

Dated: 26.10.2017

**RailTel Corporation of India Ltd
(A Government of India Enterprise)**

**Plot No. 143, Sector 44, Institutional Area,
Opposite to Gold Souk Mall,
Gurgaon, Haryana- 122003
Work: 0124-4236083
Fax: 0124-4236084**

Website: www.railtelindia.com

Corrigendum -VI

Sub: Request for proposals for “Supply, Installation, Integration, Testing & Commissioning of Contact Centre Solution for RailTel NOCs & Federated Help Desks of RailWire MSPs”

Ref: i) This office Tender No. RailTel/Tender/OT/CO/Project/2017-18/Contact Centre Solution/402 dated 21.08.2017
ii) Corrigendum-I dated 14.09.2017
iii) Corrigendum-II dated 26.09.2017
iv) Corrigendum-III dated 27.09.2017
v) Corrigendum-IV dated 06.10.2017
vi) Corrigendum-V dated 13.10.2017

With reference to the above mentioned open e-tender, following amendments to the tender conditions are being issued (Amended Clauses/amendments only are being published with the rest of the document remaining as it is). The bids may be submitted in consideration of these amendments as mentioned below:

- 1. Clarifications against Clause no. 6, Page no. 48 Chapter-4 and Clause no.6, Page no. 83 Chapter-5 (Bid Data sheet):**
Performance Bank Guarantee (Security Deposit):
PBG 1- 10% of the Total Cost of Schedule of Supply (A) as per item no. A1 to A4. Page no. 6, SOR for mentioned warranty period.

PBG 2- 10% of Items covered in C11 Page no. 7, SOR for Annual Rental payment for 1st year, will be renewable every year.
- 2. Clarification against Page no. 65, Clause no. 2.1, Assessment of Techno-Commercial Capability Chapter- 4B:**
Commercial Bid- Total Value of SOR in Words (TCO), refer Page 7 of SOR. TCO already includes cost of SOR item no. 11 (for 5 years).

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड (भारत सरकार का उपक्रम)
RailTel Corporation of India Ltd. (A Government of India Undertaking)

CIN : U64202DL2000GOI107905

Corporate Office : 143, Institutional Area, Sector-44, Gurgaon - 122 003, NCR (India), T : +91 124 2714000, F +91 124 4236084
Regd. Office : 6th Floor, Illrd Block, Delhi Technology Park, Shastri Park, Delhi - 110053
Website : www.railtelindia.com

3. **Clarification against Project Setup cost Page no. 65, Clause no. 2.1, Assessment of Techno-Commercial Capability Chapter- 4B:**
Project Set up Cost includes Total Cost of Schedule of Supply (A), Cost of B5 and Cost of D13 items in SOR, Page-6.
4. **Page no. 101, Clause 5.1.4, Chapter-7 Annexure-C may be read as:**
The supplier/system integrator/integrators needs to provide onsite services for first three months post UAT/Roll-out.
5. **Page 102, Clause, 5.1.4, chapter -7, Annexure-C may be read as:**
In addition to the tasks mentioned, following is added in the **Following are key tasks to be carried out:** Onsite Engineer to transfer the knowledge of Platform Upkeep & regular housekeeping activities to RailTel's or RailTel's appointed engineers.
6. **Page no. 8, Point XIV added in the Note of SOR:**
Tenure of onsite engineer can be extended beyond a quarter, the cost will be calculated basis SOR B-6.
7. **Page No. 6, Item no. B5, SOR, Chapter-2 may be read as:**
One time cost of Set-up Implementation, Integrations, Customization and Project Management along with imparting Training to Users & Administrator.
8. **Page no. 6, Item no. A1 in SOR, Chapter-2 may be read as:**
Supply of Compute Servers in HA along with suitable RAM, Clock speed etc. complete with installation materials and all other accessories, manuals etc. for implementation of Contact Centre Solution, as per specifications given in the tender document.
9. **Page no. 92, Form No. 5, Table-2 , Details against clause no. 1.1 (4) of Chapter-4B may be read as:**
Details against clause no. 1.1 (3) of Chapter-4B.
10. **Page no. 77, Clause- 8 i), Chapter-4c deleted:**
Declaration regarding acceptance of clarification issued from Govt. of India (Clause 17.2, Chapter-4A of Tender Document): Deleted.
11. **Point no. X, Page no. 8- Note, SOR may be read as:**
The monthly peak users will be calculated from system, for payout of Sr. 11 item is applicable only for additional licenses consumed, if any, over and above ordered quantity through LOA or later through additional POs.
12. **Page No. 52, Clause-18.2, Purchaser's Right to Vary Quantities, Chapter-4A may be read as:**
Following line deleted from Clause : A standing Performance Bank Guarantee of Rs. 10 lakh for due fulfillment of the rate contract with validity of four months beyond contract period will be submitted by the tenderer within 15 days of issue of LOA for Rate Contract.

