



Date: 15-02-2024

## Corrigendum -V

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

**Ref:** (i) This office E-Tender No. RailTel/Tender/OT/CO/NTP/2023-24/OSS/008, Dated 10-11-2023  
(ii) Corrigendum-I dated 14.12.23  
(iii) Corrigendum-II dated 27.12.23  
(iv) Corrigendum-III dated 12.01.24  
(v) Corrigendum-IV dated 31.01.24

In reference to the Tender for the “Supply, Design, Installation, Testing, Commissioning, and Integration of OSS solution at Rail-Tel Network (IP-MPLS & DWDM)” against **E-Tender No. RailTel/Tender/OT/CO/NTP/2023-24/OSS/008**, Dated 10-11-2023, following is issued with the approval of competent authority:

- 1: Corrigendum-V (point 1-16)
- 2: Response to firm’s queries (point 1- 45)
- 3: Extension of Bid End Date/Time as mentioned below:

Present	Revised Tender closing/opening date and time
Bid End Date/Time 15-02-2024 15:00:00	Bid End Date/Time 29-02-2024 15:00:00
Bid Opening Date/Time 15-02-2024 15:30:00	Bid Opening Date/Time 29-02-2024 15:30:00

All other terms and conditions will remain unchanged.

  
15/2/24

(Himanshu Kumar)  
GM/Technology Planning  
(For and behalf of RailTel Corporation of India Ltd.)

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, भारत सरकार (रेल मंत्रालय) का उपक्रम

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Corrigendum-V (E-Tender No. RailTel/Tender/OT/CO/NTP/2023-24/OSS/008)		
S.No	Tender Clause No.	Proposed clause
1	4.A.47.1, All Bidders offering their Solutions are required to conduct POC/Demonstration immediately after bid opening time (as mentioned in BDS). Bidders must ensure that make and model of Software used in POC/Demonstration should be same as offered in their submitted bids. Please note that no deviation in terms of Make & Model offered in Tender will be permitted. In case of any deviation found in make and model in Software offered for POC/Demonstration, bidder's bid will be technically disqualified. Details of Functional requirement are mentioned in Annexure- I of Chapter-7 (Section-I). If required, RailTel may also ask for testing & benchmarking of any component of offered solution (which are not part of POC/demonstration) during technical evaluation as per the technical requirement of tender.	4.A.47.1, All Bidders offering their Solutions are required to conduct POC/Demonstration immediately after bid opening time (as mentioned in BDS). Bidders must ensure that make and model of Software used in POC/Demonstration should be same as offered in their submitted bids. Please note that no deviation in terms of Make & Model offered in Tender will be permitted. In case of any deviation found in make and model in Software offered for POC/Demonstration, bidder's bid will be technically disqualified. Details of Functional requirement are mentioned in Annexure- I of Chapter-7 (Section-I). If required, RailTel may also ask for testing & benchmarking of any component of offered solution (which are not part of POC/demonstration) during technical evaluation as per the technical requirement of tender.
2	8.2.3.5 Configuration audit	<ol style="list-style-type: none"> <li>The solution should be able to detect Policy violations and notify person-in-charge.</li> <li>The solution should have the ability to perform a textual configuration search using pat-tern matching.</li> <li>The solution should be configurable to adapt to customer's configuration &amp; change pro-cesses and provide compliance visibility across all network infrastructure components from single dashboard.</li> <li>The solution should store a complete audit trail of configuration changes made to network devices including critical change information.</li> <li>The solution should maintain policy compliance using continuous configuration auditing and remediation.</li> <li>The solution should be capable of automated remediation to bring devices back to policy compliance or to a default configuration status.</li> <li>The solution should complete Operational, Security &amp; Regulatory Policy Definition and Enforcement.</li> </ol>
3	8.2.7.1 Server (point 1 Form Factor)	Max. 2U rack mounted with sliding rails
4	8.2.7.1 Server (point 6 Disks supported)	Up to 6 x 2.5" SAS/SATA SSD or NVMe with universal slots
5	8.2.7.1 Server (point 7 Disks configured)	2*1.2 SAS
6	8.2.7.1 Server (point 9 I/O slots)	Support up to 8 x PCIe Slots Gen4
7	8.2.7.1 Server (point 10. Expansion Slots)	At least 4 x16 PCIe slots to be provided
8	8.2.7.1 Server (point 11. Ports)	2* 10GbE SFP+ Ports and 2x16 or 32 Gbps FC
9	8.2.7.1 Server (point 18. Industry Standard Compliance-WOL Support)	WOL/PXE Support

