



Dated: 12-01-2024

RailTel Corporation of India Ltd
(A Government of India Enterprise)
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar,
New Delhi-110023
Website: www.railtelindia.com

Corrigendum -III

Sub: Tender for “Supply, Design, Installation, Testing, Commissioning, and Integration of OSS solution at RailTel Network (IP-MPLS & DWDM)”

Ref: (i) This office E-Tender No. RailTel/Tender/OT/CO/NTP/2023-24/OSS/008 dt-10.11.23

(ii) Corrigendum-I dated 14.12.23.

(iii) Corrigendum-II dated 27.12.23

In reference to the Tender for the “Supply, Design, Installation, Testing, Commissioning, and Integration of OSS solution at RailTel Network (IP-MPLS & DWDM)” against E-Tender No. RailTel/Tender/OT/CO/NTP/2023-24/OSS/008 dt- 10.11.23, following is issued with the approval of Competent Authority:

- 1: Corrigendum-III (Points 1-54 with Annexure-I & IV)
2. Response to Pre-bid Queries (Points 1- 241)
- 3: Extension of Bid End Date/Time as mentioned below:

Present	Revised
Bid End Date/Time 18-01-2024 15:00:00	Bid End Date/Time 31-01-2024 15:00:00
Bid Opening Date/Time 18-01-2024 15:30:00	Bid Opening Date/Time 31-01-2024 15:30:00

All other terms and conditions will remain unchanged.

Deepthi
12.01.2024

(Deepthi Chauhan)
Sr.DGM/NTP

(For and behalf of RailTel Corporation of India Ltd.)

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, भारत सरकार (रेल मंत्रालय) का उपक्रम
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Corrigendum-III E-Tender No. RailTel/Tender/OT/CO/NTP/2023-24/OSS/008

S.No.	Tender Clause No.	Tender Clause	Modified Tender Clause
1	Open Tender Notice (Hindi) -	EMD amount 50,00,000/- with GST	EMD amount in hindi Tender notice may be read as Rs. 50,000,00/-
2	Note- (C) of CHAPTER- 2 , SCHEDULE OF REQUIREMENT	Schedule – 'B' - Item no. 1: Bidder shall be paid @ 10% (minimum) of overall cost (excluding Taxes and Duties) of Schedule (A) per annum towards Long Term Maintenance Support after completion of warranty period, to undertake maintenance, repairs and replacements of all type of equipment/module/ card/assembly/subassembly and update/upgrade of software released during this period and /or which may fail in the system after the warranty. For more details, please refer to Clause no. 4.A.3 Chapter-4 (Section-I) of this document.	Schedule – 'B' - Item no. 2.1: Bidder shall be paid @ 10% (minimum) of overall cost (excluding Taxes and Duties) of Schedule (A) per annum towards Long Term Maintenance Support after completion of warranty period, to undertake maintenance, repairs and replacements of all type of equipment/module/ card/assembly/subassembly and update/upgrade of software released during this period and /or which may fail in the system after the warranty. For more details, please refer to Clause no. 4.A.3 Chapter-4 (Section-I) of this document.
3	Chapter-2 SCHEDULE OF REQUIREMENT (SOR) point (f) under note	Bidder must validate all the quantities quoted in their technical solution proposed supported by calculations, datasheets, and design documents as same would be required for the technical evaluation of the offer. Bidder would be responsible for ensuring the complete system is operational and meeting the requirements as mentioned in the tender document. Bidder should submit OEM vetted Bill of Materials for offered solution as per Chapter-8. However, if at any stage during contract validity period (as mentioned in clause 3.A.6 of Chapter-3 (Section-I)), it is found that the system performance is not compliant with the functional requirements and specifications given in the tender document, the bidder shall be liable/obliged to supply additional hardware/systems required to meet the functional requirements and specifications mentioned in the tender document at no additional cost to the purchaser. RailTel decision in this context will be final.	Bidder must validate all the quantities quoted in their technical solution proposed supported by calculations, datasheets, and design documents as same would be required for the technical evaluation of the offer. Bidder would be responsible for ensuring the complete system is operational and meeting the requirements as mentioned in the tender document. Bidder should submit OEM vetted Bill of Materials for offered solution as per Chapter-8. However, if at any stage during contract validity period (as mentioned in clause 4.A.4 of Chapter-4), it is found that the system performance is not compliant with the functional requirements and specifications given in the tender document, the bidder shall be liable/obliged to supply additional hardware/systems required to meet the functional requirements and specifications mentioned in the tender document at no additional cost to the purchaser. RailTel decision in this context will be final.
4	3.A.1.3.4-Dimensioing details- Events Per Day	10Million	1 Million
5	3.A.1.9		Chapter 3-E referred under this clause may be read as Chapter-C
6	3.A.1.15- Supply of Software	Bidders should give undertaking that all the licenses of Firmware and Software of the offered OSS solutions and associate items under this Tender would be registered in favour of M/s Rail-Tel Corporation of India Limited (Form no. 8, Point no. F).	Bidders should give undertaking that all the licenses of Firmware and Software of the offered OSS solutions and associate items under this Tender would be registered in favour of M/s Rail-Tel Corporation of India Limited (Form no. 8, Point no. vi).
7	Chapter 3, 3.B.5 ,PAC ,Phase 2, SDN Controller DWDM Network , point no.6	6.DWDM Service Creation/Monitoring through SDN Controller. Description SDN controller should connect with the network on standard protocols be able to show following use cases on Optical Network in Multivendor environment. 1.Creation of LO/L1 Services over DWDM Optical Line system using third party Transponders. 2.To verify the physical connectivity of transponders to line system ahead of provisioning, as well as to automate transmit power settings for transponders based on the power acceptance windows of OLS, assuring proper optical signal equalization throughout the path. 3.It should reconcile the line system information with the transponder view, support optical network and services visualization in a single pane of glass, and inventory and monitor all involved network resources and services, from power levels to status and alarms, across all equipment platforms. 4.NMS shall provide end to end view preserving all the details specific to topology, connectivity, and service level information.	Clause deleted
8	4.A.5.1-Payment Terms for Hardware, Software, and service Items (except AMC)	As per tender document	As per Annexure-I of this corrigendum
9	4.A.7.7	In regard to works contract, the tenderer should have registration no. of GST in respective state where work is to be executed and shall furnish GST registration certificate on award of LOA.	In regard to works contract, the tenderer should have registration no. of GST and shall furnish GST registration certificate alongwith bid.

S.No.	Tender Clause No.	Tender Clause	Modified Tender Clause
10	4.A.14.1 (d)- change in definition of similar work only	<p># Similar Work: Works completion of Supply, Installation, Testing and Commissioning of a project in the field of Data Centre/Software deployment/Telecom for any Government department or Public Sector Units or public listed companies (as per note below).</p> <p>Note:Work experience certificate issued by Public listed company hav-ing average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered pro-vided the work experience certificate has been issued by a person author-ized by the Public listed company to issue such certificates.</p>	<p># Similar Work: Works completion of Supply, Installation, Testing ,Commissioning and Operations & maintenance of a project in the field of Data Centre/Software deployment/Telecom/Surveillance for any Government department or Public Sector Units or any reputed Telecommunications company (TELCO) or public listed companies (as per note below).</p> <p>Note:Work experience certificate issued by Public listed company hav-ing average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered pro-vided the work experience certificate has been issued by a person author-ized by the Public listed company to issue such certificates.</p>
11	4.A.14.1 (d)- Supporting document required	<p>(i)Completion certificates from the User Organizations along with PO Copies are required to be submitted.</p> <p>In case of composite work purchase orders, bidder shall submit CA cer-tificate certifying the actual amount pertaining to similar work definition as mentioned in the clause.</p> <p>(ii)Past Experience Form as per Form No.13 of Chapter-6 (Section-I).</p> <p>(The set of document(s) submitted should clearly certify eligibility cri-teria and should be verifiable from the user/customer).</p>	<p>(i)Completion certificates from the User Organizations along with PO Copies are required to be submitted.</p> <p>(ii) In case of composite work purchase orders, bidder shall submit CA certificate certifying the actual amount pertaining to similar work definition as mentioned in the clause alongwith end user certificate.</p> <p>(iii) In case of Substantial completion, bidder shall submit CA certificate /Statutory auditor alongwith end User certificate certifying work completion in per cent (value wise) or more works completed under the contract and same pertaining to similar work definition as mentioned in the clause alongwith PO copy.</p> <p>(iv)Past Experience Form as per Form No.13 of Chapter-6 (Section-I).</p> <p>(The set of document(s) submitted should clearly certify eligibility criteria and should be verifiable from the user/customer).</p>
12	Clause 4.A.14.1 para (f) Bidder Type	<p>1.The bidder should be an OEM or a System Integrator author-ized by OEMs for supply, im-plementation and maintenance support under warranty/AMC. Point-A of form no. 8 and Form No. 3 (to be signed by Bidder as well as OEM).</p> <p>2.Hardware and Software supplied by OEM should not have any malicious code (Point-C of form no. 8).</p> <p>Supporting Document Required: 1.Point-A of Form no. 7 and Form no. 3 of Chapter-6 –</p> <p>(i)OEM undertaking for MAF/Authorization Letter (Point-A of form no. 7, Chap-ter-6).</p> <p>(ii)Form no. 3 (Chapter-6) – Bidder as well as OEM un-dertaking for Long Term Maintenance Support.</p> <p>2.Point-C of Form no. 8 (Chap-ter-6) – Bidder undertaking for no Malicious Code</p>	<p>1.1.The bidder should be an OEM or a System Integrator author-ized by OEMs for supply, im-plementation and maintenance support under warranty/AMC. Point-1 of form no. 8 and Form No. 3 (to be signed by Bidder as well as OEM).</p> <p>2.Hardware and Software supplied by OEM should not have any malicious code (Point- (iii) of form no. 8).</p> <p>Supporting Document Required: Point-1 of Form no. 7 and Form no. 3 of Chapter-6 –</p> <p>(i)OEM undertaking for MAF/Authorization Letter (Point-1 of form no. 7, Chapter-6).</p> <p>(ii)Form no. 3 (Chapter-6) – Bidder as well as OEM undertaking for Long Term Maintenance Support.</p> <p>2.Point- (iii) of Form no. 8 (Chapter-6) – Bidder undertaking for no Malicious Code.</p>

S.No.	Tender Clause No.	Tender Clause	Modified Tender Clause
13	4.A.14.1 (h)	<p>The Bidder must have on its roll at least 75 technically qualified professionals in providing the /IT Infrastructure maintenance services as on bid submission date. Out of the 75 following technical manpower must be on its role.</p> <p>Minimum 15 resources should be B.E/B. Tech/ MCA with OEM certifications either on</p> <ol style="list-style-type: none"> 1. Server technology - 5 out of 15 2. Cyber/IT Security- 2 out of 15 3. Cloud Technology or Storage solutions- 2 out of 15 4. System software – 2 out of 15 5. At least One Project management professional with PMP certification – 1 out of 15 6. At least 3 professionals with ITIL V3 certifications - 3 out of 15 	<p>The Bidder must have on its roll at least 75 technically qualified professionals in providing the /IT Infrastructure maintenance services as on bid submission date. Out of the 75 following technical manpower must be on its role.</p> <p>Minimum 15 resources should be B.E/B. Tech/ MCA with OEM certifications in the field of Server technology/ Cloud Technology/Storage solutions/IT Security/System software/Network.</p>
14	4.A.14.1 (i)	<p>The bidder must have following Certificate at the time of bidding,</p> <ol style="list-style-type: none"> ii.ISO 9001:2015 iii.ISO 20000-1: 2018 or latest iv.ISO 27001: 2013 or latest v.CMMI Level 5 or above 	<p>The bidder must have following Certificate (any 3 out of 4) at the time of bidding,</p> <ol style="list-style-type: none"> i.ISO 9001:2015 ii.ISO 20000-1: 2018 or latest iii.ISO 27001: 2013 or latest iv.CMMI Level 3 or above
15	4.A.14.1 (j)	<p>Bidder has successfully commissioned and working satisfactorily of OSS/SDN-Controller/U-NMS/NMS/EMS/Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government. department or Public Sector Units or public listed companies.</p> <p>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. year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work. experience certificate has been issued by a person authorized by the Public listed company to issue such certificates</p>	<p>Bidder has successfully commissioned/managed and working satisfactorily of OSS/SDN-Controller/U-NMS/NMS/EMS/VMS/Network monitoring System for IP/MPLS/GPON (OLT/ONT)/End points/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government. department or Public Sector Units or reputed Telecommunications company (TELCO) or any company (having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year).</p> <p>Note: For average annual turnover of Rs 500 Cr and above in last 3 financial years bidder have to submit the CA certificate having UDIN.</p>
16	4.A.14.2- point B	<p>B.OEM of OSS shall have installed and commissioned Operation Support System (OSS)/Umbrella NMS consisting of IP-MPLS and DWDM Network, which should have been in satisfactory operation for at least 12 months (during last 3 FY and current FY) as on date of opening of tender in India or Abroad in Government/ PSUs/Telecom Service Providers /Public Listed Company. Following key functionalities should have been implemented as a single integrated in the network from same OEM:</p> <ol style="list-style-type: none"> 1. Fault Management 2. Performance Management 3. Inventory, Discovery, and Reconciliation 4. Provisioning, and Activation 5.Catalog driven service fulfillment. 	<p>B.OEM of OSS should have installed and commissioned Operation Support System (OSS)/Umbrella NMS consisting of IP-MPLS and DWDM Network, which should have been in satisfactory operation for at least 12 months (during last 3 FY and current FY) as on date of opening of tender, in India or Abroad in Government/ PSUs/Telecom Service Providers /Public Listed Company.</p> <p>Following minimum 3 key functionalities should have been implemented as a single integrated in the network from same OEM:</p> <ol style="list-style-type: none"> 1. Fault Management 2. Performance Management 3. Inventory, Discovery, and Reconciliation 4. Provisioning, and Activation 5.Catalog driven service fulfillment.
17	4.A.14.2-2 -B	<p>B.OEM of SDN Controller of DWDM shall have installed and commissioned SDN Controller which should have been in satisfactory operation for at least 12 months (during last 3 FY and current FY) as on date of opening of tender in India or Abroad in Government/ PSUs/Telecom Service Providers /Public Listed Company. Following key functionalities should have been implemented as a single integrated in the network from same OEM:</p> <ol style="list-style-type: none"> 1 Multivendor (At least two DWDM OEM). 2. OpenConfig 3.Fault & Performance Management 4. Inventory & Discovery 5. Service Provisioning in Multivendor environment 	Clause deleted

S.No.	Tender Clause No.	Tender Clause	Modified Tender Clause
18	4.A.14.2-2 -C	OEM of SDN Controllers of IP-MPLS and DWDM shall have experience in deploying OSS/Umbrella NMS solution during last 3 FY and current FY with at least two (2) Service Providers in India or Abroad.	OEM of SDN Controllers of IP-MPLS shall have experience in deploying OSS/Umbrella NMS solution during last 3 FY and current FY with at least two (2) Service Providers in India or Abroad.
19	Tender document	SDN Controllers for DWDM	SDN Controllers for DWDM mentioned in Tender document may be read as deleted
20	Clause 4.A.14.2 para (5) Bidder Type	<p>Eligibility Criteria Requirement</p> <p>Undertaking by OEM on their respective letter Heads -</p> <p>1.Server Hardware OEM should have proven facilities for Engineering, manufacture, assembly, integration, testing and basic facilities with respect to space, Engineering, Personnel, Test equipment, Manufacture, Training, Logistic Supports for at least past three years in the country from where the proposed equipment are planned to be supplied. In case OEM is located outside India, it should have training, repair and service centre facilities in India also (Point-B of form no. 7).</p> <p>2.OEM should not have been black-listed currently by Central Govt./State Govt./CPSU in India or anywhere globally by Government for security reasons (Point-C of form no. 7).</p> <p>3.Hardware and Software supplied by OEM should not have any malicious code (Point-D of form no. 7).</p> <p>4.Offered Software of SDN controller and OSS are having End of Life (EOL) more than 10 years and End of Sale (EOS) more than 4 years from the date of opening of this Tender (Point-E of form no. 7).</p> <p>Supporting Document Required</p> <p>Point- B, C, D & E of Form no. 7 (Chapter-6).</p>	<p>Eligibility Criteria Requirement</p> <p>Undertaking by OEM on their respective letter Heads -</p> <p>1.Server Hardware OEM should have proven facilities for Engineering, manufacture, assembly, integration, testing and basic facilities with respect to space, Engineering, Personnel, Test equipment, Manufacture, Training, Logistic Supports for at least past three years in the country from where the proposed equipment are planned to be supplied. In case OEM is located outside India, it should have training, repair and service centre facilities in India also (As per form no. 7).</p> <p>2.OEM should not have been black-listed currently by Central Govt./State Govt./CPSU in India or anywhere globally by Government for security reasons (As per form no. 7).</p> <p>3.Hardware and Software supplied by OEM should not have any malicious code (As per form no. 7).</p> <p>4.Offered Software of SDN controller and OSS are having End of Life (EOL) more than 10 years and End of Sale (EOS) more than 4 years from the date of opening of this Tender (As per form no. 7).</p> <p>Supporting Document Required</p> <p>Form no. 7 (Chapter-6).</p>
21	Clause no. 4.A.17.6	POC/ Demonstration will be conducted for all the eligible bidders as mentioned in Annexure-III of Chapter-7.	POC/ Demonstration will be conducted for all the eligible bidders as mentioned in Annexure-I of Chapter-7. The clause no. also read as 4.A.17.6 (a).
22	Clause no. 4.A.17.6	After opening of Price Bid, Reverse Auction (RA) will be applicable as per clause 4.B.9.1.1 of tender document.	After opening of Price Bid, Reverse Auction (RA) will be applicable as per clause 4.B.12 of tender document. The clause no. also read as 4.A.17.6 (b).
23	Clause no. 4.A.47	Annexure-III reference	Annexure-III of chapter-7 mentioned in Tender document may be read as Annexure-I of chapter-7
24	Chapter-6	Tender No. in Forms under chapter-6	Tender no. in all forms of chapter -6 may be read as "RailTel/Tender/OT/CO/NTP/2023-24/OSS/008"
25	Annexure-II of chapter-7	Annexure-II	Title of Annexure-II of chapter-7 may be read as "Existing Inventory detail of RailTel".

