

| SL.NO | Section No. | Page No. | Point No. | Content of RFP requiring Clarification | Points of clarification required | Response |
|-------|---|----------|-----------|---|---|--|
| 1 | Annexure 1 A- Section 8 - Instant Messaging | 3 | 8.8 | The solution should support conversation view, ignore & clean-up conversations | We request you to please explain the functionality required to be achieved from " ignore "conversations | By selectiing ignore, alert should get closed |
| 2 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.1 | The solution should allow the user to enter into VolP and video chats with multiple participants | With respect to Video chats with multiple participants, please confirm the following: a) Number of users in one video chat session b) Number of concurrent video chat sessions at one point of time | This shall be derived by customer requirement. Here the requirement is of multiple participation which means mnimum participation of more than two |
| 3 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.1 | The solution should allow the user to enter into VolP and video chats with multiple participants | Please confirm the video resolution (1080p/720P /4CIF) required to be supported by the video client for video chat with multiple participants? | The quality should not detoriate with inctease in number of participants |
| 4 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.1 | The solution should allow the user to enter into VolP and video chats with multiple participants | Please confirm if during a video chat with multiple participants what kind of layout is required - is it active speaker layout or is it continuous presence layout wherein every video chat users sees everyone during the video chat | As per solution proposed |
| 5 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.13 | The solution should allow the user/ admin to control whether users can download documents from meeting library | We request you to please explain the functionality required to be achieved from this feature. | This is pertaining to user access rights |
| 6 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.16 | the proposed solution, a single audio/ video interface should deliver both built-in and partner media capabilities in voice chats, video chats and in online meetings | We request you to please explain the functionality required to be achieved from this feature. | This is pertaining to single interface for various functionalities such as voice chat, video chat etc. |
| 7 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.19 | The solution should allow web collaboration via parallel editing and control (amongst various users) of documents, applications, and desktops | As different OEM's have different solutions , hence architectures, we request you to please delete this feature | Please refer to Corrigendum III |

| | | | | | | |
|----|---|---|-------|---|--|--|
| 8 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.2 | The solution should have the ability to initiate a conference via meeting invitation or ad hoc formation (by calling a person or by adding people to an existing call). To simplify conference call setup, it must be possible to use drag-and-drop functionality to add participants from the UC client. | We request you to please delete " To simplify conference call setup, it must be possible to use drag-and-drop functionality to add participants from the UC client", as different OEM's have different ways to meet the required functionality of initiating an adhoc conference | Please refer to Corrigendum III |
| 9 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.23 | The solution should have the ability to record conferences for later reviews, including voice, video, and web content and to publish these recordings to a location that is accessible by others. | Please confirm the number of concurrent recordings required | As per solution proposed |
| 10 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.23 | The solution should have the ability to record conferences for later reviews, including voice, video, and web content and to publish these recordings to a location that is accessible by others. | Please confirm the video resolution (1080p/720p/4CIF) at which the recording of conferences needs to happen. | This shall be derived by customer/end-user requirement and solution proposed |
| 11 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.27 | The solution should have the ability to interoperate with other widely used room-based video conference systems and new visual communication solutions, such as tele-presence and video on mobile devices | Please confirm if the unified communication chat client should be H.264 AVC compliant to ensure interoperability with room based Video solution | As per solution proposed |

| | | | | | | |
|----|---|---|-------|---|--|--|
| 12 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.27 | The solution should have the ability to interoperate with other widely used room-based video conference systems and new visual communication solutions, such as tele-presence and video on mobile devices | Please confirm the minimum video resolution (1080p/720p/4CIF) required for interoperability with room based video system | This shall be derived by customer/end-user requirement and solution proposed |
| 13 | Annexure 1 B Section 10- Instant Messaging | 3 | 10.4 | The solution must allow the users to track instant messages | We request you to please explain the functionality required to be achieved from this feature. | This is pertaining to save and find messages |
| 14 | Annexure 1 B Section 10- Instant Messaging | 3 | 10.5 | The solution must allow the users to filter instant messages | Please confirm if the functionality desired from this feature is to block a contact in the Instant Messaging GUI available to a user | Not necessarily as deemed spam messages can also get filtered |
| 15 | | | 1.13 | The solution must allow the solution admin to define expiry policy for any individual's mailbox | Need more clarity on the Use case | This is related to retention policy |
| 16 | | | 1.49 | The solution should allow the end users to set rights/permissions (for the mails being sent by that end-user): Do not print, Do not | Request to remove This is a propriatary specification to a single vendor | No change as this feature may be required by customer/end user |
| 17 | | | 1.50' | The solution shold support users to set up safe sender &recipient from the web client | Need more clarity on the Use case | The system should allow user to add email address to safe senders and recipient list |
| 18 | | | 6.5 | The proposed backup solution should provide and utilize advanced disk replication capabilities to yield high-performance, low-impact backups | Why is disk replicaition required in Backup/Restore, Need more information on the Use case | This is only capability requirement |
| 19 | | | 6.13 | The solution should have the ability to copy database files to an alternate server | Need more clarity on the Use case | self explanatory |
| 20 | | | 6.17 | The proposed solution component should facilitate disaster recovery i.e. provide disaster recovery plan on a daily basis need to conduct high-speed, policy-based | Backup is a different capability than DR, please specify the use case | This is pertaining the solution supporting and adhering DR policy |

| | | | | | | |
|----|--|--|-------|--|--|---|
| 21 | | | 11.4 | The solution should allow the solution administrator to review restricted mails | Need more clarity on the Use case | self explanatory |
| 22 | | | 11.6 | The solution should have the capability to prioritize email accounts | Need more clarity on the Use case | This can be the end customer requirement where resources are a constraint and customer intends to give priority to certain mail boxes |
| 23 | | | 11.11 | The solution should support setting rights management permission: Do not forward/ Do not print | Request to remove This is a proprietary specification to a single vendor | No change as this feature may be required by customer/end user |
| 24 | | | 12.1 | The solution should allow the user to enter into VoIP and video chats with multiple participants | The solution should allow the user to enter into VoIP/WEBRTC and video chats with multiple participants WebRTC is the new generation video integration protocol, thus request to add the same | As per RFP |
| 25 | | | 12.4 | The solution should allow to set policies to control bandwidth based on classes of users and locations | Request to remove | As per RFP |
| 26 | | | 12.13 | The solution should allow the user/ admin to control whether users can download documents from meeting library | Request to remove users can share documents via the chat interface - not controlled by admin | As per RFP |
| 27 | | | 12.14 | The solution should deliver unified communication to users in resource-constrained environments without the need for a Virtual Private Network requirement | But to say for sure, please give us some detailed network informations about the settings you plan to cover. | As per RFP |
| 28 | | | 12.19 | The solution should allow web collaboration via parallel editing and control (amongst various users) of documents, applications, and desktops | Request to remove This is a single vendor specific | Please refer to Corrigendum III |

| | | | | | | |
|----|--|--|-------|--|--|-------------------------------------|
| 29 | | | 12.23 | The solution should have the ability to record conferences for later reviews, including voice, video, and web content and to publish these recordings to a location that is accessible by others. | Request to remove | Please refer to Corrigendum III |
| 30 | | | 12.25 | The solution should have the ability to log conferencing activity for billing and usage analysis. | Request to remove | As per RFP |
| 31 | | | 12.27 | The solution should have the ability to interoperate with other widely used room-based video conference systems and new visual communication solutions, such as tele-presence and video on mobile devices. | Zimbra Talk is based on open source components and protocols like Jitsi-Videobridge, Jicofo and XMPP. A integration into proprietary software is mostly not possible. Please name some Software to which it should be compatible. Request to remove | As per RFP |
| 32 | | | 12.28 | The solution should have the ability to generate reports on usage, capabilities from the UC System | Request to remove | As per RFP |
| 33 | | | 1.15 | The solution must allow the solution admin to define expiry policy for any individual's mailbox | Need more clarity on this, is this expiry of mails in a users mailbox? | This is related to retention policy |
| 34 | | | 5.3 | The proposed backup solution component should facilitate high-speed, policy-based disaster recovery, business continuance or both | Backup is different from DR, please clarify the use case | As per RFP |
| 35 | | | 5.6 | The proposed backup solution should provide and utilize advanced disk replication capabilities to yield high-performance, low-impact backups | Why is disk replicaion required in Backup/Restore, Need more information on the Use case | This is only capability requirement |

