



Dated: 16.11.2023

रेलटेल कॉर्पोरेशन ऑफ़ इंडिया  
(भारत सरकार का एक उपक्रम)

RailTel Corporation of India  
(A Government of India Enterprise)  
Plate-A, 6th Floor, Office  
Tower-2,  
NBCC Building, East Kidwai Nagar,  
New Delhi-110023

Website: [www.railtelindia.com](http://www.railtelindia.com)

### Corrigendum- VII

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

- Ref: i. Open E-Tender No.: RailTel/OT/CO/RW/2023-24/IT-MSP/002" Dated: 31.07.2023  
ii. Corrigendum-I dtd 04.08.2023  
iii. Corrigendum-II dtd 21.08.2023  
iv. Corrigendum-III dtd 12.09.2023  
v. Corrigendum-IV dtd 22.09.2023  
vi. Corrigendum-V dtd 10.09.2023  
vii. Corrigendum-VI dtd 31.10.2023

With reference to above mentioned open e-tender, the last date of submission of Tender for "Selection of IT Managed Service Provider (IT-MSP) for RailWire Business" issued vide this Open E-Tender No.: RailTel/OT/CO/RW/2023-24/IT-MSP/002 dated: 31.07.2023 is **extended from 21.11.2023 to 29.11.2023 up to 15:00 Hrs. All the submitted bids will be opened at 15:30 Hrs. on 29.11.2023.**

The pre-bid conference of the above mentioned tender was held on **08.08.2023**. Based on the queries submitted/raised by prospective bidders and discussions held during pre-bid conference, following amendments to the tender conditions are being issued (Amended Clauses/amendments only are being published with the rest of the document remaining as it is).

The bids may be submitted in consideration of these amendments as mentioned below:

1. Updated Point no. 1, 4 d), Technical Evaluation, Chapter-5, Page no. 35 of Tender Document:

Clause No.	Old clause	Revised clause
Point no. 1, 4 d), Technical Evaluation, Chapter-5, Page no.	No. of Implementation of proposed solution in last 5 financial years i.e. 2018-19,2019-20, 2020-21, 2021-22,2022- 23	No. of Implementation of proposed solution in last 7 financial years i.e. 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22,2022- 23 (As on bid

35 of Tender Document	(As on bid submission date) in India. (For each completed Implementation, 05 marks will be awarded)- maximum 10 marks	submission date) in India. (For one implementation- 3 marks, for two implementations- 5 marks)- maximum 5 marks
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2. Updated Point no. 8, 4 d) Technical Evaluation, Chapter 5, Page no. 36 and Annexure-8 Technical Evaluation, Page no. 92 of Tender Document:

Clause No.	Old clause	Revised clause
Point no. 8, 4 d) Technical Evaluation, Chapter 5, Page no. 36 and Annexure-8 Technical Evaluation, Page no. 92 of Tender Document	<p>The Bidder should have managed the BSS software for minimum customer base of 5 lacs in one project for Government/Government agency/ Public Sector Enterprise/ Telecom Operators or any other organization.</p> <p>Each certificate will have 5 marks.</p>	<p>The Bidder should have managed the BSS software for minimum customer base of 4 lacs in one project for government agency such as Centre/State Govt, PSUs, etc.</p> <p>Certificate with 4-5 lakh subscribers in one project – 5 marks.</p> <p>Certificate with more than 5 lakhs subscribers in one project - 10 marks.</p>

3. Updated Point no. B. Total development Charges, Page no. 96 of Tender document:

Clause No.	Old clause	Revised clause
Point no. B. Total development Charges, Page no. 96 of Tender document	The cost of new development effort is fixed as Rs. 6,000/- per man day including taxes and this cost is applicable for the period of 5 years.	The per man day cost of new development will be Total development charges (as per Clause B Annexure-11) divided by 1000 man-days. This cost is applicable for the period of 5 years. The variable payment of development cost will be limited to 1/5th per year out of total budget subject to final deliverable as required by RailTel.

