

Reply to Bid Queries for Tender Number: RailTel/GTE/CO/Mktg-BD/2023-24/RFP/Noida DC/001

Selection of Managed Service Data Centre (DC) partner for Development of Data Centre at RailTel's Noida Land

S.No.	Section No	Page No	Point No	Content of RFP requiring Clarification	Points of clarification required	Response to Queries
1	11	95	Chapter-7: Revenue Assurance	A dedicated escrow account for the DC project will be opened by RailTel and it shall be ensured that all revenue transactions shall happen through this account only. The rules, policies and authorizations applicable on this escrow account would be governed by RailTel as per the terms and conditions of the RFP. Monthly, quarterly and annual reconciliation of revenue share would be performed for payment to RailTel. The audits would be performed on the accounts of MSDCP, with RailTel free to audit the books of the bidder/lead bidder & consortium members (as the case may be), if required. For this, the MSDCP will give access to books of accounts.	Request to delete the clause as Below: The audits would be performed on the accounts of MSDCP, with RailTel free to audit the books of the bidder/lead bidder & consortium members (as the case may be), if required. For this, the MSDCP will give access to books of accounts.	Escrow account changed to Project Account. Relevant Clauses updated. Please refer to point no. 20, 21, 22 of Corrigendum-5
2	14.1	110	14.1 Eligibility Criteria	Bidder must have successfully completed or substantially completed at least the following: Establishing/Creation/Development and/or Operation and/or Maintenance of Data Centre for any customer or Self of the following size during last 07 (seven) years, ending last day of month previous to the one in which tender is invited: 1. One DC project of not less than 18 MW . OR 2. Two DC projects of not less than 12 MW. OR 3. Three DC projects of not less than 9 MW	Request to accept the Group Company Experience/ Investment for Establishing/Creation/Development and/or Operation and/or Maintenance of Data Centre	Group Company experience already present in the RFP. Modified clause at point no. 24 of Corrigendum-5.
3	7.3	58	7.3.1 Build, A.5	5. Network passive infrastructure • Server, Network and Patch racks • Copper and fiber structure cabling • Fiber and copper pathways	Please share tentative Bill of Material or Server Specifications based on which we can size the Rack or Infrastructure components.	This will be as per the bidder's business case. The bidder needs to deploy the Passive & Active components as per their business case alongwith complying to the terms & conditions of the RFP
4	7.3	58	7.3.1 Build, B	B. Supply, installation and commissioning of DC IT Infrastructure • Phase-wise installation of Active Infra	Please share tentative Bill of Material or Server Specifications based on which we can size the IT Infrastructure components.	This will be as per the bidder's business case. The bidder needs to deploy the Active components as per the requirements of the market, bidder's business case alongwith complying to all terms & conditions of the RFP
5	7	50	7 Chapter 3: Scope of Work	Operational competence ensures that the ideal MSDCP can market the following: 1. Rack Colocation 2. Managed Colocation 3. Infrastructure-as-a-Service (IaaS) 4. Platform-as-a-Service (PaaS), etc. 5. XaaS 6. Other services	Can the list of services required under IaaS, PaaS, XaaS and Other Services be detailed out to avoid any ambiguity?	There could be various services which the MSDCP can offer in the market. This will be dependent on the customers requirements.
6		59	7 Chapter 3: Scope of Work	One instance of the Billing System/Software should be deployed at RailTel's DC/DR with viewing rights to RailTel.	Point 3 states - bidder's shall provide open API's of its billing system of DC project, so as to integrate with the RailTel ERP system. Question is - Is Bidder supposed to provide billing system portal or just APIs for integration to RailTel's existing billing system. Clarify the need for one instance of the billing system with the configuration, sizing and underlying platform - OS/ DB, etc.	The bidder has to provide billing platform as well as the API's for integration with RailTel's systems. Please refer to detailed clause no. 7.3.1- C-Supply, installation and commissioning of CRM & Billing Platform of RFP
7		59	Chapter 3: Scope of Work - Point E. Set-up and commissioning of centralized Helpdesk.	The bidder is expected to set up a helpdesk at DC. The bidder shall provide information and support related to IT solutions and network. It shall provide a single point of contact to provide assistance in troubleshooting and log ticket for queries/issues raised by Customers or RailTel personnel. It should deploy 24*7 team to carry out business operations.	Kindly share the volumetrics of the ticket/ calls data for appropriate sizing of resources, skillsets required	The sizing for the Centralised Helpdesk will be based on the size of DC, SLA parameters of the tender & committed SLA's with the customers. The bidder has to setup the helpdesk in such a way so as to manage the DC operations & the customers well within the RFP terms & conditions.
9	7.3.3.3 Managed Services	68	7.3.3.3 Managed Services	iv. System Services	Can the scope of System Services be clarified?	System Services are part of Managed IT infrastructure services e.g. Installation, patching, and upgradation of OS and other system-level software etc
10	7.3.3.3 Managed Services	68	7.3.3.3 Managed Services	ix. Disaster Recovery services	Other than Noida, what are the other locations that would be provided to build the Disaster Recovery Services	The Disaster Recovery centres is not the part of this project. However In case there is a business requirement of DC services along with DR then in that case, the DR services will be finalised in manner defined in point no. 11 of Corrigendum-5. (provided the customer agrees to taking the DR services as per the arrangement):