| | | | | | | |
|----|--|----------------|--|--|---|--|
| 36 | | Page 19 of 119 | 4. Pre-Qualification Criteria 4.1 Pre-Qualification Criteria for SOR-A | 3. The OEM vendor (global entity/ Indian entity) should have a cumulative turnover of INR. 1000 crores over last three financial years. Audited Financial statements for the financial years 2012-13, 2013-14, 2014-15 (*OEM must submit consolidated financial statements, if applicable) | M&A have changed the entity structure in last 3 years. Turnover of INR 1000 crores is too high. Many major software vendors apart from Giants like MS, BIM, Oracle etc are not in this category. | As per RFP |
| 37 | | Page 19 of 119 | | 5. The proposed Unified Communication based mail messaging solution must be implemented in at least 2 organizations in India for at least 5000 live users per organization. | Implementation Certificate from the clients Zimbra Talk is a new product launched by us recently. While ZCS will have mutiple deployments of this size in India but Zimbra Talk being a new product will not have such deployments. | As per RFP |
| 38 | | Page 19 of 119 | | 6. The proposed Unified Communication based mail messaging solution must have been implemented in at least 2 organizations globally with at least 20000 live users in each organization. | Implementation Certificate from the clients Being a new product Zimbra Talk will not have such large deployments as of now. But out technology partner VNC will have deployments of this size. Will their credentials work. | As per RFP |
| 39 | | Page 20 of 119 | | 7.The OEM vendor should have at least 10 implementation partners for the proposed Unified Communication based mail messaging solution in India | Copy of certificates/ letter issued to the implementation partners by the OEM indicating the period of validity Please clarify the documentation required. | As per RFP.. Copies of authorization letter issued to implemntation partners and list of such partners |
| 40 | | Page 20 of 119 | | 8.The OEM vendor should have at least 1 support center for providing on-site support services for the proposed Unified Communication based mail messaging solution. | Self-Declaration from OEM OEM vendors only provide remote support over web, telephone and mail. On-site support is provided by implementation partners only | As per RFP |

| | | | | | | |
|----|--|----|-----------|---|--|------------|
| 41 | Duration of contract | 8 | 2.3 | <p>The contract period for SOR-A and SOR-B will commence from the date of issuance of the purchase order. The term of the contract shall be valid for an initial period of 1 year (after the completion of implementation phase including stabilization phase) which may be extendable for up to 5 years in which contract renewal shall be done on an year on year basis at the sole discretion of RailTel. Hence, the duration of engagement is planned to be of 43 months (4 months (implementation) + 3 months (stabilization/ handholding) + 12 months (support)) for SOR-A and SOR-B.</p> | <p>The contract period for SOR-A and SOR-B will commence from the date of issuance of the purchase order. The term of the contract shall be valid for an initial period of 1 year (after the completion of implementation phase including stabilization phase) which may be extendable for up to 5 years, <u>upon mutual agreement with the bidder</u> in which contract renewal shall be done on an year on year basis at the sole discretion of RailTel. Hence, the duration of engagement is planned to be of 43 months (4 months (implementation) + 3 months (stabilization/ handholding) + 12 months (support)) for SOR-A and SOR-B.</p> | As per RFP |
| 42 | | 29 | 6.11 | <p>6. The ATS/ support for the Unified Communication based mail messaging solution (including environmental software) should include the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All major and minor version upgrades at no extra cost <input type="checkbox"/> Program updates, patches, fixes and critical security alerts as required <input type="checkbox"/> Compliance of Indian taxation regulation and mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities etc.) <input type="checkbox"/> Documentation updates <input type="checkbox"/> 24*7 support for mail messaging solution related malfunctions with related SLAs and ability to log requests online | <p>6. The ATS/ support for the Unified Communication based mail messaging solution (including environmental software) should include the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> All major and minor version upgrades<u>updates</u> at no extra cost <input type="checkbox"/> Program updates, patches, fixes and critical security alerts as required <input type="checkbox"/> Compliance of Indian taxation regulation and mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities etc.) <input type="checkbox"/> Documentation updates <input type="checkbox"/> 24*7 support for mail messaging solution related malfunctions with related SLAs and ability to log requests online | As per RFP |
| 43 | Change and Release Management Services | 34 | 6.1.4.2.8 | <p>8. Testing and implementation of patches and upgrades</p> | <p>8. Testing and implementation of patches and <u>upgrades</u><u>updates</u>.</p> | As per RFP |

| | | | | | | |
|----|--------------------------------------|----|---------|---|--|------------|
| 44 | 6.1.4.4 Server management services | 35 | 6.1.4.4 | 6 Maintain database of server configurations and records of all hardware, software installation, movement, upgrade, addition and change (IMAC) in the configuration database. 7 Perform change, release management and upgrades to ensure compatibility with the overall environment | 6 Maintain database of server configurations and records of all hardware, software installation, movement, upgrade, addition and change (IMAC) in the configuration database. 7 Perform change, release management and upgrades to ensure compatibility with the overall environment | As per RFP |
| 45 | | 40 | 6.2.1.9 | All major and minor version upgrades at no extra cost | All major and minor version upgrades at no extra cost | As per RFP |
| 46 | Database management services | 47 | 6.2.4.5 | 7 Set up and implement database reorganizations as well as patches and upgrades | Set up and implement database reorganizations as well as patches and upgrades | As per RFP |
| 47 | Service levels & penalties | 58 | 8.1 | As per relevant slab | <u>Notwithstanding anything contained anywhere in the contract, all such SLA Penalties shall be capped upto 0.5% of the monthly pay-out for the support services for which there is a default, subject to a maximum of 5% of the monthly pay-out for the support service/s for which there is a default.</u> | As per RFP |
| 48 | Penalties for Delayed Implementation | 61 | 8.2 | For 6 weeks or more - 5% of X for each of delay where X = is one time set-up cost including support cost of 5000 users in case of UC based mail messaging system and one time set-up cost in case of basic mail messaging solution. | <u>Notwithstanding anything contained anywhere in the contract, all such SLA Penalties shall be capped upto 0.5% of the monthly pay-out for the support services for which there is a default, per week of delay subject to a maximum of 5% of the monthly pay-out for the support service/s for which there is a default.</u> | As per RFP |
| 49 | At-risk amount | 61 | 8.3 | The total At-Risk amount shall be 10% of the annual pay-out for the support services. | <u>Notwithstanding anything contained anywhere in the contract, the total aggregate At-Risk amount shall be 5% of the annual pay-out for the defaulting and/or delayed support services.</u> | As per RFP |
| 50 | Earnest Money Deposit | 62 | 9.4 | The bid security may be forfeited: a. If a bidder withdraws its bid during the period of bid validity. B. In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions | The bid security may be forfeited: a. If a bidder withdraws its bid during the period of bid validity, <u>due to reasons solely attributable to the bidder.</u> B. In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions <u>despite adequate consideration of bidder's deviations by RailTel.</u> | As per RFP |

| | | | | | | |
|----|---------------------|----|-----|---|--|------------|
| 51 | Defaults and Delays | 63 | 9.6 | <p>1. The Bidder shall execute the work with due diligence and expedition, keeping to the approved time schedule. Should he refuse or neglect to comply with any reasonable orders given to him in writing by the Purchaser's Engineers in connection with the work or contravene the provision of the Contract or the progress of work lags persistently behind the time schedule due to his neglect, the Purchaser shall be at liberty to give seven days' notice in writing to the Bidder requiring him to make good the neglect or contravention complained of and should the Bidder fail to comply with the requisitions made in the notice within seven days from the receipt thereof, it shall be lawful for the purchaser to take the work wholly or in part out of the Contractor's 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 the Purchaser.</p> | <p>1. The Bidder shall execute the work with due diligence and expedition, keeping to the approved time schedule. Should he refuse or neglect to comply with any reasonable orders given to him in writing by the Purchaser's Engineers in connection with the work or contravene the provision of the Contract or the progress of work lags persistently behind the time schedule due to his neglect, the Purchaser shall be at liberty to give seventythirty (30) days' notice in writing to the Bidder requiring him to make good the neglect or contravention complained of and should the Bidder fail to comply with the requisitions made in the notice within seventythirty (30) days from the receipt thereof, it shall be lawful for the purchaser to take the work wholly or in part out of the Contractor's 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 the Purchaser.</p> <p>2. Whenever the Bidder is unable to complete the work and contract is rescinded.</p> <p>3. The security deposit & PBG shall be forfeited and the balance work shall be got done independently without risk- & cost of the failed Bidder, <u>subject to a maximum aggregate of 5% of the differential amount paid by the Purchaser for executing such balance work.</u> The failed Bidder shall be debarred from participating in the Tender for executing the balance work.</p> <p>4. The work shall be treated as sufficiently completed when the Provisional Acceptance Certificate (PAC) have been issued for the work under consideration.</p> | As per RFP |
|----|---------------------|----|-----|---|--|------------|