S.No	Tender Clause No.	Original Clause	Proposed clause
10	8.2.4.1 Mediation Gateway - SDN Controller - B. For IP-MPLS: (point no. 103)	The SDN controller should support 1 minute, 15 minutes, hour, day, week, month, and yearly reports.	The SDN controller should support 15 minutes, hour, day, week, month, and yearly reports.
11	8.2.7.2 Storage (Point-4, Front-end Ports)	The proposed storage array should be configured with 08 No. of 16 or 32 Gbps FC ports and 08 No. of 10 or 25 GbE ports to provide scalable and dedicated connectivity to hosts and for remote replication. All 10 or 25GbE ports should be capable to deliver ISCSI, Remote Replication etc. Storage System must support 2-way and 3-way Replication.	"The proposed storage array should be configured with 08 No. of 16 or 32 Gbps FC ports and 04 No. of 10 or 25 GbE ports to provide scalable and dedicated connectivity to hosts and for remote replication. Storage System must support 2-way and 3-way Replication."
12	8.2.7.2 Storage (point-14 Storage resource pooling)	The proposed array should support mixing of different capacity and type (SSD, SAS, NLSAS) of drives in storage pool. Single storage pool should be accessible to both con-trollers. Proposed storage should also support growing capacity by single drive increment for supporting granular upgrades.	The proposed array should support mixing of different capacity and type (SSD, SAS, NLSAS) of drives in storage pool. Single storage pool should be accessible to both con-trollers. Proposed storage should also support growing capacity by single/double/Raid Group drives increment for supporting granular upgrades.
13	Point-E of form no. 7	I/We have offered Hardware and Software having End of Life (EOL) more than 10 years and End of Sale (EOS) more than 4 years from the date of opening of this Tender.	I/We have offered Hardware and Software having End of Life (EOL) more than 8 years and End of Sale (EOS) more than 4 years from the date of opening of this Tender.
14	4.A.29Settlement of Disputes/Arbitration	(i)Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996 as amended and the award made in pursuance thereof shall be binding on the parties. The venue of such arbitration or proceedings thereof shall be at New-Delhi.  (ii)All arbitration proceedings shall be conducted in English. Recourse against any arbitral award so rendered maybe entered into court having jurisdiction or applica-tion may be made to such court for the order of enforcement as the case may be.  (iii)The Arbitral Tribunal shall consist of the Sole Arbitrator appointed by CMD/RailTel Corporation of India Limited, if the value of claim is up to Rs. 10 lakhs. If the value of the claim or amount under dispute is more than Rs. 10 Lakhs, the matter shall be referred to the adjudication of arbitral council. Chairman Managing Director (CMD) of RailTel Corporation shall furnish a panel of three names to the contractor, out of which, contractor will recommend one name to be his nominee and then CMD/RailTel shall appoint one name as RailTel's nominee and these two arbitrators with mutual consent shall appoint a third arbitrator who shall act as the deciding ar-bitrator in terms of Arbitration and Conciliation Act. The award of the sole arbitra-tor or the Arbitral council, as the case may be, shall be final and binding on both the parties. Each of the parties agree that notwithstanding that the matter may be re-ferred to Arbitrator as provided herein, the parties shall nevertheless pending the resolution of the Controversy or disagreement, continue to fulfill their obligation under this Agreement so far as they are reasonably able to do so.	(i) The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.  (ii) In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.  (iii) For this purpose, RailTel will share to the other party, panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The other Party will suggest any 3 names out of the said panel for appointment as sole arbitrator. Thereafter, out of the said three names so suggested by the other Party, RailTel shall appoint the sole arbitrator. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties
15	8.2.5.2 Robotics Process Automation (RPA)/Workflow Automation	8.2.5.2 Robotics Process Automation (RPA)/Workflow Automation	Deleted
16	8.2.4.2 Device Management System (Fault and Performance) for Legacy Network- (Point no. 8)	The solution may use concepts such as Micro service-based Container Architecture.	The solution shall use concepts such as Micro service-based Container Architecture.

