

Consolidated Quires for Railnet upgradation for SIP server Tender no 312					
Pre-Bid Queries for E-TENDER NO.Tender No. Tender No. RAILTEL/TENDER/OT/CO/DNM/2015-16/Railnet Upgradation/SIP Server 312					
SN	Chapter	Clause No	Existing Clause	Clarification	Railtel Response/Clarification Proposed
1	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 1 . Centralized SIP Server , SN 3	There should 24 DIMM Slots for Memory and Memory upgradable to 768 GB	If expansion up to 768GB is required. And if it can be met by a system with fewer DIMMs but xpendable up to 768GB . Is such a system acceptable?	May kindly reffer the Corrigendum-II.
2	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 1 . Centralized SIP Server , Sn 4	Server RAID controller should support the following configurations RAID 0, 1, 5, 6, 10 , 50 and 60 support.	you have asked for RAID 60 support, since RAID 60 requires at least 8 HDDs. Should we presume that the server should be able to accomodate 8 HDDs	May kindly reffer the Corrigendum-II.
3	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 1 . Centralized SIP Server , SN 10	Proposed Platform shall have Hot Plug min 2 x 300GB SAS 10 K RPM Hardisk .	You have asked for 2x300GB SAS Disks. SATA SSDs offer a higher performance and ideal for the requirement.Will these be acceptable?	May kindly reffer the Corrigendum-II.
4	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 1 . Centralized SIP Server , Sn 11	Proposed platform shall have regulatory Compliance ROHS , FCC / UL/CE and 80% Plus Platinum Level for power supplies.	Request you include 80 Plus Gold and Platinum both for the power supply qualification	May kindly reffer the Corrigendum-II.
5	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 2. SIP multi- service Gateways,Sn 9	Proposed Platform shall have Hot Plug min 2 x 300GB SAS/SSD 10 K RPM Hardisk	Specifications seems to be mixed up , it should be 300GB SAS 10K HDD or SSD	May kindly reffer the Corrigendum-II.
6	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 2. SIP multi- service Gateways,Sn10	Proposed platform shall have regulatory Compliance ROHS , FCC / UL/CE and 80% Plus Platinum Level for power supplies.	Request you include 80 Plus Gold and Platinum both for the power supply qualification	May kindly reffer the Corrigendum-II.
7	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 2. SIP multi- service Gateways	New Clause	Request you to add " Proposed SIP Gateway should be TEC approved" TEC approved solution meets the TRAI guidelines, so request you to pls add this clause	Tender condtion is very clear ,No change is proposed in tender condition
8	chapter 3 NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 2. SIP multi- service Gateways	New Clause	Center Management system should show MAC address of SIP Phone register on it	Tender condtion is very clear ,No change is proposed in tender condition
9	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 3. SIP Phones point 22	New Clause	Center Management system should send SMS and Email Alert For easier management, it is always recommend to have solution which show MAC address of all the Phones which register on the gateway. Alerts will help on easy maangement	Tender condtion is very clear ,No change is proposed in tender condition