S.No.	Tender Clause No.	Tender Clause	Modified Tender Clause
26	Chapter – 7 Annexure-I - Proof of Concept (POC)/ Demonstration, point no. 6	<p>6.SDN Controller: DWDM</p> <p>a.Coherent Optics/Transponder Performance monitoring.</p> <p>Description Coherent Optics should be able to provide performance monitoring parameters such as: OSNR Tx/Rx Power threshold crossing Bit Error Rate Result Expected ResultsPASS/FAIL Above mentioned parameters shall be monitored through SDN controller Comments</p> <p>Duration10min</p> <p>b.DWDM Service Creation/Monitoring.</p> <p>Description SDN controller should connect with the network on standard protocols be able to show following use cases on Optical Network in Multivendor environment. 1.Creation of LO/L1 Services over DWDM Optical Line system using third party Transponders. 2.To verify the physical connectivity of transponders to line system ahead of provisioning, as well as to automate transmit power settings for transponders based on the power acceptance windows of OLS, assuring proper optical signal equalization throughout the path. 3.It should reconcile the line system information with the transponder view, support optical network and services visualization in a single pane of glass, and inventory and monitor all involved network resources and services, from power levels to status and alarms, across all equipment platforms.</p>	Clause deleted
27	8.1.12	NMS shall provide end to end view preserving all the details specific to topology, connectivity, and	Proposed Device Management System (Fault and Performance) for Legacy Network shall be of proven performance with 5000 Nodes or 1,20,000 interfaces in (at least two) Government department or Public Sector Units or Telecom service provider or public listed companies in India or outside India. Relevant document for satisfactory performance certificate /Public Case Study etc shall be submitted.
28	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller,C-For DWDM (SN-1 to 54) and Architecture of SDN Controller for DWDM .	For DWDM	Clause deleted
29	8.2.4 Mediation Gateway .8.2.4.1-A SDN Controller	SDN Controllers (IP-MPLS & DWDM) should work independently without any in-volvement of OSS Layer of modules/software applications to manage the multivendor devices.	SDN Controllers (IP-MPLS) should work independently without any in-volvement of OSS Layer of modules/software applications to manage the multivendor devices.
30	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller,B-IP-MPLS -SN (50)	The SDN controller supports slice-based latency topology	The SDN controller supports slice-based latency topology by fulfilling the functionary of the IETF Network Slice Controller as described in YANG Data Model for the IETF Network Slice Service (draft-ietf-teas-ietf-network-slice-nbi-yang)
31	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller,B-IP-MPLS SN-(51)	The SDN controller supports SID label compression, which resolves the problem of insufficient stack depth for long-path devices	Deleted
32	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller,B-IP-MPLS SN-(78)	The SDN controller supports template-based tunnel creation and tunnel bandwidth, delay, and hot-standby configuration.	The SDN controller supports template-based, Web-based & RESTCONF API based tunnel creation and tunnel bandwidth, delay, and hot-standby configuration.
33	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller,B-IP-MPLS SN-(79)	The SDN controller supports the auto-select or binding mode to bind services to tunnels.	Deleted
34	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller,B-IP-MPLS SN-(80)	The SDN controller can automatically create a tunnel that meets service SLA requirements during service creation.	The SDN controller must support the creation of TE policies optimized by the user specified intent including minimization of IGP/TE/Delay metrics that meets service SLA requirements during service creation.
35	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller,B-IP-MPLS SN-(85)	When L3VPN/EVPN service bandwidth is insufficient, the SDN controller can modify UNI-side service bandwidth in real time to proactively market services.	Deleted

S.No.	Tender Clause No.	Tender Clause	Modified Tender Clause
36	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller,B-IP-MPLS SN-(86)	When the L3VPN/EVPN service bandwidth is insufficient, the SDN controller can modify the NNI service bandwidth in real time to balance network loads.	Deleted
37	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller,B-IP-MPLS SN-(88)	The SDN controller supports monitoring and visualization of service SLA performance,including delay, packet loss, jitter, and bandwidth, by using (TWAMP and Y.1731)	The SDN controller supports monitoring and visualization of service SLA performance,including delay, packet loss, jitter, and bandwidth, by using (TWAMP and Y.1731)--2000 Links
38	8.2.5.3 Application Performance Monitoring, Point no. 13	It should support Segmentation Fault Detection :Identification of Core Generation	Deleted
39	8.2.7.1 -Server (ponit 14 LCD panel)	Should display system ID, status information and system error error code followed by descriptive text. LCD back-ground should light up in different colours during normal system operation & error conditions.	Should display status information.LED/LCD should light up in different colours during normal system operation & error conditions.
40	8.2.7.1 -Server (ponit 22-d)	Real-time power meter, temperature monitoring, customized exhaust temperature and System Airflow Consumption	Real-time power meter and temperature monitoring
41	8.2.7.1 -Server (ponit 24-2)	Cloud Enabled Monitoring and analytics engine shall have capability to provide following: • Health and cybersecurity scores and notification emails • Performance monitoring and anomaly detection • REST API for integrating data with automation, ticketing, and other tools • Visualize server telemetry including key performance, environmental, and power metrics • Displays heath, inventory, alerts, performance, and warranty status	Cloud Enabled Monitoring and analytics engine shall have capability to provide following: • Health and cybersecurity and notification emails • Performance monitoring and anomaly detection • REST API for integrating data with automation, ticketing, and other tools • Visualize server telemetry including key performance, environmental, and power metrics • Displays heath, inventory, alerts, performance, and warranty status
42	8.2.7.2 - Storage (point 4)	The proposed storage array should be configured with 08 No. of 16 or 32 Gbps FC ports and 08 No. of 10 or 25 GbE ports to provide scalable and dedicated connectivity to hosts and for remote replication. All 10 or 25GbE ports should be capable to deliver iSCSI, Remote Replication etc. Storage System must support 2-way and 3-way Replication.	The proposed storage array should be configured with 08 No. of 16 or 32 Gbps FC ports and 08 No. of 10 or 25 GbE ports to provide scalable and dedicated connectivity to hosts and for remote replication. Atleast 04 Nos. of 10 or 25GbE ports should be capable for Remote Replication etc. Storage System must support 2-way and 3-way Replication.
43	8.2.7.2 - Storage (point 13)	The proposed array should support mixing of different capacity and type (SSD, SAS, NLSAS) of drives in storage pool. Single storage pool should be accessible to both con-trollers. Proposed storage should also support growing capacity by single drive increment for supporting granular upgrades.	The proposed array should support mixing of different ca-pacity and type (SSD, SAS, NLSAS) of drives in storage pool. Single storage pool should be accessible to both con-trollers. Proposed storage should also support growing capacity by single/double drive increment for supporting granular upgrades.
44	8.2.7.2 - Storage (point 20)	Proposed storage must have HIPPA compliant, TLS 1.2 support, native SHA2 certificate support, FIPS 140-2 Level 1 certification, Common Criteria Certification international standard (ISO/IEC 15408) for computer security certifi-cation, KMIP compliant.	Proposed storage must have HIPPA compliant, TLS 1.2 support, native SHA2 certificate support, FIPS 140-2 Level 1 certification, EN/IEC certification, KMIP compliant.
45	8.2.7.3 Backup Solution Point 1	The proposed backup solution must provide efficient data reduction by using variable block length deduplication at the source as well as target side. Proposed purpose-built backup appliance should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS, CIFS, FC, OST/Catalyst/NDMP protocols. All the protocols should be available to use concurrently with global deduplication for data ingested across all of them.	The proposed backup solution must provide efficient data reduction by using variable block length deduplication at the source as well as target side. Proposed purpose-built backup appliance should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS, CIFS, FC, OST/Catalyst/NDMP protocols.All the protocols should be available to use concurrently.
46	8.2.7.3 Backup Solution Point 3	The proposed purpose-built backup appliance should support SSD to help in superior performance support for Instant Access and Restore of the protected virtual machine. Proposed purpose-built backup appliance should be offered with battery backed up NVRAM for protection against data loss in power failure scenario.	The proposed purpose-built backup appliance should support SSD to help in superior performance support for Instant Access/ Restore of the protected virtual machine. Proposed purpose-built backup appliance should be offered with battery backed up NVRAM for protection against data loss in power failure scenario.
47	8.2.7.3 Backup Solution Point 7	Proposed purpose-built backup appliance should have the ability to perform different backup, re-store, replication jobs simultaneously and must supports communications and data transfers through 16GB SAN, 10 Gb & 1 Gb ethernet LAN over copper and SFP+. The proposed backup ap-pliance should be offered with minimum 1 x 1Gbps NIC, 8x 10G SFP+ and 2x 16Gbps FC.	Proposed purpose-built backup appliance should have the ability to perform different backup, re-store, replication jobs simultaneously and must supports communications and data transfers through 16GB SAN, 10 Gb & 1 Gb ethernet LAN over copper and SFP+. The proposed backup ap-pliance should be offered with minimum 1 x 1Gbps NIC, 4 x 10G SFP+ and 2x 16Gbps FC.
48	8.2.7.3 Backup Solution Point 9	Proposed purpose-built backup appliance should support global and inline data duplication using automated variable block length deduplication technology.	Proposed purpose-built backup appliance should support inline data duplication using automated variable block length deduplication technology.
49	8.2.7.3 Backup Solution Point 11	Proposed purpose-built backup appliance should support enterprise applications and database backups without integration with Backup Software, for better visibility of backups to application and database owners, thus ensuring faster and direct recovery on application/database level. This integration should be available for Oracle, SAP, DB2, MS SQL, etc.	Proposed purpose-built backup appliance should support enterprise applications and database backups with/without integration with Backup Software, for better visibility of backups to application and database owners, thus ensuring faster and direct recovery on application/database level. This integration should be available for Oracle, SAP, DB2, MS SQL, etc.
50	8.2.7.3 Backup Solution Point 13	Proposed purpose-built backup appliance should be offered with Multi Tenancy features which provides a separate logical space for each tenant user while maintaining a global deduplication across data from all tenant users.	Deleted
51	8.2.7.3 Backup Solution Point 16	Bidder must provide the backup/media servers to implement the backup solution requiring as per proposed solution approach. The proposed back-up solution , Backups software & backup appli-ance should be from a single OEM.	Bidder must provide the backup/media servers to implement the backup solution requiring as per proposed solution approach.
52	Tender Document	Maintenance supervision	Maintenance supervision mentioned in tender document may be read deleted.

S.No.	Tender Clause No.	Tender Clause	Modified Tender Clause
53	New Annexure-IV "Existing NMS detail for DWDM of RaiITel"added under Chapter-7	New clause	New Annexure-IV "Existing NMS detail for DWDM of RaiITel "added under chapter-7
54	8.2.4 Mediation Gateway .8.2.4.1 SDN Controller- D	New clause	<p>New para "D" added under clause 8.2.4.1 SDN Controller as under: D:</p> <p>1. Bidder/OEM can propose a Mediation layer or SDN Controller for the integration of DWDM EMS/NMS with the proposed OSS system. Offered system should support following DWDM OEMs for fault, performance, and service management from day#1:</p> <ul style="list-style-type: none"> i.Adva ii.Tejas iii.Ciena iv.Nokia <p>2. The Interfaces supported by offered solution shall be (at-least, may not be limited to) -</p> <ul style="list-style-type: none"> i)FM – Kafka or SNMP v3 ii)PM – RestAPI or sFTP ii)Inventory – RestAPI iv)Discovery – Rest API v)Service provisioning – Rest API

Annexure-1 of corrigendum-III (Tender no. RailTel/Tender/OT/CO/NTP/2023-24/OSS/008) (reference clause-4.A.5.1)

S.N.	Phases (Milestones)	Tender clause	Modified Tender clause
1	Phase-1	<p>A. 50% value of Hardware & Software supplied under phase-1 against LOA/PO subject to the maximum 16% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Invoice. 2. Delivery Challan. 3. Contractor's certificate of dispatch /Packing list. 4. Factory Test Report for Hardware items. 5. Purchaser's Inspection certificate. 6. Consignee receipt. 7. Insurance certificate. 8. A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification. 9. Undertaking for fall clause. 10. Performance Bank Guarantee <p>B. 40% value of Hardware & Software supplied under phase-1 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the</p>	<p>A. 75% value of Hardware & Software (Operating System & Database) and 40% value of Software applications supplied under phase-1 against LOA/PO subject to the maximum 25% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Invoice. 2. Delivery Challan. 3. Contractor's certificate of dispatch /Packing list. 4. Factory Test Report for Hardware items. 5. Purchaser's Inspection certificate. 6. Consignee receipt. 7. Insurance certificate. 8. A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification. 9. Undertaking for fall clause. 10. Performance Bank Guarantee <p>Note: Additional Payment 35% value of Software applications supplied under phase-1 against LOA/PO subject to the maximum 40% (including payment done against supply of phase-1 materials) of total contract value of SCHEDULE A of</p>

	<p>following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Signed Provisional Acceptance Certificate of respective phases (PAC). 2. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. <p>C. 100% of Services value under phase-1 against LOA/PO subject to the maximum 8% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC).</p> <p>D. Balance payment of value of Phase-1 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p> <ol style="list-style-type: none"> 1. Signed Final Acceptance Certificate (FAC). 2. Monthly Fault and Replacement Report for Supplied Hardware. 3. Deductions, if any against SLA, non-availability of Manpower, Replacement services etc. 4. No dues certificate certifying that there is no pending issue left. 5. Certificate stating that work relating to complete project has been done successfully as per terms and conditions of Tender. 6. All above documents should be duly certified by CNOC In-charge. 	<p>SOR (whichever is lesser) may also release against submission of additional PBG of equal amount with validity up to Provisional Acceptance Certificate of Phase-1 + 4 months. PBG claim period should valid till one year after PBG validity.</p> <p>B. Balance payment (up to 95%) value of phase-1 against LOA/PO subject to the maximum 50% (including payment done against supply of phase-1 materials) of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Signed Provisional Acceptance Certificate of respective phases (PAC). 2. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. <p>C. Balance payment of value of Phase-1 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p> <ol style="list-style-type: none"> 1. Signed Final Acceptance Certificate (FAC). 2. Monthly Fault and Replacement Report for Supplied Hardware. 3. Deductions, if any against SLA, non-availability of Manpower, Replacement services etc. 4. No dues certificate certifying that there is no pending issue left.
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			<ol style="list-style-type: none"> 5. Certificate stating that work relating to complete project has been done successfully as per terms and conditions of Tender. 6. All above documents should be duly certified by CNOC In-charge.
2	Phase-2	<p>A. 50% value of Hardware & Software supplied under phase-2 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Invoice. 2. Delivery Challan. 3. Contractor's certificate of dispatch /Packing list. 4. Factory Test Report for Hardware items. 5. Purchaser's Inspection certificate. 6. Consignee receipt. 7. Insurance certificate. 8. A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification. 9. Undertaking for fall clause. 10. Signed Provisional Acceptance Certificate of phases-1 (PAC). <p>B. 40% value of Hardware & Software supplied under phase-2 against LOA/PO subject to the maximum 9% of total contract value of SCHEDULE A of SOR (whichever is lesser)</p>	<p>A. 75% value of Hardware & Software (Operating System & Database) and 40% value of Software applications supplied under phase-2 against LOA/PO subject to the maximum 10% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Invoice. 2. Delivery Challan. 3. Contractor's certificate of dispatch /Packing list. 4. Factory Test Report for Hardware items. 5. Purchaser's Inspection certificate. 6. Consignee receipt. 7. Insurance certificate. 8. A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification. 9. Undertaking for fall clause. 10. Signed Provisional Acceptance Certificate of phases-1 (PAC). <p>Note: Additional Payment 35% value of Software applications supplied under phase-2 against LOA/PO subject to the maximum 20% (including payment done against supply of</p>

	<p>on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Signed Provisional Acceptance Certificate of respective phases (PAC). 2. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. <p>C. 100% of Services value under phase-2 against LOA/PO subject to the maximum 6% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC).</p> <p>D. Balance payment of value of Phase-2 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p> <ol style="list-style-type: none"> 11. Signed Final Acceptance Certificate (FAC). 12. Monthly Fault and Replacement Report for Supplied Hardware. 13. Deductions, if any against SLA, non-availability of Manpower, Replacement services etc. 14. No dues certificate certifying that there is no pending issue left. 15. Certificate stating that work relating to complete project has been done successfully as per terms and conditions of Tender. 16. All above documents should be duly certified by CNOC In-charge. 	<p>phase-1 materials) of total contract value of SCHEDULE A of SOR (whichever is lesser) may also release against submission of additional PBG of equal amount with validity up to Provisional Acceptance Certificate of Phase-1 + 4 months. PBG claim period should valid till one year after PBG validity.</p> <p>B. Balance payment (up to 95%) value of phase-2 against LOA/PO subject to the maximum 25% (including payment done against supplied of phase-2 materials) of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Signed Provisional Acceptance Certificate of respective phases (PAC). 2. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. <p>C. Balance payment of value of Phase-2 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p> <ol style="list-style-type: none"> 1. Signed Final Acceptance Certificate (FAC). 2. Monthly Fault and Replacement Report for Supplied Hardware. 3. Deductions, if any against SLA, non-availability of Manpower, Replacement services etc. 4. No dues certificate certifying that there is no pending issue left.
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			<ol style="list-style-type: none"> 5. Certificate stating that work relating to complete project has been done successfully as per terms and conditions of Tender. 6. All above documents should be duly certified by CNOC In-charge.
3	Phase-3	<p>A. 50% value of Hardware & Software supplied under phase-3 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 7. Invoice. 8. Delivery Challan. 9. Contractor's certificate of dispatch /Packing list. 10. Factory Test Report for Hardware items. 11. Purchaser's Inspection certificate. 12. Consignee receipt. 13. Insurance certificate. 14. A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification. 15. Undertaking for fall clause. 16. Signed Provisional Acceptance Certificate of phases-1 & 2 (PAC). <p>B. 40% value of Hardware & Software supplied under phase-3 against LOA/PO subject to the maximum 9% of total contract value of SCHEDULE A of SOR (whichever is lesser)</p>	<p>A. 75% value of Hardware & Software (Operating System & Database) and 40% value of Software applications supplied under phase-3 against LOA/PO subject to the maximum 10% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Invoice. 2. Delivery Challan. 3. Contractor's certificate of dispatch /Packing list. 4. Factory Test Report for Hardware items. 5. Purchaser's Inspection certificate. 6. Consignee receipt. 7. Insurance certificate. 8. A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification. 9. Undertaking for fall clause. 10. Signed Provisional Acceptance Certificate of phases-1 & 2(PAC). <p>Note: Additional Payment 35% value of Software applications supplied under phase-3 against LOA/PO subject to the maximum 15% (including payment done against supply of</p>

	<p>on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 17. Signed Provisional Acceptance Certificate of respective phases (PAC). 18. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. <p>C. 100% of Services value under phase-3 against LOA/PO subject to the maximum 6% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC).</p> <p>D. Balance payment of value of Phase-3 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p> <ol style="list-style-type: none"> 19. Signed Final Acceptance Certificate (FAC). 20. Monthly Fault and Replacement Report for Supplied Hardware. 21. Deductions, if any against SLA, non-availability of Manpower, Replacement services etc. 22. No dues certificate certifying that there is no pending issue left. 23. Certificate stating that work relating to complete project has been done successfully as per terms and conditions of Tender. 24. All above documents should be duly certified by CNOC In-charge. 	<p>phase-3 materials) of total contract value of SCHEDULE A of SOR (whichever is lesser) may also release against submission of additional PBG of equal amount with validity up to Provisional Acceptance Certificate of Phase-1 + 4 months. PBG claim period should valid till one year after PBG validity.</p> <p>B. Balance payment (up to 95%) value of phase-3 against LOA/PO subject to the maximum 20% (including payment done against supplied of phase-3 materials) of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Signed Provisional Acceptance Certificate of respective phases (PAC). 2. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. <p>C. Balance payment of value of Phase-3 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p> <ol style="list-style-type: none"> 1. Signed Final Acceptance Certificate (FAC). 2. Monthly Fault and Replacement Report for Supplied Hardware. 3. Deductions, if any against SLA, non-availability of Manpower, Replacement services etc. 4. No dues certificate certifying that there is no pending issue left.
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			<ol style="list-style-type: none">5. Certificate stating that work relating to complete project has been done successfully as per terms and conditions of Tender.6. All above documents should be duly certified by CNOC In-charge.
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Note: Next phase payment will be made only after issuance of Provisional Acceptance Certificate (PAC) previous phase.