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

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
1	Page 17 of 257	BoM	FORMAT -I	15. Managed Switches as per specifications	Managed Switches specifications are missing in RFP. Please provide detailed specification.		The Specifications of items which are not defined in tender document, bidder shall propose items as per their offered solutions from the reputed make.
2	Page 17 of 257	BoM	FORMAT -I	Application performance management system as per specifications.	Request you to kindly provide no. of applications to be monitored along with below inputs for APM sizing:		Application performance management system will be used to monitor all the applications of solution offered against this tender. Accordingly the bidder can design their APM sizing.
3	Page 205 of 257	8.2.3 Discovery and Inventory	8.2.3.1Modelling Capabilities	13. The Solution MUST support the modelling of "hybrid" inventory objects, e.g. physical hardware (modules) associated with technology-specific child entities (DWDM logical channels) and attributes (frequencies).	As per Corrigendum-III, requirement for DWDM SDN controller deleted. Please confirm if this requirement is still valid.		SDN controller for DWDM network is a optional requirement for this tender. Bidder can propose integration of EMS/NMS or respective DWDM vendors with OSS either directly or through SDN controller/mediation layer as per the scope of the tender.
4	Page 205 of 257	2.3 Discovery and Inventory	8.2.3.1Modelling Capabilities	23. The Solution MUST offer Modelling and stitching of services for each service type (IP/MPLS - L2 VPN, L2 VLAN, L3 VPN, Multicast, VPLS, Internet; Optical - P2P DWDM 1G, P2P DWDM 10G, P2P DWDM 100G) The Solution shall provide 10 inventory reports per controller.	As per Corrigendum-III, requirement for DWDM SDN controller deleted. Please confirm if this requirement for Optical - P2P DWDM 1G, P2P DWDM 10G, P2P DWDM 100G, can be removed.		
5	Page 21 of 257	Overview of the Scope	Key Objectives of OSS Solution	8. Provide Auto Trouble Ticket assignment to respective NOC/Field Support Teams based on correlated Event and Alarm based on parent child relationships.	Request you to kindly share number of helpdesk users & NOC users.		Bidder can design their solution by considering the concurrent helpdesk/NOC user minimum 250Nos.
6	Page 24 of 257	3.A	3.A.1.3.4 Dimensioning Details	Legacy Devices- 20,000 SDN (IP/MPLS) Devices- 2,000 Optical DevicesDWDM - 5000	As per our understanding, under this we need to integrate only listed below, No existing devices like desktop, server, printer etc need to be monitored. Legacy Devices - 20,000, SDN (IP/MPLS) Devices - 2,000 Optical Devices DWDM - 5000 & Infra procured for OSS solution of this RFP Please confirm.		May please refer Annexure-I of chapter-7 "Existing Inventory detail of RailTel" & Annexure-IV "Existing NMS detail for DWDM of RailTel " added under chapter-7 in corrigendum-III
7	Page 17 of 257	BoM	FORMAT -I	16 Third Party Software (OS and Database) as per specifications.	Third party software specifications are missing in RFP. Please provide detailed specification.		The Specifications of items which are not defined in tender document, bidder shall propose items as per their offered solutions from the reputed make.
8	Page 17 of 257	BoM	FORMAT -I	Application performance management system as per specifications.	As per our understanding, Applications, which are being proposed as part of this RFP solution, only that need to be monitor. No existing or additional application need to be monitor under this APM. This is required for APM sizing. Please confirm.		The Specifications of items which are not defined in tender document, bidder shall propose items as per their offered solutions from the reputed make.
9	Page 244 of 257	8.2.6 Business Continuity	B. Non-Critical Applications and Databases for Business Continuity	2. The solution MUST provide a manual/automated way of backing up and restoring noncritical data on a daily basis between DC and DR.	As per our understanding, Links (P2P/MPLS) between DC and DR location for synchronization/connectivity will be provided by Railtel. Please confirm.		Yes, RailTel will provide P2P/MPLS between DC and DR location for synchronization/connectivity
10	Page 17 of 257	BoM	FORMAT -I	15. Managed Switches as per specifications	As per our understanding, bidder need to provide Access layer Managed switches only to connect server & storage infra. Upper layer connectivity will be provided by Railtel. Kindly confirm.		Yes, RailTel will provide Upper layer connectivity from access switch.
11	Page 228 of 257	8.2.4.3 Network Automation for Legacy Network	8.2.4.3 Network Automation for Legacy Network	10. The solution should have internal workflow management for approval process or should be capable of integrating with ITSM Ticketing tool.	As per our understanding, ITSM tool (HPSM) already in place, bidder need to integrate only with OSS. Please confirm.		Integration of HPSM tool shall be done as per the scope defined in Tender.

