



Dated: 14.11.2017

**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](http://www.railtelindia.com)**

**Corrigendum –VIII**

**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  
vii) Corrigendum-VI dated 26.10.2017  
viii) Corrigendum-VII dated 06.11.2017

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. IP Telephony scope is defined in the Annexure-I of the Corrigendum-VIII. Following items no. D16, D17, D18 and D19 as mentioned below are added in SOR, Chapter-2 for IP Telephony requirement, commercials to be quoted accordingly.

SN.	Description	Unit	Qty	Unit Rate		Total Cost	
				In Fig	In Words	In Fig	In Words
D	Optional Items						

**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](http://www.railtelindia.com)


*Handwritten signature and date:*  
14-11-17

16	SIP Server Hardware (if required additionally) with 3 years warranty.	Lot	1				
17	SIP Server Software Application with 3 year warranty.	Lot	1				
18	Licenses & Policy for serving 200 simultaneous calls, on SIP server with 3 years warranty.  Additional licenses in blocks of 100.	Lot	1				
19	The cost of Implementation, Integration and Customization.	Nos.	1				

**Note:** AMC of Item no. D16, D17 and D18 for 4<sup>th</sup> and 5<sup>th</sup> year needs to be added in SOR item C-7; AMC break for each item i.e. A1, D16, D17 and D18 needs to be given.

- Clarification against Page no. 65, Clause no. 2.1, Assessment of Techno-Commercial Capability Chapter- 4B:**  
TCO as referred on Page no-7, SOR will additionally include Cost of D16, 17, 18 and 19 items as mentioned above in this corrigendum.
- 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, Cost of D16, 17, 18 and 19 items as mentioned above in this corrigendum. (Item no. D13, Page no. 7 SOR is removed).
- All other terms and conditions of the tender 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 **15.11.2017 to 22.11.2017 up to 15.00 Hrs.** All the submitted bids will be opened at 15:30 Hrs. on 22.11.2017.

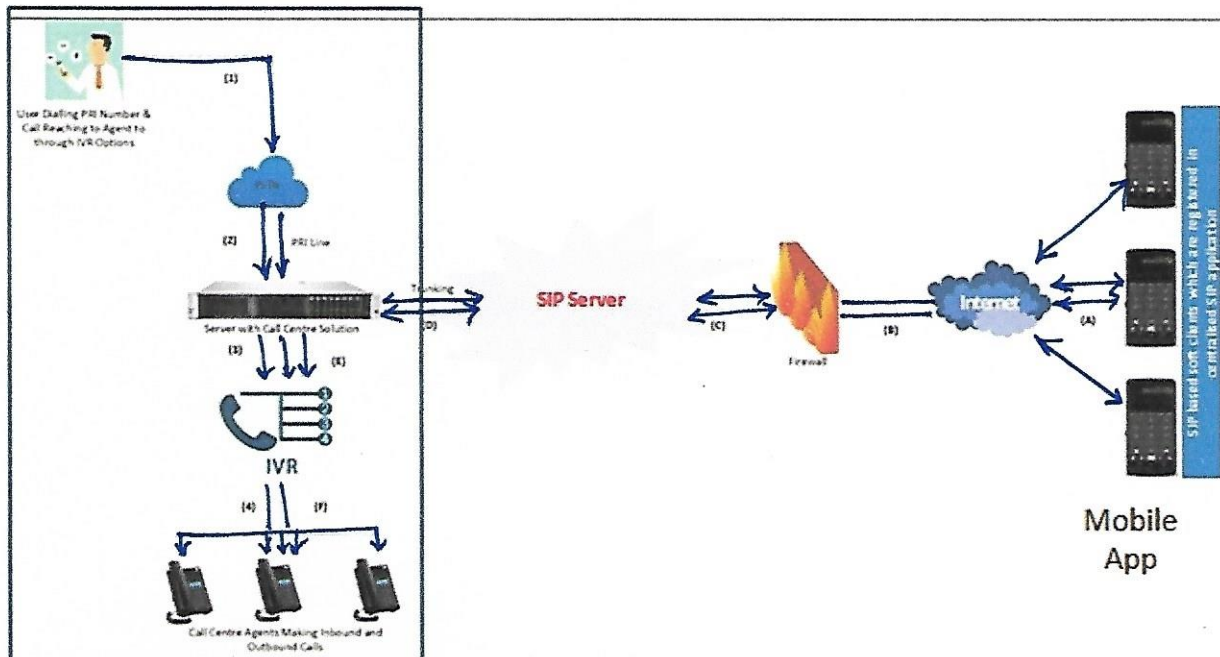
  
14-11-17  
**Manoj Tandon**  
(GM/DC)



## Annexure-I

RailTel intends to leverage IP telephony (in addition to PSTN) to improve the resiliency & optimise the recurring PSTN cost (PRIs & call charges) of the proposed Contact Centre Solution, by enabling registered customers (white listed) to call Contact Centre Agents using SIP clients on their mobile phone/laptop and vice versa.

The typical call flow diagram is attached below:



Call Centre Solution (as asked in RFP)

The customers can download freeware SIP client from Google Play Store/App Store, register using User ID/CLI & Password and can use the same to reach out to Contact Centre Agents using Internet Telephony. Centralised SIP Server will be a consolidated point for call convergence and authentication (User ID can be based on Mobile Number); only pre-registered numbers/clients can reach Call Centre Agent using SIP telephony. Firewall will be provided by RailTel.

The solution must support logical partitioning at application level for restricting call bridging/transfer/conference between PSTN calls & VOIP calls to meet DOT compliance, in view of PSTN and VOIP calls getting terminated on the solution.

Traditional calling to Contact Centre Agents using toll free number and PSTN calling will also be available.

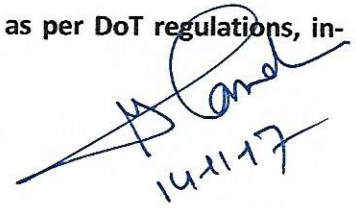
**Bidders are requested to offer compliance to the mentioned requirements through offered solution and quote additional components as optional items –**

1. **SIP Server Hardware** if required additionally
2. **SIP Server Software Application** (Additionally SIP Server has to maintain user ID and passwords for user authentication for 1.5 lac customers for white listing)

*[Signature]*  
14-11-17

3. Licenses & Policy for serving 200 simultaneously calls, on SIP server. And additional licenses in blocks of 100.
4. Configuration of Logical Partitioning in the Contact Centre System as per DoT regulations, in-case it is required

Note – The price of quoted items would be added in Project Cost.



Handwritten signature and date: 14/1/17