Existing NMS detail for DWDM of RailTel

S N	Equipment Type	OEM	OEM Model	Version	SDN Ready	NMS Name	NMS Version	Integration Required with OSS through Mediation Gateway (In day-1)
1	DWDM	Tejas(100G)	TJ1600	REL_10_0_2_a71_15	No	TJ5500 NMS	8.1	Yes
2	DWDM	Tejas(10G)	TJ 3500	REL_9_0_2_a17_8,	No	EMS-1	6.1	Yes
3	DWDM	ADVA	FSP 3000R7	Rel. 21.5.1	No	Ensemble Controller	14.2.1	Yes
4	DWDM	Coriant	HIT 7300	5.50 50.04.00	No	TNMS	19.00.2.5 0.9343	No
5	DWDM	ECI	OPT 9603	9.6R03.00/376911	No	Not Available		No
6	DWDM	Ciena	6500	REL 1261Z.EK	No	Site Manager	12.6	Yes
7	DWDM	ADVA	SH3	REL 4.5.2	No	Ensemble Controller	14.2.1	Yes
8	DWDM	ADVA	SH4	REL 4.5.2	No	Ensemble Controller	14.2.1	Yes

Response to PRE-BID QUERY FOR E-Tender No. RailTel/Tender/OT/CO/NTP/2023-24/OSS/008

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
1	75	Chapter 4	4.A.14.1 Eligibility Criteria Requirements for Bidders:	(h) Technical Manpower	We request you to relax the clause as: "The Bidder must have on its roll at least 75 technically qualified professionals in providing the /IT Infrastructure maintenance services. <u>Minimum 15 resources should be B.E (in Computer Science/ Information Technology)/ B. Tech (in Computer Science/Information Technology)/ MCA</u> "	Since the tender pertains to the Networking solution, an experienced manpower in Computer Science/Information Technology may be considered.	Please see corrigendum-III
2	75	Chapter 4	4.A.14.1 Eligibility Criteria Requirements for Bidders:	(h) Technical Manpower	The Bidder/Any Bidder in case of Consortium must have on its roll at least 75 technically qualified professionals in providing the /IT Infrastructure maintenance services as on bid submission date. Out of the 75 following technical manpower must be on its role.	clause 15.24 'Constitution of Consortium' stipulates that SI along with all Consortium Members shall be jointly and severally responsible and liable for the Project. While the bidders will form consortium to enhance their Technical Eligibility & Qualification the criteria '1.4' of 5.5 'Technical Qualification Criteria' only allow CMMI Certification from lead bidder which is against the very purpose to allow consortium for wider participation in the tender. In view of above, it is requested that above criteria and other criteria's Technical Qualification Criteria under clause 5.5 shall be allowed to met by any member of consortium to bring uniformity, transparency and solicit more bids.	It will be as per Tender document
3	75	Chapter 4	4.A.14.1 Eligibility Criteria Requirements for Bidders:	(i) Technical Capability Certifications	We request to relax the clause as follows: The bidder must have following Certificate at the time of bidding, i. ISO 9001:2015 ii. ISO 20000-1: 2018 or latest iii. ISO 27001: 2013 or latest iv. CMMI Level 3 or above	It is requested to relax the clause to CMMI Level 3	Please see corrigendum-III
4	75	Chapter 4	4.A.14.1 Eligibility Criteria Requirements for Bidders:	(i) Technical Capability Certifications	We request to relax the clause as follows: The bidder/Any Bidder in case of Consortium must have following Certificate at the time of bidding, i. ISO 9001:2015 ii. ISO 20000-1: 2018 or latest iii. ISO 27001: 2013 or latest iv. CMMI Level 3 or above	clause 15.24 'Constitution of Consortium' stipulates that SI along with all Consortium Members shall be jointly and severally responsible and liable for the Project. While the bidders will form consortium to enhance their Technical Eligibility & Qualification the criteria '1.4' of 5.5 'Technical Qualification Criteria' only allow CMMI Certification from lead bidder which is against the very purpose to allow consortium for wider participation in the tender. In view of above, it is requested that above criteria and other criteria Technical Qualification Criteria under clause 5.5 shall be allowed to met by any member of consortium to bring uniformity, transparency and solicit more bids.	It will be as per Tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
5	72-74	Chapter No. 4	4.A.14.1 Eligibility Criteria Requirements for Bidders:	(d) Technical Capability-1	<p>(d) Technical Capability-1 The Bidder must have successfully completed or substantially completed any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: Three similar works# each costing not less than the amount equal as mentioned in BDS (Chapter-5, Section-I), or Two similar works# each costing not less than the amount as mentioned in BDS (Chapter-5, Section-I), or One similar work# each costing not less than the amount as mentioned in BDS (Chapter-5, Section-I). 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 upto the date of opening of tender : Single order of similar work# for an amount as mentioned in BDS (Chapter-5, Section-I) Or Two orders of similar work# for an amount as mentioned in BDS (Chapter-5, Section-I) OR Three orders of similar work# for an amount as mentioned in BDS (Chapter-5, Section-I)</p>		Please see corrigendum-III
					<p>Note: 1. In case of Consortium, Lead bidder should meet the eligibility criteria as defined in Clause 4.A.15. 2. In case of JV, requirement to be met as per Clause no. 4.A.15.14.15 of Tender document. Completed work means, work should be physically completed or substantially completed. In addition to project value for single work order, Annual Maintenance Contract (AMC) amount for the completed period as on date of opening will also be counted in the value of completed work. Substantial completion shall be based on 80 (eighty) per cent (value wise) or more works completed under the contract. For contracts under which the applicant participated as a joint venture member or sub-contractor, only the applicant's share, by value, shall be considered to meet this requirement. For arriving at cost of similar work, the value of work executed shall be brought to current costing level by enhancing the actual value of work at simple rate of seven percent per annum, calculated from the date of completion to the date of Bid opening. # Similar Work: Works completion of Supply, Installation, Testing and Commissioning of a project in the field of Data Centre/Software deployment/Telecom/Surveillance for any Government department or Public Sector Units or public listed companies (as per note below). 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 year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p>	<p>The condition mentioned is restricting the competition to limited vendors, you are therefore request to kindly relax/amend the technical Technical Capability-1 eligibility criteria as mentioned below for larger participation # Similar Work: Works completion of Supply, Installation, Testing and Commissioning of a project in the field of Data Centre/Software deployment/Telecom/Surveillance for any Government department or Public Sector Units or public listed companies (as per note below). 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 year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.</p>	Please see corrigendum-III

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
6	75-76	Chapter No. 4	4.A.14.1 Eligibility Criteria Requirements for Bidders:	<p>(j) Technical Capability-2 Bidder has successfully commissioned and working satisfactorily of OSS/SDN Controller/UNMS/ NMS/EMS/ Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government department or Public Sector Units or public listed companies. 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 year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates</p>	<p>(j) Technical Capability-2 Bidder has successfully commissioned and working satisfactorily of OSS/SDN Controller/UNMS/ NMS/EMS/ Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government department or Public Sector Units or public listed companies. 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 year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates</p>		Please see corrigendum-III
7	59-63	Chapter No. 4	4.A.5 Payment Terms	Phase-1	<p>Since this is project is mainly of Capex, so request you to kindly change/amend the payment terms as below.</p> <p>Phase-1 A. 80% value of Hardware & Software supplied under phase-1 against LOA/PO subject to the maximum 26% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: 1. Invoice. 2. Delivery Challan. 3. Contractor's certificate of dispatch /Packing list. 4. Factory Test Report for Hardware Items. 5. Purchaser's Inspection certificate. 6. Consignee receipt. 7. Insurance certificate. 8. A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification. 9. Undertaking for fall clause. 10. Performance Bank Guarantee. B. 10% value of Hardware & Software supplied under phase-1 against LOA/PO subject to the maximum 6% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: 1. Signed Provisional Acceptance Certificate of respective phases (PAC). 2. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. C. 100% of Services value under phase-1 against LOA/PO subject to the maximum 6% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC). D. Balance payment of value of Phase-1 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents – 1. Signed Final Acceptance Certificate (FAC). 2. Monthly Fault and Replacement Report for Supplied Hardware. 3. Deductions, if any against SLA, non-availability of Manpower, Replacement services etc. 4. No dues certificate certifying that there is no pending issue</p>	Since this is project is mainly of Capex, so request you to kindly change/amend the payment terms.	Please see corrigendum-III

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
8				Phase-2	<p>Phase-2</p> <p>A. 80% value of Hardware & Software supplied under phase-2 against LOA/PO subject to the maximum 19% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: 1. Invoice. 2. Delivery Challan. 3. Contractor's certificate of dispatch /Packing list. 4. Factory Test Report for Hardware items. 5. Purchaser's Inspection certificate. 6. Consignee receipt. 7. Insurance certificate. 8. A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification. 9. Undertaking for fall clause. 10. Signed Provisional Acceptance Certificate of phases-1 (PAC). B. 10% value of Hardware & Software supplied under phase-2 against LOA/PO subject to the maximum 2% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: 1. Signed Provisional Acceptance Certificate of respective phases (PAC). 2. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. C. 100% of Services value under phase-2 against LOA/PO subject to the maximum 5% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC). D. Balance payment of value of Phase-2 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p>	Since this is project is mainly of Capex, so request you to kindly change/amend the payment terms.	Please see corrigendum-III
9				Phase-3	<p>Phase-3</p> <p>A. 80% value of Hardware & Software supplied under phase-3 against LOA/PO subject to the maximum 19% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: 1. Invoice. 2. Delivery Challan. 3. Contractor's certificate of dispatch /Packing list. 4. Factory Test Report for Hardware items. 5. Purchaser's Inspection certificate. 6. Consignee receipt. 7. Insurance certificate. 8. A certificate duly signed by the firm certifying that equipment/ materials being delivered are new and conform to technical specification. 9. Undertaking for fall clause. 10. Signed Provisional Acceptance Certificate of phases-1 & 2 (PAC). B. 10% value of Hardware & Software supplied under phase-3 against LOA/PO subject to the maximum 2% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: 11. Signed Provisional Acceptance Certificate of respective phases (PAC). 12. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. C. 100% of Services value under phase-3 against LOA/PO subject to the maximum 5% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC). D. Balance payment of value of Phase-3 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p>	Since this is project is mainly of Capex, so request you to kindly change/amend the payment terms.	Please see corrigendum-III
					Note: Next phase payment will be made only after issuance of Provisional Acceptance Certificate (PAC) previous phase.		Please see corrigendum-III
10		Chapter 3	3.A.1.2 Overview of the Scope of Work	OSS shall integrate the Network Elements (NEs)/ EMSS/NMSs of the existing DWDM/ Network and future network expansions including new Transmission Technologies like ASON,OTN etc	OSS integration will be limited to controllers (SDN, DWDM) that in turn, shall have connectivity with EMS/NMS's or NE's- Pls confirm. Also, believe that this ask is from capability point (Future scalability) and any impact on the dimensioning of HW, SW/Services need shall be addressed separately.		It will be as per Tender document

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11		Chapter 3	3.A.1.2 Overview of the Scope of Work	3. Work force and Work Order Management System [Usage of existing WFM System]	Pls share existing WFM system details		Currently WFM is not available with RailTel . Please Consider Ticketing System (HPSM) as integrating point only.
12		Chapter 3	Key Objectives of OSS Solution	Passive SIM based devices being supported via their Respective EMSs	Pls share the details of Passive SIM devices and their EMS's also we hope it will be via Legacy devices. Further, we believe its capability query for future scalability point, should be needed. Kindly confirm so that we can comply accordingly		Non SDN NEs/Passive SIM based devices will be supported via Legacy Mediation
13		Chapter 3	3.A.1.2	3. Provide Graphical representation of topology of nodes and links in multi-dimensional (technology & administrative) and multi layered representation. Provide creation of resource inventory of physical and logical network components.	By this clause, we believe that based on discovery the automated resource inventory need to be created. Pls confirm		Understanding is right and As per Tender document.
14		Chapter 3	3.A.1.2	8. Provide Auto Trouble Ticket assignment to respective NOC/Field Support Teams based on correlated Event and Alarm based on parent child relationships.	Ticket assignment is part of TT system. Pl confirm		Understanding is right and As per Tender document.
15		Chapter 3	3.A.1.3.2 EMS/NMS Integration	scope of the commands that their OSS is capable of sending to EMSs and network elements, particularly with regard to supporting provisioning functionality solution communications mechanisms shall be open enough that the system will be able to communicate in the future with any EMS	OSS will be integrated to SDN controller only , and will send the commads to SDN controller which in turn issue the commands towards EMS/NE's- Pls confirm		It will be as per Tender document
16		Chapter 3	3.A.1.3.3 (4)	GIS System	Provide the make/model of GIS system and supported interfaces		Currently GIS tool is not available with RailTel . Please Consider this as integrating point only through standard API.
17		Chapter 3	3.A.1.3.3	4. GIS System.	Integration of GIS system is required with fulfillment only. Pls confirm.		Understanding is right and As per Tender document.
18		Chapter 3	3.A.1.3.4	Dimensioning Details	Pl clarify if the events/day to be considered are 10Million or 1 Million		Please see corrigendum-III
19		Chapter 3	3.A.1.7.4	Bidder will provide OEM Professional Support till issuance of Phase-I , Phase-II, Phase III Provisional Acceptance Certificate.	Please confirm System will go live phasewise ? Phase1 after PAC will go live and go in maintenance support ?		It will be as per Tender document
20		Chapter 3	3.A.1.8	Design, Installation, Testing, Commissioning and Integration, Trial Run and Commissioning of System- Trial run of the Network/system	By Trial Run we understand the duration after the respective Phase PAC and before FAC. Kindly confirm		Trial Run will be done after the respective Phase PAC and complete system before FAC
21		Chapter 3	Support SLA		Please share SLA details during support w.r.t Ticket category - Critical, Minor, Major..		It will be as per Tender document
22		Chapter 8	8.2.2 (33)	The system should have backwards compatibility with previous network elements SW releases. The supplier must demonstrate how the system handles backwards compatibility with previous SW releases and provide details on the compatibility matrix with NE releases	Request to provide details of all existing network elements/devices, make/model with the deployed SW versions . Kindly share the details of Inventory w.r.t - OSS # of SDN (IP/MPLS and Optical) Controller instances # of Legacy controller instances - Controller [e.g for IP/MPLS and need to be replicated for Optical as well] NE Vendor : e.g. Cisco NE Product Family : e.g. ASR NE Product Name : e.g ASR900 NE Software Release: e.g IOS XR: 7.9.2 Supported Management Protocol(s): NETCONF, gRPC, gNMI, YANG, PCEP, BGP-LS Number of NE's: # count like 190...		Please refer Inventory captured in the Tender Annexure-II of Chapter-7.
23		Chapter 8	8.2.2.1 (14)	The tool shall support a GIS for visualization	As there is existing GIS as per RFP, the visualization will be supported by GIS. Pls confirm		Understanding is right and As per Tender document.
24		Chapter 8	8.2.2.3 (1)	Inventory/Topology should be integral part of the solution and should take feed from existing Orchestration/Fulfilment system for reactive and pro-active monitoring of resources (Virtual & Physical) & services deployed by Orchestration system	Provide the details of virtual resources which are a part of the network		Its capability expected from OSS
25		Chapter 8	8.2.2.3 (10)	The solution should support representation of end-to-end view for services and paths using Topology Maps and Geographical Maps.	Can it be assumed that topology map refers to hierarchical view/representation of the associated entities (such as customer, service and resources) in a graphical manner		Understanding is right and As per Tender document.
26		Chapter 8	8.2.2.3 (11)	The solution should support toggling of views between Topology Maps and Geographical Maps.	Can it be assumed that topology map refers to hierarchical view/representation of the associated entities (such as customer, service and resources) in a graphical manner		Understanding is right and As per Tender document.
27		Chapter 8	8.2.2.4 (26)	The vendor shall rate the compliance for each of the OWASP Top 10 measures to mitigate web attacks. (https://www.owasp.org/index.php/Main_Page)	Pl clarify what is meant by "vendor shall rate the compliance"		OEM is required to give compliance