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
12	Page 24 of 257	3.A.3.A.1.3.4 Dimensioning	3.A.3.A.1.3.4 Dimensioning Details	HA Yes (For Critical Application)	As per our understanding, All critical applications need to be installed in HA at DC site locally and recovery at DR location. And for non-critical applications Primary at Data center and Disaster recovery at DR location. Please confirm.		Understanding is right, HA (high availability) is required locally at DC site for the critical applications
13	Page 228 of 257	8.2.4 Mediation Gateway.	8.2.4.3 Network Automation for Legacy Network	13. The solution should have notification to provide alerts and notification using multiple channels with like SMS, email, etc.	As per our understanding, Railtel already have existing LDAP/AAA, SMS gateway, email gateway & NTP. bidder need to integrate only. Please confirm.		Yes, RailTel will provide LDAP/AAA, SMS gateway, email gateway & NTP. bidder need to integrate only
14	Page 54 of 257	4.A.2	4.A.2.4.5 Replacement Services during Warranty and AMC Period	4.A.2.4 Bidder should provide one OEM certified Support Engineers at CNOC after supply of Phase-I Hardware and Software.	Please clarify the OEM.As for solution there may be multiple OEMs such as OSS, SDN, hardware, OS, DB etc. All manpower resource asked in RFP will be deployed at CNOC Delhi Location only. Please confirm.		As per offered solution, Bidder should provide one OEM certified Support Engineers (hardware/OS) at CNOC after supply of Phase-I Hardware and Software.
15	Page 237 of 257	8.2.5 Other Requirements	8.2.5.2Robotics Process Automation (RPA)/Workflow Automation	8.2.5.2 Robotics Process Automation (RPA)/Workflow Automation	Request authority to delete the entire clause that is 8.2.5.2 with the following justification. Robotic Process Automation using Attended / Unattended BOTs is not required as part the Automation needs of OSS. The BOT usage will make things complicated and remove the chance of adapting to situation based on human intelligence. The Intelligent Document Processing Tool can be considered outside of OSS scope and ideally treated as separate Tool in itself and used alongside ERP / CRM Systems. The default Automation needs as listed in the 3.UseCase sub-sections are well suited for OSS layer and can be achieved without RPA.		Please see corrigendum-V
16	Page 239 of 257	USE CASES FOR RPA/ Workflow Automation TOOL:	C. Network Testing and Network Maintenance Utilities	The solution SHOULD support Twamp Troubleshooting	TWAMP support is dependent on NE OEMs, and ideally should be associated with NE Vendor and field engineer operation requirements. Request authority to delete this requirement.		Please see corrigendum-V
17	73	Chapter 4	4.A.14.1	Eligibility Criteria Requirements for Bidders Technical Capability-1 (# Similar Work: Works completion of Supply, Installation, Testing and Commissioning of a project in the field of Data Centre/Software deployment/Telecom for any Government department or Public Sector Units or public listed companies (as per note below).	Kindly change to  Works completion of Supply, installation, Testing and Commissioning of a project in the field of Data Centre/software deployment/telecom for any Government department, Public Sector Units, public listed companies (as per note below) or any private organisation.	This will enable more bidders to participate in the tender which will ensure aggressive commercials to Railtel	May please refer Tender document & corrigendums issued.
18	75	Chapter 4	4.A.14.1	Eligibility Criteria Requirements for Bidders (h)Technical Manpower The Bidder must have on its roll at least 75 technically qualified professionals in providing the /IT Infrastructure maintenance services as on bid submission date. Out of the 75 following technical manpower must be on its role. Minimum 15 resources should be B.E/B. Tech/ MCA with OEM certifications either on: 1. Server technology - 5 out of 15 2. Cyber/IT Security- 2 out of 15 3. Cloud Technology or Storage solutions- 2 out of 15 4. System software — 2 out of 15 5. At least One Project management professional with PMP certification — 1 out of 15 6. At least 3 professionals with ITIL V3 certifications - 3 out of 15	Kindly change to  The Bidder must have on its roll at least 75 technically qualified professionals in providing the /IT Infrastructure maintenance services as on bid submission date. Out of the 75 following technical manpower must be on its role.	This will enable more bidders to participate in the tender which will ensure aggressive commercials to Railtel	May please refer the Tender document & corrigendums issued.