4. Updated Point no. 10, 4 d) Technical Evaluation, Chapter-5, Page no. 37 of Tender Document:

Clause No.	Old clause	Revised clause
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<p>Point no. 10, 4 d) Technical Evaluation, Chapter-5, Page no. 37 of Tender Document</p>	<p>Demonstration and Site Visit: Demonstration of the proposed solution/product with in-depth understanding of RailTel's project technical and functional requirements as per the scope. Site visit of the location/ office where proposed solution is implemented by the bidder is to be arranged by the bidder in consultation with RailTel. Necessary approval and appointment for site visit is to be fixed by the bidder. Site visit charges incurred on officials visiting the site will be borne by RailTel.</p> <p>RailTel.- maximum 10 marks</p>	<p>Demonstration and Site Visit: Demonstration of the proposed solution/product with in-depth understanding of RailTel's project technical and functional requirements as per the scope. Site visit of the location/ office where proposed solution is implemented by the bidder is to be arranged by the bidder in consultation with RailTel. Necessary approval and appointment for site visit is to be fixed by the bidder. Site visit charges incurred on officials visiting the site will be borne by RailTel.</p> <p>The demonstration should include partner management and monitoring, subscriber management and monitoring. Subscriber management should include monitoring the data usage, speed, details of devices connected under the customer connection. The demonstrated site should be in DC/DR architecture. The project demonstrated should have at least 4 lakhs internet subscribers connected to the BSS.- maximum 15 marks</p>
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5. Updated Point no. 2, 4 d), Technical Evaluation, Chapter-5, Page no. 35 of Tender Document:

Clause No.	Old clause	Revised clause
<p>Point no. 2, 4 d), Technical Evaluation, Chapter-5, Page no. 35 of Tender Document</p>	<p>Bidder to have in-house BSS software development team (only permanent employees of the bidder will be counted). Details of Team along with qualification, area of expertise and experience need to be submitted. 8 employees will have five marks, thereafter one additional employee will have 0.5 marks- maximum 10 marks</p>	<p>Bidder to have in-house BSS software development team (only permanent employees of the bidder will be counted). Details of Team along with qualification, area of expertise and experience need to be submitted. Minimum 8 employees will have five marks- maximum 5 marks</p>

6. All the reference to the consortium in Annexure-4, Power of Attorney, Page no. 81 of the tender document stands deleted.

7. Updated clause 11, Chapter-5, Page no. 42 of the Tender document:

Clause No.	Old clause	Revised clause
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clause 11, Chapter-5, Page no. 42 of the Tender document	Bidder/s should ensure the latest software and hardware for the solution with capability to take the present and future load efficiently with daily uptime of 99.50%. If Bidder is not able to meet the uptime, a penalty may be levied or contract may be terminated at the discretion of RailTel as per Clause no. 8.8.1.	Bidder/s should ensure the latest software and hardware for the solution with capability to take the present and future load efficiently with monthly uptime of 99.50%. If Bidder is not able to meet the uptime, a penalty may be levied or contract may be terminated at the discretion of RailTel as per Clause no. 8.8.1.
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8. Updated Clause a) in Point no. 3 Indemnity chapter -3, Page no. 54 of the Tender document:

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

9. Point no. 3 Section 10: Other Provisions, Annexure-12, Page 101 of the Tender Document- “If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.” stands deleted.

10. Any other reference to consortium or partner in the tender stands deleted.

11. No subletting/outsourcing of the system in part or completely is permitted to the winning bidder for managing the system.

12. Updated Point in Clause 8.7 Indicative Manpower requirement, chapter-8 Page no. 71 of the Tender Document:

Clause No.	Old clause	Revised clause
Point in Clause- 8.7 Indicative Manpower requirement, chapter-8 Page no. 71 of the tender document.	The above manpower is minimum and indicative requirement and shall be dedicated exclusive to project only. The requirement to be scaled up as per the subscriber base of RailWire Business.	As per our estimate, the above manpower is adequate to meet the defined SLAs. Automation needs to be scaled up to optimize response to customers and business needs. The requirement to be scaled up as per the subscriber base of RailWire Business. The exclusivity of manpower and security of RailTel’s data must be ensured by bidder and will be auditable by RailTel at any point of time.

13. RailTel is entitled to cross check the details submitted by the bidder against the d) Technical Evaluation 4. Evaluation of Bid (Page no. 35 to 37 of tender) and Annexure-8 (Page no. 91 to 92 of tender).
14. In Point no. 6 of d) Technical Evaluation under 4. Evaluation of Bid at Page no. 36-37 of the Tender and Annexure-8 at Page no. 91-93 of Tender, **“For Startups\* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry), Rs 7.50 Cr will have 5 marks and thereafter each 3 Cr will have one marks. Certificate of Startup issued by Department of Industries Policy and promotions, Ministry of Commerce and Industries.”** stands deleted
15. Updated a clause in Point no. B. Total development Charges at Page no. 96 of the Tender Document.