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11			General	Revenue Assurance	Kindly provide more clarity from Revenue generation standpoint. Are there any confirmed orders from State/Center/private departments for deployment on newly built DC??	<p>As the DC is new project and will be developed in due course of time, there are no confirmed orders for this project. However, the <i>time is of essence</i> for this project. Therefore, the earliest this DC will be Go-Live, the same can be offered to prospective customers.</p> <p>The First Three-3 years after the Go-live (first phase) of DC will be Moratorium Period wherein RailTel shall strive to get cumulative 500 racks business (colocation and/or Managed services). During this three-3 year moratorium period, RailTel shall only keep a token Revenue share equal to half the percentage of revenue share finalised through the tender..</p> <p>The Relevant clause updated vide point no. 18 of Corrigendum-5.</p>
12			General	Ordering process	Kindly explain the ordering process for this DC. Will the order from new clients be in the name of Bidder or railtel	The orders taken under this project will be in name of 'RailTel Corporation of India Ltd'
13			General	Competitive Bidding Process	In case of competitive bidding process, who will be managing the Bidding operations. Will be this be a dedicated team for Railtel or can be shared with Bidder's Bid team	<p>In case of business is acquired/participated through competitive process (e.g. Tenders/RFP/EOI etc), RailTel will fronted the bidding process and will submit the EMD/Bid Security and PBG/SD.</p> <p>The MSDCP team will be part of the bidding team responsible for the getting business through tenders.</p> <p>Relevant clause updated vide point no. 9 of Corrigendum-5.</p> <p>Additionally refer to Clause no.5- Chapter-8 of RFP modified vide point no. 23 of this Corrigendum-5 as per which- <i>"To support successful bidder in marketing activities (e.g., support in targeting the Govt. and Pvt clients) and GTM strategy. RailTel will help in business development and strategizing by the MSDCP, and both MSDCP & RailTel shall work together for achieving business success, however MSDCP needs to own the overall responsibility for the sale of offered Data Centre solutions."</i></p>
14			General	Competitive Bidding Process	In case of participation in competitive bids, Kindly clarify Bank Guarantee and other Bid related costs will be provided by which entity Bidder or railtel	<p>In case of business is acquired/participated through competitive process (e.g. Tenders/RFP/EOI etc), RailTel will fronted the bidding process and will submit the EMD/Bid Security and PBG/SD.</p> <p>Relevant clause updated vide point no. 9 of Corrigendum-5</p>
15	5.7	28	1	EMD amount- Rs 10 Cr	Request EMD amount to be 1 cr	As per RFP
16	15.41	139	a	Performance Bank Guarantee	Request PBG amount to be 5 cr	As per RFP
17	10	92	e	Chapter-6: Commercial Terms	Payment to RailTel shall be in quarterly in arrears within 90 days	Kindly refer to clause 10- Chapter-6-- Commercial Terms-f of RFP modified vide point no. 20 of Corrigendum-5 "..... <i>The revenue collected in the project account and payment to MSDCP will be as per the schedule:- Within 5 days of end of each month, the MSDCP shall raise invoice for his part of revenue share to RailTel basis which the amount will be released in 10 days of end of the relevant monthly period...</i> ".

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18	7.2	52	Schedule V	Monetisation of the DC and Revenue sharing	We would like to know if there any minimum commitment on revenue or DC consumption by Railtel	The First Three-3 years after the Go-live (first phase) of DC will be Moratorium Period wherein RailTel shall strive to get cumulative 500 racks business (colocation and/or Managed services). During this three-3 year moratorium period, RailTel shall only keep a token Revenue share equal to half the percentage of revenue share finalised through the tender.. The Relevant clause updated vide point no. 18 of Corrigendum-5.
19	5.4	27	5.4.2	Plot	Please provide the list of Statutory Approvals taken for the land example - Environmental Clearance , various NOC, Clear Title of the Land etc.	Clear title of land is already with RailTel for development of Data Centre on this plot. The other required NOC/approvals has to be taken by the bidder.
20	5.4	27	5.4.2	Plot	Please provide the Site Assessment Report including , Air Water , Flood Analysis for the Land.	This is not undertaken by RailTel. However, the plot is at industrial area which already has other running/in development Data Centres and various industrial and commercial units already in operations.
21	5.4	27	5.4.2	Plot	Please provide the UP Utility Assessment report for Power availability at site.	The required power will be made available by the concerned utility. The required power has to be taken by the bidder from concerned power utility(s)
22	5.4	27	5.4.2	Plot	Please share the Power Sanction taken for the Plot from the nearest Substation and Also the Utility Feasibility Study for availability of Power in terms of 110KV/220KV/33kV/22kV Etc including running length of HV Cable	Power sanction will have to be taken by bidder on behalf of RailTel after the issue of LOA.
23	5.4	27	5.4.2	Plot	Please Share underground Services Assessment and Soil Report if any.	No such report available currently
24	7.2	52		RailTel will be provided 3000 sq mtr. of shell space (with MEP) on first floor free of cost for future need.	As per RFP , MSDCP has to Build entire core Shell and MEP for 30 MW , Please clarify this scope.	The time for construction of DC shall be in two phases for 10 MW capacity to be implemented in the following schedule (counted from the date of issue of LOA): Phase-I (Shell Infra + 500 racks capacity): a. 1.5 years (18 months period) - Shell Structure and associated MEP for the minimum 10 MW capacity. b. 1.5 yrs to 2 years (6 months period)- For atleast 500 racks (passive infra) for Go-Live of Phase-I Phase-II (Remaining capacity): c. 3rd year to 5th year (36 months period)- Passive infra for remaining capacity for Go Live of Phase-II. Clause modified vide point no 6. of Corrigendum-5
25	7.3.1	62	H	Uptime Certification	Please confirm the Certification body can be Uptime or TIA 942 B or MSDCP Can decide.	As per RFP
26	7.3.1	62	H	ISO	ISO Certification will be done post implementation of Data Center , Please clarify	The required ISO certification will be taken post implementation only and as per the process adopted to take up the specific certifications.
27	8	80	Chapter 4	SLA	As Entire DC will be managed by MSDCP , We will adhere SLA as per Customer requirement , Please clarify the availability SLA points given in the Tender. How RailTel will charge Penalty to MSDCP.	The defined SLA are minimum that is required to maintain & operate a UPTIME Tier-3 certified (Design and Construction) DC services. Any applicable penalty related to SLA breach will be calculated and charges as defined in the SLA section of RFP.
28	14.1	109	chapter 10	Technical Capability- Project Experience (any consortium partners) - 1. One DC project of not less than 18 MW .	Consider 17 MW for One Project	Clause modified vide point no. 26 of Corrigendum-5
29	16.18	175		MAF	Please share List of Approved Makes if any	There is no approved list. However, the bidder shall ensure the latest technologies to be deployed and to be upgraded at regular intervals so as to make the DC future technology compliant and also to stay relevant and competitive in the market and to comply to the terms & conditions of the RFP.