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
28		Chapter 8	8.2.3.3 (13)		The solution shall support automated discovery and visualisation of Containers.	Can it be assumed that containers refers to CNF	Understanding is right and As per Tender document.
29		Generic				Is Migration is in the scope ? Or it will be only NE data availability [one time during startup] as basic migration. Advance migration ==>In case of customer level services definition migration, it will be complete service intensive migration activity..Kindly clarify	Limited migration (NE Data) in Scope.
30		Generic				Will there will be remote support available for Prod/DR and Pre-prod system for SMEs to support during implementation phase to bring better GTM timelines and expertise, efficeincy ?	Yes. Shall be provided during Contract.
31		Chapter-3	3.A.1.3.2	Proposed OSS solution should be able to integrate with all NMSs, EMSs and Nes (20000 NON SDN, 2000 SDN Enabled , 5000 DWDM nodes) that are being deployed as part of the various network layers and components of RailTel Network	Please confirm number of license required for each phase (1,2 & 3), need to be supply from Day 1.		It will be as per Tender document
32		Chapter-8	8.2.4.3 Network Automation for Legacy Network Point no. -3	The solution should be able to Manage 50k plus network devices irrespective of Physical / Virtual / Software Blade i.e. Router, Switches, Firewalls, Load balancer, IPS etc. which are present in the market.			It will be as per Tender document
33		Chapter-3	3.A.1.3.3 Integration with Existing Ecosystems	Integration with Existing Ecosystem: RailTel does have current eco-system that will be part of overall solution. The components include – 1. Existing ERP System (Oracle) 2. Existing Trouble Ticket System [HPSM] 3. Existing Work Force Management Tool [WFM Tool] 4. GIS System.	As per understanding, all existing ecosystems supports open standard protocols and APIs for integration. And required support will be arranged by Railtel for integration from respective system OEM. Please confirm.		Yes, All existing ecosystems supports open standard protocols and APIs for integration. And required support will be arranged by Railtel for integration from respective system OEM.
34		Chapter-3	3.A.1.3.5 Hardware Requirements Point -1	As per OSS solution architecture, all the OSS applications/modules shall be running on physical/virtual servers, which will be provided by the bidder as a part of this tender	As per bidder's understanding Network connectivity for the OSS servers/storage will be provided by Railtel. Kindly confirm.		Network connectivity for the OSS servers/storage in the scope of bidder. However the connectivity with the network for the OSS system through router in the scope of RailTel.
35		Chapter-3	3.A.1.3.5 Hardware Requirements Point -1	Bidder must consider given environments for solution deployment – DC/Production, Pre-Production, and DR. Pre production must be of actual replica of production environment in terms of software features.	As per bidder's understandig Dimensioning details (3.A.1.3.4) shared for DC/Production site. Request you to please provide Dimensioning details for Pre-production and DR site.		It will be as per Tender document
36		4.A.47 Proof of Concept (POC)/Demonstration	4.A.47.3	Bidder shall offer its complete solution as per list of Hardware/Software mentioned in Table-1 of Annexure-III of Chapter-7 for functional requirement by RailTel or its authorized representative at location specified by RailTel	Table-1 of Annexure-III of Chapter-7 not found.		Please see corrigendum-III
37		CHAPTER-1	OFFER LETTER	A sum of ₹ 50,00,000/- submitted online on RailTel envida portal is herewith forwarded as "Earnest Money". The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if	Requesting you to authority Please allow EMD in the form of BG also		It will be as per Tender document
38		4.A.14.1 Eligibility Criteria Requirements for Bidders:	EMD	The responding bidder should have deposited EMD on envida Portal account (as mentioned in BDS, Chapter-5).	Requesting you to authority Please allow EMD in the form of Bank Gurantee. The responding bidder should have deposited EMD on envida Portal/ Bank Gurantee account (as mentioned in BDS, Chapter-5).		It will be as per Tender document
39		4.A.2.4.5.1	Bidder Responsibility	The Bidder will provide the replacement of all Faulty equipment/cards/optics/other accessories on Next Business Day (NBD) support. To ensure the same, Bidder has to show the NBD support on the OEM portal or OEM certification that all equipment purchased are under NBD support and TAC Support under Severity Level-1. Warranty & AMC Support shall include complete Hardware and Software offered under this Tender. The same will be verified by RailTel or its authorized representative.	Request the authority to kindly clarify if the costs for the replacement of such equipments will be borne by the Bidder. If yes, kindly modify the clause in order to limit the liability of the Bidder as this will be highly exposing the Bidder on financial terms.		It will be as per Tender document

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40		4.A.2.4.5.1	Bidder Responsibility	Note- 3. Penalties will be calculated on quarterly (3 month) basis and maximum penalties will be 10% of the cost of AMC per year.	Request the authority to kindly modify the clause in order to limit the liability of the Bidder. The percentage of the penalty levied will expose the Bidder more financially since the maximum aggregate penalties would be limited to equipment cost and the same is already included in point no. 2 of the Note. Modification requested to kindly delete this point no. 3 under the heading Note of this clause.		It will be as per Tender document
41		4.A.2.4.5.1	Bidder Responsibility	Delivery Period: The replacement for defective part will be arranged by the contractor on next business day support at the Fault site/location and the faulty equipment/cards/accessories will be handed over to him. The penalties mentioned in below will be applicable for not replacing the faulty part within 4 (four) working days. The contractor will also give probable reason for repeated failure of cards/modules.	Request the authority to kindly increase the time period under this clause for the replacement of defective part as the business operation takes reasonable time to perform such activities .		It will be as per Tender document
42		4.A.8.3	Definitions	"Helpdesk Support" shall mean the OEM Certified L-2 Support Engineer at CNOC which shall handle Fault reporting, Trouble Ticketing and related enquiries during this contract.	Request the authority to kindly clarify if the helpdesk support system will be 24*7*365 or not? If not, then kindly provide clarity on the same.		OEM certified Support Engineers at CNOC will required in general shift (09:30AM-6:00PM) Monday-Friday
43		4.A.8.7	b) General Terms and Conditions Applicable for dedicated NOC Support	In addition to the above penalty for breach of the SLA parameters, No payment for the month would be made for all service under a Section, where the down time observed for more than 20% of the installed solution. In case of frequent SLA breaches, RailTel reserve the right to forfeit the PBG submitted by the bidder.	Request the authority to kindly delete this clause entirely as it will be very high financial exposure for the Bidder and there should not be any payment withheld by authority or not made by authority to the Bidder. In the benefit of business, if the authority decides to withhold the payments of the Bidder. Such withholding of payment should be solely due to the reasons attributable to the bidder's default/misconduct.		It will be as per Tender document
44		4.A.11	Liquidated Damages	Liquidated Damages. The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order/LOA for any reason whatsoever attributed to failure of bidder. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.	Request the authority to kindly revise this clause as the 10% should be levied on the undelivered portion only and not on the cost of PO / LOA. Also, request the authority to kindly delete the cancellation right point as that is a very high risk for any .		It will be as per Tender document
45		4.A.21	Annulment of Award	Failure of the successful bidder to comply with the requirement of various clauses of tender document shall constitute sufficient ground for the annulment of the award and forfeiture of EMD in which event the Purchaser may make the award to any other bidder at the discretion of the Purchaser or call for new offers/ bids.	Request the authority to kindly modify the clause in order to limit the liability of the Bidder. Modification requested as follows- Failure of the successful bidder to comply with the requirement of various clauses of tender document shall constitute sufficient ground for the annulment of the award and forfeiture of reasonable amount of the EMD solely for the reasons attributable to the Bidder and Purchaser shall within 15 days return the remaining amount to the bidder, in which event the Purchaser may make the award to any other bidder at the discretion of the Purchaser or call for new offers/ bids at the cost of the Purchaser itself.		It will be as per Tender document
46		4.A.28.1	Force Majeure	If during the Agreement, the performance in whole or in part, by either party, of any obligation under this is prevented or delayed, by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENTS), provided notice of happenings of any such EVENT is given by the affected party to the other, within twenty one (21) days from date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this Agreement shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.	Request the authority to modify the clause in order to bring out clarity, modification requested as follows- If during the Agreement, the performance in whole or in part, by either party, of any obligation under this is prevented or delayed, by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction (including but not limited to Covid-19 restrictions), strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENTS), provided notice of happenings of any such EVENT is given by the affected party to the other, within twenty one (21) days from date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this Agreement shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.		It will be as per Tender document

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47		4.A.28.2	Force Majeure	In the event of a Force Majeure, the affected party will be excused from performance during the existence of the Force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than thirty (30) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this Agreement. Neither party shall be liable for any breach, claims, damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination	Request the authority to kindly modify the clause on mutual terms for either Party and to limit the liability of the injured/affected party. Please note that the termination rights under an event of Force Majeure must vest with both the Parties. Modification requested as follows-In the event of a Force Majeure, the Parties affected party will be excused from performance during the existence of the Force Majeure. When a Force Majeure occurs, the affected either party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than thirty (30) days from the date of the notice stated above, either the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30)-days to the other party, to terminate this Agreement. Neither party shall be liable for any breach, claims, damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination		It will be as per Tender document
48		4.A.29	Settlement of Disputes/Arbitration	The Arbitral Tribunal shall consist of the Sole Arbitrator appointed by CMD/RailTel Corporation of India Limited, if the value of claim is up to Rs. 10 lakhs. If the value of the claim or amount under dispute is more than Rs. 10 Lakhs, the matter shall be referred to the adjudication of arbitral council. Chairman Managing Director (CMD) of RailTel Corporation shall furnish a panel of three names to the contractor, out of which, contractor will recommend one name to be his nominee and then CMD/RailTel shall appoint one name as RailTel's nominee and these two arbitrators with mutual consent shall appoint a third arbitrator who shall act as the deciding arbitrator in terms of Arbitration and Conciliation Act. The award of the sole arbitrator or the Arbitral council, as the case may be, shall be final and binding on both the parties. Each of the parties agree that notwithstanding that the matter may be referred to Arbitrator as provided herein, the parties shall nevertheless pending the resolution of the Controversy or disagreement, continue to fulfill their obligation under this Agreement so far as they are reasonably able to do so	Request the authority to kindly delete this clause entirely and replace with a simple clause as appointment of sole arbitrator unilaterally by a party is null and void under law. Modification requested in order to secure the exposure of the Bidder as follows- "The Arbitration shall be conducted by a sole arbitrator mutually appointed by both Parties. The Parties agree that the decision of the arbitrator shall be final and binding on the Parties and the Parties consent to the enforcement of any resulting arbitration order in the courts of any jurisdiction where either Party maintains business operations or assets."		It will be as per Tender document
49		4.A.30.1:Governing Laws	The Contract shall indemnify and save harmless the RailTel from and against all actions, suit proceedings, losses, costs, damages, charges, claims, and demands of every nature and description brought or recovered against the RailTel by reason of any act or omission of the Contractor, his agents or employees, in the execution of the works or in his guarding of the same. All sums payable by way of compensation under any of these conditions shall be considered as reasonable compensation to be applied to the actual loss or damage sustained, and whether or not any damage shall have been sustained.	Request the authority to kindly modify the clause on mutual terms in order to limit the liability of the Parties and hold the Parties liable solely for the reasons attributable to them. Both the Parties The Contract shall indemnify and save harmless the each other RailTel from and against all direct actions, suit proceedings, direct losses,direct costs, direct damages, direct charges,direct claims, and demands of every nature and description brought or recovered against the other Party RailTel by reason of any act or omission of either Party the Contractor , his agents or employees, in the execution of the works or in his guarding of the same . All sums payable by way of compensation under any of these conditions shall be considered as reasonable compensation to be applied to the actual and direct loss or direct damage sustained, and whether or not any direct damage shall have been sustained		As per Tender document	
50		Chapter-4	4.A.31	Termination for Default	Request the authority to kindly modify the clause of termination on mutual terms since termination rights must vest with both the Parties in order to maintain the business relationship and carry out the business operations effectively.		It will be as per Tender document
51		Chapter-4	4.A.32	Risk and Cost	Request the Authority to kindly delete this clause as it is a very high financial exposure for the Bidder.		It will be as per Tender document
52		Chapter-4	4.A.33	Termination for Insolvency	Request the Authority to kindly modify the clause on mutual terms since either Party can undergo the exposure of being insolvent.		It will be as per Tender document
53		Chapter-4	4.A.40	Errors, Omissions & Discrepancies	Request the Authority to kindly modify the clause on mutual terms since either Party can undergo the exposure of making human errors.		It will be as per Tender document
54		4.A.42.1	Limitation of Liability:	The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and	Request the authority to kindly modify the clause in order to limit the financial exposure of the Bidder as follows-The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and		It will be as per Tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
55		4.A.42.2	Limitation of Liability:	The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.	Request the authority to kindly modify the clause in order to limit the financial exposure of the Bidder as follows-The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.		It will be as per Tender document
56		4.A.50	Contract Agreement	Damage to Railway/RailTel Property or Private Life and Property:	Request the Authority to kindly modify this clause on mutual terms since there is a mutual exposure to both the Parties and either Party may undergo Damage to Property or Private Life and Property . In the event the clause cannot be made mutual it is suggested that the clause be modified to ensure that it atleast covers that Bidder shall be held liable for any direct Damage duly attributable to the bidder only .		It will be as per Tender document
57		General	General	General	Under this RFP the Bidder has been referred to as Contractor/Supplier/Bidder. Thus,request the authority to kindly use a single term throughout the RFP document in order to avoid confusion.		Contractor/Supplier in Tender document may be read as bidder.
58		General	General	General	Common Seal - As per provision of Companies Act, 2013, Common seal is not applicable for our Company and it is presumed that the Official Seal is the stamp of the Company . Kindly confirm we can use the Company Office Seal.		It will be as per Tender document
59		General	General	General	It is our understanding that the bidder has to be a Class I Local Supplier and is required to meet the criteria of more than 50% local content. Please clarify if the OEM/Subcontractors of the bidder proposed to be engaged for supplying certain items for this project will also be required to meet the 50% criteria of local content? Please also clarify if there is any notification categorising the items to be supplied under this project as having local sufficiency or competition for the purpose of the Public Procurement Order 2017 being Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020? Please note that the RFP talks only about switch. Kindly clarify all Make in India requirements to be followed for this RFP		Please refer clause no. 4.A.45.1 of Tender document
60		General	General	General	Please clarify if the bidder is neither a Class I nor Class II supplier whether such bidder will be eligible to submit a bid for this RFP. Please also clarify if any nodal ministry or department has been notified under Public Procurement Order 2017 being Order No. P-45021/2/2017-PP (BE-II) dated 16.09.2020 for this RFP and whether there is any specific local content requirement to be met for each of the components to be supplied for this RFP?		Please refer clause no. 4.A.45.1 of Tender document
61		General	General	General	Please clarify how will the bidder calculate the local content for multiple items to be supplied under the RFP? Please also clarify whether bidder has to meet the local content requirement notified for each item or for all components collectively?		Please refer clause no. 4.A.45.1 of Tender document
62	Page 16 of 257	FORMAT -I	5	SDN Controllers of IP-MPLS as per specifications.	We understand that SDN controller is already in place with RailTel for IP/MPLS and bidders need not supply SDN controller, only OSS integration is in scope of this RFP. Kindly confirm.		As per Tender document SDN controller (IP-MPLS) is also in the scope of bidder.
63	Page 16 of 257	FORMAT -I	6	Device Management For legacy device as per specifications	(a) Bidder understanding is that Device Management System (NMS/EMS) for managing legacy devices is already in place. As per scope of this RFP, bidder needs to integrate the existing NMS/EMS with proposed OSS solution, for which necessary support from existing devices OEMs will be arranged by RailTel. Kindly confirm. (b) Also, confirm that the integration would be upto the level of interoperability that the existing system would permit, based upon the technology deployed by the existing systems.		As per Tender document Device Management Systems is also in the scope of bidder.
64	Page 22 of 257	3.A	3.A.1.3.2 EMS/NMS Integration	Proposed OSS solution should be able to integrate with all NMSs, EMSs and Nes (20000 NON SDN, 2000 SDN Enabled , 5000 DWDM nodes) that are being deployed as part of the various network layers and components of RailTel Network.	(a) For Legacy Network Devices, the devices should be IP supported and manageable through SNMP / CLI. Kindly confirm the same. (b) Also, confirm that RailTel will arrange details of the SNMP MIBs and CLI command sets for the existing devices to enable their integration into the proposed OSS.		(i) All the legacy devices supports SNMP & CLI. (ii) RailTel will arrange details of SNMP MIBs and CLI commands for legacy devices at the time of implementation.
65	Page 17 of 257	FORMAT -I	8	SDN Controllers of DWDM as per specifications	(a) In case of the existing Devices of Railtel's Network are not SDN ready i.e. not able to support the APIs/Protocols/Technology for SDN integration, it would be impractical to integrate them. Kindly confirm that such devices would be kept out of scope for SDN integration here. (b) Also confirm that RailTel would arrange for the required Vendor collaboration and ensure existing vendor openness to support the integration. (c) Since the existing DWDM systems of RailTel would be requiring their own proprietary SDN controllers due to the OEM specific technology use, it is proposed to delete the requirement of supplying SDN controllers for such equipment. Alternatively, confirm which open protocols are supported by such DWDMs to be able to integrate with any third party/open standards based SDN controller.		Please see corrigendum-III,