Clause No.	Old clause	Revised clause
Point no. B. Total development Charges at Page no. 96 of the Tender Document.	Development/Customization in the RailWire OSS/NMS & BSS system will be as per the business requirement mainly including but not limited to following activities:	Development/Customization in the RailWire OSS/NMS & BSS system will be as per the business requirement mainly including but not limited to following activities ( <b>excluding day-to-day operations and minor customization work</b> ):

16. Updated Point no. 1 in C. Bidder’s Responsibility chapter-3, Scope of Work Page no. 20 of the tender:

Clause No.	Old clause	Revised clause
Point no. 1, C. Bidder’s Responsibility chapter-3, Scope of Work Page no. 20 of the tender document.	IT-MSP will provide/maintain and evolve the hosted OSS/NMS & BSS in RailTel datacenter at Secunderabad and Gurgaon.  The hardware, OS platform and database will be provided by RailTel.  The hosting of the all the OSS/NMS & BSS application in RailTel DCs has to be done within D + 90 days by the IT-MSP, where D is the date of readiness of the data center for hosting purposes as confirmed & communicated by RailTel to the IT-MSP.	IT-MSP will provide/maintain and evolve the hosted OSS/NMS & BSS in RailTel datacenter at Secunderabad and Gurgaon.  <b>The servers for hosting will be provided by RailTel.</b>  The hosting of the all the OSS/NMS & BSS application in RailTel DCs has to be done within D + 90 days by the IT-MSP, where D is the date of readiness of the data center for hosting purposes as confirmed & communicated by RailTel to the IT-MSP.  Bidder has to provide the basic hardware (i.e. servers) requirement and sizing to RailTel at the time of bid submission.

17. In Clause no. 8.8.1 Service Level and Penalties at Page no. 72 to 75 of the Tender Document, **“ATS**

and Support services” may be read as “Operational Cost” i.e. Operational Cost is 80% of Total Price for 5 years for running operation as defined in Point no. B, Annexure-11 at Page no. 96 of the Tender document.

18. Updated Clause no. 8.8.2 At-Risk Amount, Chapter-8, Page no. 75 of the Tender document:

Clause No.	Old clause	Revised clause
Clause no. 8.8.2 At-Risk Amount, Chapter-8, Page no. 75 of the Tender document.	The total At-Risk amount shall be 10% of the annual payout for the ATS and support services. All SLAs pertaining to different categories are defined below. SRIT shall submit the SLA report on monthly basis. Penalty won't be imposed on those Service Level breaches where cause(s) of the breach is beyond the control of SRIT. Penalty amount of higher value shall be applicable if same incident caused breach of two or more different Service Level.	The total At-Risk amount shall be 10% of the annual payout for the Operational Cost. All SLAs pertaining to different categories are defined above. The partner shall submit the SLA report on monthly basis. Penalty won't be imposed on those Service Level breaches where cause(s) of the breach is beyond the control of partner. Penalty amount of higher value shall be applicable if same incident caused breach of two or more different Service Level.  Note: Operational Cost is 80% of Total Price for 5 years for running operation as defined in Point no. B, Annexure-11 at Page no. 96 of the Tender document.

19. Response to pre-bid queries is placed at **Annexure-I**.

20. All other terms and conditions of the tender remain same.

(Sh. Manoj Tandon)  
DPOM

## ANNEXURE-I

### IT -MSP Pre-Bid Queries and Response Document

**Tender No. : Open E-Tender No.: RailTel/OT/CO/RW/2023-24/IT-MSP/002 Dated: 31.07.2023 for "Selection of IT Managed Service Provider (IT-MSP) for RailWire Business"**