| | | | | | | |
|----|------------------------------------|----|-------|--|--|------------|
| 52 | Penalties for delays in completion | 64 | 9.7 | <p>1. If the Bidder fails to execute and complete the work within the time specified in the Agreement or within the period of extension granted under Section 9.8 for reasons attributable to bidder, the Bidder shall accept reduction in the total amount payable to him by the purchaser at the rate of 0.5% per week or part thereof (rounded off to the nearest whole number) of the total value of the contract for the actual delay occasioned beyond the appointed time by which the work shall have been completed under the contract.</p> <p>2. The total value of penalty on account of above shall be limited to maximum of 10% (Ten percent) of the total contract value.</p> <p>3. Such reduction shall be accepted by the purchaser in full satisfaction of the Bidder's liability arising from delay only. This penalty for delay in completion will be applicable separately for each stage of completion of work when two or more stages of completion</p> | <p>1. If the Bidder fails to execute and complete the work within the time specified in the Agreement or within the period of extension granted under Section 9.8 for reasons attributable to bidder, the Bidder shall accept reduction in the total amount payable to him by the purchaser at the rate of 0.5% per week or part thereof (rounded off to the nearest whole number) of the total value of the contract<u>affected work</u> for the actual delay occasioned beyond the appointed time by which the work shall have been completed under the contract.</p> <p>2. The total <u>aggregate</u> value of penalty on account of above shall be limited to maximum of 10% <u>40%</u> (Ten<u>five</u> percent) of the total contract value <u>of the delayed work</u>.</p> <p>3. Such reduction shall be accepted by the purchaser in full satisfaction of the Bidder's liability arising from delay only. This penalty for delay in completion will be applicable separately for each stage of completion of work when two or more stages of completion are specified in the contract. In the event of failure of the Bidder, the purchaser shall be at liberty to take action in accordance with provisions in Section 9.8.</p> | As per RFP |
| 53 | Disqualification | 64 | 9.8.7 | <p>7. Inability to respond in accordance with the bidding guidelines</p> <p>a. The successful bidder, invited to sign the contract qualifies the letter of acceptance of the contract with its own conditions.</p> <p>b. The successful bidder fails to deposit the Performance Bank Guarantee or fails to enter into a contract within 21 days of the date of notice of award of contract or within such extended period, as may be specified by RailTel.</p> | <p>7. Inability to respond in accordance with the bidding guidelines</p> <p>a. The successful bidder, invited to sign the contract qualifies the letter of acceptance of the contract with its own conditions <u>apart from other mutually agreed conditions</u>.</p> <p>b. The successful bidder fails to deposit the Performance Bank Guarantee or fails to enter into a contract within 21 days of the date of notice of award of contract or within such extended period, as may be specified by RailTel <u>due to reasons solely applicable to the successful bidder</u>.</p> | As per RFP |

| | | | | | | |
|----|--|----|--------|--|--|------------|
| 54 | Termination of contract owing to default of bidder | 66 | 9.9.13 | <p>to measure up the whole or part of the work from which the Bidder has been removed and to get it completed by another Bidder, the manner and method in which such work is completed shall be in the entire discretion of the Engineer whose decision shall be final; and in both cases (a) and (b) mentioned above RailTel shall be entitled (i) to forfeit the whole or such portion of the security deposit as it may consider fit, and (ii) to recover from the Bidder the cost of carrying out the work in excess of the sum which would have been payable according to the certificate of the Engineer to the Bidder if the works had been carried out by the Bidder under the terms of the Contract, such certificate being final and binding upon the Bidder, provided, however, that such recovery shall be made only when the cost incurred in excess is more than the security deposit proposed to be forfeited and shall be limited to the amount by</p> | <p>to measure up the whole or part of the work from which the Bidder has been removed and to get it completed by another Bidder, the manner and method in which such work is completed shall be in the entire discretion of the Engineer whose decision shall be final; and in both cases (a) and (b) mentioned above RailTel shall be entitled (i) to forfeit the whole or such portion of the security deposit as it may consider fit, <u>subject to a maximum aggregate of 5% of the excess costs incurred by Railtel</u> and (ii) to recover from the Bidder the cost of carrying out the work in excess of the sum which would have been payable according to the certificate of the Engineer to the Bidder if the works had been carried out by the Bidder under the terms of the Contract, such certificate being final and binding upon the Bidder, provided, however, that such recovery shall be made only when the cost incurred in excess is more than the security deposit proposed to be forfeited and shall be limited to the amount by which the <u>be limited to 5% of the</u> cost incurred in excess exceeds the security deposit proposed to be forfeited. The amount thus to be forfeited or recovered may be deducted from any moneys then due which at any time thereafter may become due to the Bidder by RailTel under this or any other contract or otherwise.</p> | As per RFP |
|----|--|----|--------|--|--|------------|

| | | | | | | |
|----|---|----|-------|--|---|------------|
| 55 | Right of RailTel after termination of contract owing to the default of bidder | 67 | 9.10. | <p>In the event of any or several of the courses, referred in Section 9.9 above, being adopted:</p> <p>1. The Bidder shall have no claim to compensation for any loss sustained by him by reason of his having purchased or procured any materials or entered into any commitments or made any advances on account of or with a view to the execution of the works or the performance of the contract and Bidder shall not be entitled to recover or be paid any sum for any works thereto not actually performed under the contract, unless or until the Engineer shall have certified the performance of such work and the value payable in respect thereof and the Bidder shall only be entitled to be paid the value so certified.</p> <p>2. The Engineer or Engineer's Representative shall be entitled to take possession of any materials, tools, implements, machinery or buildings on the works or on the property on which these</p> | <p>In the event of any or several of the courses, referred in Section 9.9 above, being adopted:</p> <p>1. The Bidder shall have no claim to compensation for any loss sustained by him by reason of his having purchased or procured any materials or entered into any commitments or made any advances on account of or with a view to the execution of the works or the performance of the contract and Bidder shall not be entitled to recover or be paid any sum for any works thereto not actually performed under the contract, unless or until the Engineer shall have certified the performance of such work and the value payable in respect thereof and the Bidder shall only be entitled to be paid the value so certified.</p> <p>2. The Engineer or Engineer's Representative shall be entitled to take possession of any materials, tools, implements, machinery or buildings on the works or on the property on which these are being or ought to have been executed, and to retain the employ the same in the further execution of the works or any part thereof until the completion of the works without the Bidder being entitled to any compensation for the use and employment thereof or for wear and tear or destruction thereof.</p> <p>3. The Engineer shall, as soon as may be practicable after removal of the Bidder fix and determine exparte or by or after reference to the parties or after such investigation or enquiries as he may consider fit to make or institute and shall certify what amount (if any) has at the time of termination of the contract been reasonably <u>Railtel shall pay to the Bidder all amounts earned</u> or would reasonably accrue to the Bidder in respect of the work then actually done by him under the contract what was the value of any unused or partially used materials, any constructional plants and any temporary works upon the site.</p> | As per RFP |
|----|---|----|-------|--|---|------------|

| | | | | | | |
|----|---|----|------|--|--|------------|
| 56 | 9.17 Settlement of disputes and arbitration | 69 | 9.17 | <p>The parties through respective signatories shall settle any dispute or disagreement with respect to performance, non-performance or defective performance of respective obligation amicably. In the event of disputes remaining unresolved, the parties shall refer the matter to a single arbitrator under arbitration law that may be applicable, whose appointment shall be done by Managing Director, RailTel Corporation of India Limited, 143, Institutional Area, Sector-44, Gurgaon - 122003, NCR (India), The place of arbitration shall be New Delhi and the language used shall be English.</p> <p>All arbitration proceedings shall be conducted in English. Recourse against any Arbitral award so rendered may be entered into court having jurisdiction or application may be made to such court for the order of enforcement as the case may be.</p> <p>The Arbitral Tribunal shall</p> | <p>The parties through respective signatories shall settle any dispute or disagreement with respect to performance, non-performance or defective performance of respective obligation amicably. In the event of disputes remaining unresolved, the parties shall refer the matter to a single arbitrator under arbitration law that may be applicable. whose appointment shall be done by Managing Director, RailTel Corporation of India Limited, 143, Institutional Area, Sector-44, Gurgaon - 122003, NCR (India), The place of arbitration shall be New Delhi and the language used shall be English.</p> <p>All arbitration proceedings shall be conducted in English. Recourse against any Arbitral award so rendered may be entered into court having jurisdiction or application may be made to such court for the order of enforcement as the case may be.</p> <p>The Arbitral Tribunal shall consist of the sole Arbitrator appointed by mutual agreement of the parties.</p> <p>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.</p> | As per RFP |
|----|---|----|------|--|--|------------|

| | | | | | | |
|----|------------------------------|----|-------|---|---|------------|
| 57 | Intellectual Property Rights | 69 | 9.18 | <p>1. The intellectual property rights in the mail messaging solution/ product and standard materials should remain vested in the owners of such rights. The purchaser will be granted non-exclusive and paid up license to use the mail messaging solution/ products and standard material including modifications thereto purpose agreed upon them.</p> <p>2. All rights including the intellectual property rights subsisting in any material including any tools, utilities and methodologies belonging to the supplier and used to perform the obligations under this agreement shall remain vested in the supplier (the supplier properties) and any additional or new inventions made in course of performance of services will belong to RailTel.</p> | <p>1. The intellectual property rights in the mail messaging solution/ product and standard materials should remain vested in the owners of such rights. <u>Upon payment of all applicable fees</u>, the purchaser will be granted non-exclusive and paid up license to use the mail messaging solution/ products and standard material including modifications thereto purpose agreed upon them.</p> <p>2. All rights including the intellectual property rights subsisting in any material including any tools, utilities and methodologies belonging to the supplier and used to perform the obligations under this agreement shall remain vested in the supplier (the supplier properties) and any additional or new inventions <u>solely</u> made in course of performance of services will belong to RailTel.</p> | As per RFP |
| 58 | Subletting of Work | 70 | 9.19 | <p>No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation whatsoever. Subcontracting of the work is not permitted</p> | <p>No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation whatsoever <u>in an unauthorized manner</u>. Subcontracting of the work is not permitted <u>without the prior written consent of RailTel and such consent shall not be unreasonable withheld.</u></p> | As per RFP |
| 59 | Variation in quantities | 70 | 9.20. | <p>The Contract value may vary within +/-25% of the grand total of schedule of requirements as included in the Letter of Acceptance to tender, in case of variation in quantities the contractor shall be bound to carry out the work at the rates agreed in the schedule up to the limit of +/-25% variation in the value of contract and shall not be entitled to any claim or any compensation whatsoever.</p> | <p>Request to reduce variation to +/- 10%.</p> | As per RFP |