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
66	Page 17 of 257	FORMAT -I	17	Software Adaptors SDN Controllers, Device management (Legacy devices) & OSS with Integration with Multivendor EMSS/devices as per specifications.	(a) Software adaptors for SDN controller and Legacy devices can be done only if it have required interoperability related Data/Information/Protocol supported by the existing OEMs. Kindly provide the same for assessing the feasibility. (b) Please confirm that API details along with Service / Operation mapping will be arranged by RailTel for their existing SDN Controller software for IP/MPLS and DWDM networks. (c) In case of technical non-feasibility due to lack of support for required technology by the existing devices/systems, the integration may be infeasible. Please confirm that such cases will be acceptable to descope.		All existing ecosystems supports open standard protocols and NBIs for integration. And required support will be arranged by Railtel for integration from respective system OEM.
67	Page 29 of 257	3.A	3.A.1.4 OSS Solution Implementation Phases	Fulfillment Integration with BSS, WFM System	Kindly confirm if BSS is already in place at Railtel and it support the requirement of OSS integration.		The BSS means existing Oracle ERP system of RailTel to be integrated with OSS system.
68	Page 20 of 257	3.A	3.A.1.2 Overview of the Scope of Work	Schedule of Supply on both the Data Centre (DC) and Disaster Recovery (DR) sites includes at following modules. 1. Fault Management System 2. Performance management System 3. Work force and Work Order Management System [Usage of existing WFM System] 4. Dashboard and Reporting System 5. Customer Portal	As per bidder's understanding WFM tool is already in place and needs to be integrated with proposed OSS solution. Kindly, confirm that the Work Force and Work order Management system mentioned here are part of the existing WFM of RailTel and not required to be supplied as new modules.		Work force and Work Order Management System is the scope of RailTel, however please consider Work force and Work Order Management System as a integrating point with OSS.
69	Page 23 of 257	3.A	3.A.1.3.3 Integration with Existing Ecosystems	Integration with Existing Ecosystem: RailTel does have current ecosystem that will be part of overall solution. The components include – 1. Existing ERP System (Oracle). 2. Existing Trouble Ticket System [HPSM] 3. Existing Work Force Management Tool [WFM Tool] 4. GIS System.	(a) Kindly, confirm that the Work Force and Work order Management system mentioned here are part of the existing WFM of RailTel and not required to be supplied as new modules. (b) Please clarify the scope of integration with the existing ecosystem. (c) Also confirm that RailTel will support and arrange the API details for integration with existing ecosystem consisting of :- i. Existing ERP System (Oracle), ii. Existing Trouble Ticket System (HPSM), iii. Existing Work Force Management Tool (WFM Tool).		All existing ecosystems supports open standard protocols and APIs for integration. And required support will be arranged by Railtel for integration from respective system OEM.
70	Page 24 of 257	3.A	3.A.1.3.4 Dimensioning Details	HA Yes (For Critical Application)	Please clarify that the HA required for critical application is needed between DC and DR location or locally in Data center only.		As per Tender document
71	Page 244 of 257	8.2.7 Hardware Specifications	8.2.7	The required Server, Storage , Backup and SAN switches should be from same OEM.	All four components (Server, Storage, Backup and SAN switches) are asked to be from same OEM, Kindly relax this clause for proposing optimal offers.		As per Tender document
72	Page 105 of 257	4.A.47	4.A.47.1	Hardware & Software used in POC/Demonstration should be same as offered in their submitted bids.	Recreating production environment for POC is not possible, as bidder it is not possible to bring multivendor NEs to RailTel even to have multi-vendor NES in own LAB to conduct the POC, this is an entry barrier for India OEMs to demonstrate their solution. So, we recommend RailTel to evaluate bidders capability by their solution proposed & methodology		As per Tender document
73	96	Chapter 4	4.A.24	Rate Contract	What is the validity of Rate contract? This section is deleted.		Rate contract not applicable for this Tender
74		General Queries	General Queries		Any office establishment/ warehouse requirement as per tender		As per Tender document
75	11/257	SOR	Schedule B	SOR	AMC for Item mentioned in Schedule A above would be same for all 5 years? Looking at the nature of project where it is more dependent on solution development by involving technical skillset, we recommend Customer to have a separate RFP for CAPEX & OPEX.		As per Tender document
76	56/257	Chapter 4	4.A.3	Long Term Maintenance Support (AMC)	Bidder shall be paid @ 10% (minimum) + Applicable Taxes of overall Cost of Schedule (A) (excluding Taxes and Duties) per annum towards Long Term Maintenance Support after completion of warranty period. Capex : opex Ratio is 50:50 or 90:10? AMC should be min 10% p.a. or total 10%? Please clarify. Kindly separate the AMC scope from the CAPEX, as forecasting the financial cost of such project will not be accurate.		As per Tender document
77	61	4.A.7	Taxes & Duties	In regards to works contract, the tenderer should have registration no. of GST in	We understand from the scope of work as per relevant clause of RFP that the nature of supplies involved does not qualify for works contract services as defined under the provisions of GST law. The scope of work does not include any deliverable in the nature of immovable property and therefore requirement of having GST registration in respective state where work is to be executed would not apply. We therefore, request the Railtel team to confirm the above understanding and non-applicability of said clause on the present project.		Please see corrigendum-III
78	95 and 117	Chapter 4	4.A.19	Purchaser's Right to Vary Quantities	The purchaser shall be at liberty to enhance or reduce the quantity mentioned in the LOA as indicated in Bid Data Sheet (BDS) Chapter-5(Section-I) without assigning any reasons. What would be validity of Rate contract? Since implementation phase is of almost 3years, there should be some capping on maximum qty that can be varied up to 50% Qty variation is allowed, this is very huge variation and after 25% qty variation with Rebate is asked for		As per Tender document. Rate contract not applicable for this Tender

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
79	245	8	8.2.7.1	14	Should display system ID, status information and system error error code followed by descriptive text. LCD background should light up in different colours during normal system operation & error conditions.	Revised Clause: Should display status information. LED/LCD should light up in different colours during normal system operation & error conditions. Reason: Request to revise the clause as per above for wider participation.	please see corrigendum-III
80	246	8	8.2.7.1	22.d	d. Real-time power meter, temperature monitoring, customized exhaust temperature and System Airflow Consumption	Revised Clause: Real-time power meter and temperature monitoring. Reason: It restricts the major Oem's participation hence requesting this change.	please see corrigendum-III,
81	247	8	8.2.7.1	24.2	2.Health and cybersecurity scores and notification emails	Revised Clause: Health and cybersecurity notification email.	please see corrigendum-III
82	247	8	8.2.7.1	24		Request to Add: The software should provide central server provisioning for all the servers for multiple independent sites. Reason: As we know there will be two sites in this project one is DC & second is DR hence this feature will help manage both the sites through single pain of glass.	It will be as per Tender document
83	247	8	8.2.7.1	24		Request to Add: It should provide cumulative carbon footprint report.	It will be as per Tender document
84	248	8.2.7.2 Storage Point 3	Cache	Proposed storage shall have minimum 192 GB DRAM cache. Storage system should support scalability of DRAM cache to 768 GB either by adding more DRAM on the same controllers or by replacing the controllers with higher model or adding more controllers.	Proposed storage shall have minimum 256 GB DRAM Global cache. Storage system should support scalability of DRAM cache to 1TB either by adding more DRAM on the same controllers or by replacing the controllers with higher model or adding more controllers.	Most of the enterprise arrays start with a minimum cache of 256 GB & are scalable to atleast 1TB, also the cache should be global so that all bidders position enterprise class storage only.	It will be as per Tender document
85	248	8.2.7.2 Storage Point 4	Front-end Ports	The proposed storage array should be configured with 08 No. of 16 or 32 Gbps FC ports and 08 No. of 10 or 25 GbE ports to provide scalable and dedicated connectivity to hosts and for remote replication. All 10 or 25GbE ports should be capable to deliver iSCSI, Remote Replication etc. Storage System must support 2-way and 3-way Replication.	The proposed storage array should be configured with 08 No. of 16 or 32 Gbps FC ports and 08 No. of 10 or 25 GbE ports to provide scalable and dedicated connectivity to hosts. Storage should be provided with at-least 04 No. of 10 Gbps IP ports for remote replication. Storage System must support 2-way and 3-way Replication.	iSCSI ports should only be utilized for host connectivity & there should be dedicated IP ports for remote replication	please see corrigendum-III
86	249	8.2.7.2 Storage Point 13	Storage Resource Pooling	The proposed array should support mixing of different capacity and type (SSD, SAS, NLSAS) of drives in storage pool. Single storage pool should be accessible to both controllers. Proposed storage should also support growing capacity by single drive increment for supporting granular upgrades.	The proposed array should support mixing of different capacity and type (SSD, SAS, NLSAS) of drives in storage array. Single storage pool should be accessible to both controllers. Proposed storage should also support growing capacity by two drive increment for supporting granular upgrades.	The mixing of drives of different capacity is not recommended at pool level as impacts the adequate utilization, so the mixing of drives should be asked at array level & for proper capacity balancing, minimum two drive upgrade should be asked for.	please see corrigendum-III
87	249	8.2.7.2 Storage Point 20	Security	Proposed storage must have HIPAA compliant, TLS 1.2 support, native SHA2 certificate support, FIPS 140-2 Level 1 certification, Common Criteria Certification international standard (ISO/IEC 15408) for computer security certification, KMIP compliant.	Proposed storage must have HIPAA compliant, TLS 1.2 support, native SHA2 certificate support, FIPS 140-2 Level1 certification, IEC 61000-3-2/ EN 61000-3-2: 2014, KMIP compliant.		please see corrigendum-III
88	250	8.2.7.3 Backup Solution Point 1	Protocol support & Deduplication	The proposed backup solution must provide efficient data reduction by using variable block length deduplication at the source as well as target side. Proposed purpose-built backup appliance should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS, CIFS, FC, OST/Catalyst/NDMP protocols. All the protocols should be available to use concurrently with global deduplication for data ingested across all of them.	The proposed backup solution must provide efficient data reduction by using variable block length deduplication at the source as well as target side. Proposed purpose-built backup appliance should be able to interface with various industry leading server platforms, operating systems and Must support LAN/SAN based D2D backup and VTL backup simultaneously via NFS, CIFS, FC, OST/Catalyst/NDMP protocols. All the protocols should be available to use concurrently.	Request you to remove global deduplication across protocols as same is not recommended	please see corrigendum-III
89	251	8.2.7.3 Backup Solution Point 3	Instant Access of VM & Data loss prevention	The proposed purpose-built backup appliance should support SSD to help in superior performance support for Instant Access and Restore of the protected virtual machine.	The proposed purpose-built backup appliance should support SSD to help in superior performance support for Instant Access/ Restore of the protected virtual machine.	HPE systems provide SSD drives to help superior performance support to the backup solution for recovery.	please see corrigendum-III
90	252	8.2.7.3 Backup Solution Point 7	I/O Ports	Proposed purpose-built backup appliance should have the ability to perform different backup, restore, replication jobs simultaneously and must supports communications and data transfers through 16GB SAN, 10 Gb & 1 Gb ethernet LAN over copper and SFP+. The proposed backup appliance should be offered with minimum 1 x 1Gbps NIC, 8x 10G SFP+ and 2x 16Gbps FC.	Proposed purpose-built backup appliance should have the ability to perform different backup, restore, replication jobs simultaneously and must supports communications and data transfers through 16GB SAN, 10 Gb & 1 Gb ethernet LAN over copper and SFP+. The proposed backup appliance should be offered with minimum 1 x 1Gbps NIC, 4x 10G SFP+ and 4 x 16Gbps FC.	Request to change the port count to 1 x 1Gbps NIC, 4x 10G SFP+ and 4 x 16Gbps FC.	please see corrigendum-III

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
91	252	8.2.7.3 Backup Solution Point 9	Deduplication efficiency	Proposed purpose-built backup appliance should support global and inline data duplication using automated variable block length deduplication technology.	Proposed purpose-built backup appliance should support inline data duplication using automated variable block length deduplication technology.	Request you to remove global deduplication across protocols as same is not recommended	please see corrigendum-III
92	253	8.2.7.3 Backup Solution Point 11	Self-service & Multiple DB support	Proposed purpose-built backup appliance should support enterprise applications and database backups without integration with Backup Software, for better visibility of backups to application and database owners, thus ensuring faster and direct recovery on application/database level. This integration should be available for Oracle, SAP, DB2, MS SQL, etc.	Proposed purpose-built backup appliance should support enterprise applications and database backups with or without integration with Backup Software, for better visibility of backups to application and database owners, thus ensuring faster and direct recovery on application/database level. This integration should be available for Oracle, SAP, DB2, MS SQL, etc.	Backup softwares provide better visibility of application backup using the same technology.	please see corrigendum-III point 51
93	253	8.2.7.3 Backup Solution Point 13	Multi tenancy support	Proposed purpose-built backup appliance should be offered with Multi Tenancy features which provides a separate logical space for each tenant user while maintaining a global deduplication across data from all tenant users.	Request to remove this point as it is restrictive		please see corrigendum-III,
94	253	8.2.7.3 Backup Solution Point 16	Backup server/Media server	Bidder must provide the backup/media servers to implement the backup solution requiring as per proposed solution approach. The proposed backup solution , Backups software & backup appliance should be from a single OEM.	Bidder must provide the backup/media servers to implement the backup solution requiring as per proposed solution approach.	Please remove single OEM clause as the same is restrictive	please see corrigendum-III,
95	12	2	CHAPTER-2 SCHEDULE OF REQUIREMENT (SOR)	1.1 Supply, design, in-stallation, integra-tion and testing of OSS&BSS	What is the BSS scope?		May please read chapter-3 & 8 of tender document
96	19	3.A.1.2	Overview of the Scope of Work	This NOC is proposed to be located at New Delhi, India with a Disaster Recovery (DR) site at Hyderabad, The offered Network Operations Centre (NOC) system shall be provisioned on Primary Data Centre (DC) site at Gurgaon and a Disaster recovery (DR) site Secunderabad.	Please clarify below DC at New Delhi or Gurugram and DR at Hyderabad or Secunderabad		May please read Data Centre (DC) at Gurugram & Disaster Recovery (DR) site at Secunderabad
97	20	3.A.1.3.2	EMS/NMS Integration	Proposed OSS solution should be able to integrate with all NMSs, EMSs and Nes (20000 NON SDN, 2000 SDN Enabled , 5000 DWDM nodes)	What is the technology type of the 20000 non SDN device types. How many types of vendors in each technology type of legacy non SDN devices to be considered?		May please refer Annexure-II of chapter-7
98	23	3.A.1.3.3	Integration with Existing Ecosystems	Integration with Existing Ecosystem: RailTel does have current ecosystem that will be part of overall solution. The components include – Existing ERP System (Oracle) Existing Trouble Ticket System [HPSM] Existing Work Force Management Tool [WFM Tool]	It is assumed that railtel would facilitate participation from the vendors of the extsting system for integration. Any services/efforts required on the existing system would be responsibility of railtel or the OEM of the respective system. Please clarify.		Yes, Any services/efforts required on the existing system would be responsibility of Railtel.
99	24	3.A.1.3.4	Dimensioning Details	Legacy Devices 20,000 SDN [IP/MPLS] Devices 2,000 Optical Devices DWDM 5000	Please suggest no. of vendor under each technology and the number of device types under reach technology		May please refer Annexure-II of chapter-7. However no. of device types under each will be provided at the time of implementation.
100	31	3.A.1.9	Training of Purchaser's Personnel and Change Management	Training on the proposed solution and network operation shall be provided by the Tenderer as per details given in Chapter-3-E and the tender document.	What would be the team size per batch and how many batches?		Tenderer shall train 60 (Man Weeks) personnel of RailTel/Engineer in 4 batches.
101	31	3.A.1.9	Training of Purchaser's Personnel and Change Management	Training on the proposed solution and network operation shall be provided by the Tenderer as per details given in Chapter-3-E and the tender document.	Can the training be combination of online and in person? Also suggest the location of the training		In person training will be provided by OEM/bidder as per their proposed location
102				Request for addition	Request to please add log management system to meet government compliance of Data/event collection for 180 days from security purposes .	Log collection is crucial as it provides valuable data that can be used to pinpoint the root cause of any issues in your IT environment. Regular log collection can help prevent future problems and identify areas for improvement and to meet Government security compliances.	It will be as per Tender document
103				Request for addition	Request to add Threat Intel and minimum guidelines for better security detection and response.	Monitoring and analyzing external and internal cyber threats to assess risk. Analyzing the likelihood that an emerging threat will impact organization and identify where weaknesses are. Delivering reports and recommendations to the business to enable the effectiveness of mitigation and remediation efforts.	It will be as per Tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
104	2	Tender Notice	3	Earnest Money Deposit (EMD): ₹ 50,00,000/- to be made in favour of RailTel Corporation of India Ltd. online through e-nvida Portal.	Please allow bidders to submit the EMD in form of Bank Guarantee, Demand Draft also.	Few bidders may have challenges in submitting such a huge amount online.	It will be as per tender document
105	75	4	4.A.14.1	h) Technical Manpower The Bidder must have on its roll at least 75 technically qualified professionals in providing the /IT Infrastructure maintenance services as on bid submission date. Out of the 75 following technical manpower must be on its role. Minimum 15 resources should be B.E/B. Tech/ MCA with OEM certifications either on 1. Server technology - 5 out of 15 2. Cyber/IT Security- 2 out of 15 3. Cloud Technology or Storage solutions- 2 out of 15 4. System software – 2 out of 15 5. At least One Project management professional with PMP certification – 1 out of 15 6. At least 3 professionals with ITIL V3 certifications - 3 out of 15	We understand that in case of consortium Bid, this criteria can be met by either of the member or cummulative by consortium. Please confirm.	Consortium / JV is meant for meeting the Qualification criteria	1) In case of Consortium, Lead bidder should meet the eligi-bility criteria as defined in Clause 4.A.15. 2) In case of JV, requirement to be met as per Clause no. 4.A.15.14 of Tender document. 3)Please Also refer corrigendum-III
106	75	4	4.A.14.1	i) Technical Capability- Certifications The bidder must have following Certificate at the time of bidding, ii. ISO 9001:2015 iii. ISO 20000-1: 2018 or latest iv. ISO 27001: 2013 or latest v. CMMI Level 5 or above	We understand that in case of consortium Bid, one of the consortium member must have CMMI Level 5 or above. Please confirm.	Consortium / JV is meant for meeting the Qualification criteria	1) In case of Consortium, Lead bidder should meet the eligi-bility criteria as defined in Clause 4.A.15. 2) In case of JV, requirement to be met as per Clause no. 4.A.15.14 of Tender document. 3)Please Also refer corrigendum-III
107	75	4	4.A.14.1	i) Technical Capability- Certifications The bidder must have following Certificate at the time of bidding, ii. ISO 9001:2015 iii. ISO 20000-1: 2018 or latest iv. ISO 27001: 2013 or latest v. CMMI Level 5 or above	To allow more bidder to participate, request you to amend the clause as follows - The bidder must have following Certificate at the time of bidding, ii. ISO 9001:2015 iii. ISO 20000-1: 2018 or latest iv. ISO 27001: 2013 or latest v. CMMI Level 3 or above	To allow more bidders to participate in the tender	Please refer corrigendum-III
108	75	4	4.A.14.1	j) Technical Capability-2 Bidder has successfully commissioned and working satisfactorily of OSS/SDNController/ UNMS/NMS/EMS/Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government department or Public Sector Units or public listed companies.	We understand that in IP experience of GPON OLT/ONT also will be considered. Please confirm if our understanding is correct. To allow more SIs to participate, the clause may please be reframed as follows - Bidder has successfully commissioned and working satisfactorily of OSS/SDNController/ UNMS/NMS/EMS/Network monitoring System for IP/MPLS/GPON (OLT/ONT)/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government department or Public Sector Units or public listed companies.	To have more clarity on type of network and allow more Sis to participate in the Bid.	Please refer corrigendum-III
109	23	3	3.A.1.3.3	Integration with Existing Ecosystems: Integration with Existing Ecosystem: RailTel does have current ecosystem that will be part of overall solution. The components include – 1. Existing ERP System (Oracle). 2. Existing Trouble Ticket System [HPSM] 3. Existing Work Force Management Tool [WFM Tool] 4. GIS System.	Request to share the software versions of the Existing ERP, HPSM, WFM and GIS systems	It is required to ensure that the proposed OSS solution is compatible with the existing systems	Software versions of the Existing system is as under ERP: Oracle E-Business version R12.2.11 HPSM: 9.60.0025 service manager WFM: Presently not deployed, the offered solution should have a integration support if required in future. GIS: Presently not deployed, the offered solution should have a integration support if required in future.
110	25	3	3.A.1.3.5	3) Hardware Requirements: Bidder must consider given environments for solution deployment – DC/Production, Pre-Production, and DR. Pre production must be of actual replica of production environment in terms of software features.	We understand that the DR will be the exact replica of DC. For this, the hardware sizing required at DC will also be the same as DR. Please confirm	It is required to calculate the hardware requirements for DC and DR	May please refer chapter-3 & chapter-8 of tender document.