SN.	Page No.	Clause	Description	Clarification sought/remarks	RailTel Response
<b>1. Height 8 Technologies Private Limited</b>					
1	69	8.4. Sizing Estimation	IT MSP shall provide the hardware and IT infrastructure sizing and configuration details for hosting the OSS/NMS and BSS applications in the RailTel's data center or in a third party data center selected by RailTel for both DC- & DR Services. IT MSP shall be responsible for migrating the in scope applications to the new data center.	Please confirm that in case of new product implementation, required test bed to prepare the implementation, RAILTEL will provide required HW & resources.	Please refer Corrigendum-VII
2	96	Annexure-11 Price Bid Format	Total development Charges: 20% of the Total Price for 5 years will be considered as the development/Customization/integration post UAT/go-alive of the system and balance 80% will be considered for running operation. The cost of new development effort is fixed as Rs. 6,000/- per man day including taxes and this cost is applicable for the period of 5 years.	We would like to understand the 80% & 20% Split of line item asked in the price bid. Is the 20% towards the budget of future customization, kindly confirm. Please clarify on New development or customization. 20% has been parked for new development with 6000 Rs capped per man day. Where-in in payment terms, it has mentioned that the cost per man day will be derived as: Total development charges divided by 1000 man days. Please clarify.	Please refer Corrigendum-VII
3	96	Annexure-11 Price Bid Format	Charges per month for providing solution & services as per the scope of work defined in the RFP.	As this project involves manpower and CAPEX from day-1, we are requesting to include One Time Installation Charges (OTC) as a part of price bid format. Hence, price bid should have two line items: One time implementation and go-live charges and the second should be splitted in equal 60 months.	No change in Tender condition.

4	46	8. Technical Documentation , point# d	Bidder should provide the latest source code of the system every 6 months to the Technical coordinator from RailTel.	<p>As per RFP, Two options are given:</p> <p>1) A bidder can use existing source code and do the required development and customization, where submitting source code every six months and post completion of 5 years/7 years are genuine ask.</p> <p>2) Alternatively, a bidder can bring their product and perform required customization, maintain and develop as per need of RAILTEL business. In this case; the project cost does not include charges of new product (as per the RFP, the charges are for managing and maintaining the RAILWIRE business on OPEX basis); hence clause of submitting source code for our product on every six months and post closure of contract 5 years/7 years to be removed; as it is not applicable.</p>	No change in Tender Condition.
5	71	8.7 Indicative Manpower requirement	RFP/Tender has asked skilled-based 17 counts of manpower.	As our product and solution is running successfully for large broadband service providers and we will be hold accountable as per SLA clause hence "man power dimension with specific skills set" is burdening to project estimated value. We are requesting to change the term to 'adequate manpower to manage and maintain operation' effectively to meet SLA guidelines or reduce manpower without mentioning skillset to 8 to 9 members.	Please refer Corrigendum-VII
6	38	e) Technical Scoring Criteria (Technical Evaluation Matrix)	Presently, L1 will be selected on QCCBS (T1/L1 on 60%-40%) however 20% of budget has been reserved for 'customization and development'.	We are requesting to discover L1 on same QCCBS (60-40 basis) however 20% for such customization and development should be over and above of 'discovered price'. As a known and rich experienced product, we will have better functionality where customization and modification will not be required much. At the same time 20% budget post discovery of OPEX prices can be provisioned for future modification/development.	No change in Tender Condition.

7	3	f) Estimated Cost of the Tender	15 Cr mentioned In tender for 5 years and further extended to 2 more years. Current Sub base is 5.3 lakhs and same prices should be applicable for up to 1 Cr.	Please confirm that 15 Cr is not a budget and indicative prices without GST/TAX. Secondly 20% of customization/development budget should be over and above this estimated value. Third, we are recommending to have incremental cost of users above 10 lakhs for a slab to quote per additional 10 lakhs; as looking into industry prices benchmark, such estimation value is not viable up to 1 Cr sub base of BB users.	No change in Tender Condition.
<b>2. OLA TECH Solutions</b>					
8	36	Technical Evaluation	Experience in implementation of BSS projects in government agency such as Centre/State Govt, PSUs, etc. (Customer PO/LOA/Agreements/completion certificate is required to be submitted). The bidder should also have experience of NMS and Ticketing tool. Each PO will have five marks.	We request you to kindly consider OSS/BSS project implementation experience as Railtel SOW for this tender also requires OSS deployment. Request you to modify the clause as mentioned below:  Experience in implementation of <b>OSS/BSS</b> projects in government agency such as Centre/State Govt, PSUs, etc. (Customer PO/LOA/Agreements/completion certificate is required to be submitted). The bidder should also have experience of NMS and Ticketing tool. Each PO will have five marks.	No change in tender condition.
9	35	Technical Evaluation	No. of Implementation of proposed solution in last 5 financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 (As on bid submission date) in India. (For each completed Implementation, 05 marks will be awarded).	We request you to kindly consider OSS implementations also as part of proposed solution since the Railtel SOW also requires OSS deployment. So, previous OSS implementations should also be considered as part of technical evaluation.	No change in tender condition.
10	36	Technical Evaluation	Relevant Past Experience: Experience in managing the subscribers using BSS projects: >=1 to 3 years = 5 marks >3 to 7 years = 8 marks >7 years = 10 marks	We request you to kindly modify the clause as below to allow OSS implementations also:  Relevant Past Experience: Experience in managing the subscribers using <b>OSS/BSS</b> projects: >=1 to 3 years = 5 marks >3 to 7 years = 8 marks >7 years = 10 marks	No change in tender condition.