10	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 3. SIP Phones point 22	OEM of the SIP Phone should have supplied SIP System against 3 POs worth Rs 0.70 crore more than each in last 5 years in India.	OEM of the SIP Phone should have supplied SIP System against 3 POs worth Rs 0.40 crore more than each in last 7 years in India. Request you to relax on this clause for higher participation of the OEM/bidders	Tender condition is very clear ,No change is proposed in tender condition
11	chapter 3 (a) TECHNICAL REQUIREMENTS & SPECIFICATIONS FOR RAILNET UPGRADE	clause 1.2.4.1 SITE PREPARATION,	Before commissioning of the equipment suitability of available power supply from Railway shall be required to be verified and certified by the contractor and corrective measures if any advised to RailTel/Railway. Once the equipment is switched on, the responsibility for reliability and warranty shall rest with the tenderer and no responsibility shall be assigned to RailTel/Railway.	There can be problems in input power at any time which might damage the equipment. Hence the tendered should not be held responsible for any faults that occur in the input power and are beyond his control. Please confirm	Tender condition is very clear ,No change is proposed in tender condition
12	CHAPTER-3 B. NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION,	Note point 7	OEMs or OEM service partner should have 24*7 TAC support in India. Relevant document in support of the same shall be submitted.	TAC should be of OEM only and not of his service partner as this would result in degradation of service. Kindly modify the clause to OEM TAC support.	Tender condition is very clear ,No change is proposed in tender condition
13	CHAPTER 4 COMMERCIAL TERMS & CONDITIONS	clause 2..4.3	During this period the bidder should provide the one Qualified (L2 Level) Engineer at CNO (working 6 days a week for 8 Hrs) and Equipment up time should be 99.99 % for redundant system and 99.95% for non redundant System excluding the dependencies on account of RailTel and unforeseen circumstances. If the Bidder fail to achieve uptime as mentioned, the following penalties will be imposed. It will be calculated on quarterly (3 month) basis and maximum penalties will be 10 % of the cost of Equipment per year.	The uptime of 99.99% & 99.95% as asked in the RFP means that the equipment can be down for a maximum of approximately 2 hours in one quarter, which is practically not possible unless all the equipment are kept in high availability. Kindly modify this clause to hourly time based on the criticality of equipment in the complete setup.	Tender condition is very clear ,No change is proposed in tender condition
14	CHAPTER 4 COMMERCIAL TERMS & CONDITIONS	clause 4 delivery period	Road permit will be facilitated by RailTel and shall issue necessary request letter etc. Tenderer are required to obtain the road permit. However, it has no bearing on delivery period.	The Road permit is either issued by the end user or by the respective authorities. The tendered has no control on the timelines for the issuance of Road permit. Hence the time taken for issuance of Road Permit should not be calculated in the Delivery period.	Tender condition is very clear ,No change is proposed in tender condition

15	CHAPTER 4 COMMERCIAL TERMS & CONDITIONS	Clause 22.1,	Earnest Money Deposit (EMD)/ Bid Security Rs. 5,00,000/- (Rs. Five lacs)	It is requested that EMD in the form of Bank Guarantee is also accepted.	Tender condition is very clear ,No change is proposed in tender condition
16	CHAPTER-3 B. NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION		OEMs of Hardware/Appliance should be having valid ISO 9000 & ISO 14000 certification.	Since the project involves services from Bidder hence it is requested that ISO 20000 certification from Bidder should also be included as pre qualification.	Tender condition is very clear ,No change is proposed in tender condition
17	chapter 5 BID DATA SHEET (BDS)	Clause 12.1.2	The Tenderer/bidder should have supplied and provision of similar offered equipments of SIP Gateway & SIP phones with satisfactory working as to Government/PSUs/Telecom Service Providers/Public Listed Company during the last three years from the date of opening of tender.	It is requested that this clause may please be modified to include Server Hardware, Gateways with both SIP and H.323 capabilities and video end points as now a days unified communication technology is widely used. Please modify this clause as " SIP/H.323 Gateway, Server Hardware,SIP phones / Video end points.	Tender condition is very clear ,No change is proposed in tender condition
18	chapter 5 BID DATA SHEET (BDS)	Clause 12.2.1 a)	The tenderer should have executed one order of supply/ provision of similar equipment of VOIP system/SIP Gateway/IP Exchange/Server with satisfactory working as indicated costing not less than Rs. 1.99 Crore.	Please include H.323 gateways and Video end points also as these are also supplied as part of unified communication these days. Please modify the clause as VOIP system/SIP Gateway/H.323 Gateway / Video End points / MCU / IP Exchange/Server	Tender condition is very clear ,No change is proposed in tender condition