| | | | | | | |
|----|----------------------------|----|--------|---|--|------------|
| 60 | Agreement | 70 | 9.21.2 | <p>The successful bidder shall within 15 days after having been called upon by notice to do so be bound to execute an agreement based on accepted rates and conditions, in such form as RailTel may prescribe, and lodge the same with RailTel together with the conditions of contract, specifications and Schedule of prices referred to therein duly completed. The form for agreement shall be shared with the successful bidder. Earnest money of unsuccessful vendors would be refunded</p> | <p>The successful bidder shall within 15 days after having been called upon by notice to do so be bound to execute an agreement based on <u>mutually</u> accepted rates and conditions, in such form as RailTel may prescribe, and lodge the same with RailTel together with the conditions of contract, specifications and Schedule of prices referred to therein duly completed. The form for agreement shall be shared with the successful bidder. Earnest money of unsuccessful vendors would be refunded</p> | As per RFP |
| 61 | Performance Bank Guarantee | 71 | 9.21.4 | <p>1. A PBG of 10% of value of the contract would be furnished by the bidder in the form of a Bank Guarantee as per the format provided in this RFP under Annexure 3I from Nationalized Banks. The PBG should be furnished within 15 days from the signing of the contract and should be valid beyond 24 months from the date of issue of Final Acceptance Certificate. In case the bidder does not submit the requisite Bank Guarantee in the stipulated time period, RailTel may charge an interest of 15% per annum on value of PBG.</p> <p>2. All incidental charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. If the project implementation/go-live are delayed, the PBG shall be extended by the bidder for such additional duration. The performance bank guarantee may be discharged/ returned by RailTel upon being satisfied that there has been due</p> | <p>1. A PBG of 10% of value of the contract would be furnished by the bidder in the form of a Bank Guarantee as per the format provided in this RFP under Annexure 3I from Nationalized Banks. The PBG should be furnished within 15 days from the signing of the contract and should be valid beyond 24 months from the date of issue of Final Acceptance Certificate. In case the bidder does not submit the requisite Bank Guarantee in the stipulated time period, RailTel may charge an interest of 15% per annum on value of PBG.</p> <p>2. All incidental charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. If the project implementation/go-live are delayed, the PBG shall be extended by the bidder for such additional duration. The performance bank guarantee may be discharged/ returned by RailTel upon being satisfied that there has been due</p> <p>3. In the event of the bidder being unable to service the contract for whatever reason, RailTel would invoke the PBG <u>solely for the affected value</u>. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract. RailTel shall notify the bidder in writing of the exercise of its right to receive such compensation within 7 (Seven) days, indicating the contractual obligation(s) for which the bidder is in default.</p> | As per RFP |

| | | | | | | |
|----|-------------------------------|----|--------|---|--|------------|
| 62 | Liquidated damages | 72 | 9.21.7 | <p>In the event of the Bidder's failure to submit the Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, RailTel may at its discretion with hold any payment until the completion of the contract. RailTel may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price for every week of delay or] part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the Contract price. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to RailTel under the contract and law. However liquidated damages will not be claimed for the period of delay solely attributable to RailTel.</p> | <p>In the event of the Bidder's failure to submit the Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, RailTel may at its discretion with hold any payment until the completion of the contract. RailTel may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price of the incomplete works for every week of delay or] part of a week, subject to the maximum aggregate value of the Liquidated Damages being not more than 10% of the Contract price of the incomplete works. This right to claim any liquidated damages shall be without prejudice to in lieu of other rights and remedies available to RailTel under the contract and law. However liquidated damages will not be claimed for the period of delay solely attributable to RailTel.</p> | As per RFP |
| 63 | Payment Schedule : SOR - A | 72 | 9.22.1 | <p>One Time set up cost: 1. On Supply & Installation: 75% 2. On PAC of stabilizing phase : 20% 3. On FAC mail messaging solution - 1 year post go-live: 5%</p> <p>Environmental software: 1. On Supply & Installation: 75% 2. On PAC of stabilizing phase : 20% 3. On FAC mail messaging solution - 1 year post go-live: 5%</p> | <p><u>Payment terms to be suggested for both:</u> For supply : 100% on delivery For services : 1. On Supply & Installation: 75% 2. On PAC of stabilizing phase : 25% 3. On FAC mail messaging solution - 1 year post go-live: 5%</p> | As per RFP |

| | | | | | | |
|----|--|-----|---------|--|--|------------|
| 64 | Payment Schedule : SOR - B | 73 | 9.22.2 | <p>One Time set up cost:</p> <p>1. On Installation & UAT of mail messaging solution : 30%</p> <p>2. On Go-live of mail messaging solution :30%</p> <p>2. On PAC of stabilizing phase : 25%</p> <p>3. On FAC mail messaging solution - 1 year post go-live: 5%</p> <p>Environmental software:</p> <p>1. On Supply & Installation: 75%</p> <p>2. On PAC of stabilizing phase : 20%</p> <p>3. On FAC mail messaging solution - 1 year post go-live: 5%</p> | <p>Payment terms to be suggested for One time set up cost:</p> <p>For supply : 100% on delivery</p> <p>For services :</p> <p>1. On Supply & Installation: 75%</p> <p>2. On PAC of stabilizing phase : 25%</p> <p>3. On FAC mail messaging solution – 1 year post go-live: 5%</p> | As per RFP |
| 65 | Payment terms - Taxation | 74 | 9.23.14 | <p>In the event of any increase or decrease of the rate of taxes due to any statutory notifications during the term of the Contract, the consequential effect shall be to the account of bidder</p> | <p>In the event of any increase or decrease of the rate of taxes or levy of new taxes due to any statutory notifications during the term of the Contract, the consequential effect shall be to the account of bidder <u>RailTel</u>.</p> | As per RFP |
| 66 | 10.6 Annexure 3C: Commercial Compliance Certificate | 83 | 10.6 | <p>RailTel reserves the right to renew the contract post completion of the 5 year period at mutually agreed rates</p> | <p>RailTel and bidder reserves the right to may renew the contract post completion of the 5 year period at mutually agreed rates.</p> | As per RFP |
| 67 | Annexure 8: Bid Undertaking Letter | 111 | 10.19 | <p>10. We wish to confirm that we have back-to-back arrangements from all the OEMs for the sizing (including CPUs, Memory, Cache and Hard Disk etc.), prices and service level commitments. We would be responsible and committed to ensure that the sizing is adequate and service levels as required by RailTel Corporation of India Ltd. are met and adhered. In case the hardware sizing is found to be inadequate and does not meet the SLA then the hardware upgrades, if any, will be provided without any further additional cost or burden to RailTel Corporation of India Ltd. than what has been specified by us in our</p> | <p>10. We wish to confirm that we have back-to-back arrangements from all the OEMs for the sizing (including CPUs, Memory, Cache and Hard Disk etc.), prices and service level commitments. We would be responsible and committed to ensure that the sizing is adequate and service levels as required by RailTel Corporation of India Ltd. are met and adhered. In case the hardware sizing is found to be inadequate and does not meet the SLA then the hardware upgrades, if any, will be provided without any further, at an additional cost or burden to RailTel Corporation of India Ltd. than what has been specified by us in our commercial bid documents.</p> | As per RFP |