The Performance Bank Guarantee of 10% issued against the Rate Contract will be as per modified PBG clause as detailed below:

Performance Bank Guarantee (Security Deposit):

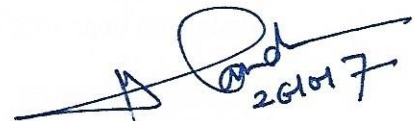
PBG 1- 10% of the Total Cost of Schedule of Supply (A) as per item no. A1 to A4 Page no. 6, SOR for mentioned warranty period.

PBG 2- 10% of Items covered in C11 Page no. 7, SOR for Annual Rental payment for 1st year, will be renewable every year.



13. **Point no- VII, Page no. 8 -Note, SOR may be read as:**
Optional Items no. D-12 to D-15 of SOR may also be part of RC.
14. **Point no.8 f) Declaration for PMA, Offline Submissions, Chapter-4C deleted:**
Deleted
15. **Form No. 4, Checklist of Essential Documentation/Activity has been modified:**
The revised Form No.4 is attached with the corrigendum.
16. **All other terms and conditions will remain same.**

The last date of submission of Tender for “Supply, Installation, Integration, Testing & Commissioning of Contact Centre Solution for RailTel NOCs & Federated Help Desks of RailWire MSPs” issued vide this E- Tender Notice No: RailTel/Tender/OT/CO/Project/2017-18/Contact Centre Solution/402 dated 21.08.2017 is extended from **31.10.2017 to 07.11.2017 up to 15.00 Hrs. All the submitted bids will be opened at 15:30 Hrs. on 07.11.2017.**



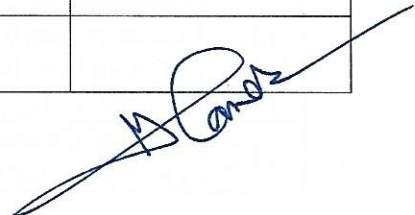
(Manoj Tandon)
General Manager/DC

CHECKLIST OF ESSENTIAL DOCUMENTATION/ACTIVITY

The tenderer is required to submit offer as per following check list of submitted documents. Items of the checklist against which required documents are not submitted may have impact on the Bids. **In absence of these documents, the bids may get rejected.**

| SN | Item/Clause of Tender Document | Details/Remarks |
|------|--|-----------------|
| | Credential/Techno-Commercial Bid (Online) | |
| 1 | Tender Document (Downloaded) | |
| 2 | DD for Cost of Tender Document | |
| 3 | DD for Cost of EMD | |
| 4 | Soft Copy (Word/Excel/PDFs format) of offer & Bill of Material(BOM) and compliances in PDF as well as Excel format (Note-II of SOR of Tender Document) | |
| 5 | Offer Letter duly signed by authorized signatory (Chapter -1 of Tender Document) | |
| 6 | Specific authorization addressed to RailTel from the OEM (Parent Company) for Indian Subsidiary (Clause 2.1.10, Chapter-4B of Tender Document) | |
| 7 | Specific authorization addressed to RailTel from the OEM for System Integrator (Clause 2.1.11, Chapter-4B of Tender Document) | |
| 8 | Power of Attorney to Signing the Bid (Clause 36.2, Chapter 4A of Tender Document) | |
| 9 | Digitally Signed Copy of Tender Document/ Corrigenda (Clause-35.4, Chapter-4A of Tender Document) | |
| 10 | Clause wise compliance of tender document (Clause 25.1 of Chapter-4A of Tender Document) | |
| 10.1 | Clause wise Compliance to all the Corrigenda, if any | |
| 10.2 | Clause wise Compliance to the Specifications (Clause 3.6 of Chapter-3C of Tender Document) | |
| 11 | Form No. 2 (System Performance Guarantee) (Clause 15.2 & 35.5 (a) (11), Chapter-4A of Tender Document) | |
| 12 | Form No. 3 & 3A (Undertaking for Long Term Maintenance Support) (Clause 3.5, Chapter-4A of Tender Document) | |
| 13 | Pre-Qualification Criteria (PQC) | |
| 13.1 | The offered Contact Centre Solution (having IVR, ACD & basic Inbound Call Centre functionalities) should be proven and working for more than two years (post commissioning) in (at least 3 instances of more than 100 seater each) (Clause 1.1(1), Chapter-4B of the Tender Document) | |
| 13.2 | OEM of Contact Centre solution's Software should support product, minimum for Five years from the date of supply | |