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response	
111	-	-	-	-		Please provide the concurrent user requirements for the new OSS solution.	It is required to calculate the hardware requirements for DC and DR	concurrent user for new OSS solution will be 100Nos.
112	243	8	8.2.5.3	3) Mobile and desktop application monitoring on mobile and desktop browsers to track user experience across platforms	We understand that a mobile application is expected as a part of the OSS solution for application monitoring. Please confirm. If yes, please provide the functional specification of the mobile application		May please refer chapter-3 & chapter-8 of tender document.	
113	19	Chapter 3	3.A.1.2 Overview of the Scope of Work	OSS shall integrate the Network Elements (NEs)/ EMSs/NMSs of the existing DWDM/ Network and future network expansions including new Transmission Technologies like ASON,OTN etc	OSS integration will be limited to controllers (SDN, DWDM) that in turn, shall have connectivity with EMS/NMS's or NE's- Pls confirm. Also, believe that this ask is from capability point (Future scalability) and any impact on the dimensioning of HW, SW/Services need shall be addressed separately.		It will be As per Tender document	
114	20	Chapter 3	3.A.1.2 Overview of the Scope of Work	3. Work force and Work Order Management System [Usage of existing WFM System]	Pls share existing WFM system details		Currently WFM is not available with RailTel . Please Consider Ticketing System (HPSM) as integrating point only.	
115	20	Chapter 3	Key Objectives of OSS Solution	Passive SIM based devices being supported via their Respective EMSs	Pls share the details of Passive SIM devices and their EMS's also we hope it will be via Legacy devices. Further, we believe its capability query for future scalability point, should be needed. Kindly confirm so that we can comply accordingly		Non SDN NEs/Passive SIM based devices will be supported via Legacy Mediation	
116	21	Chapter 3	3.A.1.2	3. Provide Graphical representation of topology of nodes and links in multi-dimensional (technology & administrative) and multi layered representation. Provide creation of resource inventory of physical and logical network components.	By this clause, we believe that based on discovery the automated resource inventory need to be created. Pls confirm		Understanding is right and As per Tender document.	
117	21	Chapter 3	3.A.1.2	8. Provide Auto Trouble Ticket assignment to respective NOC/Field Support Teams based on correlated Event and Alarm based on parent child relationships.	Ticket assignment is part of TT system. Pl confirm		Understanding is right and As per Tender document.	
118	23	Chapter 3	3.A.1.3.2 EMS/NMS Integration	scope of the commands that their OSS is capable of sending to EMSs and network elements, particularly with regard to supporting provisioning functionality solution communications mechanisms shall be open enough that the system will be able to communicate in the future with any EMS	OSS will be integrated to SDN controller only , and will send the commands to SDN controller which in turn issue the commands towards EMS/NE's- Pls confirm		It will be As per Tender document	
119	23	Chapter 3	3.A.1.3.3 (4)	GIS System	Provide the make/model of GIS system and supported interfaces		Currently GIS tool is not available with RailTel . Please Consider this as integrating point only through standard API.	
120	23	Chapter 3	3.A.1.3.3	4. GIS System.	Integration of GIS system is required with fulfilment only. Pls confirm.		Understanding is right and As per Tender document.	
121	24	Chapter 3	3.A.1.3.4	Dimensioning Details	Pl clarify if the events/day to be considered are 10Million or 1 Million		Please see corrigendum-III	
122	31	Chapter 3	3.A.1.7.4	Bidder will provide OEM Professional Support till issuance of Phase-I , Phase II ,Phase III Provisional Acceptance Certificate.	Please confirm System will go live phasewise ? Phase1 after PAC will go live and go in maintenance support ?		It will be As per Tender document	
123	31	Chapter 3	3.A.1.8	Design, Installation, Testing, Commissioning and Integration, Trial Run and Commissioning of System- Trial run of the Network/system	By Trial Run we understand the duration after the respective Phase PAC and before FAC. Kindly confirm		Trial Run will be done after the respective Phase PAC and complete system before FAC	
124	43	Chapter 3	Support SLA		Please share SLA details during support w.r.t.Ticket category - Critical, Minor, Major..		As per Tender document	
125	190	Chapter 8	8.2.2 (33)	The system should have backwards compatibility with previous network elements SW releases. The supplier must demonstrate how the system handles backwards compatibility with previous SW releases and provide details on the compatibility matrix with NE releases	Request to provide details of all existing network elements/devices, make/model with the deployed SW versions . Kindly share the details of Inventory w.r.t - OSS # of SDN (IP/MPLS and Optical) Controller instances # of Legacy controller instances - Controller [e.g for IP/MPLS and need to be replicated for Optical as well] NE Vendor : e.g. Cisco NE Product Family : e.g. ASR NE Product Name : e.g ASR900 NE Software Release: e.g IOS XR: 7.9.2 Supported Management Protocol(s): NETCONF, gRPC, gNMI, YANG, PCEP, BGP-LS Number of NE's: # count like 190...		Please refer Inventory captured in the Tender Annexure-II of Chapter-7.	
126	192	Chapter 8	8.2.2.1 (14)	The tool shall support a GIS for visualization	As there is existing GIS as per RFP, the visualization will be supported by GIS. Pls confirm		Understanding is right and As per Tender document.	
127	198	Chapter 8	8.2.2.3 (1)	Inventory/Topology should be integral part of the solution and should take feed from existing Orchestration/Fulfilment system for reactive and pro-active monitoring of resources (Virtual & Physical) & services deployed by Orchestration system	Provide the details of virtual resources which are a part of the network		Its capability expected from OSS	

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
128	198	Chapter 8	8.2.2.3 (10)		The solution should support representation of end-to-end view for services and paths using Topology Maps and Geographical Maps.	Can it be assumed that topology map refers to hierarchical view/representation of the associated entities (such as customer, service and resources) in a graphical manner	Understanding is right and As per Tender document.
129	198	Chapter 8	8.2.2.3 (11)		The solution should support toggling of views between Topology Maps and Geographical Maps.	Can it be assumed that topology map refers to hierarchical view/representation of the associated entities (such as customer, service and resources) in a graphical manner	Understanding is right and As per Tender document.
130	202	Chapter 8	8.2.2.4 (26)		The vendor shall rate the compliance for each of the OWASP Top 10 measures to mitigate web attacks. (https://www.owasp.org/index.php/Main_Page)	Pl clarify what is meant by "vendor shall rate the compliance"	OEM is required to give compliance
131	208	Chapter 8	8.2.3.3 (13)		The solution shall support automated discovery and visualisation of Containers.	Can it be assumed that containers refers to CNF	Understanding is right and As per Tender document.
132		Generic			Is Migration is in the scope ? Or it will be only NE data availability [one time during startup] as basic migration. Advance migration ==>In case of customer level services definition migration, it will be complete service intence migration activity.. Kindly clarify		Limited migration (NE Data) in Scope.
133		Generic			Will there will be remote support available for Prod/DR and Pre-prod system for SMEs to support during implementation phase to bring better GTM timelines and expertise, eefficiency ?		Yes. Shall be provided during Contract.
134		Payment term	4.A.5	Payment Term	Request you to kindly change the payment term of resepective Phases to " 75% on delivery and 15% on installation, 5% on PAC and 5% on FAC".	Present Payment term of the tender will have huge finance cost.	Please see the corrigendum-III
135	59	4.A.5 Payment Terms	4.A.5.1 Payment Terms for Hardware, Software, and service Items (except AMC); Phase - 1	4.A.5.1 A. 50% value of Hardware & Software supplied under phase-1 against LOA/PO subject to the maximum 16% ototal contract value of SCHEDULE A of SOR (whicheveis lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duinspected and on submission of the following documents subject to any deductions or recovery which RailTel maybe entitled to make under the contract: B. 40% value of Hardware & Software supplied under phase-1 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract: 1. Signed Provisional Acceptance Certificate of respective phases (PAC). 2. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. C. 100% of Services value under phase-1 against LOA/PO subject to the maximum 8% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC). D. Balance payment of value of Phase-1 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –	Request you to kindly change the payment term of respective Phases to " 75% on delivery and 15% on installation, 5% on PAC and 5% on FAC".	Present Payment term of the tender will have huge finance cost.	Please see the corrigendum-III

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
136	60	4.A.5 Payment Terms	4.A.5.1 Payment Terms for Hardware, Software, and service Items (except AMC): Phase - 2	<p>A. 50% value of Hardware & Software supplied under phase-2 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <p>B. 40% value of Hardware & Software supplied under phase-2 against LOA/PO subject to the maximum 9% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 1. Signed Provisional Acceptance Certificate of respective phases (PAC). 2. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. <p>C. 100% of Services value under phase-2 against LOA/PO subject to the maximum 6% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC).</p> <p>D. Balance payment of value of Phase-2 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p>	Request you to kindly change the payment term of respective Phases to " 75% on delivery and 15% on installation, 5% on PAC and 5% on FAC".	Present Payment term of the tender will have huge finance cost.	Please see the corrigendum-III
137	63	4.A.5 Payment Terms	4.A.5.1 Payment Terms for Hardware, Software, and service Items (except AMC): Phase - 3	<p>A. 50% value of Hardware & Software supplied under phase-3 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <p>B. 40% value of Hardware & Software supplied under phase-3 against LOA/PO subject to the maximum 9% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p> <ol style="list-style-type: none"> 11. Signed Provisional Acceptance Certificate of respective phases (PAC). 12. Warranty certificate (as defined in Clause 4.A.2) from OEM for sup-plied Hardware and software. <p>C. 100% of Services value under phase-3 against LOA/PO subject to the maximum 6% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC).</p> <p>D. Balance payment of value of Phase-3 of the LOA/PO on issue of Final Acceptance Certificate (FAC) and on submission of following documents –</p>	Request you to kindly change the payment term of respective Phases to " 75% on delivery and 15% on installation, 5% on PAC and 5% on FAC".	Present Payment term of the tender will have huge finance cost.	Please see the corrigendum-III
138	71		4A.14.1	b	The bidder should be a Company registered in India under the Companies Act (India) with their registered office in India should have been operating for the last three years.	Bidder shall provide the certificate of Incorporation and Articles of Association. However, Bidder is a spin off entity of IBM India Private Limited and is formed as a result of demerger of IBM Managed Services Business in the year 2021. Bidder shall furnish the NCLT order, stating the schema of the de merger according to which all credentials / business has transferred to bidder as an ongoing enterprise.	Bidder is required to be submitted documentary evidence of Registration of both company & spin off.

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
139	71		4A.14.1	c	The bidder should have a minimum cumulative turnover as mentioned in BDS (Chapter-5, Section-I) from the operations in the last three financial years plus current year up to the date of opening of tender	Bidder will be able to provide the financial statement for the period of FY 2021-22 and FY 2022-23 as Kyndryl. Bidder is a spin off entity of IBM Managed Services Business. Since IBM did not report its Managed Services business turnover separately and is currently a separate entity, bidder shall not be able to provide copies of balance sheet/annual reports for the full specified period. However, bidder shall furnish documentation from statutory auditor certifying the turnover associated with bidders business for all the years of the specified period. The certified turnover is significantly above the criteria required in the tender. Bidder requests for consideration of the same.	As per Tender Document
140	75		4A.14.1	i	The bidder must have following Certificate at the time of bidding, ii. ISO 9001:2015 iii. ISO 20000-1: 2018 or latest iv. ISO 27001: 2013 or latest v. CMMI Level 5 or above	Bidder will not be able to provide CMMI Level 5, however bidder is CMMI level 3 compliant and Level 3 certificate may be provided. Would request for considering CMMI level 3	Please refer corrigendum-III
141	55		4.A.2.4.5.1	In event of that bidder fails on both service SLA and replacement services the maximum aggregate penalties would be limited to equipment cost Penalties will be calculated on quarterly (3 month) basis and maximum penalties will be 10% of the cost of AMC per year	For HW replacement the maximum cumulative penalty to be capped to 5% of the effected HW price For SW Support the maximum cumulative penalty to be capped to 5% of Qtrly Invoice Value		It will be as per Tender document
142	56		4.A.3.2	Bidder shall be paid @ 10% (minimum) + Applicable Taxes of overall Cost of Schedule (A) (excluding Taxes and Duties) per annum towards Long Term Maintenance Support after completion of warranty period, to undertake maintenance, repairs and replacements of all type of equipment/module/ card/assembly/subassembly and update/upgrade of software released during this period and /or which may fail in the system after the warranty. Taxes will be as per actual at the time of execution of the AMC i.e., issue of AMC's LOA In case a bidder quotes AMC rates lower than 10% and if the bidder wins the contract, his cost against supply items will be reduced by differential (w.r.t. 10%) of AMC rates & bidder will be paid accordingly against the cost of supply. AMC charges to him, however, will be paid only @ 10% per annum	Bidder request that the price for AMC to be paid as per price quoted in the commercial without any adjustment as highlighted as OEM vendors will not agreed to such terms		It will be as per Tender document
143	56		4.A.3.3	Value of PBG will be @10% of the total value of LOA for AMC of five years or as per Government of India guidelines applicable at the time of issue of LOA for AMC. This PBG of AMC shall be submitted by the bidder within 30 days from the date of issue of LOA for the AMC. In case bidder does not submit the PBG in the stipulated time period, RailTel may encash the PBG given with the original LOA.	Bidder request that PBG will be provided only after contract has been signed for AMC Scope and not against LOA and original PBG will needs to be returned		It will be as per Tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
144	56		4.A.3.4	<p>Quarterly payment for AMC Charges as per the Service Level Agreement (SLA) at the end of every quarter would be made by RailTel after successful completion of AMC</p> <p>Services of that quarter and on the certificate furnished by CNOC In-charge RailTel through its concerned ED/GGM/GM.</p> <p>The acceptance of the above clause is mandatory and specific acceptance from OEM is required to be enclosed as per Form no.3 (Chapter-6, Section-I). Any deviation, which is not acceptable to RailTel, will lead to REJECTION of the bid summarily</p>	Bidder Request that AMC payment to be in Yearly Advance		It will be as per Tender document
145	59		4.A.5.1	<p>Payment Terms for Hardware, Software, and service Items (except AMC):</p> <p>Phase 1</p> <p>A. 50% value of Hardware & Software supplied under phase-1 against LOA/PO subject to the maximum 16% of total contract value of SCHEDULE A of SOR (whichever is lesser) would be made on receipt of material by the consignee (at site /the stores, to be decided by RailTel) duly inspected and on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract</p> <p>B. 40% value of Hardware & Software supplied under phase-1 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC) and on submission of following documents on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract</p> <p>C. 100% of Services value under phase-1 against LOA/PO subject to the maximum 8% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC)</p> <p>C. 100% of Services value under phase-1 against LOA/PO subject to the maximum 8% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC)</p>	<p>Bidder request that for each phase the billing and payment term to be as below after the contract is signed :</p> <p>Hardware and Software to be billed and paid upfront upon delivery</p> <p>For Services the billing and payment to be on monthly milestone task during the implementation phase</p> <p>The Next phase delivery to start after payment is received for the previous phase in total</p> <p>All invoices raised should be paid in full within 30 days from date of Invoice</p>		It will be as per Tender document
146	63		4.A.5.2	<p>Payment of SOR Item towards "AMC/Long term maintenance Support" would be paid on quarterly basis by RailTel CNOC after successful completion of maintenance support of that quarter on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:</p>	Bidder Request that billing term for AMC to be Yearly in Advance and payment to be made in full within 30 days of date of Invoice		It will be as per Tender document
147	67		4.A.8.6	<p>Penalties shall be calculated and is to be deducted from the Annual Maintenance Charges on quarterly basis. Overall penalty in a quarter shall not exceed 15% of the due amount of the quarterly AMC work executed by the Bidder</p> <p>In case of frequent SLA breaches, RailTel reserve the right to forfeit the PBG submitted by the bidder.</p> <p>Technical Support Services: If the Bidder fail to achieve uptime as mentioned, the following penalties will be imposed. It will be calculated on quarterly (3 month) basis and maximum penalties will be 10% of the cost of Equipment (Hardware & Software) per year</p> <p>In addition to the above penalty for breach of the SLA parameters, No payment for the month would be made for all service under a Section, where the down time observed for more than 20% of the installed solution</p>	<p>Bidder requests that overall cumulative penalty to be capped to 10% of the quarterly value. In case of breach then client can terminate the contract without forfeiting PBG.</p> <p>Bidder proposes that penalties are treated sole and exclusive remedies for the defaults committed by Kyndryl as set out under this clause.</p>		It will be as per Tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
148	70		4.A.11	The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order/LOA for any reason whatsoever attributed to failure of bidder. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.	Bidder request that Liquidated damages to be capped to 10% of undelivered portion of hardware and Software Value and not on PO value		It will be as per Tender document
149	96		4.A.26.1	NIL Deviation Compliance Bidder is required to submit the "NIL Deviation compliance undertaking" for all the terms and conditions of tender including all corrigenda shall be enclosed with the offer as per proforma given in Form no. 6 (Chapter-6, Section-I).	Bidder request that deviation to be considered for rfp response which needs to be discussed and agreed mutually prior contract signature		It will be as per Tender document
150	96		4.A.28	Force Majeure	In the event of any termination Customer shall pay Kyndryl for all the products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses and any expenses incurs through termination by the bidder.		It will be as per Tender document
151	98		4.A.31.1	The purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the bidder, terminate this contract in whole or in part. a) If the bidder fails to deliver any or all of the goods within the time period(s) specified in the contract. b) If the bidder fails to perform any other obligation(s) under the contract; and c) If the bidder, in either of the above circumstance(s) does not remedy his failure within a period of 30 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser	In the event of any termination Customer shall pay Kyndryl for all the products and Services provided up to the effective date of termination, in addition for products which are in transit or orders already placed with respective OEMs, prepaid expenses and any expenses incurs through termination by the bidder. Non-payment is also a material breach and bidder has the right to terminate in case of non payment by the purchaser		It will be as per Tender document
152	98		4.A.32	If the contractor fails to deliver the equipment or honour the contractual commitment within the period fixed for such delivery in the contract, the Purchaser may terminate the LOA/contract in whole or in part, the Purchaser may proceed to purchase, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered at no risk and cost to contractor. However, Performance Bank Guarantee shall be encashed. The failed bidder shall not be permitted to take part in the tender for balance work	Bidder request for not encashing the PBG.		It will be as per Tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
153	95 and 117		Clause 4.A.19, Chapter-4-A, (Section-I)	<p>"The purchaser shall be at liberty to enhance or reduce the quantity mentioned in the LOA as indicated in Bid Data Sheet (BDS) Chapter-5(Section-I) without assigning any reasons. The bidder shall comply with such modifications unconditionally provided these are made before completion of the deliveries under the purchase order/LOA"</p> <p>Purchaser's Right to Vary Quantities (A) Up to maximum extent of +/- 50% subject to following condition i. Up to +25% with no rebate. ii. From +25% to +40% with 2% rebate iii. From +40% to +50% with 4% rebate (B) For variation beyond +50% of the quantity mentioned in the SOR may be done after proper negotiation with the selected bidder. (C) AMC rates for Items under Variation Order will be at same percentage as finalized in the main contract</p>	Bidder request that any change in the quantities needs to be discussed and agreed mutually.		It will be as per Tender document
154			3.A.1.3.2 (EMS/NMS Integration)	Proposed OSS solution should be able to integrate with all NMSs, EMSs and Nes (20000 NON SDN , 200 SDN Enabled, 5000 DWDM Nodes)	Please provide the details of OEM for each type of system such as DWDM, IP-MPLS		May please refer Annexure-II of chapter-7
155			3.C.1 (SCOPE OF TRAINING)	Tenderer shall train 60 (Man Weeks) personnel of RailTel/Engineer in all aspects of the system	Request to provide the details ? Will this training to be provided for multiple people in single batch for each phase ?		Tenderer shall train 60 (Man Weeks) personnel of RailTel/Engineer in 4 batches.
156				DWDM Controller	RFP requirement is asking for DWDM SDN controller. There is no devices which is SDN ready for DWDM what is the purpose of adding the controller		In future, RailTel will procure SDN ready devices, however the proposed DWDM SDN controller
157			3.B.4. (Installation)	After successful completion of Inspection, equipment shall be sent to site for installation. Equipment without factory acceptance/ inspection certificates shall not be acceptable at site	Whether inspection will be done by Railtel or bidder ? If Railtel, whether Railtel representative will visit factory ?		May please refer clause no. 4.A.27 of tender document.
158			General	NO SDN devices	Please provide the details of availability of elements management systems of various OEMs in current network		Detail to be added under Annexure-III of chapter -7. May please see the corrigendum-III
159			4.A.2.4.4 (Warranty Support)	Bidder should provide one OEM certified Support Engineers at CNOC after supply of Phase-I Hardware and Software	Please clarify the duration of engineer		OEM certified Support Engineers at CNOC will required in general shift (09:30AM-6:00PM) Monday-Friday
160			4.A.2.4.5.1 (Bidder's Responsibility)	After receiving a defective part request from RailTel through Welcome Centre (dedicated phone line or e-mail), the defective part will be taken over by the contractor from each of the RailTel POP location.	RFP solution will be deployed at DC and DR, will there be any requirement of taking defective parts for Railtels POP locations		RailTels POP locations means Data Centre (DC) at Gurugram & Disaster Recovery (DR) site at Secunderabad
161			3.A.1.3.1 (Integrated Solution)	The seamless integrated platform consisting of incident/problem management, change management, knowledge management, and workforce management capability should be provided for use by personnel to include Service Desk Staff, NOC User, and Field Staff	Please list down all the existing tools NMS/EMS/Nes(HPSM, Solarwinds etc..) currently deployed for monitoring and management. Can these be leveraged in new set up ?		Detail to be added under Annexure-III of chapter -7. May please see the corrigendum-III
162			3.A.1.4 (OSS Solution implementation phases)	Portal for RailTel's Customers	How this is done today? Is it expected to have dedicated application which will be integrated with ITSM for ticketing and other reporting data.		Yes, It is a dedicated application which will be integrated with HPSM for ticketing and other reporting tools.
163			3.A.1.4 (Assurance)	Inventory and Integration with EMS system	How inventory and RCA is done today ? Can you list the tools and integrations		Presently inventory and RCA tool is not being used in RailTel.