| | | | | | | |
|----|--|------------|-------|---|--|------------|
| 68 | Conflict of Interest | 116 | 10.23 | We undertake and agree to indemnify and hold RailTel harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals) by RailTel and/or its representatives, if any such conflict arises later. | We undertake and agree to indemnify and hold RailTel harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals) by RailTel and/or its representatives, if any such conflict arises later. | As per RFP |
| 69 | Annexure 14: Undertaking on hardware sizing certification by OEM | 118 | 10.24 | 2. However, if the sizing of any of the proposed solution(s) is found to be inadequate in meeting the tender and the Service Level requirements given by RailTel, then we will upgrade the proposed solution without any additional cost to RailTel. | 2. However, if the sizing of any of the proposed solution(s) is found to be inadequate in meeting the tender and the Service Level requirements given by RailTel, then we will upgrade the proposed solution, (software licenses being quoted as part of this tender), without any additional cost to RailTel. | As per RFP |
| 70 | Savings Clause | New Clause | | Clause to be added This clause is not included | Vendor failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Vendor non-performance is caused by Customer's omission to act, delay, wrongful action, failure to provide Inputs, or failure to perform its obligations under this Agreement | As per RFP |
| 71 | Change Order | New Clause | | Clause to be added Not added in contract | Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work. Vendor will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Vendor shall not be bound to perform any additional services. | As per RFP |
| 72 | Transfer of Ownership of goods | New Clause | | Clause to be added Not added in contract | To be included: "Customer to intimate its acceptance / rejection of goods immediately on delivery at its destination otherwise the same shall be deemed to have been accepted by Customer on delivery" | As per RFP |
| 73 | Deemed Acceptance | New Clause | | Clause to be added Not added in contract | Any services provided by Vendor shall be deemed to have been accepted by Customer if Customer puts such services to use in its business or does not communicate its disapproval of the same together with reasons for such disapproval within 10 days from the date of delivery of the services. | As per RFP |

| | | | | | |
|----|--------------------------------|------------|--|--|--|
| 74 | Limitation of Liability | New Clause | Clause to be added Not added in contract | <p><u>Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon.</u></p> <p><u>Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum aggregate liability of Bidder for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to 25% of the annual contract value.</u></p> | refer to Corrigendum III |
| 75 | Pass through Warranties | New Clause | Clause to be added Not added in contract | <p><u>Since Bidder is acting as a reseller of third products, Bidder shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, Railtel shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Bidder shall not provide any additional warranties and indemnities with respect such products.</u></p> | As per RFP |
| 76 | SNR | New Clause | Clause to be added Not added in contract | <p><u>Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Bidder shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement.</u></p> | As per RFP |
| 77 | Additional Hardware | New Clause | Clause to be added Not added in contract | <p><u>Notwithstanding anything to the contrary in the RFP, any requirement by RailTel of any additional Hardware under the Agreement shall be provided by the Successful Bidder at an additional cost to Railtel and the same shall be done through a Change Order.</u></p> | As per RFP |
| 78 | Upgrades/Updates/ Enhancements | New Clause | Clause to be added Not added in contract | <p><u>Notwithstanding anything to the contrary in the RFP, any requirement by Railtel of any upgrade/update/enhancement shall be provided by the Successful Bidder at an additional cost to Railtel and the same shall be done through a Change Order.</u></p> | As per RFP |
| 79 | | | | Request to please consider minimum 1500 mail box licenses from day 1 and afterward pay per use. | As per RFP |
| 80 | | | | Is it mandatory to quote for both SOR A & SOR B - SORA and SOR B can be awarded separately or both needs to be combined ? | <p>The eligible bidders (as per the prequalification criteria mentioned in the RFP) may submit bids for SOR-A or SOR-B or both.</p> <p>Refer to Section 2, Page 7 of the RFP</p> |

| | | | | | | |
|----|-----|----|---------|--|--|---|
| 81 | 6.1 | 32 | 6.1.3.7 | <p>The successful bidder shall migrate all the existing data from the current system to the new system with zero end user impact during the process with zero data loss. In the migration process the password of the different users of the mailboxes, along with the account structure (ex. Folder Structure, Mail Filters, Calendars, address books, passwords) should be intact. The successful bidder shall create a migration plan and get the same validated from RailTel prior to initiating the migration process. Data migration will include migration of current user IDs and associated details and mail boxes of current clients</p> | <p>Please share the Existing Email Setup make and Model, Number of Users, Total Mail Data Size on Email Server, Please share the User Authentication Systems and Password Complexity Detail Which need to be Migration</p> | <ul style="list-style-type: none"> • Number of Users~1500 active users • Total Mail Data Size on Email Server~ 2TB • User Authentication Systems~internal LDAP • Password Complexity Detail Which need to be Migration~ alphanumeric, at least 8 character, one caps, one special character |
| 82 | 6.2 | 38 | 6.2 | <p>Scope of Work (for SOR-B)- Virtualization- Compulsory (Open source solution with virtualization manager feature can be offered)</p> | <p>Please clarify, Is bidder will propose OEM based Virtualization solution for OEM Based Email Solution?</p> | <p>As per proposed solution</p> |

| | | | | | | |
|----|-----|----|-----------|---|---|---|
| 83 | 6.2 | 42 | 6.2.3.7 | The successful bidder shall migrate all the existing data from the current system to the new system with zero end user impact during the process with zero data loss. In the migration process the password of the different users of the mailboxes, along with the account structure (ex. Folder Structure, Mail Filters, Calendars, address books, passwords) should be intact. The successful bidder shall create a migration plan and get the same validated from RailTel prior to initiating the migration process. Data migration will include migration of current user IDs and associated details and mail boxes of current clients | Please share the Existing Email Setup make and Model, Number of Users, Total Mail Data Size on Email Server, Please share the User Authentication Systems and Password Complexity Detail Which need to be Migration | <ul style="list-style-type: none"> • Number of Users~1500 active users • Total Mail Data Size on Email Server~ 2TB • User Authentication Systems~internal LDAP • Password Complexity Detail Which need to be Migration~ alphanumeric, at least 8 character, one caps, one special character |
| 84 | 7 | 54 | 7.2.2.4.1 | Communication based mail messaging solution with at least 2000 users per organization, More than 8 implementations | please consider for 2 implementations | As per RFP |
| 85 | 7 | 54 | 7.2.2.4.1 | Bidder should have implemented "Unified Communication based mail messaging solution Greater than 15000 users | please consider for 5000 users | As per RFP. In RFP in section 7.2.2.4.1, bidder wil get score higher of the score obtained for category either A1 or A2. In A1 category focus is on number of implementations for more than 2000 users and in A2 focus is on number of users (it may be cumulative number in multiple implementations) |
| 86 | 7 | 54 | 7.2.2.4.1 | The offered Unified Communication based solution should have been | please consider for 1 implementation | As per RFP. This is related OEM as we have asked for credential related to offered solution. |

| | | | | | | |
|----|----------|-------|-----------|--|---|--|
| 87 | 7 | 54 | 7.2.2.4.1 | The offered Unified Communication based solution should have been implemented with 20000 users per organization globally More than 8 Implementations | please consider No global solution implementation | As per RFP. This is related OEM as we have asked for credential related to offered solution. |
| 88 | 7 | 54-55 | 7.2.2.4.2 | Bidder should have implemented " Basic mail messaging solution with at least organization OR | please consider for 2 implementations | As per RFP |
| 89 | 7 | 54-55 | 7.2.2.4.2 | messaging solution/ provided (or providing) support for "Basic mail messaging solution Greater than 45000 users | please consider for 20000 users | As per RFP. In RFP in section 7.2.2.4.2, bidder wil get score higher of the score obtained for category either A1 or A2. In A1 category focus is on number of implementations for more than 5000 users and in A2 focus is on number of users (it may be cumulative number in multiple implementations) |
| 90 | 7 | 54-55 | 7.2.2.4.2 | The offered basic solution should have been implemented with 5000 users per organization in | please consider for 2 implementations | As per RFP. This is related OEM as we have asked for credential related to offered solution. |
| 91 | 7 | 54-55 | 7.2.2.4.2 | The offered basic solution should have been implemented with 20000 users per organization | Pls consider for NO Global implementatio clause | As per RFP. This is related OEM as we have asked for credential related to offered solution. |
| 92 | Annex 1a | 1 | 1.2 | The proposed Messaging Solution should support any of the leading platforms such as Windows, AIX, HP-UX, SUN SOLARIS, SUSE LINUX, and RHEL | The proposed Messaging Solution should support any one of the leading platforms such as Windows, AIX, HP-UX, SUN SOLARIS, SUSE LINUX, RHEL etc. | Refer to Corrigendum III |
| 93 | Annex 1a | 3 | 10.2 | The solution should have the capability to use different authentication stores for each domain | The solution should provide logically separated authentication stores for each domain | As per RFP |
| 94 | Annex 1a | 4 | 11.6 | The solution should have the capability to prioritize email accounts | The solution should have the capability to prioritize emails. | As per RFP |
| 95 | Annex 1a | 4 | 12.5 | In the proposed solution, audio and video should work from a web browser as well as from a thick client | In the proposed solution, audio and video should work from a thick client | As per RFP |