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30	7.3.3.3	67		Managed Services - Disaster Recovery services	Please suggested DR location where the Disaster Recovery services would ne deployed	The Disaster Recovery centres is not the part of this project. However In case there is a business requirement of DC services along with DR then in that case, the DR services will be finalised in manner defined in point no. 11 of Corrigendum-5. (provided the customer agrees to taking the DR services as per the arrangement):
31				Additional Point	Are there any chances to form SPV for this Joint GTM	Option to form 100% owned SPV/100% owned Subsidiary in case of Single bidder participation for this project provided. Clause modified vide point no. 25 of Corrigendum-5
32	5.4	27	5.4.2	Plot	As its End to End Greenfield Project Build and Managed RFP by MSDCP, We request you to consider the Investment of Capex from RailTel for Core and Shell for the DC building as it will be non movable Asset.	As per RFP
33	7.2	52	Schedule V	Monetisation of the DC and Revenue sharing	Lets us know the Expenses sharing (Opex) methodology during the day to day operations for maintaining IT and Non IT Infrastructure of Data Center	As per RFP
34	5.4	27	5.4.2	Plot	For making all bidders on same page , Please define the Minimum requirement for making Data Center ready in terms of MW and Core Shell Infrastructure in SqFt or MW	The DC capacity has been modified to 10 MW. Please refer to modified clauses-vide point no 4 and 6 of Corrigendum-5
35	3 Fact sheet and calendar of events	17	5 th point	Bid Security/EMD	Request to consider the Bank Guarantee(from any bank) of 10cr.	Option of EMD submission in form of Bank Gaurantee (EMBG)included in RFP. Modified clause at point no. 2 of Corrigendum-5
36	Technical Proposal Content	45	6.11.10	Technical Proposal Content	This clause covers overall technical contents. We made our suggestion under the various section of this tender. It is proposed that this clause 6.11.10 may to be amended as per comments made in various section.	No comments
37	7.1 Model of development and operations of DC	50	7.1.1	RailTel intends to develop Data Centre of minimum capacity of 30 MW of IT load with development of minimum FAR 3.0 utilizing the benefits under UP State Data Centre Policy. The bidder can submit plan for higher capacities as part of the RFP response.	Min capacity of 30 MW is mentioned, but the exact capacity possible of a data center in the provided land is to be calculated. It is not feasible to consume a minimum FAR of 3.0 for DC as cooling capacity will dictate the MW.	The DC capacity has been modified to 10 MW. Please refer to modified clauses-vide point no 4 and 6 of Corrigendum-5.
38	7.1 Model of development and operations of DC	51	7.1.2	The project period shall be of 20 Years (extendable by 5 years). On project completion, the DC asset (including but not limited to Passive and Active components, IPR, trademarks etc) shall be handed over to RailTel. The plot shall at all times remain in the name of RailTel.	All assets of the data center are to be handed over to RailTel after 20 years through SPV created for this project. The plot shall be transferred or sub-leased in the name of SPV.	Option to form 100% owned SPV/100% owned Subsidiary in case of Single bidder participation for this project provided. Clause modified vide point no. 25 of Corrigendum-5
39	7.1 Model of development and operations of DC	51	7.1.4	The time for construction of building (with MEP) and Passive DC components (initial phase as planned by bidder) shall be 18 months from the date of LOA. In any case, the MSDCP shall be responsible to build complete planned DC capacity (passive components) within 3 years from the date of LOA.	The time for construction (initial phase) should be 3 years from the date of the LOA/land hand over whichever is later and the complete planned DC capacity will be handed over on the basis of business plan to be jointly finalized.	The time for construction of DC shall be in two phases for 10 MW capacity to be implemented in the following schedule (counted from the date of issue of LOA): Phase-I (Shell Infra + 500 racks capacity): a. 1.5 years (18 months period) - Shell Structure and associated MEP for the minimum 10 MW capacity. b. 1.5 yrs to 2 years (6 months period)- For atleast 500 racks (passive infra) for Go-Live of Phase-I Phase-II (Remaining capacity): c. 3rd year to 5th year (36 months period)- Passive infra for remaining capacity for Go Live of Phase-II. Clause modified vide point no 6. of Corrigendum-5
40	7.1 Model of development and operations of DC	51	7.1.5	RailTel will be provided 3000 sq mtr. of shell space (with MEP) on first floor free of cost for future need.	MSDCP is assuring the min revenue to RailTel for which they are creating the facility of data center, hence any space can be provided on chargeable basis.	Requirement modified to 1500 Sq. mtrs space. Clause modified vide point no. 7 of Corrigendum-5

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41	7.1 Model of development and operations of DC	51	7.1.7	The facility shall also be certified for IGBC Green Certification-Platinum OR LEED certified Building Design(BD)+Construction-Platinum OR ASSOCHAM-GEM-Level 5. The PUE (Power Usage Effectiveness) of DC shall be less than 1.5. The bidder is free to design, construct & operate DC complying to higher standards. The DC facility will be Tier-III certified by UPTIME Institute USA (Design and Construction).	Minimum Gold certification should be allowed. Please accept Certification from TIA associates/ partners also.	Green Building Certifications clause modified vide point no.8 of Corrigendum-5.
42	7.1 Model of Development & Operations of Data Centre	51	7	for IGBC Green Certification-Platinum	Please consider Gold rating as minimum.	Green Building Certifications clause modified vide point no.8 of Corrigendum-5.
43	7.1 Model of development and operations of DC	51	7.1.8	The MSDCP shall be responsible to market all services in the name of RailTel Corporation of India Ltd. . For any Government Business (State/Central/Ministries, Departments, PSUs, Authorities,etc, the MSDCP shall interact jointly with RailTel directly for acquiring business with such customer.	It is proposed that SPV may be created for the project and MSDCP will be responsible for market for all services in the name of SPV.	Option to form 100% owned SPV/100% owned Subsidiary in case of Single bidder participation for this project provided. Clause modified vide point no. 25 of Corrigendum-4
44	7.1 Model of development and operations of DC	51	7.1.9	The Cloud services shall be managed and operated by MSDCP. However, wherever required, RailTel shall take up the operations and management of identified IT Cloud infra for its strategic customer(s). Suitable sitting space to be provided for RailTel DC team in NOC by the MSDCP. The cost of such RailTel manpower shall be borne by MSDCP.	It is proposed that leasing out of any space of data center shall be taken on commercial basis. If RailTel wants to take any space, then it needs to pay the leasing charges and borne all its employee cost.	Requirement modified to 1500 Sq. mtrs space. Clause modified vide point no. 7 of Corrigendum-5
45	7.1 Model of development and operations of DC	51	7.1.10	The bidder shall provide as part of technical proposal, a detailed proposal having site plan, building plan, DC design, Passive & IT components with make & model and its Business plan. After issue of LOA, the bidder will submit the detailed site plan, all floor plan, all sections & elevations, 3D, Walkthrough presentation of DC and other required drawings for the DC development within 30 days of issue of LOA. This will be approved by RailTel post which the bidder can apply for approval to Competent Authority & start the development work.	It is being informed that MSDCP will submit detailed site plan, all floor plan, all sections & elevation within 9 months from issue of LOA. RailTel needs to approve those drawings within 5 working days otherwise deemed approval will be considered. Drawing approval is limited to detailed site plan, all floor plan, all sections and elevation only.	Relevant Clauses modified vide point no.10 & 12 of Corrigendum-5
46	7.1 Model of development and operations of DC	51	7.1.11	The MSDCP at the time of construction shall take approval of RailTel for all design approvals regarding building & DC components. All the detailed drawings- Architectural, Structural & flowchart drawings to be submitted to RailTel on time to time basis.	All detailed drawing/ design approvals by RailTel should be limited to space being taken by RailTel on lease and not for the DC components.	Relevant Clause modified vide point no.10 of Corrigendum-5
47	7.1 Model of development and operations of DC	51	7.1.12	All the approvals for the facility developed shall be taken in name of RailTel. RailTel shall facilitate/coordinate for all required approvals from various authorities. The bidder shall bear the associated costs to be paid to such authorities (if any).	A separate SPV may be floated in the name of successful bidder, and SPV to take all the approvals, loans etc. Land to be transferred to SPV during the tenure of service agreement.	Option to form 100% owned SPV/100% owned Subsidiary in case of Single bidder participation for this project provided. Clause modified vide point no. 25 of Corrigendum-4
48	7.2 Brief Scope of Work	52	7.2	Typical Constituents of Data Centre are: Reception lobby, Network Operation Center (NOC), Security operation center (SOC), Conference Room, Managed Servers, Electrical room, Raised floor area, UPS / Genset / DC Power Plant, Customer work area, private cages, customer co-location area, Security, Fire Detection & Suppression, meeting rooms, racks etc.	Modern design does not require Raised floors, accordingly the requirement may be revised.	The Scope requirements are a broad coverage of all the functional requirements that a Data Centre of the envisaged capacity requires. The bidder can offer and implement through the best technologies available complying to the latest industry standards. The bidder can offer and implement through the best technologies available complying to the latest industry standards and shall take and maintain the compliance of all required certifications as per clause 7.3.1-H and the PUE (Power Usage Effectiveness) of DC to be less than 1.5. It is also expected that the bidder will upgrade the technology from time to time during the period of contract.