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
19	75	Chapter 4	4.A.14.1	(j) Technical Capability-2 Bidder has successfully commissioned and working satisfactorily of OSS/SDN/Controller/ UNIMS/ NMS/EMS/Network monitoring System for IP/MPLS/DWDM/Switch Network with 2700 Nodes, (during last 07 (seven) years, ending last day of month previous to the one in which tender is invited) in any Government, department or Public Sector Units or public listed companies.	Kindly Remove this clause	This clause is restrictive and ensure participation of only few bidders. This will enable more bidders to participate in the tender which will ensure aggressive commercials to Railtel	May please refer Tender document & corrigendums issued.
20	64	Chapter 4	4.A.6	Performance Bank Guarantee (PBG) The successful bidder has to furnish security deposit in the form of Performance Bank guarantee @10% for issued PO/ LOA value, (the same should be submitted within 30 days of issue of LOA/PO), failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover warranty period plus four months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract. PBG claim period should be valid till 1 year after PBG Validity.	Kindly change for 10% to 3%	as per the amendment in the General Financial Rules 2017 - Rule 171(i) Performance Security, PBG can now be 3%.  This will greatly reduce the cost of funds thus ensuring less cost incurred enabling more aggressive price.	May please refer the Tender document & corrigendums issued.
21	Page no-70	Chapter 4	clause 4.A.10	Insurance Bidder seek the following modifications/suggestions to this clause as under: (i) 4.A.10.1- Bidder seek revision of this sub clause such that Bidder will take all insurance policies to the extent as required under applicable laws. (ii) 4.A.10.1.1 and 4.A.10.2- Bidder seek to clarify that Bidder shall keep the goods insured until the good reaches the destination (iv) 4.A.10.3- Bidder has an enterprise level insurance coverage and shall provide a declaration to support this.	Please note that bidder has all the policies required to be maintained under applicable laws <del>which are sufficient to cover the requirement detailed hereunder in clause 4.A.10.1.1 and 4.A.10.2 along with an enterprise level insurance coverage across Kyndryl and, a declaration to this effect can be provided to Railtel.</del>	No change, it will be as per Tender document.	
22	Page 97	Chapter 4	clause 4.A.29 of Chapter-4	Settlement of Disputes/Arbitration As per the tender document, CMD of Railtel shall furnish a panel of three names to the contractor, out of which, contractor will recommend one name to be their nominee and then CMD/RailTel shall appoint one name as RailTel nominee and these two arbitrators with mutual consent shall appoint a third arbitrator. This is one sided as we need to have the right of independent nomination without being mandated to choose one among the names recommended by the CMD of Railtel.  Bidder proposes the dispute between the parties be settled by a sole arbitrator mutually appointed by the parties. Bidder should be allowed to nominate an independent neutral arbitrator among the three along with Railtel nominee and the third arbitrator should be nominated with mutual consent. Bidder further proposes to replace sub-clause (iii) as under:  The Arbitral Tribunal shall consist of the Sole Arbitrator appointed mutually by the parties <del>CMD/RailTel Corporation of India Limited. If the value of claim is up to Rs. 10 lakhs. If the value of the claim or amount under dispute is more than Rs. 10 Lakhs, the matter shall be referred to the adjudication of arbitral council consisting of three arbitrators with each party nominating one arbitrator each and –Chairman- Managing Director-(CMD)-of RailTel Corporation shall furnish a panel of three names to the contractor, out of which, contractor will recommend one name to be his nominee and then CMD/RailTel shall appoint one name as RailTel nominee and these two arbitrators with mutual consent shall appoint a third arbitrator who shall act as the deciding arbitrator in terms of Arbitration and Conciliation Act. The award of the sole arbitrator or the Arbitral council, as the case may be, shall be final and binding on both the parties. Each of the parties agree that notwithstanding that the matter may be referred to Arbitrator as provided herein, the parties shall nevertheless pending the resolution of the Controversy or disagreement, continue to fulfill their obligation under this Agreement so far as they are reasonably able to do so.</del>	<b>Bidder proposes modification to sub-clause (iii) as under:</b> The Arbitral Tribunal shall consist of the Sole Arbitrator appointed mutually by the parties <del>CMD/RailTel Corporation of India Limited. If the value of claim is up to Rs. 10 lakhs. If the value of the claim or amount under dispute is more than Rs. 10 Lakhs, the matter shall be referred to the adjudication of arbitral council consisting of three arbitrators with each party nominating one arbitrator each and –Chairman- Managing Director-(CMD)-of RailTel Corporation shall furnish a panel of three names to the contractor, out of which, contractor will recommend one name to be his nominee and then CMD/RailTel shall appoint one name as RailTel nominee and these two arbitrators with mutual consent shall appoint a third arbitrator who shall act as the deciding arbitrator in terms of Arbitration and Conciliation Act. The award of the sole arbitrator or the Arbitral council, as the case may be, shall be final and binding on both the parties. Each of the parties agree that notwithstanding that the matter may be referred to Arbitrator as provided herein, the parties shall nevertheless pending the resolution of the Controversy or disagreement, continue to fulfill their obligation under this Agreement so far as they are reasonably able to do so.</del>	Please see corrigendum-V	