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
164			3.A.1.4 (Fulfilment)	Catalog Driven Service Fulfilment Stack	Can you list BSS level tools and integration with OSS layer tools currently for doing service activation, order management and service catalog management ?		Presently service activation, order management and service catalog management used in RailTel manually.
165			3.B.5 (A.Phase 1 : IP MPLS)	8. Monitoring/Viewing of alarms	Will Railtel provide HW for setting up Tools to do POC or supplier is expected to bring it during POC stage itself ?		No, all the hardware & software would be supplied by bidder for POC/demonstration.
166			General	Notification Tool	What are the various communication channels used by Existing NOC team to reach out internal and external teams for critical issues ?		Presently Whatsapp, Telegram, SMS Telephone calls used by Existing NOC team to reach out internal and external teams
167			clause 4.A.6 of Chapter-4	Performance Bank Guarantee (PBG)	Bidder seek to clarify that invocation of the Performance Bank Guarantee (PBG) will only trigger if the bidder fails to cure the breach within the cure period. Please confirm.		As per Tender document
168			clause 4.A.2.5 of Chapter -4	Replacement Services during Warranty and AMC Period	Bidder seek to clarify that Bidder will provide third party product warranties on a pass-through basis to customer in accordance with the relevant third party terms and conditions. Further, there are no implied conditions or warranties, including warranties for merchantability and fitness for a particular purpose. Please confirm.		As per Tender document
169			clause 4.A.10 of Chapter -4	Insurance	Bidder seek the following modifications/suggestions to this clause as under: (i)4.A.10.1- Bidder seek revision of this sub clause such that Bidder will take all insurance policies to the extent as required under applicable laws. (ii)4.A.10.1.1- Bidder seeks context to PAC and clarification to interpret the sub-clause. (iii)4.A.10.2- Bidder seek to clarify that Bidder shall keep the goods insured until the good reaches the destination only if such goods are supplied by the Bidder through its own carrier. (iv)4.A.10.3- Bidder seek deletion of this clause because Bidder has an enterprise level insurance coverage and shall provide a declaration to support this.		As per Tender document
170			clause 4.A.11 of Chapter -4	Liquidated Damages	Bidder seeks to clarify that liquidated damages shall be payable only in cases where delay is due to reasons solely attributable to the Bidder and shall remain as the sole and exclusive remedy of Railtel in case of a delay. Bidder understands that the upper ceiling of 10% of the SOR is applicable for any and all LD under the Agreement. Please confirm. Further, Bidder shall not responsible for applicable GST on the Liquidated Damages amount. Bidder further request that RailTel either impose LD or terminate in case of delay on behalf of the Supplier but not both.		As per Tender document
171			clause 4.A.19 of Chapter- 4	Purchaser's Right to Vary Quantities	Bidder seek to clarify that in case of any enhancement or reduction of the quantity mentioned in the LOA, the parties shall mutually agree on the rate to be paid on the differential quantities.		As per Tender document
172			clause 4.A.13 of Chapter- 4	Statutory deduction	Bidder seeks context and clarification to interpret the clause		As per Tender document
173			clause 4.A.26 of Chapter-4	NIL Deviation Compliance	Bidder understands that all the deviations and the final proposal submitted by the Bidder shall form part of the contract and the commencement of services shall begin only after the contract with mutually acceptable terms are signed by the parties. Please confirm.		As per Tender document
174			clause 4.A.28 of Chapter-4	Force Majeure	Bidder wishes to clarify that "pandemic" shall be considered as an event of "Force Majeure" for the purposes of this RFP/Contract. Further, Bidder would like to clarify that a force majeure event does not exempt Railtel from fulfilling its payment obligations under the contract. Bidder further requests to limit obligations to "Non-monetary obligations".		As per Tender document
175			clause 4.A.29 of Chapter-4	Settlement of Disputes/Arbitration	Bidder proposes the dispute between the parties be settled by a sole arbitrator mutually appointed by the parties. Bidder further proposes to replace sub-clause (iii) as under: (iii)For all disputes shall be finally settled in accordance with The Arbitration and Conciliation Act, 1996 then in effect, with the seat and venue of arbitration proceedings to be conducted at New Delhi, India and the language shall be in English.		As per Tender document
176			clause 4.A.30.1 of Chapter-4	Indemnity by Contractors	Bidder seek deletion of this clause in entirety as the claims stated therein are not applicable under the present scope and if any claims of this nature are claimable under the liability section. Bidder proposes the below indemnity: Bidder shall indemnify Railtel for 3rd party intellectual property infringement claims for Supplier owned products supplied by Supplier under the said RFP, provided Railtel must promptly: i) notify Supplier in writing of the claim; ii) supply information requested by Supplier ; and iii) allow Supplier to control, and reasonably cooperates in, the defense and settlement, including mitigation efforts. Supplier 's defense and payment obligations for infringement claims extend to claims of infringement based on open source code that Supplier selects and embeds in a standard Service.		As per Tender document
177			clause 4.A.32 of Chapter-4	Risk & Cost	Bidder seek deletion of this clause in entirety as it is not applicable in the context of this RFP or Services being provided by the Supplier.		As per Tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
178			clause 4.A.37 of Chapter-4	Constitution of Firm and power of Attorney	Bidder seek to clarify that they operate with a delegation of signing authority to various employees, and it may not conform to the specific titles mentioned in the sub-clause 4.A.37.1 (c). Bidder further request that the signing authority be any of the personnels authorised to sign the RFP documents on behalf of the Supplier.		As per Tender document
179			clause 4.A.42 of Chapter-4	Limitation of Liability	Bidder seek to clarify that the Supplier's entire liability for all claims related to the contract will not exceed the amount of any actual direct damages incurred by RailTel up to the amounts paid (if recurring charges, up to 12 months' charges apply) for the Services that is the subject of the claim, regardless of the basis of the claim. These limitations apply collectively to Supplier, its affiliates, contractors, and suppliers. Bidder further clarifies that this shall remain as the sole and exclusive remedy of Railtel. Please confirm.		As per Tender document
180			clause 4.A.50 of Chapter-4	Damage to Railway/RailTel Property or Private Life and Property	Bidder seek deletion of this clause in entirety.		As per Tender document
181	75	4	4.A.14.1	g	As per Clause 3B (a) of DPIIT PPP MII Order dated 16.09.2020, if there is sufficient capacity and competition available in the India, only Class I Local Suppliers shall be eligible to bid. There is sufficient capacity and competition available in India as demonstrated in the PSU Tenders floated recently for similar work. We, therefore, request you to amend the clause to restrict the participation to Class I Local Suppliers only as per DPIIT guidelines. OSSs from Indian OEMs are deployed on both Public Sector and Private Sector Telecom Service Providers; be it Bharti Airtel, BSNL, PGCL, Tata Communications, State Wide Area Networks (BhartNet Projects), etc.	This request is in line with the policy of the Government of India to encourage 'Make in India' and promote manufacturing and production of goods and services in India.	As per Tender document
182	75	4	4.A.14.1	i	CMMI Level 5 Certification is generally not a mandatory requirement for Bidders; neither in the Tenders floated by Indian Public Sector Service Providers nor India Private Sector Service Providers nor Global Telecom Service Providers. CMMI Level 3 would be more than sufficient to bring comfort to the Service Provider. We, therefore, request you to replace CMMI Level 5 with CMMI Level 3.	This will increase the level of competition without compromising the quality	Please refer corrigendum-III
183	75	4	4.A.14.1	j	Kindly clarify if the bidder should have experience of implementation of IP/MPLS / DWDM or IP/MPLS and DWDM as mentioned in Section 4.A.14.2, Page 78 which states IP/MPLS and DWDM	Clarification	As per tender document clause no. 4.A.14.1 for bidder eligibility & 4.A.14.2 for OEM eligibility.
184	79	4	4.A.14.2	1	B. Following key functionalities should have been implemented as a single integrated in the network from same OEM: 1. Fault Management 2. Performance Management 3. Inventory, Discovery, and Reconciliation 4. Provisioning, and Activation 5. Catalog driven service fulfilment. C. OEM of OSS shall have experience in deploying OSS/Umbrella NMS solution during last 3 FY and current FY with at least two (2) Service Providers out of which one at least in India. PI clarify if either of these clauses should be complied. If so, Functionalities mentioned in B 1 to 5 shall be complied in two (2) Service providers in clause C. Please confirm.	Clarification	Tender document clause no. 4.A.14.2 (B) & (C) are self explanatory. And also refer corrigendum-III
185	79	4	4.A.14.2	1	B. Following key functionalities should have been implemented as a single integrated in the network from same OEM: 1. Fault Management 2. Performance Management 3. Inventory, Discovery, and Reconciliation 4. Provisioning, and Activation 5. Catalog driven service fulfilment. We request that bidder/OEM may be allowed to comply above 3 out of 5 functionalities	This will increase the level of competition without compromising the quality. Indian Telecom Service Providers have, in general, not issued Tenders for all the functionalities in one Tender. Hence, Indian OEMs may not be eligible to offer their solution, if the Tender insists all the functions have to be executed in a single integrated solution.	Please see corrigendum-III
186	116	5	BDS	Point 4	Point-4 – Technical Capability-1 1. One similar works each costing not less than the amount equal to ₹ 57,48,00,000/- 2. Two similar works each costing not less than the amount equal to ₹ 38,32,00,000/- 3. Three similar works each costing not less than the amount equal to ₹ 28,74,00,000/- Request the qualification norms as stated above be relaxed to 50% of the values indicated	This will increase the level of competition without compromising the quality. Indian Telecom Service Providers, in general, have issued multiple Tenders for different functionalities and as a result the value of each Project is lower in value. Hence, Indian Companies may not be eligible to participate, if the values are not reduced.	As per tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
187	20	3	3.A.1.2		Schedule of Supply on both the Data Centre (DC) and Disaster Recovery (DR) sites mentions about only Service Assurance Modules. But, Service Fulfilment modules details are also available in other section. Pl Clarify	Clarification	Schedule of Supply on both the Data Centre (DC) and Disaster Recovery (DR) sites should provide management functions such as Network Inventory management, Service Fulfilment, Network Configuration and Service Assurance.
188	20	3	3.A.1.2		Passive SIM based devices being supported via their Respective EMSS. Pl clarify on Passive SIM based devices	Clarification	Non SDN NEs/Passive SIM based devices will be supported via Legacy Mediation
189	22	3	3.A.1.3.2		All Non-SDN devices are legacy devices and shall be integrated as a part of Phase 3 for Service Assurance. Is our understanding right?	Clarification	Yes, All Non-SDN devices are legacy devices and shall be integrated as a part of Phase 3 including Service Assurance.
190	23	3	3.A.1.3.3		GIS to be integrated with OSS. Pl specify the GIS vendor	Good to have detail known in advance	Currently GIS tool is not available with RailTel, however the proposed solution should have a support for intergration with any GIS tool using standard APIs.
191	29	3	3.A.1.4		Delivery of Service Fulfilment is mentioned as overlapping phases with Service Assurance. Does it mean Service Fulfilment shall be delivered along with Service Assurance for IP/MPLS (SDN), DWDM (SDN) & Legacy Devices	Clarification	Service Fulfilment shall be delivered along with Service Assurance for IP/MPLS (SDN) in phase-1, DWDM (SDN) in phase-2 & Legacy Devices in phase-3.
192	32	3	3.A.1.9		Delivery Timelines mentioned here & section 4.A.4, Page 57 are different. Pl clarify	Clarification	As per tender document
193	250	8	8.2.7.3		What is media for Backup? Tape Library or NAS If so, pl provide specifications	External media is required for storage	As per tender document
194	59	4	4.A.5: Payment Terms for Hardware, Software, and service Items (except AMC)	Phase 1. A. 50% value of Hardware & Software supplied under phase-1 against LOA/PO	We request you to kindly increase this payment from 50% to 80% value of Hardware and Software supplied under Phase-1 against LOA/PO on delivery	This will help the bidder with cash flow and make the project more viable and it also reduces the Financing cost. This will inturn increase the participation	Please see the corrigendum-III
195	60	4	4.A.5: Payment Terms for Hardware, Software, and service Items (except AMC)	B. 40% value of Hardware & Software supplied under phase-1 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC)	We request you to kindly change this payment term in accordance with above from 40% to 20% value of Hardware and Software supplied under Phase-1 against LOA/PO on successful PAC	This will help the bidder with cash flow and make the project more viable and it also reduces the Financing cost. This will inturn increase the participation	Please see the corrigendum-III
196	60	4	4.A.5: Payment Terms for Hardware, Software, and service Items (except AMC)	Phase 2. A. 50% value of Hardware & Software supplied under phase-2 against LOA/PO	We request you to kindly increase this payment from 50% to 80% value of Hardware and Software supplied under Phase-2 against LOA/PO on delivery	This will help the bidder with cash flow and make the project more viable and it also reduces the Financing cost. This will inturn increase the participation	Please see the corrigendum-III
197	61	4	4.A.5: Payment Terms for Hardware, Software, and service Items (except AMC)	B. 40% value of Hardware & Software supplied under phase-2 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC)	We request you to kindly change this payment term in accordance with above from 40% to 20% value of Hardware and Software supplied under Phase-2 against LOA/PO on successful PAC	This will help the bidder with cash flow and make the project more viable and it also reduces the Financing cost. This will inturn increase the participation	Please see the corrigendum-III
198	62	4	4.A.5: Payment Terms for Hardware, Software, and service Items (except AMC)	Phase 3. A. 50% value of Hardware & Software supplied under phase-3 against LOA/PO	We request you to kindly increase this payment from 50% to 80% value of Hardware and Software supplied under Phase-3 against LOA/PO on delivery	This will help the bidder with cash flow and make the project more viable and it also reduces the Financing cost. This will inturn increase the participation	Please see the corrigendum-III
199	62	4	4.A.5: Payment Terms for Hardware, Software, and service Items (except AMC)	B. 40% value of Hardware & Software supplied under phase-3 against LOA/PO subject to the maximum 12% of total contract value of SCHEDULE A of SOR (whichever is lesser) on issue of Provisional Acceptance Certificate (PAC)	We request you to kindly change this payment term in accordance with above from 40% to 20% value of Hardware and Software supplied under Phase-3 against LOA/PO on successful PAC	This will help the bidder with cash flow and make the project more viable and it also reduces the Financing cost. This will inturn increase the participation	Please see the corrigendum-III
200	64	4	4.A.6.1- Performance Bank Guarantee	The successful bidder has to furnish security deposit in the form of Performance Bank guarantee @10% for issued PO/ LOA value	We request you to kindly change this PBG value from 10% to 3%		As per Tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
201	75	4	A.4.14- Qualification Criteria	S.No (j) - Technical Capability-2 Bidder has successfully commissioned and working satisfactorily of OSS/SDN Controller/U NMS/NMS/EMS/Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government department or Public Sector Units or public listed companies	Kindly Amend this to : Bidder has successfully commissioned/ managed and working satisfactorily of OSS/SDN Controller/U NMS/NMS/EMS/Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years , ending last day of month previous to the one in which tender is invited) in any Government department or Public Sector Units or public listed companies	This will allow us to qualify and participate	Please see the corrigendum-III
202	72	4	4.A.14.1	d.	As per RFP.... # Similar Work: Works completion of Supply, Installation, Testing and Commissioning of a project in the field of Data Centre/Software deployment/Telecom for any Government department or Public Sector Units or public listed companies (as per note below). 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 year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.	We would like to inform you that most of the turnkey / System Integration projects also include Operations and Maintenance in addition to Supply, Installation, Testing and Commissioning in the project life cycle. Therefore please modify the definition of Similar Work to: #Similar Work: Works completion of Supply, Installation, Testing and Commissioning and Operations & Maintenance of a project in the field of Data Centre/Software deployment/Telecom for any Government department or Public Sector Units or public listed companies or private companies (as per note below). Note: (i) 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 year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to	Please see corrigendum-III
203	72	4	4.A.14.1	d.	Documents Required: (i) Completion certificates from the User Organizations along with PO Copies are required to be submitted. In case of composite work purchase orders, bidder shall submit CA certificate certifying the actual amount pertaining to similar work definition as mentioned in the clause. (ii) Past Experience Form as per Form No.13 of Chapter-6 (Section-I). (The set of document(s) submitted should clearly certify eligibility criteria and should be verifiable from the user/customer).	As we have executed NDA for our projects or we have entered in confidentiality with our customer(s) therefore we request you to pl modify the Documentation required for the Technical Capability 1 is given as under: (i) Completion certificates from the User Organizations along with PO Copies are required to be submitted. In case of composite work purchase orders, bidder shall submit CA certificate certifying the actual amount pertaining to similar work definition as mentioned in the clause. (ii) Past Experience Form as per Form No.13 of Chapter-6 (Section-I). (The set of document(s) submitted should clearly certify eligibility criteria and should be verifiable from the user/customer). Bidder can also submit CA certificate giving the project details in place of sno (i) and (ii) above.	please refer clause no. 4.A.14.3.2 of Tender document.