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49	7.2 Brief Scope of Work	53	7.2 point 1	State of the Art Infrastructure like Precision controlled Cooling Systems, Power Conditioning equipment, multiple generators etc	The same will be decided as per efficient design and standard industry practice during execution stage.	<p>The Scope requirements are a broad coverage of all the functional requirements that a Data Centre of the envisaged capacity requires. The bidder can offer and implement through the best technologies available complying to the latest industry standards.</p> <p>The bidder can offer and implement through the best technologies available complying to the latest industry standards and shall take and maintain the compliance of all required certifications as per clause 7.3.1-H and the PUE (Power Usage Effectiveness) of DC to be less than 1.5. It is also expected that the bidder will upgrade the technology from time to time during the period of contract.</p>
50	7.3 Functional Scope	53	7.3.1	After issue of LOA, the bidder will submit the detailed site plan, all floor plan, all sections & elevations, 3D, Walkthrough presentation of DC and other required drawings for the DC development within 30 days of issue of LOA.	Please refer our response of SI no.11	Relevant clauses modified. Please refer to point no. 10 & 12 of Corrigendum-5.
51	7.3 Functional Scope	53	7.3.1.A Point 1	Civil and Interior works: Raise flooring inside server hall, Vitrified/Marble tile flooring tile carpet flooring in support area, PCC flooring on all area.	Modern design does not require Raised floors, accordingly the requirement may be revised.	As per RFP
52	7.3 Functional Scope	55	7.3.1.A Point 3	The data center shall be equipped with Backup AC Systems redundancy in case of failure / maintenance.	This shall be as per Tier-III guidelines i.e. N+1 for Data Hall cooling and Chillers.	<p>The proposed backup solution for cooling to be as per Tier-III Uptime (Design & Build) standards.</p> <p>The Scope requirements are a broad coverage of all the functional requirements that a Data Centre of the envisaged capacity requires. The bidder can offer and implement through the best technologies available complying to the latest industry standards.</p> <p>The bidder can offer and implement through the best technologies available complying to the latest industry standards and shall take and maintain the compliance of all required certifications as per clause 7.3.1-H and the PUE (Power Usage Effectiveness) of DC to be less than 1.5. It is also expected that the bidder will upgrade the technology from time to time during the period of contract.</p>
53	7.3 Functional Scope	55	2	Battery backup of minimum 1 hour for each UPS.	In place of 1 hour battery backup, we propose that 8 min or less to be considered as usually followed in other Data Centres these days.	Clause modified. Please refer to point no. 13 of Corrigendum-5.
54	7.3 Functional Scope	55	3	Air supply: Precision A/C: 20 C + 1	Design Temp is too stringent; not at par with present Cooling Temperature. Suggest to consider at 24± 2 deg C.	Clause modified. Please refer to point no. 14 of Corrigendum-5.
55	7.3 Functional Scope	56	3	In-row cooling for high density racks	Please review whether is it necessary? Inrow is efficient for high KW racks.	<p>The proposed solution to be as per Tier-III Uptime (Design & Build) standards.</p> <p>The Scope requirements are a broad coverage of all the functional requirements that a Data Centre of the envisaged capacity requires. The bidder can offer and implement through the best technologies available complying to the latest industry standards.</p> <p>The bidder can offer and implement through the best technologies available complying to the latest industry standards and shall take and maintain the compliance of all required certifications as per clause 7.3.1-H and the PUE (Power Usage Effectiveness) of DC to be less than 1.5. It is also expected that the bidder will upgrade the technology from time to time during the period of contract.</p>