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
23	Page 101	Chapter-4	clause 4.A.43 of Chapter-4	Mandatory Updation of Labour Data on Railway's Shramik Layan Portal	This requires Kyndryl to upload registers, pay slips etc in the Shramik Kalvan portal which will be then available in the public domain. The bidder proposes to issue a compliance undertaking to demonstrate our compliance under the applicable law.	Railtel to confirm that the clause is not applicable for the current scope in the tender. There will be no daily wage/ contract labour employed for this contract. Hence, bidder seek deletion of this clause from the RFP document	No change, it will be as per Tender document.
24	Page 63	Chapter-4	Clause 4.A.5.2	Payment of services towards Long Term Maintenance/AMC	As per Clause: "Payment of SOR Item towards "AMC/Long term maintenance Support" would be paid on quarterly basis by RailTel CNOC after successful completion of maintenance support of that quarter on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract.  Bidder request that billing term for AMC to be yearly in advance and payment to be made in full within 30 days of invoice. Please confirm.	Please note that the AMC for OEM products is paid in yearly advance to the respective OEM's document/corrigendums.	No change, it will be as per Tender document/corrigendums.
25	Page 71	Chapter-4	Clause 4.A.14.1, Point C	Financial Capability	As per Clause: The bidder should have a minimum cumulative turnover as mentioned in BDS (Chapter-5, Section-I) from the operations in the last three financial years plus current year up to the date of opening of tender.  Bidder will be able to provide the financial statement for the period of FY 2021-22 and FY 2022-23 as Kyndryl. Bidder is a spin off entity of IBM Managed Services Business. Since IBM did not report its Managed Services business turnover separately and is currently a separate entity, bidder shall not be able to provide copies of balance sheet/annual reports for the full specified period. However, bidder shall furnish documentation from statutory auditor certifying the turnover associated with bidders business for all the years of the specified period. The certified turnover is significantly above the criteria required in the tender. Bidder requests for consideration of the same.	Bidder is a demerged entity from IBM and came into existence in 2021. Hence will not be able to provide financials for the year 2020-21 for Kyndryl. However, we will be able to give CA certificate stating our turnover in total IBM share for the country for the year 2020-21.	No change, it will be as per Tender document.
26	105/207	Chapter 7	4.A.47 Proof of Concept (POC)/Demonstration	4.A.47.1, All Bidders offering their Solutions are required to conduct POC/Demonstration immediately after bid opening time (as mentioned in BDS). Bidders must ensure that make and model of Hardware & Software used in POC/Demonstration should be same as offered in their submitted bids. Please note that no deviation in terms of Make & Model offered in Tender will be permitted. In case of any deviation found in make and model in Hardware and Software offered for POC/Demonstration, bidder's bid will be technically disqualified. Details of Functional requirement are mentioned in Annexure-III of Chapter-7 (Section-I).	Kindly amend the clause for the same make & model for Hardware requirement for the POC	Since the main construct of the RFP is the OSS solution, hence we request the authorities to kindly delete the clause for same make & model of hardware as quoted in the bid for POC.  <b>Change Requested:</b> 4.A.47.1, All Bidders offering their Solutions are required to conduct POC/Demonstration immediately after bid opening time (as mentioned in BDS). Bidders must ensure that make and model Software used in POC/Demonstration should be same as offered in their submitted bids. Please note that no deviation in terms of Make & Model offered in Tender will be permitted. In case of any deviation found in make and model in Software offered for POC/Demonstration, bidder's bid will be technically disqualified. Details of Functional requirement are mentioned in Annexure- III of Chapter-7 (Section-I)	Please see corrigendum-V