| | | | | | | |
|-----|----------|---|-------|---|--|---|
| 96 | Annex 1a | 4 | 12.24 | The solution should have the ability to mute/unmute participants and lock/unlock conferences | The solution should have the ability to mute/unmute participants. | As per RFP |
| 97 | Annex 1a | 4 | 13.3 | The solution should allow the solution administrator to manage unsuccessful authentication attempts | Does it mean blocking access after certain unsuccessful login attempts | Yes |
| 98 | Annex 1a | 3 | 8.8 | The solution should support conversation view, ignore & clean-up conversations | The solution should support conversation view. | As per RFP |
| 99 | | | | | | <ul style="list-style-type: none"> • Number of Users~1500 active users • Total Mail Data Size on Email Server~ 2TB • User Authentication Systems~internal LDAP • Password Complexity Detail Which need to be Migration~ alphanumeric, at least 8 character, one caps, one special character |
| 100 | | | | | Share the amount of data to be migrated. | |
| | | | | | Please provide existing email system details from which data is to be migrated | <ul style="list-style-type: none"> • Number of Users~1500 active users • Total Mail Data Size on Email Server~ 2TB • User Authentication Systems~internal LDAP • Password Complexity Detail Which need to be Migration~ alphanumeric, at least 8 character, one caps, one special character |
| 101 | 1 | | 1.14 | The proposed Messaging Solution should support any of the leading platforms such as Windows, AIX, HP-UX, SUN SOLARIS, SUSE LINUX, RHEL etc. | The proposed Messaging Solution should support any one of the leading platforms such as Windows, AIX, HP-UX, SUN SOLARIS, SUSE LINUX, RHEL etc. | Refer to Corrigendum III |
| 102 | 2 | | 2.1 | The solution should support open standard environmental softwares such as OS, database, virtualization solution, cloud solution, backup solution etc. and should support open API's | The solution should support leading softwares such as OS, database, virtualization solution, cloud solution, backup solution etc. and should support API's | As per RFP |
| 103 | 8 | | 8.8 | The solution should support conversation view, ignore & clean-up conversations | The solution should support conversation view, ignore conversation, block users & delete conversations | As per RFP |

| | | | | | | |
|-----|-----|---------------------------|-------|--|---|---|
| 104 | 12 | | 12.5 | In the proposed solution, audio and video should work from a web browser as well as from a thick client | In the proposed solution, audio and video should work from a thick client | As per RFP |
| 105 | 12 | | 12.24 | The solution should have the ability to mute/unmute participants and lock/unlock conferences. | The solution should have the ability to mute/unmute participants. | As per RFP |
| 106 | | 6.1.3.7 Data migration | | <i>The successful bidder shall migrate all the existing data from the current system to the new system with zero end user impact during the process with zero data loss. In the migration process the password of the different users of the mailboxes, along with the account structure (ex. Folder Structure, Mail Filters, Calendars, address books, passwords) should be intact. The successful bidder shall create a migration plan and get the same validated from RailTel prior to initiating the migration process. Data migration will include migration of current user IDs and associated details and mail boxes of current clients (approximately 1000 + 50% users) from their current mail messaging solution."</i> | 1. Please provide existing email system details from which data is to be migrated 2. Share the amount of data to be migrated. | <ul style="list-style-type: none"> • Number of Users~1500 active users • Total Mail Data Size on Email Server~ 2TB • User Authentication Systems~internal LDAP • Password Complexity Detail Which need to be Migration~ alphanumeric, at least 8 character, one caps, one special character |
| 107 | 3.2 | 9 | | Bid Security Deposit (EMD) for SOR-A (Rs. 2, 25, 000/-) | In past tenders of Railtel, firm registered with NSIC are exempted for paying EMD and tender document cost as per below mentioned clause and request you to kindly allow the exemption:- For NSIC registered Firm For small scale units registered with NSIC under single point registration Scheme and participating in this tender enquiry, following exemptions are available:- a) They are exempted from cost of tender documents. b) They are also exempted from depositing Earnest money. | Refer to Corrigendum III |

| | | | | | | |
|-----|-----|----|--|---|---|--------------------------|
| 108 | 3.2 | 9 | | Bid Security Deposit (EMD) for SOR-B (Rs. 65,000/-) | In past tenders of Railtel, firm registered with NSIC are exempted for paying EMD and tender document cost as per below mentioned clause and request you to kindly allow the exemption:- For NSIC registered Firm For small scale units registered with NSIC under single point registration Scheme and participating in this tender enquiry, following exemptions are available:- a) They are exempted from cost of tender documents. b) They are also exempted from depositing Earnest money. | Refer to Corrigendum III |
| 109 | 3.2 | 10 | | Tender Participation Fee (Rs. 10,000/-) | In past tenders of Railtel, firm registered with NSIC are exempted for paying EMD and tender document cost as per below mentioned clause and request you to kindly allow the exemption:- For NSIC registered Firm For small scale units registered with NSIC under single point registration Scheme and participating in this tender enquiry, following exemptions are available:- a) They are exempted from cost of tender documents. b) They are also exempted from depositing Earnest money. | Refer to Corrigendum III |
| 110 | 4.1 | 19 | | For Unified Communication based mail messaging solution / OEM vendor 3. The OEM vendor (global entity/ Indian entity) should have a cumulative turnover of INR. 1000 crores over last three financial years. Audited Financial statements for the financial years 2012-13, 2013-14, 2014-15 (*OEM must submit consolidated | M&A have changed the entity structure in last 3 years. Turnover of INR 1000 crores is too high. Many major software vendors apart from Giants like MS, BIM, Oracle etc are not in this category. | As per RFP |
| 111 | 4.1 | 19 | | For Unified Communication based mail messaging solution / OEM vendor. 5. The proposed Unified Communication based mail messaging solution must be implemented in at least 2 organizations in India for at least 5000 live users per organization. Implementation Certificate from the clients | Zimbra Talk is a new product launched by us recently. While ZCS will have multiple deployments of this size in India but Zimbra Talk being a new product will not have such deployments. | As per RFP |

| | | | | | | |
|-----|---|----|------|--|---|--|
| 112 | 4.1 | 19 | | For Unified Communication based mail messaging solution / OEM vendor 6. The proposed Unified Communication based mail messaging solution must have been implemented in at least 2 organizations globally with at least 20000 live users in each organization. Implementation Certificate from the clients | Being a new product Zimbra Talk will not have such large deployments as of now. But out technology partner VNC will have deployments of this size. Will their credentials work. | As per RFP |
| 113 | 4.1 | 20 | | For Unified Communication based mail messaging solution / OEM vendor 7. The OEM vendor should have at least 10 implementation partners for the proposed Unified Communication based mail messaging solution in India Copy of certificates/ letter issued to the implementation partners by the OEM indicating the period of validity | Please clarify the documentation required. | As per RFP.. Copies of authorization letter issued to implemntation partners and list of such partners |
| 114 | 4.1 | 20 | | For Unified Communication based mail messaging solution / OEM vendor 8. The OEM vendor should have at least 1 support center for providing on-site support services for the proposed Unified Communication based mail messaging solution. Self-Declaration from OEM | OEM vendors only provide remote support over web, telephone and mail. On-site support is provided by implementation partners only. | As per RFP |
| 115 | Annexure 1 A- Section 8 - Instant Messaging | 3 | 8.8 | The solution should support conversation view, ignore & clean-up conversations | We request you to please explain the functionality required to be achieved from " ignore "conversations | By selectiing ignore, alert should get closed |
| 116 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.1 | The solution should allow the user to enter into VoIP and video chats with multiple participants | With respect to Video chats with multiple participants, please confirm the following: a) Number of users in one video chat session b) Number of concurrent video chat sessions at one point of time | This shall be derived by customer requirement. Here the requirement is of multiple participation which means mnimum participation of more than two |
| 117 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.1 | The solution should allow the user to enter into VoIP and video chats with multiple participants | Please confirm the video resolution (1080p/720P /4CIF) required to be supported by the video client for video chat with multiple participants? | The quality should not detoriate with inctease in number of participants |

| | | | | | | |
|-----|---|---|-------|---|--|--|
| 118 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.1 | The solution should allow the user to enter into VoIP and video chats with multiple participants | Please confirm if during a video chat with multiple participants what kind of layout is required - is it active speaker layout or is it continuous presence layout wherein every video chat users sees everyone during the video chat | As per solution proposed |
| 119 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.13 | The solution should allow the user/ admin to control whether users can download documents from meeting library | We request you to please explain the functionality required to be achieved from this feature. | This is pertaining to user access rights |
| 120 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.16 | the proposed solution, a single audio/ video interface should deliver both built-in and partner media capabilities in voice chats, video chats and in online meetings | We request you to please explain the functionality required to be achieved from this feature. | This is pertaining to single interface for various functionalities such as voice chat, video chat etc. |
| 121 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.19 | The solution should allow web collaboration via parallel editing and control (amongst various users) of documents, applications, and desktops | As different OEM's have different solutions , hence architectures, we request you to please delete this feature | Please refer to Corrigendum III |
| 122 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.2 | The solution should have the ability to initiate a conference via meeting invitation or ad hoc formation (by calling a person or by adding people to an existing call). To simplify conference call setup, it must be possible to use drag-and-drop functionality to add participants from the UC client. | We request you to please delete " To simplify conference call setup, it must be possible to use drag-and-drop functionality to add participants from the UC client", as different OEM's have different ways to meet the required functionality of initiating an adhoc conference | Please refer to Corrigendum III |
| 123 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.23 | The solution should have the ability to record conferences for later reviews, including voice, video, and web content and to publish these recordings to a location that is accessible by others. | Please confirm the number of concurrent recordings required | As per solution proposed |