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56	7.3 Functional Scope	57	7.3.1.A Point 4	POC and NOC Security features: Gas based suppression system in server hall, UPS and Power room.	Water mist may be allowed as well.	The proposed solution to be as per Tier-III Uptime (Design & Build) standards. The Scope requirements are a broad coverage of all the functional requirements that a Data Centre of the envisaged capacity requires. The bidder can offer and implement through the best technologies available complying to the latest industry standards. The bidder can offer and implement through the best technologies available complying to the latest industry standards and shall take and maintain the compliance of all required certifications as per clause 7.3.1-H and the PUE (Power Usage Effectiveness) of DC to be less than 1.5. It is also expected that the bidder will upgrade the technology from time to time during the period of contract.
57	7.3 Functional Scope	58	7.3.1.C Point 2	All the payments should be received through online mode only and shall be in the name of 'RailTel Corporation of India Ltd'.	All the payment will be in the name of SPV	As per RFP
58	7.3 Functional Scope	59	D. 4	Data Centre Management and Monitoring	We assume that BMS and EPMS will suffice this requirement, may please confirm.	The proposed solutions to be deployed should cover the scope defined under this section
59	7.3 Functional Scope	62	7.3.1.H Point 1 and 2	Green Building Certification-IGBC Green DC Certification-Platinum/ LEED certified Building Design (BD) + Construction-Platinum /ASSOCHAM GEM Level 5 Uptime Certified Tier-III certification	A minimum of Gold certification to be considered.	Clause modified vide point no. 8 of Corrigendum-5.
60	7.3 Functional Scope	63	7.3.2. A	The revenue shall be booked in name of RailTel only and to be collected by MSDCP and/or RailTel for DC business in an escrow account separately created for this DC project business. For any Government Business (State/Central/PSU's etc.), the MSDCP shall interact jointly with RailTel directly for acquiring business with such customer.	We propose that revenue should be booked in the name of SPV created for this data center.	As per RFP
61	7.3 Functional Scope	67	7.3.3.3 Viii	Load balancing	What does this load balancing mean here? Please elaborate. For Data hall server racks we may consider 3ph power socket to each rack cabinet and other major loads are 3ph thus load balancing shall not be a major challenge overall.	The proposed solutions to be deployed should cover the scope defined under this section
62	7.4 Warranty	68	7.4 all points	Warranty	The warranty shall be limited to 3 years from the date of commissioning. All the clause (under cl no.7.4) is not applicable here as investment has been done by MSDCP and it is his responsibility to earn the revenue.	As per RFP
63	7.5 Implementati on services	71	7.5 Pictorial diagram	Construction period: Construction stage phase 1 (min 6 MW): T+18 months	Request you to kindly consider construction period of phase-I as 3years from the date of handing over of land or signing of agreement whichever is later and the complete planned DC capacity will be handed over on the basis of business plan to be jointly finalized.	The time for construction of DC shall be in two phases for 10 MW capacity to be implemented in the following schedule (counted from the date of issue of LOA): Phase-I (Shell Infra + 500 racks capacity): a. 1.5 years (18 months period) - Shell Structure and associated MEP for the minimum 10 MW capacity. b. 1.5 yrs to 2 years (6 months period)- For atleast 500 racks (passive infra) for Go-Live of Phase-I Phase-II (Remaining capacity): c. 3rd year to 5th year (36 months period)- Passive infra for remaining capacity for Go Live of Phase-II. Clause modified vide point no. 6 of Corrigendum-5
64	7.5 Implementati on services	74	7.5.2.3	Configuration /Customization	The requirement is ok for the leased out space by the RailTel. Any investment is being made for maximization of the revenue, hence any customization will not be accepted which will affect the revenue generation.	As per RFP

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S.No.	Section No	Page No	Point No	Content of RFP requiring Clarification	Points of clarification required	Response to Queries
65	7.6 Extension of contract and exit management	76 & 77	7.6.4.1	<p>The PBG shall be forfeited and all assets of DC site provided by MSDCP shall be taken over by RailTel the balance work shall be done independently without risk & cost of the MSDCP. In this case, the bidder will transfer all the assets including the warranty/AMC, licenses etc to RailTel. An undertaking in this regard by the bidder is part of form- Confirmation to Terms & Conditions (Annexure-15) which is to be submitted as part of bid response.</p> <p>All the assets of the DC, which are not in name of RailTel, will be transferred in name of RailTel (including but not limited to Passive and Active components, software, hardware, IPR, trademarks etc). The MSDCP will do full knowledge transfer to RailTel DC team in the transition period. The Bidder will provide the RailTel with a complete and up to date list of the Assets to be transferred to the RailTel /RailTel appointed agency within 30 days of start of Exit Management Period.</p>	In case of termination/ early exist, 100% compensation to be given to MSDCP for the equity invested and liability of lending institution for this project.	As per RFP
66	7.6 Extension of Contract and exit management	76	7.6.2.8	All solutions provided by successful bidder under the scope of this RFP should be MSDCP agnostic to avoid any complication/interoperability issues during the asset transfer/hand over at time of exit/contract termination. No proprietary service is to used/implement by the MSDCP. Any customization/ tools/ effort required for smooth transfer of assets arising out of interoperability issue will be borne by the MSDCP.	Customization requested by RailTel may not be applicable here.	As per RFP
67	7.6. Extension of Contract and exit management	77	4.1	The PBG shall be forfeited and all assets of DC site provided by MSDCP shall be taken over by RailTel the balance work shall be done independently without risk & cost of the MSDCP. In this case, the bidder will transfer all the assets including the warranty/AMC, licenses etc to RailTel. An undertaking in this regard by the bidder is part of form- Confirmation to Terms & Conditions (Annexure-15) which is to be submitted as part of bid response.	In case of termination/ early exist, 100% compensation to be given to MSDCP for the equity invested and liability of lending institution for this project.	As per RFP
68	8 Service Level Agreement	81	Point 1 and 2 in table	Implementation SLAs - Delay in completing the Phase-1 roll out and Delay in completing the full DC commissioning	For time line, kindly refer our response of SI no.5 and further business plan. For termination, please refer our response as per SI No.33	Please refer to comments under respective points
69	8 Service Level Agreement	82	Point 3 in table	Implementation SLAs - Civil works and minor repairs	Not accepted as it is not affecting the revenue generation.	As per RFP
70	8 Service Level Agreement	83	Point 1 and 2 in table	Operational SLAs - Data Center availability and RTO/RPO	<p>RailTel will continue to have their revenue share on gross basis instead of net.</p> <p>Operational SLA may differ client to client, therefore standard SLA definition is not applicable.</p>	As per RFP. However in case of different SLA parameters of any customer, that will supersede the RFP SLA for that customer project only
71	8 Service Level Agreement	84, 85	All points	Incident management SLAs and Software SLAs	<p>RailTel will continue to have their revenue share on gross basis instead of net.</p> <p>Incident management SLA may differ client to client, therefore standard SLA definition is not applicable.</p>	As per RFP. However in case of different SLA parameters of any customer, that will supersede the RFP SLA for that customer project only
72	9.1 Governance Structure	88-90	9.1	<p>Governance Structure Table</p> <p>Steering Committee</p>	Rate card and resource allocation should be in the purview of MSDCP.	As per RFP
73	10 Commercial Terms	92	10 point f	All DC revenues would be collected in an escrow account. The escrow account shall be set-up in a scheduled commercial bank in India. RailTel shall open the escrow account and the rules and policies to operate and manage the escrow account would be conveyed by RailTel to the MSDCP. All the orders will be in name of 'RailTel Corporation of India Ltd' only and the payments has to be made online by the DC customers.	Escrow account to be opened by SPV created for this project. Revenue should be billed in the name of SPV created for this project.	Please refer to modified clause at point no 20 of the Corrigendum-5 as per which project account will be created for this project.
74	11 Revenue Assurance	95	11.1	A dedicated escrow account for the DC project will be opened by RailTel and it shall be ensured that all revenue transactions shall happen through this account only. The rules, policies and authorizations applicable on this escrow account would be governed by RailTel as per the terms and conditions of the RFP. Monthly, quarterly and annual reconciliation of revenue share would be performed for payment to RailTel. The audits would be performed on the accounts of MSDCP, with RailTel free to audit the books of the bidder/lead bidder & consortium members (as the case may be), if required. For this, the MSDCP will give access to books of accounts.	Escrow account to be opened by SPV created for this project.	Please refer to modified clause at point no 20 of the Corrigendum-5 as per which project account will be created for this project.

