/JNCIA- 10 MCSA- 10 RHCSA- 10 RHCE- 5 CEH- 2 CISSP/CISA/CISM/CRISC- 2 VCP- 2	Documentary evidence for the same should be submitted along with bid. c. For SOR-A CCNA/JNCIA – 10 CCNP/JNCIS/JNCIP -5 CCIE/JNCIE – 1 d. For SOR-B: CCNA/JNCIA- 10 CEH- 2 CISSP/CISA/CISM/CRISC- 2 VCP- 2	Please see corrigendum
25	Legal Entity		Registered office in India under the Companies Act (India) with their registered office in India. Bidder should have been operating for the last three years. Office in Metro Cities Marks Office in =>1 to 2 <= Cities 3 office in >2 to 4<= cities 4 office > 4 cities 5	The Bidder should have office in India Office in Cities Marks Office in =>1 to 2 <= Cities 3 office in >2 to 4<= cities 4 office > 4 cities 5	As per tender

26	Relevant Project experience		The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited. Experience in Monitoring and Managing Network Operation Centre in in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company. The value of PO should not less than Rs.9.26 Cr and for Startup the value is not less than Rs.4.63 Cr. Relevant experience Marks Relevant experience Marks Experience from ISP/TSP provider. 10 marks for each PO Experience from other customer. 05 marks for each PO	The tenderer must have successfully completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited. Experience in Monitoring and Managing Network Operation Centre in in Government / PSUs / Telecom Service Providers network/ISP Network/ Public listed company. Relevant experience Marks Relevant experience Marks Experience from ISP/TSP provider. 10 marks for each PO Experience from other customer. 05 marks for each PO	Please see corrigendum
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