11	37	Technical Evaluation	The Bidder should have managed the BSS software for minimum customer base of 5 lacs in one project for Government/Government agency/ Public Sector Enterprise/Telecom Operators or any other organization.	<p>We request you to kindly consider OSS implemntations also as part of proposed solution since the Railtel SOW also requires OSS deployment. So, previous OSS implementations should also be considered as part of technical evaluation. Request you to modify the clause as below:</p> <p>The Bidder should have managed the <b>OSS/BSS</b> software for minimum customer base of 5 lacs in one project for Government/Government agency/ Public Sector Enterprise/Telecom Operators or any other organization.</p>	No change in tender condition.
12		General	Consortium of Bidder and OEM	Kindly confirm if the bidder can participate with an OEM having OSS/BSS applications in consortium for this tender.	No change in tender condition.
<b>3. Qolaris Data India Pvt. Ltd.</b>					
13	37	d) Technical Evaluation, Clause 8	The Bidder should have managed the BSS software for minimum customer base of 5 lacs in one project for Government/ Government agency/ Public Sector Enterprise/ Telecom Operators or any other organization. Each certificate will have 5 marks	<p>Request you to amend this clause as below:</p> <p>The Bidder should have supplied, installed and managed the BSS, OSS and CRM software for minimum customer base of 4 lacs in one project for government agency such as Centre/State Govt, PSUs, etc.</p> <p>4-5 lakh subscribers in one project – 5 marks More than 5 lakhs subscribers in one project - 10 marks.</p>	Please refer corrigendum-VII
14	38	e) Technical Scoring Criteria (Technical Evaluation Matrix), Bullet point number - 4	60:40 T1-L1 scoring model will be used for the evaluation. The total marks scored by the eligible bidders as determined by RailTel under Technical Evaluation Matrix chart will be given 60% weightage and shall be called Weighted Technical Score (WTS). The Total Weighted Price Cost as explained below will be given 40% weightage and shall be called Weighted Price Score (WCS).	Request you to amend the 60:40 scoring model to 70:30	No change in tender condition.
<b>4. Biocipher Technologies</b>					

15	36	Point no. 4, d) Technical Evaluation	<p>The bidder must have put in service any of the following during last 07 (seven) years, ending last day of month previous to the one in which tender is invited:</p> <p>a. Three works* each costing not less than the amount equal to 30% of advertised value of the tender, or</p> <p>b. Two works* each costing not less than the amount equal to 40% of advertised value of the tender, or</p> <p>c. One work* each costing not less than the amount equal to 60% of advertised value of the tender.</p> <p>10 marks will be allocated for achieving any of the above criteria.</p> <p>*Work shall be defined as implementing and providing</p>	Relaxation in work order for Startup and MSME in this also needed AND considering the work order value in gross of Consortium.	No Change in Tender Condition.
16	36	Point no. 4, d) Technical Evaluation	The Bidder should have managed the BSS software for minimum customer base of 5 lacs in one project for Government/Government agency/ Public Sector Enterprise/ Telecom Operators or any other organization.	Reduce this base for the MSME And Startup work order	No Change in Tender Condition.
17		General	General	<p>we would like to request you that kindly reconsider the tender estimate value since the shared tender estimate value is on lower side in respect to the current and future scope of work stipulated in the tender Scope of work.</p> <p>We sincerely request you to kindly review it as it needs a price revision in accordance with the tender scope of work.</p>	No Change in Tender Condition.