19	chapter 5 BID DATA SHEET (BDS)	Clause 12.2.1 a)	The sum total of the turnover of contractual payment received during the last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender should be Minimum of Rs. 8.52 Crore	Keeping in view the scale and criticality of the project, the turnover as asked in the RFP is very low. It is requested that the turnover requirement should be higher as it establishes the capability of bidder to execute large projects. Suggested limit can be between 50-75 crores.	Tender condition is very clear ,No change is proposed in tender condition
20		not from the tender	not from the tender	Will this RFP be made as rate Contract? If so then ,what would be approximate equipment that is purchased during the	Tender condition is very clear ,No change is proposed in tender condition
21	CHAPTER 4 COMMERCIAL TERMS & CONDITIONS	clause 12.1..2	The Tenderer/bidder should have supplied and provision of similar offered equipments of Switches and Firewall with satisfactory working as indicated in Bid Data Sheet (BDS) Chapter 5 to Government/PSUs/Telecom Service Providers/Public Listed Company during the last three years from the date of opening of tender	The Tenderer/bidder/OEM should have supplied and provision of similar offered equipments of Switches and Firewall with satisfactory working as indicated in Bid Data Sheet (BDS) Chapter 5 to Government/PSUs/Telecom Service Providers/Public Listed Company during the last three years from the date of opening of tender There will be large number of tenderers qualifying under the eligibility conditions, thereby affording better options and choice to Railtel and providing a more level playing fields for the tenderers.	Tender condition is very clear ,No change is proposed in tender condition
22	CHAPTER 4 COMMERCIAL TERMS & CONDITIONS	clause 12.2.1	The tenderer should have executed one order of supply/ provision of similar equipment (as defined in Bid Data Sheet) costing not less than the value as indicated in Bid Data Sheet (BDS) Chapter 5 during last preceding 5 financial years (i.e. current year and five previous financial years) from the date of opening of tender. Supply of this value against a single rate contract, during above period, will also qualify for this purpose.	The tenderer/OEMs should have executed one order of supply/ provision of similar equipment (as defined in Bid Data Sheet) costing not less than the value as indicated in Bid Data Sheet (BDS) Chapter 5 during last preceding 5 financial years (i.e. current year and five previous financial years) from the date of opening of tender. Supply of this value against a single rate contract, during above period, will also qualify for this purpose. There will be large number of tenderers qualifying under the eligibility conditions, thereby affording better options and choice to Railtel and providing a more level playing fields for the tenderers.	Tender condition is very clear ,No change is proposed in tender condition
23	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 1 . Centralized SIP Server , SN 5	Server should offer 2 PCI Express (PCIe) 3.0 slots	Request you to increase the PCIe slot to 5 unit, where RAID controller should have additional Slot. Ask of 2 PCIe slot is too less considering the latest processor and future upgrade possibility.	Tender condition is very clear ,No change is proposed in tender condition
24	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 1 . Centralized SIP Server , SN 7	Supports hot swappable redundant fans and redundant Power Supplies (AC 230V/50Hz).	Suggest to convert it to Supports hot swappable redundant Power Supplies (AC 230V/50Hz). And Redundant Fan	May kindly refer the Corrigendum-II.
25	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 1 . Centralized SIP Server , SN 8	Proposed platform shall have 2X1GE ports.	Proposed platform shall have 4X1GE ports.Min 4X1G is LOM also request you to ask for Card level redundancy	Tender condition is very clear ,No change is proposed in tender condition

26	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 2 . Sip Multi service Gateway , SN 6	Supports hot swappable redundant fans and redundant Power Supplies (AC 230V/50Hz).	Suggest to convert it to Supports hot swappable redundant Power Supplies (AC 230V/50Hz). And Redundent Fan	May kindly reffer the Corrigendum-II.
27	chapter 3 (b) NETWORK REQUIREMENTS AND EQUIPMENT SPECIFICATION	clause 2 . Sip Multi service Gateway , SN 7	Proposed platform shall have 2X1GE ports.	Proposed platform shall have 4X1GE ports. Min 4X1G is LOM also request you to ask for Card level redundancy	Tender condtion is very clear ,No change is proposed in tender condition