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
27	63	Chapter 4	4.A.5.2 Payment of Services (Long Term Maintenance/AMC)	4.A.5.2.1 Payment of SOR Item towards "AMC/Long term maintenance Support" would be paid on quarterly basis by RailTel CNOC after successful completion of maintenance support of that quarter on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:	Kindly amend the clause Quarterly payment to Advance payment	Since the all OEM's took advance payments for their AMC from us as we would like to request you to please provide advance payment after submitting the Bank Guarantee and support contract copy.  <b>Change Requested:</b> 4.A.5.2.1 Payment of SOR Item towards "AMC/Long term maintenance Support" would be paid 100% against the Bank Guarantee by RailTel CNOC after successful completion of maintenance support of that quarter on submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract:	No change.
28	209	CHAPTER-8	8.2.3.5 Configuration audit	8.2.3.5 Configuration audit 1. The solution should be able to detect policy violations and notify to person-in-charge. 2. The solution should have the ability to perform a textual configuration search using pattern matching. 3. The solution should be configurable to adapt to customer's configuration & change processes and provide compliance visibility across all network infrastructure components from single dashboard. 4. The solution should store a complete audit trail of configuration changes made to network devices including critical change information. 5. The solution should maintain policy compliance using continuous configuration auditing and remediation. 6. The solution should be capable of automated remediation to bring devices back to policy compliance or to a default configuration status. 7. The solution should complete Operational, Security & Regulatory Policy Definition and Enforcement.	Kindly Delete this for wider Completion	Kindly Delete this for wider Completion	Please see corrigendum-V
29				Additional Query	Does H.A required for mediation servers for legacy devices ?	Blade chassis offers a unified for LAN and SAN) modular solution with rack-based server functionality, reducing power and cable requirement. With support for all the applications, it provides more solution centric approach which is independent on hardware front.	H.A is not mandatory required for mediation servers for legacy devices.
30	244	CHAPTER-8	8.2.7.1 Server	1. Form Factor: Max. 2U rack mounted with sliding rails	Max. 2U rack mounted with sliding rails or blade form factor with required blade chassis and other accessories in two 42U rack.		Please see corrigendum-V
31	244	CHAPTER-8	8.2.7.1 Server	6. Disks supported : Up to 8x 2.5" SAS/SATA HDD or SSD with universal slots	Up to 6 x 2.5" SAS/SATA SSD or NVMe with universal slots	SSD/NVMe drives provides better performance then HDD drives both on capacity and IOPS.	Please see corrigendum-V
32	244	CHAPTER-8	8.2.7.1 Server	7. Disks configured : 2*1.2 SAS	2*1.2 SAS SSD or Higher	Majority of Applications are coming with SSD and SAN Storage is also asked with SSD	Please see corrigendum-V

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
33	244	CHAPTER-8	8.2.7.1 Server	9. I/O slots :Support up to 8 x PCIe Slots Gen4	Support up to 8 x PCIe Slots Gen4 <b>or as per blade architecture</b>	Blade chassis offers a unified modular solution with rack based server functionality, reducing power and cable requirement. With support for all the applications, it provides more solution centric approach which is independent on hardware front.	Please see corrigendum-V
34	244	CHAPTER-8	8.2.7.1 Server	10. Expansion Slots : At least 4 x16 PCIe slots to be provided	At least 4 x16 PCIe slots to be provided <b>or as per blade architecture</b>	Blade chassis offers a unified modular solution with rack based server functionality, reducing power and cable requirement. With support for all the applications, it provides more solution centric approach which is independent on hardware front.	Please see corrigendum-V
35	244	CHAPTER-8	8.2.7.1 Server	11. Ports : 2* 10GbE SFP+ Ports and 2x16 or 32 Gbps FC.	2* 10GbE SFP+ Ports and 2x16 or 32 Gbps FC <b>OR Quad port 25G Converged Adapter , as per blade architecture</b>	Converged adapter will provide both ethernet and FC traffic on a single wire.	Please see corrigendum-V
36	244	CHAPTER-8	8.2.7.1 Server	11. Industry Standard Compliance : WOL Support	Kindly change to <b>WOL/PXE Support</b>	WOL is supported with Intel LAN Card. However in Blade Architecture OEM own card is used, which support PXE (equivalent feature).	Please see corrigendum-V
37	215	CHAPTER-8	8.2.4 Mediation Gateway.	8.2.4.1 SDN Controller - B. For IP-IMPLS: 88. The SDN controller supports monitoring and visualization of service SLA performance, including delay, packet loss, jitter, and bandwidth, by using (TWAMP and Y.1731) - 2000 links	88. The SDN controller supports monitoring and visualization of service SLA performance, including delay, packet loss, jitter, and bandwidth, by using (TWAMP/ <b>SR-PW</b> and Y.1731) - 2000 links	Y.1731 for L2 services SR-PW for Links and SR policy latency	No change, it will be as per Tender document/corrigendums.
38	216	CHAPTER-8	8.2.4 Mediation Gateway.	8.2.4.1 SDN Controller - B. For IP-IMPLS: 103. The SDN controller should support 1 minute, 15 minutes, hour, day, week, month, and yearly reports.	Kindly delete 1 min polling. 103. The SDN controller should support 1 minute, 15 minutes, hour, day, week, month, and yearly reports.	General industry standard is starting from 15 min	Please see corrigendum-V
39	142	CHAPTER-6	FORM NO. 7	FORM NO. 7 – OEM'S UNDERTAKING ON LETTER HEAD FOR MAF, PROVEN FACILITY, BLACKLISTING, MALICIOUS CODE, IPR & RESTRICTION ON COMPANIES FROM LAND BORDER SHARING COUNTRIES WITH INDIA Point E: /We have offered Hardware and Software having End of Life (EOL) more than 10 years and End of Sale (EOS) more than 4 years from the date of opening of this Tender. S No. 5 point No. 4	Kindly change the clause for Hardware requirement and amend as "I/We have offered Hardware and Software having End of Life (EOL) 8 years and End of Sale (EOS) more than 4 years from the date of opening of this Tender."		Please see corrigendum-V
40	83	CHAPTER 4	4.A.14.2 Eligibility Criteria Requir	Undertaking by OEM on their respective letter Heads , point no. 5 sub point 4- "Offered Software of SDN controller and OSS are having End of Life (EOL) more than 10 years and End of Sale (EOS) more than 4 years from the date of opening of this Tender (Point-E of form no.7)."	Kindly amend the clause as "Offered Software of SDN controller and OSS are having End of Life (EOL) 8 years and End of Sale (EOS) more than 4 years from the date of opening of this Tender (Point-E of form no. 7)		Please see corrigendum-V

