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Ref: RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319
Dt. 29.08.2016

Corrigendum -III

Sub: Request for proposals E-tender “Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution”

Ref: i) This office E-Tender No.: RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319 dt 15.07.2016.
ii) Corrigendum –I dt 29.07.2016
iii) Corrigendum –II dt 11.08.2016

In reference to the above referred Tender, the following amendments are issued in the Tender document. The bids may be submitted in consideration of these amendments.

1. Clause Annexure 1A- Section 12 - Unified Communication point 12.19 of Tender document may be read as:

The solution should allow web collaboration.

2. Clause Annexure 1A- Section 12 - Unified Communication point 12.20 of Tender document may be read as:

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)

3. Clause Annexure 1A- Section 12 - Unified Communication point 12.23 of Tender document may be read as:

The solution should have the ability to record conferences for later reviews, including voice, video, and web content.

4. Clause Annexure 1A- Section 1 - Unified Communication point 1.12 and Clause Annexure 1B-Basic Solution point 1.14 of Tender document may be read as:

The proposed Messaging Solution should support any one of the leading platforms such as Windows, AIX, HP-UX, SUN SOLARIS, SUSE LINUX, RHEL etc.

5. Clause Annexure 1A- Section 14 - Unified Communication point 14.8 of Tender document may be read as:

The portal should include supplementary component such as payment gateway etc to ensure smooth procure-to-pay process and it should be integrated with ERP

6. Clause Annexure 1B- Section 12 – Basic Solution point 12.8 of Tender document may be read as:

The portal should include supplementary component such as payment gateway etc to ensure smooth procure-to-pay process and it should be integrated with billing module/ERP

7. Clause 2.3 Duration of contract of Tender document may be read as:

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 19 months (4 months (implementation) + 3 months (stabilization/ handholding) + 12 months (support)) for SOR-A and SOR-B.

8. Clause 6.1.1 “Supply of Unified Communication based mail messaging solution” of Tender document may be read as:

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.

Initially RailTel shall procure the Unified Communication based mail messaging solution (including environmental solution(s)) for **4000 users** along with one year warranty (this commitment is valid for first year of contract only. **The license cost validity will be start after the go live i.e after the stabilization period is over of the project for the duration of one year (Year 1).** Year 2 onwards, RailTel shall procure Unified Communication based messaging solution solely on a “Pay per use” model.)

4000 users would constitute the following:

- **1000** users for basic + advanced + unified communication requirements
- **1500** users for basic + advanced requirements
- **1500** users for basic requirements

Warranty shall start after the go-live of the solution. The support for 4000 users shall start after the completion of warranty period. As the solution is to be extended to other business users, possibility for configuring logical/physical separation of different domains should be incorporated in the architecture. Commercial support/ATS shall start after the completion of warranty period. The 4000 user base may include RailTel's internal users as well as users from other B2B customers of RailTel.

9. Clause 6.2.1 “Supply of Basic mail messaging solution” Point 2 of Tender document may be read as

RailTel envisages to procure the Basic mail 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 and cost for environmental software also.

Initially RailTel shall procure the Basic mail messaging solution (including environmental solution(s)) for **1000 users** along with one year warranty (this commitment is valid for first year of contract only. **The license cost validity will be start after the go live i.e after the stabilization period is over of the project for the duration of one year (Year 1).** Year 2 onwards, RailTel shall procure Basic mail messaging solution solely on a “Pay per use” model.)

1000 users would constitute the following:

- **500** users for basic + additional requirements
- **500** users for basic requirements

Warranty shall start after the go-live of the solution. The support for 1000 users shall start after the completion of warranty period. As the solution is to be extended to other business users, possibility for configuring logical/physical separation of different domains should be incorporated in the architecture. Commercial support/ATS shall start after the completion of warranty period. The 1000 user base may include RailTel's internal users as well as users from other B2B customers of RailTel.

10. New clause added for Limitation of Liability

Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

- a. The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and
- b. The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.

11. New clause added for Small scale Units registered with NSIC

Small scale Units registered with NSIC under single point registration scheme are exempted from cost of Tender Documents and EMD.

12. Modified second para of Clause 6.1.4 and 6.2.4 Operations and maintenance services of Tender document may be read as:

The bidder should proposed in the solution to deploy adequate number of L1 resources on-site/remote for providing application management/ solution administration/ infrastructure management services as the SLA. The resource would be deployed from 9:00 AM to 6:00PM from Monday to Saturday and it has to be mutually agreed.

13. Modified Annexure 6A “Commercial Bill of Materials” & Annexure 6B “Commercial Bill of Materials” referred to Annexure I

14. The last date of submission of tender for “Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution” is extended from 30.08.2016 to 20.09.2016 up to 15:00 Hrs.

All other term & conditions will remain same.

(A.K.Sablania)
Group General Manager/DNM