

Dated: 21.12.2023



रेलटेल कॉर्पोरेशन ऑफ़ इंडिया  
(भारत सरकार का एक उपक्रम)

RailTel Corporation of India  
(A Government of India Enterprise)  
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### Corrigendum-XII

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

- Ref: i. Open E-Tender No.: RailTel/OT/CO/RW/2023-24/IT-MSP/002 Dated: 31.07.2023  
ii. Corrigendum-I dtd 04.08.2023  
iii. Corrigendum-II dtd 21.08.2023  
iv. Corrigendum-III dtd 12.09.2023  
v. Corrigendum-IV dtd 22.09.2023  
vi. Corrigendum-V dtd 10.09.2023  
vii. Corrigendum-VI dtd 31.10.2023  
viii. Corrigendum-VII dtd 16.11.2023  
ix. Corrigendum-VIII dtd 21.11.2023  
x. Corrigendum-IX dtd 28.11.2023  
xi. Corrigendum-X dtd 12.12.2023  
xii. Corrigendum-XI dtd 20.12.2023

With reference to above mentioned Open e-tender Ref i. and subsequent Corrigendum's issued as referred above, there are few amendments as mentioned below:

1. Updated Point no. a) Clause no. 7, Performance Bank Guarantee, Chapter-6, Page no. 45 of Tender Document:

Clause No.	Old clause	Revised clause
Updated Point no. a) Clause no. 7, Performance Bank Guarantee, Chapter-6, Page no. 45	The successful bidder will have to submit Performance Guarantee of amount of 10% of Total order value valid for a period of 60 months plus claim period. Bidder to submit PBG within 15 days from the date of acceptance of the Purchase Order. Claim period of PBG should be one year higher than its expiry period.	The successful bidder will have to submit rolling Performance Guarantee of amount of 10% of annual order value (including applicable GST) to RailTel of 12 months validity for the 1st year within 15 days of issue of LoA.  For 2nd year and subsequent years, Bidder shall ensure to extend PBG validity by 12 months. The onus is on the successful bidder to ensure submission of rollover

of Tender Document.		<p>PBG (of 12 months validity) every year at least 30 days before the last date of completion of term of the previous PBG. However, no interest shall be payable on the performance bank guarantee by RailTel.</p> <p>A live PBG is to be maintained at all times and in case of non-adherence, the last valid PBG will be forfeited and RailTel reserves the right to terminate the contract. PBG claim period shall always be one year post the expiry of the PBG date.</p>
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**2. Updated Point no. 5, Table 8.8.1- Service Level and Penalties, Chapter 8, Page no. 74-75 of Tender Document:**

Clause No.	Old clause	Revised clause
Point no. 5, Table 8.8.1- Service Level and Penalties, Chapter 8, Page no. 74-75 of Tender Document	<p><b>Change request Resolution - successful closure- 93% to 95%: 0.5 % of the monthly payout for ATS and support services. Below 93%: For each 1% drop, 0.5% of the monthly payout for ATS and support services shall be applicable as Penalty.</b></p>	<p><b>Change request Resolution - successful closure -93% to 95%: 0.5 % of the monthly payout for Development Charges. Below 93%: For each 1% drop, 0.5% of the monthly payout for Development Charges shall be applicable as Penalty.</b></p>

**3. All other terms & conditions of the tender remain same.**

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