S.No.	Pg No.	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason	RailTel Response
41	Additional query				Kindly suggest the dimensioning details for Robotics Process Automation (RPA)/Workflow Automation		<p>The system for process automation may be designed as per following parameters:</p> <ol style="list-style-type: none"> <li>1. Number of devices – 12,000</li> <li>2. Number of Alerts received – Anticipated. 1000 events per day in CNOC</li> <li>3. Rules for invoking RPA – eg. P1/P2 alerts only? – Managed in OSS mostly</li> <li>4. Avg. Testing time taken today. – 8 hr/ device</li> <li>5. Number of folks needed for making decisions – 10 operators.</li> <li>6. Number of Sales Orders anticipated per month/annually? – Sizing to be done/ 10 per month</li> <li>7. Number of Network Change Requests per year – 10 requests per month</li> <li>8. Number of Requests to create new users in ERP System -</li> <li>9. SLA for the above activities? – TBD – Industry Std SLA</li> </ol>
42	142	FORM NO. 7 – OEM'S UNDERTAKING ON LETTER HEAD FOR MAF		I/We have offered <b>Hardware and Software having End of Life (EOL) more than 10 years and End of Sale (EOS) more than 4 years</b> from the date of opening of this Tender.	I/We have offered <b>Hardware and Software having End of Service Life of 7 years</b> from the date of opening of this Tender.	Most OEMs design their products with a maximum lifespan of 7 years, and the end of sales is influenced by technological advancements. I kindly request you to consider extending the end of the service life beyond 7 years.	Please see corrigendum-V
43	167	8.1 General Conditions		8.1.8 OEMs should support Firmware up gradation till the OEM announces End of Life (EoL). Hardware and Software offered by OEM should have End of Life (EOL) less than 8 years from the date of Supply. <b>End of Sale (EOS) of offered Hardware and Software should not be less than 4 years from the date of Supply.</b>	8.1.8 OEMs should support Firmware up gradation till the OEM announces End of Life (EoL). <b>Hardware and Software offered by OEM should have End of Service Life (EOL) less than 7 years from the date of Supply.</b>		Please see corrigendum-V
44		8.2.7.2 Storage clause #4, Front-end Ports		The proposed storage array should be configured with 08 No. of 16 or 32 Gbps FC ports and 08 No. of 10 or 25 GBE ports to provide scalable and dedicated connectivity to hosts and for remote replication. Atleast 04 Nos. of 10 or 25GBE ports should be capable for Remote Replication etc. Storage System must support 2-way and 3-way Replication.	As the SAN storage requirement is minimal with just 100 TB capacity requirement, the port count ask are on very high side and will un-necessary increase the cost of acquisition. Therefore, we request to change the clause as below, <b>"The proposed storage array should be configured with 08 No. of 16 or 32 Gbps FC ports and 04 No. of 10 or 25 GBE ports to provide scalable and dedicated connectivity to hosts and for remote replication. Storage System must support 2-way and 3-way Replication."</b>		Please see corrigendum-V
45		8.2.7.2 Storage clause #13, Storage resource pooling		The proposed array should support mixing of different capacity and type (SSD, SAS, NLSAS) of drives in storage pool. Single storage pool should be accessible to both controllers. Proposed storage should also support growing capacity by single/double drive increment for supporting granular upgrades.	Storage architecture and deployment varies between different OEMs and in this clause capacity upgrade by single/drive increment is limiting factor for us. Requesting to change the clause as below, <b>"The proposed array should support mixing of different capacity and type (SSD, SAS, NLSAS) of drives in storage pool. Single storage pool should be accessible to both controllers. Proposed storage should also support growing capacity by single/double/raid Group drives increment for supporting granular upgrades."</b>		Please see corrigendum-V