| SN | Item/Clause of Tender Document | Details/Remarks |
|-----------|---|-----------------|
| | (Clause 1.1(2) , Chapter-4B of the Tender Document) | |
| 13.3 | The sum total of the turnover of contractual payment received during the last preceding three financial years (i.e. current year & three previous financial years) , from the date of opening of tender should be of minimum value = 1.95 Cr Rs. (Clause 1.1(3) , Chapter-4B of the Tender Document) | |
| 13.4 | The bidder should have their support office in India. (Clause 1.1(4) , Chapter-4B of the Tender Document) | |
| 13.5 | The bidder should have executed/under execution at least one call centre project of minimum value of 46 lacs (Clause 1.1(5) , Chapter-4B of the Tender Document) | |
| 13.6 | The winning bidder has to sign off a non competition clause with RailTel for the selling the Contact Centre Solution as a hosted solution to 3 rd party in-line with GTM partnership (for PSUs & Central/State Govt. dept) (Clause 1.1(6) , Chapter-4B of the Tender Document) | |
| 13.7 | The Bidder or their promoters having equity stake or operating partnership in bidder, should not be holding valid License for Telecom service provider/ISP/NLD, Services License of Government of India for Telecom Operation (Clause 1.1(7) , Chapter-4B of the Tender Document) | |
| 13.8 | Functional Requirements as per clause 1.2, Chapter-4B of Tender Document. | |
| 14 | Qualification Criteria: Techno-Commercial Capability | |
| 14.1 | Copies of Purchase orders and other documents in support of meeting technical qualifying criteria (Clause 35.5 (a) (7), Chapter-4A of Tender Document) | |
| 14.2 | Documentary proof of system being proven and have been working satisfactorily for at least 3 years in India along with user certificate (Clause 2.1.3, Chapter-4B of Tender Document) | |
| 14.3 | Documentary proof for the turnover of contractual payment received during the last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender (Clause 2.1.7, Chapter-4B of Tender Document) | |
| 14.4 | Technical proposal of tenderer in conformity with system design or alternative proposal of the tenderer, if any (Clause 35.5 (a) (10), Chapter-4A of Tender Document) | |
| 14.5 | Complete technical data and particulars of the system offered, as specified in the Tender papers together with descriptive literature, leaflets, Drawings, if any, complete with list etc. (Clause 35.5 (a) (8), Chapter-4A of Tender Document) | |
| 14.6 | Form No. 5 of Chapter-6 , giving information about the credentials against submitted credentials (duly filled) | |



| SN | Item/Clause of Tender Document | Details/Remarks |
|-------|---|-----------------|
| 14.7 | Documentary proof of registration for being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME (Clause 22.7, Chapter-4A of Tender Document) | |
| 14.8 | Schedule of Requirements (with price) (Clause 35.5 (2) of Chapter-4A of Tender Document) | |
| 14.9 | Bill of Material (BOM) with prices of each module/cards along with editable soft copy (in the form of Excel/Word) | |
| 14.10 | Unit rate analysis of each SOR item with break-up of taxes/duties as per proforma attached as Annexure- A & B of Chapter-7) | |
| 14.11 | Unit rate of all possible interfaces/ modules/ cards/ SFPs/XFPs etc. which the offered equipment/system can support / required for optimization, if any, but not ordered by RailTel or not included in the SOR. | |
| 14.12 | Additional Documents enclosed with offer, if any | |