**5. M/s SRIT**

18	Change Request Management	<p>a. In the earlier ITMSP agreement, remuneration was paid as a revenue share. RailTel had the right to ask for change requests without waiting for cost approval. Cost of change requests were incorporated in the revenue share. Hence, we could implement the CRs immediately without waiting for effort estimate, submission of quotation, approval from RailTel etc. Approximately 80 hours of CRs are budgeted for every month. If there are more CRs posted in a month, it will be prioritised and delivered using the budgeted effort. Balance CRs will be delivered in the subsequent months.</p> <p>b. In the current RFP, we need to get the approval for change request. Based on the requirement, we will have to prepare the effort estimate and get the approval. In most of the cases, the requirement will be elaborated during the implementation period. At that time the ITMSP will come with additional estimate. This process will delay the CR delivery and both vendor and RailTel will spend lots of time in preparation of estimate and negotiation. This method will make the system inefficient in so far as the CR delivery is concerned.</p>	<p>As per the RFP, if there is no CR in any month, no payment will be made. In certain months, if too many CRs are posted, more number of resources will be required.</p> <p>ITMSP will have to deploy resources for Change Request implementation. If there is no CRs in a month, they will sit idle and if there are too many CRs, they will not be able to deliver.</p>	No Change in Tender Condition.
19	Project Cost	<p>In the current contract, project cost is divided in to following categories</p> <ul style="list-style-type: none"> <li>Software (50%)</li> <li>Software supply (40%)</li> <li>Software AMC (10%)</li> </ul> <p>Support Services (50%)</p> <ul style="list-style-type: none"> <li>Application Technical Support (12.5%).</li> <li>24x7 support centre (12.5%)</li> <li>Database Management Services (12.5%)</li> <li>Change Request Management (12.5%)</li> </ul> <p>For Support Services, 16 resources are required to be deployed as per the existing contract and as per the new RFP. Average man-day cost is mentioned as Rs 6000 in the RFP. As per the above guidelines, cost of 16 resources/month will be 24 lakhs.</p>	<p>In the above resources, cost of the finance resource, functional domain experts, infrastructure cost, operational cost etc are not considered. Financial reconciliation with each regional finance team is a major task which involves substantial travel for the finance team member. When you add all these expenses, monthly support services cost will be approx. 30 lakhs.</p> <p>As per the current contract (as defined by KPMG based on the industry practice), support service cost is 50% of the overall project cost. Hence total cost for support services and Software supply/AMC will be approximately 60 lakhs/month. However, project cost shown in the RFP is only 20 lakhs/month + a budget of Rs 5 lakhs for CRs which will be paid based on actual effort.</p>	No Change in Tender Condition.

20		Performance Bank Guarantee	<p>In this project no advance is paid. Payment is done only after delivery of full services for a month.</p> <p>As per the RFP, ITMSP need to give 10% of the overall project value for 5 years as PBG. Validity of the PBG should be 5 years. As per the tender conditions, ITMSP need to submit a PBG for 1.5 crore valid for 5 years. This will add significant financial costs to ITMSP without any advantage for RailTel. As per new RBI guidelines, Banks will issue bank guarantee only for one year or for max 3 years.</p> <p>As per the current contract, bank guarantee is for 20 lakhs.</p>	<p>Performance Bank guarantee is to safeguard the customer from non-performance of the vendor.</p> <ol style="list-style-type: none"> <li>1.RailTel is not giving any advance.</li> <li>2.Payment is given only after the service delivery.</li> <li>3.No material supply is involved in this project.</li> </ol> <p>There is no potential risk for RailTel. Hence, we request RailTel to consider 3% of the estimated annual contract value as the PBG value. Request you to make the validity as 3 years which can be renewed before 3 months of expiry.</p>	No Change in Tender Condition.
21		SLA Penalty	SLA Penalty	<p>No clarity on how to calculate SLA penalty. Penalty is defined as a percentage of “Monthly Payouts for ATS and support services”. However, “Monthly payout for ATS and support Services “is not defined.</p> <p>There is lack of clarity on all risk amount (10% of which value?)</p>	Please refer Corrigendum-VII