| | | | | | | |
|-----|---|---|-------|---|---|--|
| 124 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.23 | The solution should have the ability to record conferences for later reviews, including voice, video, and web content and to publish these recordings to a location that is accessible by others. | Please confirm the video resolution (1080p/720p/4CIF) at which the recording of conferences needs to happen. | As per solution proposed |
| 125 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.27 | The solution should have the ability to interoperate with other widely used room-based video conference systems and new visual communication solutions, such as tele-presence and video on mobile devices | Please confirm if the unified communication chat client should be H.264 AVC compliant to ensure interoperability with room based Video solution | As per solution proposed |
| 126 | Annexure 1 A- Section 12 - Unified Communication | 4 | 12.27 | The solution should have the ability to interoperate with other widely used room-based video conference systems and new visual communication solutions, such as tele-presence and video on mobile devices | Please confirm the minimum video resolution (1080p/720p/4CIF) required for interoperability with room based video system | As per solution proposed |
| 127 | Annexure 1 B Section 10- Instant Messaging | 3 | 10.4 | The solution must allow the users to track instant messages | We request you to please explain the functionality required to be achieved from this feature. | This is pertaining to save and find messages |
| 128 | Annexure 1 B Section 10- Instant Messaging | 3 | 10.5 | The solution must allow the users to filter instant messages | Please confirm if the functionality desired from this feature is to block a contact in the Instant Messaging GUI available to a user | Not necessarily as deemed spam messages can also get filtered |
| 129 | 1 | | 1.3 | The solution must allow the solution admin to define expiry policy for any individual's mailbox | Need more clarity on the Use case | This is related to retention policy |
| 130 | 1 | | 1.49 | The solution should allow the end users to set rights/ permissions (for the mails being sent by that end-user): Do not print, Do not reply, Do not forward etc. | Request to remove This is a proprietary specification to a single vendor | No change as this feature may be required by customer/end user |
| 131 | 1 | | 1.50 | The solution should support users to set up safe sender & recipient from the web client | Need more clarity on the Use case | The system should allow user to add email address to safe senders and recipient list |
| 132 | 2 | | 2.2 | The proposed solution should support encryption on memory card and device in order to prevent unauthorized access of data on supported mobile devices | | As per RFP |

| | | | | | | |
|-----|----|--|------|---|--|---|
| 133 | 6 | | 6.5 | The proposed backup solution should provide and utilize advanced disk replication capabilities to yield high-performance, low-impact backups | Why is disk replication required in Backup/Restore, Need more information on the Use case | This is only capability requirement |
| 134 | 6 | | 6.13 | The solution should have the ability to copy database files to an alternate server | Need more clarity on the Use case | self explanatory |
| 135 | 6 | | 6.17 | The proposed solution component should facilitate disaster recovery i.e. provide disaster recovery plan on a daily basis need to conduct high-speed, policy-based disaster recovery, business continuance or both | Backup is a different capability than DR, please specify the use case | This is pertaining the solution supporting and adhering DR policy |
| 136 | 11 | | 11.4 | The solution should allow the solution administrator to review restricted mails | Need more clarity on the Use case | self explanatory |
| 137 | 11 | | 11.6 | The solution should have the capability to prioritize email accounts | Need more clarity on the Use case | This can be the end customer requirement where resources are a constraint and customer intends to give priority to certain mail boxes |
| 138 | 11 | | 11.1 | The solution should support setting rights management permission: Do not forward/ Do not print | Request to remove This is a proprietary specification to a single vendor | No change as this feature may be required by customer/end user |
| 139 | 12 | | 12.1 | The solution should allow the user to enter into VoIP and video chats with multiple participants | WebRTC is the new generation video integration protocol, thus request to add the same | As per RFP |
| 140 | 12 | | 12.4 | The solution should allow to set policies to control bandwidth based on classes of users and locations | Request to remove | As per RFP |
| 141 | 12 | | 12.1 | The solution should allow the user/ admin to control whether users can download documents from meeting library | Request to remove users can share documents via the chat interface - not controlled by admin | This is pertaining to user access rights |
| 142 | 12 | | 12.1 | The solution should deliver unified communication to users in resource-constrained environments without the need for a Virtual Private Network requirement | But to say for sure, please give us some detailed network informations about the settings you plan to cover. | As per RFP |

| | | | | | | |
|-----|----|--|------|--|--|-------------------------------------|
| 143 | 12 | | 12.2 | The solution should allow web collaboration via parallel editing and control (amongst various users) of documents, applications, and desktops | Request to remove This is a single vendor specific | Please refer to Corrigendum III |
| 144 | 12 | | 12.2 | The solution should have the ability to record conferences for later reviews, including voice, video, and web content and to publish these recordings to a location that is accessible by others. | Request to remove | As per RFP |
| 145 | 12 | | 12.3 | The solution should have the ability to log conferencing activity for billing and usage analysis. | Request to remove | As per RFP |
| 146 | 12 | | 12.3 | The solution should have the ability to interoperate with other widely used room-based video conference systems and new visual communication solutions, such as tele-presence and video on mobile devices. | Request to remove Zimbra Talk is based on open source components and protocols like Jitsi-Videobridge, Jicofo and XMPP. A integration into proprietary software is mostly not possible. Please name some Software to which it should be compatible. | As per RFP |
| 147 | 12 | | 12.3 | The solution should have the ability to generate reports on usage, capabilities from the UC System | Request to remove | As per RFP |
| 148 | 1 | | 1.15 | The solution must allow the solution admin to define expiry policy for any individual's mailbox | Need more clarity on this, is this expiry of mails in a users mailbox? | This is related to retention policy |
| 149 | 5 | | 5.3 | The proposed backup solution component should facilitate high-speed, policy-based disaster recovery, business continuance or both | Backup is different from DR, please clarify the use case | As per RFP |
| 150 | 5 | | 5.6 | The proposed backup solution should provide and utilize advanced disk replication capabilities to yield high-performance, low-impact backups | Why is disk replicaion required in Backup/Restore, Need more information on the Use case | This is only capability requirement |
| 151 | 5 | | 5.13 | The solution should have the ability to copy database files to an alternate server | Need more clarity on the use case | self explanatory |

| | | | | | | |
|-----|-----------------------------------|----|------|--|--|---|
| 152 | 9 | | 9.4 | The solution should allow the solution administrator to review restricted mails | Need more clarity on the use case | self explanatory |
| 153 | 9 | | 9.5 | The solution should have the capability to prioritize email accounts | Need more clarity on the use case | This can be the end customer requirement where resources are a constraint and customer intends to give priority to certain mail boxes |
| 154 | 10 | | 10.4 | The solution must allow the users to track instant messages | Is this same as History? | This is pertaining to save and find messages |
| 155 | 10 | | 10.5 | The solution must allow the users to filter instant messages | what do you want to filter? the chat history? not possible atm. | Not necessarily as deemed spam messages can also get filtered |
| 156 | 2.3 Duration of contract | 8 | | Hence, the duration of engagement is planned to be of 43 months (4 months (implementation) + 3 months (stabilization/ handholding) + 12 months (support)) for SOR-A and SOR-B. | Need clarity on this clause. Exactly for how much duration do we need to provide licensing ? | Please refer to Corrigendum III |
| 157 | Sealed Envelope C (Technical Bid) | 13 | | Proposed Team Profile | Do we need to share CVs of resources or indicative profile ? | Bidder should provide the CV of Program Manager and indicative CV of proposed resources. Refer to Annexure 10 of the RFP |
| 158 | Project Approach and Methodology | 16 | | Bidder should also propose a go-to-market strategy and the operational model to offer the envisaged mail messaging services to prospective clients. | Please clarify, what is expected from bidder under this clause ? | Refer to section 7.2.2.3.5 of the RFP. As this is a service provider model , RailTel expects it's partner to submit high level go-to-market strategy document for acquiring customers as mentioned in the RFP. Please note there should not be any price points to be mentioned either in technical proposal or presentation. The commercials should only appear in commercial bid. |
| 159 | Project Governance | 16 | | Bidder should provide an escalation matrix and interaction frequency with RailTel stakeholders | It is assumed that it has to be submitted after the award of contract. Please confirm. | This should be part of technical proposal as part of proposed project governance |
| 160 | Project Governance | 16 | | Bidder should mention the proposed governance structure including designation of representatives in the governance structure for the project | It is assumed that it has to be submitted after the award of contract. Please confirm. | This should be part of technical proposal as part of proposed project governance |