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S.No.	Section No	Page No	Point No	Content of RFP requiring Clarification	Points of clarification required	Response to Queries
75	12.1 Obligations of RailTel	97	12.1.2	All the approvals for the facility developed shall be taken in name of RailTel.	Should be in the name of SPV created for this project.	As per RFP
76	12.1 Obligations of RailTel	97	12.1.3	Network- The primary network for DC will be made available by RailTel at the site. Other service provider to be made available by the MSDCP. Any telecom service to be utilized/leased by any customer or MSDCP, the first right of refusal shall be with RailTel. The MSDCP shall incorporate suitable clause to this effect in the standard agreement for customers	First right of refusal to be linked with on matching price of market, with a time limit of response upto max. 24 hours by RailTel.	As per RFP. The first right of refusal will be effective based on RailTel matching the price of market.
77	12.1 Obligations of RailTel	97	12.1.4.3	RailTel may appoint a third party for review of the insurance policies planned/taken by the MSDCP during currency of contract	MSDCP will take the insurance policy as per business plan.	As per RFP
78	14.7 Contract Agreement	115	14.7.2	(ii) Submission of site plan, building plan (iii) Submission of Financial Closure documents	It will be required 9 months from date of LOA.	Relevant clauses modified. Please refer to point no. 10 & 12 of Corrigendum-4
79	14.8 Commencement of Agreement	115	14.8	The agreement shall commence from the date of LOA.	It should be from the date of possession of land.	The land is already in possession of RailTel and will be given to the selected bidder for the project effective from the date of LOA for the project
80	15.5 Default (Non-fulfillment of contract) 15.10 Right of Railtel after termination of contract owing to the default of successful bidder	119, 123	15.5.2.1 and 15.10	In the event of MSDCP failing to rectify its default even after the expiry of above mentioned notice period, it shall be lawful for RailTel to terminate the existing contract with MSDCP duly forfeiting the PBG and to take the work wholly or in part out of the MSDCP hands without any further reference and get the work or any part thereof, as the case may be, completed by other agencies without prejudice to any other right or remedy of RailTel. 15.10 – All points	In case of default as per 15.5 and 15.9 by MSDCP, 100% compensation to be given to MSDCP for the equity invested and liability of lending institution for this project.	As per RFP
81	15.41 Performance bank guarantee	139	15.41	All points	It is being asked that CBG to be submitted of 25 crores and to be kept valid for entire contract period of 20 years. Once MSDCP had invested large sum to build data center, why they need to maintain CBG for entire contract period. Max period till CBG to be maintained to be linked with completion and commissioning of all facilities of data center.	As per RFP
82	15.42 Financial Closure	140	15.42		Time period to tie up the fund need to be increased to nine month instead of one month as given in document.	The time period for tie up of funds is increased to 2 months. Please refer to modified clause- Point no. 28 of Corrigendum-5
83	16.1 Annexure 1: Commercial Bid Contract	143	16.1		It is proposed that min guaranteed revenue share may be kept as 8% & 10% for rack colocation services and managed services respectively.	Fixed revenue share for RailTel is modified as: •10% for rack colocation services •12% for managed services. Clauses modified. Please refer to point no. 27 of Corrigendum-5

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S.No.	Section No	Page No	Point No	Content of RFP requiring Clarification	Points of clarification required	Response to Queries
84	7.1 Model of Development & Operations of Data Centre	51	5	Regarding the allocation of space, is the 3000 sqm requirement for RailTel intended for colocation purposes?	Or solely for office space?	Requirement modified to 1500 Sq. mtrs space. Clause modified vide point no. 7 of Corrigendum-5
85				Is there any lease agreement in place for the land allocated to RailTel?	Or is it assumed to be provided at no cost?	Lease agreement already in place and title is with RailTel
86				Can we confirm whether customer acquisition efforts will be a joint responsibility between GMR and Railtel?	As this detail wasn't specified in the RFP.	In case of business is acquired/participated through competitive process (e.g. Tenders/RFP/EOI etc), RailTel will frontend the bidding process and will submit the EMD/Bid Security and PBG/SD. The MSDCP team will be part of the bidding team responsible for the getting business through tenders. Relevant clause updated vide point no. 9 of Corrigendum-5. Additionally refer to Clause no.5- Chapter-8 of RFP modified vide point no. 23 of this Corrigendum-5 as per which- <i>"To support successful bidder in marketing activities (e.g., support in targeting the Govt. and Pvt clients) and GTM strategy. RailTel will help in business development and strategizing by the MSDCP, and both MSDCP & RailTel shall work together for achieving business success, however MSDCP needs to own the overall responsibility for the sale of offered Data Centre solutions."</i>
87	7.1 Model of Development & Operations of Data Centre	50	1	To clarify, are we assuming that all project phases are designed for a 30MW capacity?	With potential for additional commissioning in the future within the 20-year lease period?	The DC capacity has been modified to 10 MW. Please refer to modified clauses-vide point no 4 and 6 of Corrigendum-5.
88				Is it feasible to achieve a FAR (Floor Area Ratio) of 3.5 for the project?		The DC capacity has been modified to 10 MW. Please refer to modified clauses-vide point no 4 and 6 of Corrigendum-5.
89				Could you provide further information on the expected lease duration?	Specifically whether it falls within the range of 25-30 years, or if there's a decision pending on this matter?	Lease duration of the plot is more than the project period. The project period is increased to 25 years vide point no .1 of Corrigendum-5
90	Para 7.1			Project Period: Para 7.1 of the RFP states that "the project period shall be of 20 Years (extendable by 5 years). On project completion, the DC asset (including but not limited to Passive and Active components, IPR, trademarks etc) shall be handed over to RailTel. The plot shall at all times will remain in the name of RailTel. " We were also given to understand that the land in NOIDA under this RFP, is on lease to RailTel from the NOIDA Authority and the unexpired period of the lease is ~ 80 years.	We humbly submit that the Project Period as envisaged in the said RFP is "too short", given the lead time involved in construction, development and monetization of the Project of such magnitude, the sizeable investment that will have to be made in the Project by the successful Bidder ("MSDCP") and also the market trend wherein in the contracts with quality customers are for fairly long period. In light of the above our humble suggestion to RailTel would be to kindly consider a longer Project period which should not be less than ~ 40 years from the grant of the LoA.	Project period increased to 25 years. Modified clause at Point no. 1 of Corrigendum-5
				Time for Construction: Para 7.1 (4) of the said RFP states that the time for construction of building (with MEP) and Passive DC components (initial phase as planned by bidder) shall be 18 months from the date of LOA. In any case, the MSDCP shall be responsible to build complete planned DC capacity (passive components) within 3 years from the date of LOA.		a. Project period increased to 25 years. Modified clause at Point no. 1 of Corrigendum-5 b. The time for construction of DC shall be in two phases for 10 MW capacity to be implemented in the following schedule (counted from the date of issue of LOA):