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
204	75	4	4.A.14.1	j	Documents Required: End user certificate successfully commissioned and working satisfactorily certificate.	As we have executed NDA for our projects or we have entered in confidentiality with our customer(s) therefore we request you to pl modify the Documentation required for the Technical Capability 2 is given as under: End user certificate successfully commissioned and working satisfactorily certificate. OR Bidder can also submit CA certificate giving the project details.	please refer clause no. 4.A.14.3.2 of Tender document.
205	116	5	BID DATA SHEET (BDS)	j.	Bidder has successfully commissioned and working satisfactorily of OSS/SDNController/ UNMS/ NMS/EMS/Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government department or Public Sector Units or public listed companies. 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 year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall also be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates	We would like to inform you that most of the turnkey / System Integration projects also include its Operations and Maintenance in addition to Commissioning. Therefore please modify the definition of Technical Capability -2 to: Bidder has successfully commissioned and working satisfactorily and under Operations & Maintenance of OSS/SDNController/ UNMS/ NMS/EMS/Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes/ endpoint (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government department or Public Sector Units or public listed companies or Private companies. The aggregate no of 2700 nodes/endpoints can be shown in maximum of two purchase order/Contracts. Note: i) 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 year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/ registered at least 5 years prior to the date of	Please see corrigendum-III
206	67	4	4.A.8.6		Clause as per RFP - Penalties shall be calculated and is to be deducted from the Annual Maintenance Charges on quarterly basis. Overall penalty in a quarter shall not exceed 15% of the due amount of the quarterly AMC work executed by the Bidder.	We request you to pl reduce the penalty to 10% of the quarterly AMC work executed by the bidder as it is a standard being followed in government RFP/Tenders.	No change, as per tender document
207	70	4	4.A.11		The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order/LOA for any reason whatsoever attributed to failure of bidder. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.	Request you to modify the clause as given below : The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order/LOA capex value of the undelivered portion of SOR for any reason whatsoever attributed to failure of bidder. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.	No change, as per tender document
208	68	4	4.A.8.7		In addition to the above penalty for breach of the SLA parameters, No payment for the month would be made for all service under a Section, where the down time observed for more than 20% of the installed solution.	Request you to modify the cap as given below : In addition to the above penalty for breach of the SLA parameters, No payment for the month would be made for all service under a Section, where the down time observed for more than 20% 25% of the installed solution.	No change, as per tender document

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
209	72 & 75	4	4.A.14.1		Sno. d & j - Technical Capability -1 and Technical Capability - 2 respectively	For Technical Capability 1 and 2, we can showcase our projects (irrespective of order date) which have either gone live or are under O&M or have been completed in the last 7 years. Pl confirm if our understanding is correct.	As per tender document
210	98	4	4.A.32		<p>Risk & Cost</p> <p>If the contractor fails to deliver the equipment or honour the contractual commitment within the period fixed for such delivery in the contract, the Purchaser may terminate the LOA/contract in whole or in part, the Purchaser may proceed to purchase, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered at no risk and cost to contractor. However, Performance Bank Guarantee shall be encashed. The failed bidder shall not be permitted to take part in the tender for balance work.</p> <p>The Maximum Liability of bidder to any Loss/Damages to RailTel including Liquidity Damages and Performance Guarantee shall be limited to 100% of Value of contract.</p>	<p>Request you to modify the clause of Risk & Cost as given below:</p> <p>If the contractor fails to deliver the equipment or honour the contractual commitment within the period fixed for such delivery in the contract, the Purchaser may terminate the LOA/contract in whole or in part, the Purchaser may proceed to purchase, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered at no risk and cost to contractor. However, Performance Bank Guarantee shall be encashed. The failed bidder shall not be permitted to take part in the tender for balance work.</p> <p>The Maximum Liability of bidder to any Loss/Damages to RailTel including Liquidity Damages and Performance Guarantee shall be limited to 100% of Value of contract.</p>	As per tender document
211	75	CHAPTER 4	4.A.14.1	(h)	<p>We request you to consider the following change:</p> <p>"Minimum 15 resources should be B.E/B. Tech/ MCA with OEM certifications. either on-</p> <p>1- Server technology – 5 out of 15-</p> <p>2- Cyber/IT Security – 2 out of 15-</p> <p>3- Cloud Technology or Storage solutions – 2 out of 15-</p> <p>4- System software – 2 out of 15</p> <p>5- At least One Project management professional with PMP certification – 1 out of 15</p> <p>6- At least 3 professionals with ITIL V3 certifications – 3 out of 15"</p>	<p>We are a fortune 500 company and established India since 1995 with over 12000+ employees (Group Strength), in order to participate in said prestigious tender, We hereby request for following changes :</p> <p>Number of personnel specific to technology vary w.r.t. organization requirement. Therefore, we request you to consider only minimum 15 resources with various relevant OEM Certifications.</p>	Please refer corrigendum-III
212	75	CHAPTER 4	4.A.14.1	(i)	<p>We request you to consider the following change:</p> <p>"The bidder must have following Certificate at the time of bidding,</p> <p>ii. ISO 9001:2015</p> <p>iii. ISO 20000-1: 2018 or latest</p> <p>iv. ISO 27001: 2013 or latest</p> <p>v- CMMI Level 5 or above"</p>	<p>We are a fortune 500 company and in India since 1995 with over 12000+ employees (Group Strength)In order to participate in said prestigious tender, We hereby request for following changes :</p> <p>CMMI Certificate is applicable for Software Development Company. We are Bidding as System Integrator authorized by OEMs. Therefore, CMMI Level 5 Certificate is not applicable, pls hav it removed .</p>	Please refer corrigendum-III
213	75-76	CHAPTER 4	4.A.14.1	(j)	<p>We request you to consider the following change:</p> <p>"Bidder has successfully commissioned and working satisfactorily of OSS/ SDN Controller/ UNMS/ NMS/ EMS/VMS/CCTV Works?Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government. department or Public Sector Units or public listed companies or Reputed Indian Companies (where the Annual Turnover of the reputed Indian Company must be greater than 500 Crore).</p> <p>In case of credential from Reputed Indian Companies, the audited Balance Sheets or Certificate from CA."</p>	<p>We are a fortune 500 company and established India since 1995 with over 12000+ employees (Group Strength), in order to participate in said prestigious tender, We hereby request for following changes :</p> <p>Pls allow Large & established Bidder like us to use Project experience (CCTV works/VMS) of Large Indian Companies (Pvt Ltd) with over 500+ cr TO as well in both PQ-TQ criteria with an independent CA certificate certifying min TO criteria of end customer/client.</p>	Please refer corrigendum-III

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
214	73	CHAPTER 4	4.A.14.1	(d)	<p>We request you to consider the following change: "Substantial completion shall be based on 80 (eighty) per cent (value wise) or more works completed under the contract. For contracts under which the applicant participated as a joint venture member or sub-contractor, only the applicant's share, by value, shall be considered to meet this requirement.</p> <p>In case of Substantial completion, Bidder need to submit Certificate from User/Customer or Substantial Completion Certificate from Chartered Accountant."</p>	<p>We are a fortune 500 company and established India since 1995 with over 12000+ employees (Group Strength), in order to participate in said prestigious tender, We hereby request for following changes :</p> <p>For Substantial/Partial completion of 80% or more, User/end Customer doesn't release specific substantial work completion Certificate and as per best industry/Govt Tendering norms valid CA certificate mentioning scope/BOQ/value of works completed is allowed , therefore, we request you to allow CA Certificate as a documentary proof for substantial works completed in said tender as well.</p>	Please refer corrigendum-III
215		Chapter-8	8.2.4.1 SDN Controller (B. For IP-MPLS), point no. 50	The SDN controller supports slice-based latency topology	The SDN controller supports slice-based latency topology by fulfilling the functionality of the IETF Network Slice Controller as described in YANG Data Model for the IETF Network Slice Service (draft-ietf-teas-ietf-network-slice-nbi-yang)		Please refer corrigendum-III
216		Chapter-8	8.2.4.1 SDN Controller (B. For IP-MPLS), point no. 51	The SDN controller supports SID label compression, which resolves the problem of insufficient stack depth for long-path devices	The proposed SDN controller supports the use of SRv6 Micro-SID (uSID) as specified in draft-filfsils-spring-net-pgm-extension-srv6-usid and is based on the Compressed SRv6 Segment List Encoding in SRH framework, which resolves the problem of insufficient stack depth for long-path devices		Please refer corrigendum-III
217		Chapter-8	8.2.4.1 SDN Controller (B. For IP-MPLS), point no. 78	The SDN controller supports template-based tunnel creation and tunnel bandwidth, delay, and hot-standby configuration.	The SDN controller supports template-based, Web-based & RESTCONF API based tunnel creation and tunnel bandwidth, delay, and hot-standby configuration.		Please refer corrigendum-III
218		Chapter-8	8.2.4.1 SDN Controller (B. For IP-MPLS), point no. 79	The SDN controller supports the auto-select or binding mode to bind services to tunnels.	The SDN controller supports the use of SR On-Demand Next-Hop (ODN) to bind services to tunnels.		Please refer corrigendum-III
219		Chapter-8	8.2.4.1 SDN Controller (B. For IP-MPLS), point no. 80	The SDN controller can automatically create a tunnel that meets service SLA requirements during service creation.	The SDN controller must support the creation of TE policies optimized by the user specified intent including minimization of IGP/TE/Delay metrics that meets service SLA requirements during service creation.		Please refer corrigendum-III
220		Chapter-8	8.2.4.1 SDN Controller (B. For IP-MPLS), point no. 85	When L3VPN/EVPN service bandwidth is insufficient, the SDN controller can modify UNI-side service bandwidth in real time to proactively market services.	As discuss, kindly remove this clause		Please refer corrigendum-III
221		Chapter-8	8.2.4.1 SDN Controller (B. For IP-MPLS), point no. 86	When the L3VPN/EVPN service bandwidth is insufficient, the SDN controller can modify the NNI service bandwidth in real time to balance network loads.	As discuss, kindly remove this clause		Please refer corrigendum-III
222		Chapter-8	8.2.4.1 SDN Controller (B. For IP-MPLS), point no. 88	The SDN controller supports monitoring and visualization of service SLA performance, including delay, packet loss, jitter, and bandwidth, by using (TWAMP and Y.1731)	As discussed, please share the number of links for which this performance management would be required		Please refer corrigendum-III
223		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no.1	Offered System should be able to discover DWDM nodes and topology, as well optical services over the line system and the corresponding equipment's. In case of Alien wavelength, it should also reconcile the line system information with the transponder view, support optical network and services visualization in a single pane of glass, and inventory and monitor all involved network resources and services, from power levels to status and alarms, across all equipment platforms and OEM vendors. Offered System should also offer automating fault correlation, suppressing redundant alarms, and enabling the identification of the primary cause of failure.	Offered System should be able to discover via the OLS [Optical Line Systems] and Transponders/plugables controllers, DWDM nodes and topology, as well optical services over the line system and the corresponding equipment's. In case of Alien wavelength, it should also reconcile validate and present the line system information with the transponder view, support optical network and services visualization in a single pane of glass, and inventory and monitor all involved network resources and services, from power levels to status and alarms, across all equipment platforms and OEM vendors. Offered System should also offer automating fault correlation, suppressing redundant alarms, and enabling the identification of the primary cause of failure.		Refer corrigendum-III
224		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no.2	Offered System shall provide support for management and control of the equipment. SDN Controller shall be connected with OSS via APIs provided by Bidder at no cost to RailTel. Bidder needs to provide SDN Controller for 5000 Nos of Nodes in HA (DC and DR) for Network management to manage the network elements of DWDM via EMS.	Offered System shall provide support for management and control of the equipment. SDN Controller shall be connected with OSS via APIs provided by Bidder at no cost to RailTel. Bidder needs to provide SDN Controller for 5000 Nos of Nodes in HA (DC and DR) for Network management to manage the network elements of DWDM via EMS/Controller having fully mautured NBIs for integration.		Refer corrigendum-III

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
225		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 3	Offered system should support topology discovery and representation. Offered system should also simplify and automate common optical operational workflows of optical services include the ability to verify the physical connectivity of transponders to line system ahead of provisioning, as well as to automate transmit power settings for transponders based on the power acceptance windows of OLS (in case of third party OLS) , assuring proper optical signal equalization throughout the path.	Offered system alongwith OSS & corresponding OEM's EMS/Controller should support topology discovery and representation. Offered system should also simplify and automate common optical operational workflows of optical services include the ability to verify the physical connectivity of transponders to line system ahead of provisioning, as well as to automate transmit power settings for transponders based on the power acceptance windows of OLS (in case of third party OLS) , assuring proper optical signal equalization throughout the path.		Refer corrigendum-III
226		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 6	Offered System shall provide capability to manage OpenConfig devices	Offered System shall provide capability to manage OpenConfig devices via EMS/Controller having fully mautured NBIs for integration.		Refer corrigendum-III
227		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 13	Offered System shall provide capability to manage Coherent Pluggables.	Offered System shall provide capability to manage Coherent Pluggables via EMS/Controller having fully mautured NBIs for integration.		Refer corrigendum-III
228		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 14	Offered System shall provide capability to Provision OpenConfig Devices	Offered System shall provide capability to Provision OpenConfig Devices via EMS/Controller having fully mautured NBIs for integration.		Refer corrigendum-III
229		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 15	Offered System shall provide capability to collect depict and administer alarms for Third Party Network Elements	Offered System shall provide capability to collect depict and administer alarms for Third Party Network Elements via EMS/Controller having fully mautured NBIs for integration.		Refer corrigendum-III
230		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 16	Offered System shall be able to correlate Third Party Alarms to ports, paths and E2E services	Offered System shall be able to correlate Third Party Alarms to ports, paths and E2E services via EMS/Controller having fully mautured NBIs for integration.		Refer corrigendum-III
231		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 17	Offered System shall provide Alarm Log capability for Third Party Network Elements	Offered System shall provide Alarm Log capability for Third Party Network Elements via EMS/Controller having fully mautured NBIs for integration.		Refer corrigendum-III
232		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 30	NMS shall provide end to end view preserving all the details specific to topology, connectivity and service level information for all the OEM Domains	Controller shall provide end to end view preserving all the details specific to topology, connectivity and service level information for all the OEM Domains		Refer corrigendum-III
233		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 31	Offered System shall in Its GUI embedded capability to access Third Party CLI interface	Offered System shall in Its GUI embedded capability to cross refer third party EMS/Controller interface.		Refer corrigendum-III
234		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 32	Offered System shall in Its GUI embedded capability to access Web Craft interface	Offered System shall in Its GUI embedded capability to cross refer third party EMS/Controller interface.		Refer corrigendum-III
235		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 38	Management system shall be able to automatically define Xponders power settings over 3rd party open line system	Management system shall be able to automatically define Xponders power settings over 3rd party open line D50 system by leveraging correspondng EMS/Controller North Bound APIs.		Refer corrigendum-III
236		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM), point no. 43	Offered system should support OpenConfig	Offered system should support OpenConfig via correspondng EMS/Controller North Bound APIs.		Refer corrigendum-III
237		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM)		Kindly clarify whether all devices support TWAMP (IP and Legacy)		Refer corrigendum-III
238		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM)		Kindly share updated device list with Quantity of each type of device,		Refer corrigendum-III
239		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM)		Kindly confirm whether all devices have spare SFP slot? If not, can L2 be extended till DC		Refer corrigendum-III
240		Chapter-8	8.2.4.1 SDN Controller (C. For DWDM)		Kindly share total WAN links		Refer corrigendum-III
241		Chapter-8	8.2.5.3 Application Performance Monitoring (point no. 13)	It should support Segmentation Fault Detection :identification of Core Generation	Core generation will be part of infrastructure monitoring. Ideally any APM solution will not be able to provide this detail. Kindly get this removed from the APM section.		Refer corrigendum-III