| | | | | | | |
|-----|---|----|--|---|--|--|
| 161 | Resource Deployment | 16 | | Details of the team members and their profiles highlighting past experience, educational qualification etc. as per Annexure 10: | It is assumed that it has to be submitted after the award of contract. Please confirm. | Bidder should provide the CV of Program Manager and indicative CV of proposed resources. Refer to Annexure 10 of the RFP This is to be submitted as part of technical proposal |
| 162 | For Unified Communication based mail messaging solution/ OEM vendor | 20 | | The proposed Unified Communication based mail messaging solution must be implemented in at least 2 organizations in India for at least 5000 live users per organization | It would not be possible to provide implementation certification, as it would have been done by other system integrator. We suggest to accept the name of client and undertaking letter from OEM. | As per RFP |
| 163 | For Unified Communication based mail messaging solution/ OEM vendor | 20 | | The proposed Unified Communication based mail messaging solution must have been implemented in at least 2 organizations globally with at least 20000 live users in each organization. | It would not be possible to provide implementation certification, as it would have been done by other system integrator. We suggest to accept the name of client and self declaration letter from OEM. | As per RFP |
| 164 | For Unified Communication based mail messaging solution/ OEM vendor | 21 | | An OEM can partner with up to 3 system integrators/ bidders for participating in this RFP. | We request you to change this clause for up to 1 system integrator. Will there be multiple presentations of same OEM with different partner. | As per RFP |
| 165 | For Unified Communication based mail messaging solution/ OEM vendor | 20 | | The bidder should have a technical support center* operational in India Technical Support Centre: The technical support center should have at least 50 technical resources and should have a dedicated team for catering to mail messaging solutions | Please change bidder to OEM. | As per RFP |
| 166 | Scope of work | 28 | | Supply of Unified Communication based mail messaging solution, including environmental applications such as database, middleware, virtualization software etc., warranty/ ATS for messaging solution, or any | It is recommended to buy virtualization software, OS along with hardware only. | As per RFP |

| | | | | | | |
|-----|---|----|--|---|---|--|
| 167 | 6.1.1 Supply of Unified Communication based mail messaging solution | | | RailTel envisages to procure the Unified Communication based messaging solution on a "Pay per use" model. It implies that per user cost will be passed on to the successful bidder once services are being availed by the RailTel's B2B customers (frequency of such payments shall be mutually agreed with the successful bidder). Per user cost should include ATS/ support cost also | Need more clarification. | This is service provider model where payment would be per mail box basis. Please refer to payment terms and commercial format and other terms of the RFP |
| 168 | | | | | How many maximum mail servers will be there? | As per proposed solution |
| 169 | | | | | What will be the connectivity to the mail server in case a user is not a part of organization /Network? | As per proposed solution |
| 170 | | | | | What will be the part of security on e-mail servers? | As per RFP |
| 171 | | | | | What will be the probable size of data of all the mail boxes? | Refer to section 6.2.1 point no. 6 |
| 172 | | | | | In case of HA you must have to go for MS licenses, in that case what mailing solution you are discussed? | As per proposed solution |
| 173 | | | | | Is there any planning for virtualization or just require virtualization ready solution? | As per RFP and solution proposed. Virtualization software is part of scope |
| 174 | | | | | Did you have any storage in place they require HA? | As per proposed solution |
| 175 | | | | | For taking backup of mail servers, do you require backup solution saperately? | Refer to section 6.1.1 of the RFP |
| 176 | | | | | For What purpose you need IMAP server, Is presently using any IMPA enabled application? | As per proposed solution |
| 177 | | | | | Do you also need any chat solution also like sametime ? | As per RFP |
| 178 | | | | | LDAP authentication is also required in this environment ? | As per RFP |
| 179 | Annexure 3H 10.11 | 89 | | Following such termination, furnishing at no cost to RailTel, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested. | As OEM we would not be able to provide the source code of the product, however the source code of the customized product can be provided. We request to remove the s'ource code 'from the clause. | Source code of customized product shall be required |

| | | | | | | |
|-----|-------------------------------|-------------|--------------|--|---|---|
| 180 | 6.1 Scope of Work (for SOR-A) | 27 | | The solution proposed should be able to integrate with major cloud solutions available. | | As per RFP |
| 181 | 6.1.2 Hardware sizing | 29 | | The hardware sizing and configuration details must include following: | Please advise if the vendor is free to propose either x86 OR RISC based servers? Considering the scale of the solution it would be preferable to have the solution run on RISC based solution | As per solution proposed meeting RFP requirements. Refer to section 6.1.2 |
| 182 | 6.1.3.7 Data migration | | | The successful bidder shall migrate all the existing data from the current system to the new system with zero end user impact during the process with zero data loss | Please advise on the average size of the data to be migrated. | <ul style="list-style-type: none"> • Number of Users~1500 active users • Total Mail Data Size on Email Server~ 2TB • User Authentication Systems~internal LDAP • Password Complexity Detail Which need to be Migration~ alphanumeric, at least 8 character, one caps, one special character |
| 183 | 2 Mobile access | 2 | | 2.5 The solution should support native integration with email Thick Client | Please advise if the native thick client from the same OEM as of the email solution has to be bundled with the solution | As per proposed solution |
| 184 | 2.3 | 8 | 2.3 | Duaration of Contract | Please clarify the duration of contract w.r.t. 43 month. | Please refer to Corrigendum III |
| 185 | 3.2 | 10 | - | RFP Response documents | Can we submit duplicate copy and CD Sets along with bid. | Refer to Page No. 10. The bidder should submit 1 Original set + 1 Copy set + 2 CD Sets |
| 186 | 3.6 | 12 | lind Coloumn | Required Technical Compliance Sheet | Compliance statement of technical required as stated in RFP is submitted by Bidder or OEM? Please advise. | The sam should be submitted by bidder and shall be backed by respective OEM |
| 187 | 4.1,4.2 | 19-20,21-22 | | Unified communication based mail messaging solution/OEM vendor | Please confirm the meaning of OEM Vendor? As per our assumptions it is OEM. | Your understanding is correct |
| 188 | 4.1,4.2 | 19-20,21-22 | | Eligibility Criteria | As per requirement both Bidder and OEM vendor documents or either Bidder or OEM? Please confirm. | Separate Eligibility criteria are there for System Integrator and OEM |
| 189 | 4.1 | 21 | a | | Please provide clarity on point a. | Purchase orders without credential letter from client shall not be considered as an experience certificate |
| 190 | 4.1 | 21 | f | NDA Clause | In case of corporate client we signed NDA but in case of Govt. Client where NDA is not there in that can we submit tender document where confidentiality clause. | As per RFP |
| 191 | 4.1 | 21 | | Technical Support Center | Please provide clarity on Technical Support Center. Is it provided by OEM or bidder side. | This requirement is for bidder, however The OEM vendor should have at least 1 support center for providing on-site support services for the proposed Unified Communication based mail messaging solution. Refer to RFP for details |
| 192 | 6.1.3.9 | 32 | 2 | Training and change management | Please provide confirmation on training (Days , Place (Bidder premises or Buyer premises). | Refer to section 6.1.3.9 of the RFP |
| 193 | 6.1.4 | 33-34 | | L1 Resources | Please provide the qulaification of L1 resource. | It is equivalent to Technical resource as mentioned in Annexure 10.10 of the RFP |

| | | | | | | |
|-----|---------|-------|----------|----------------------------------|--|--|
| 194 | 6.2.3.4 | 41 | 4 | Project preparation | please specify the no. of person required for this project. | As per proposed team meeting RFP requirements |
| 195 | 6.2.7 | 48 | | Governance structure | Please provide clarity on the same. | Proposed governance model meeting RFP requirements |
| 196 | 7.2.2 | 50 | | Technical bid evaluation | As per Technical bid evaluation (SP & AM), please provide the marking structure. | Refer to Section 7 of the RFP |
| 197 | 7.2.3 | 56,57 | | NPV & TCO | Please elaborate the term of NPV & TCO with explanation. | Refer to section 7.2.3 of the RFP |
| 198 | 8 | 60 | | | Please give clarity on Serverity,Urgency and Impact Table. | It is a classification mechanism to be used during O&M phase |
| 199 | 9.4 | 62 | 1 | BG making by Commercial Bank | Can we make BG through Deutsche bank. | As per RFP (Refer to section 9.4) Bidders shall submit, along with their Bids, EMD (amount specified in the tender notification table), in the form of a Account Payee Demand Draft in favour of M/s RailTel Corporation of India Limited payable at New Delhi from SBI or a Nationalized Bank or a schedule Commercial Bank operating in India |
| 200 | 9.1.3 | 68 | | Taxes | Is Railtel provide us C form or any other taxes exmption related certificate. | To be discussed with successful bidder |
| 201 | 9.22 | 72 | 9.22.1 | Payment Schedule | Please clarify payment sturcture(Monthly, Quarterly,per usage). | As per payment terms mentioned in the RFP |
| 202 | 9.23 | 73-74 | 6,7 & 13 | Payment Term | Please provide clarity on the same. As this points are conflicting each other. | As per payment terms mentioned in the RFP |
| 203 | 10.16 | 103 | 1,11,4, | Note | Please provide clarity on the same. | self explanatory |
| 204 | 10.19 | 111 | 10 | Back to Back arrangment with OEM | Do you required any authorization letter form OEM for the saie purpose? Please advise. | Refer to Annexure 3H |
| 205 | 10.2 | 112 | | AS-IS | Please give the meaning of IS. | As-IS is standard tem meaning the current environemnt detail mentioned in RFP |