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S.No.	Section No	Page No	Point No	Content of RFP requiring Clarification	Points of clarification required	Response to Queries
91	Para 7.1 (4)			<p>We humbly submit that (i) the time being considered for the construction of building (with MEP) and Passive DC components in both the phases is "too short" and thus unreasonable and (ii) should not commence from the grant of LOA. In any project of the size as being envisaged in the said RFP , after the grant of the LOA considerable amount of time shall be required inter alia for:</p> <p>a.Planning and Designing of the Data Centre facility.</p> <p>b.Obtaining various statutory permissions from several agencies for the construction of the Project.</p> <p>c.Since the gross built up area to accommodate such large capacity datacenter will exceed 20,000 square meters the MSDCP will need to take MOEF & CC approval before commencement of construction, hence construction timeline should start post the approval of MOEF is obtained.</p> <p>d.Securing and installation of adequate Power Supply for the Project.</p> <p>e.On boarding of the Project manpower / resources.</p> <p>f.Selection, onboarding and mobilisation of vendors, service providers, contractors etc. that shall be required for the construction of the Project.</p> <p>g.Securing the required funding (from internal and/or external sources), for the execution of the Project.</p>	<p>In light of the above, RailTel is kindly requested to consider:</p> <p>a.Extended timelines for the completion of the construction of the Project in both the phases as against currently envisaged in the RFP and;</p> <p>b. The so extended timeframe should be counted only after factoring a buffer time that an MSDCP would require for the above stated activities before it could even start the construction activities.</p> <p>c.Also, RailTel should extend its fullest support in securing the necessary approvals that shall be required for the construction of the Project.</p>	<p>Phase-I (Shell Infra + 500 racks capacity):</p> <p>a. 1.5 years (18 months period) - Shell Structure and associated MEP for the minimum 10 MW capacity.</p> <p>b. 1.5 yrs to 2 years (6 months period)- For atleast 500 racks (passive infra) for Go-Live of Phase-I</p> <p>Phase-II (Remaining capacity):</p> <p>c. 3rd year to 5th year (36 months period)- Passive infra for remaining capacity for Go Live of Phase-II.</p> <p>Clause modified vide point no 6. of Corrigendum-5</p> <p>c. All required statutory approvals for the project is the responsibility of MSDCP. RailTel shall extend its full support to MSDCP in getting the approvals from the concerned authorities.</p>
92	Para 14.1			<p>Eligibility: Para 14.1 of the RFP provides for certain eligibility criteria which the bidders will have to fulfil, for them to be eligible for further evaluation under the RFP.</p> <p>The RFP document in this section lays down certain "Financial Capacity" and "Technical Capability- Project Experience".</p>	<p>We humbly request that RailTel should factor in and allow consideration of the "Financial Capacity" and "Technical Capabilities" of the Bidders' principal shareholders (i.e. any shareholder holding 26% or more in the bidder), while determining the eligibility of the bidders.</p>	<p>Please refer to clause 13.2 of RFP (modified vide point no. 24 of Corrigendum-5)-Use of Technical and/or Financial Strength of Holding Company/Group Company/Subsidiary Company</p>
93	Para 15.20			<p>Water and Power: The RFP at Para 15.20 states that " Arrangement of water and electric power required by the contractor for the works shall be made by him at own cost. RailTel will however recommend to the State Electricity board for giving the connection and power to the contractor. However, RailTel will bear no responsibility in this respect."</p> <p>As per our estimation, the Project will need 45 MW load which will be at 132KV Voltage levels hence load sanctions/ Grid Connectivity shall have to be taken by RailTel.</p>	<p>We would humbly request RailTel to kindly provide us with full details of the water and power assessment and availability, on the land on which the Project has to be executed ("Land") and all other details on the source, infrastructure etc. through which Water and Power will be sourced for the Project. We would also request RailTel to assess and let us know of power feasibility from 2 diverse paths.</p>	<p>The plot is a industrial/commercial hub with the positive feasibility of required power (from two paths) available with the authorities. There are many industrial/commercial units already operating in this sector.</p> <p>The bidder's scope is to take the required power and water from concerned authorities.</p>
94					<p>Land Assessment and Diligence: We request you to kindly share with us of all assessments that RailTel would have carried out in relation to the Land including without limitation, Air, Water, Soil test, etc. We would also request RailTel to provide to the Bidders adequate time and support to carry out the necessary diligence of the Land.</p>	<p>No such separate assesment has been done by RailTel. The plot is a industrial/commercial hub with various industries, DC etc already in operations/development. RailTel shall extend all suitable support to the MSDCP to carry out necessary diligence of the land</p>
95					<p>Support of RailTel for Fund Raise As would be appreciated by RailTel, a project of the size envisaged under the RFP would require substantial investment. For a Bidder to raise funds for the execution of the Project it may have to source it from external sources as well (like Bank Debt, etc) and to do so, sufficient security will have to be provided to the potential lender/source of funds. Since the rights in the underlying asset of the Project (i.e. the Land) shall be in the name of RailTel, we request clarity from Railtel on what support shall Railtel provide to the Bidder in securing any such external funding, including providing of Land as security.</p>	<p>As per RFP</p>