### 6. M/s 3i InfoTech

22		NMS related	NMS related	<p>What are the baseline to be considered for NMS ? Need details on monitoring components with their make and model.</p>	<p>In NMS, following minimum statistics to be monitored: Bandwidth usage, status of devices, health parameters like ram / processor/ disk usage /temperature /optical power etc, neighbour detail,network topology etc.</p> <p>The detailed information will be provided at the time of implementation.</p>
23		NMS related	NMS related	<p>Kindly confirm if all the devices are SNMP enabled.</p>	<p>All the devices are SNMP enabled.</p>
24		General	General	<p>Kindly provide number of login and user licenses required across OSS, BSS and NMS.</p>	<p>The current subscriber base of RailWire is more than 5.30 lakh users. There should not be any limit on the number of logins. Current system has no user license.</p>
25		General	General	<p>Does login based on concurrent or individual.</p>	<p>Both type of logins should be available.</p>
26		General	General	<p>Are any partner eco system to be integrated and with which modules.</p>	<p>Yes, through API. Approx 5 Payment Gateways and 4 other Service providers need to be integrated.</p>
27		General	General	<p>How many payment gateways to be integrated.</p>	<p>5 Payment Gateways are integrated in current system.</p>

28		General	General	How many total API's to be integrated which is owned by RailTel.	Around 9 -10 entities APIs minimum are to be integrated.
29		General	General	DR instance should be active or passive.	DR instance should be in Passive mode.
30		General	General	Does asset inventory require CMDB configuration or basic asset inventory.	Current system has no asset inventory. The bidder to be provide the solution which best fit the requirement.
31		General	General	Kindly provide details on level of documentation for each module OSS, BSS and NMS.	Detailed documentation of complete system to be shared at time of implementation.

### 7. M/s Telecommunications Consultant India Ltd.

32	36	Technical Evaluation	Experience in implementation of BSS projects in government agency such as Centre/State Govt, PSUs, etc. (Customer PO/LOA/Agreements/completion certificate is required to be submitted). The bidder should also have experience of NMS and Ticketing tool. Each PO will have five marks	We request you to kindly consider OSS/BSS project implementation experience as Railtel SOW for this tender also requires OSS deployment. Request you to modify the clause as mentioned below:  Experience in implementation of OSS/BSS projects in government agency such as Centre/State Govt, PSUs, etc. (Customer PO/LOA/Agreements/completion certificate is required to be submitted). The bidder should also have experience of NMS and Ticketing tool. Each PO will have five marks.	No change in tender condition.
33	35	Technical Evaluation	No. of Implementation of proposed solution in last 5 financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22,2022-23 (As on bid submission date) in India. (For each completed Implementation, 05 marks will be awarded).	We request you to kindly consider OSS implementations also as part of proposed solution since the Railtel SOW also requires OSS deployment. So, previous OSS implementations should also be considered as part of technical evaluation.	No change in tender condition.
34	36	Technical Evaluation	Relevant Past Experience: Experience in managing the subscribers using BSS projects: >=1 to 3 years = 5 marks >3 to 7 years = 8 marks >7 years = 10 marks	We request you to kindly modify the clause as below to allow OSS implementations also:  Relevant Past Experience: Experience in managing the subscribers using OSS/BSS projects: >=1 to 3 years = 5 marks >3 to 7 years = 8 marks >7 years = 10 marks	No change in tender condition.

35	37	Technical Evaluation	The Bidder should have managed the BSS software for minimum customer base of 5 lacs in one project for Government/Government agency/ Public Sector Enterprise/Telecom Operators or any other organization.	<p>We request you to kindly consider OSS implemntations also as part of proposed solution since the Railtel SOW also requires OSS deployment. So, previous OSS implementations should also be considered as part of technical evaluation. Request you to modify the clause as below:</p> <p>The Bidder should have managed the OSS/BSS software for minimum customer base of 5 lacs in one project for Government/Government agency/ Public Sector Enterprise/Telecom Operators or any other organization.</p>	No change in tender condition.
36		General	Consortium of Bidder and OEM	Kindly confirm if the bidder can participate with an OEM having OSS/BSS applications in consortium for this tender.	No change in tender condition.
37	35	Technical Evaluation	<p>The Bidder having CMMi level 4/5 certificate.</p> <p>CMMi level 4 = 3 marks</p> <p>CMMi level 5 = 5 marks</p>	<p>The Bidder having CMMi level 4/5 certificate.</p> <p>CMMi level 4 = 3 marks</p> <p>CMMi level 5 = 5 marks</p>	No change in tender condition.