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96	Para 142, Annexure – 1 to the RFP			<p>Floor Price for Revenue share</p> <p>The RFP has at several places (para 142, Annexure – 1 to the RFP , etc.) indicated the following floor/fixed price for Revenue Share (Floor Price of revenue share as a percentage of Revenue/Gross Revenue)</p> <p>Fixed revenue share for RailTel shall be:</p> <ul style="list-style-type: none"> • 12% for rack colocation services • 15% for managed services 	<p>We humbly submit that the said Floor Price fixed by RailTel is exorbitantly high and shall make the project financially unviable for the Bidders. In addition to the above, RailTel has mandated that 3,000 Square meters of constructed space (with MEP) on the first Floor of the Project shall be provided by the Bidder to RailTel free of Cost. This will further add to the unviability of the Project. In light of the above, RailTel is requested to kindly:</p> <p>a.Reduce the Floor Price substantially from the currently suggested levels and</p> <p>b.Consider adequately compensating the successful Bidder for the 3,000 square meters of space that RailTel intends to reserve for itself.</p>	<p>The DC capacity has been modified to 10 MW. Please refer to modified clauses- vide point no 4 and 6 of Corrigendum-5.</p> <p>Fixed revenue share for RailTel is modified as:</p> <ul style="list-style-type: none"> •10% for rack colocation services •12% for managed services. <p>Clauses modified. Please refer to point no. 27 of Corrigendum-5</p> <p>Requirement modified to 1500 Sq. mtrs space. Clause modified vide point no. 7 of Corrigendum-5</p>
97				<p>8.Go To Market/Business Development</p> <p>We have been given to understand that the onus of monetisation of the Data Centre capacity under this RFP shall be with the MSDCP and RailTel is not offering any minimum commitment on monetization of the Project.</p>	<p>To make the Project viable for the Bidders and RailTel, our humble request to RailTel would be the following:</p> <p>a.RailTel should commit to procure from within this project atleast 25% of the total Project Capacity for its captive requirements from the go live date on market commercials.</p> <p>b.RailTel should be equally committed and responsible as the Bidder for the Monetization and Business Development for the Project especially for Government / PSU Data Centre requirements/opportunities.</p>	<p>RailTel strives to take up 500 racks cumulative DC business in the first 3 years after Go-live of first phase.</p> <p>The Relevant clause updated vide point no. 18 of Corrigendum-5.</p> <p>Additionally refer to Clause no.5- Chapter-8 of RFP modified vide point no. 23 of this Corrigendum-5 as per which- "To support successful bidder in marketing activities (e.g., support in targeting the Govt. and Pvt clients) and GTM strategy. RailTel will help in business development and strategizing by the MSDCP, and both MSDCP & RailTel shall work together for achieving business success, however MSDCP needs to own the overall responsibility for the sale of offered Data Centre solutions."</p>
98	Additional Technical Queries / Suggestions				<p>a.Construction of 30 MW capacity building within 17,000 sq.m. (approx. 4 Acres) land parcel will be very tight & will cause lot of space/logistics constraints and the MSDCP might need to increase the building height i.e. construct a multistorey building & do multiple Stacking of DG Sets. Hence, we suggest that the MSDCP should be allowed to propose 2 interconnected building with Maximum IT Load Capacity of 22-25 MW.</p>	<p>Requirement modified to 1500 Sq. mtrs space. Clause modified vide point no. 7 of Corrigendum-5</p>
99	Additional Technical Queries / Suggestions				<p>b.Fibre: Since Land is in the name of RailTel, we assume that 4 diverse fibre feasibility from local ISPs has been ascertained by RailTel & Fiber ROW charges will be borne by RailTel.</p>	<p>RailTel will provide fiber connectivity to DC from diverse paths and the ROW charges will be borne by RailTel</p>
100	Additional Technical Queries / Suggestions				<p>c.Design: In terms of the RFP, post the issuance of LOA, the MSDCP needs to take design approvals from RailTel within 30 days. We request RailTel to follow standard design considering RailTel's design & construction requirements. It is difficult to design & take approvals within a short time span of 30 days. Also, design of such large capacity datacentres take at least 6 months' time hence we propose to allow design duration of 180 days post signing of LOA.</p>	<p>Please refer to clause modified vide point no. 10 of Corrigendum-5.</p>
101	Additional Technical Queries / Suggestions				<p>d.Power:</p> <p>i.The MSDCP will be only doing power extension from the Land's boundary to the building inside the Project campus & any works outside the Land's boundary should be taken care by RailTel.</p> <p>ii.How fixed energy demand charges are will be handled?</p>	<p>Taking the required power from the concerned power utilities and its costs (From power utility substation/source till the plot and building) including the substation for the DC at the plot is under the scope of bidder.</p> <p>All fixed/opex energy charges is under the scope of the bidder.</p>
102	Additional Technical Queries / Suggestions				<p>e.Since MSDCP will be operating the Data Centre and maintaining the SLAs hence approvals form RailTel should be waived-off to expedite the project deliveries.</p>	<p>As per RFP</p>

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103	Additional Technical Queries / Suggestions				f.UPS: UPS N+N configuration, min. 1 hr. battery backup seems very high specification. MSDCP should be allowed to follow the market standard design for UPS backup.	Clause modified. Please refer to point no. 13 of Corrigendum-5 The Scope requirements are a broad coverage of all the functional requirements that a Data Centre of the envisaged capacity requires. The bidder can offer and implement through the best technologies available complying to the latest industry standards. The bidder can offer and implement through the best technologies available complying to the latest industry standards and shall take and maintain the compliance of all required certifications as per clause 7.3.1-H and the PUE (Power Usage Effectiveness) of DC to be less than 1.5. It is also expected that the bidder will upgrade the technology from time to time during the period of contract.
104	Additional Technical Queries / Suggestions				g.PUE: Less than 1.5 PUE is difficult to be maintained with 20C+1C air supply. Instead, MSDCP should be allowed to follow the market standard design for Cooling.	Clause modified. Please refer to point no. 14 of Corrigendum-5 The Scope requirements are a broad coverage of all the functional requirements that a Data Centre of the envisaged capacity requires. The bidder can offer and implement through the best technologies available complying to the latest industry standards. The bidder can offer and implement through the best technologies available complying to the latest industry standards and shall take and maintain the compliance of all required certifications as per clause 7.3.1-H and the PUE (Power Usage Effectiveness) of DC to be less than 1.5. It is also expected that the bidder will upgrade the technology from time to time during the period of contract.
105	Additional Technical Queries / Suggestions				h.CRM & Billing portal: MSDCP should be allowed to use their own system to manage the cost.	As per RFP
106	Additional Technical Queries / Suggestions				i.SLAs: We would require in-depth discussion on all SLAs as the SLAs should be as per current market conditions.	As per RFP. Customer specific SLA will be dealt as per specific requirements.
107	Additional Technical Queries / Suggestions				j.Technical specifications are of high-level design. MSDCP should instead follow standard design principle relevant in Data Centre industry to fulfil this RFP's requirement.	The Scope requirements are a broad coverage of all the functional requirements that a Data Centre of the envisaged capacity requires. The bidder can offer and implement through the best technologies available complying to the latest industry standards. The bidder can offer and implement through the best technologies available complying to the latest industry standards and shall take and maintain the compliance of all required certifications as per clause 7.3.1-H and the PUE (Power Usage Effectiveness) of DC to be less than 1.5. It is also expected that the bidder will upgrade the technology from time to time during the period of contract.