

S.No.	Page No.	Clause No.	Clause	Query	RailTel Remarks
1			General	All calls & sms on premium numbers are not included in the free voice/ sms benefits.	Clarified in Corrigendum-XVII
2			General	Out going on the premium numbers like 'TV contests' etc will be charged as per standard rates.	Clarified in Corrigendum-XVII
3			General	Suggested coverage recommendations based on our 2G/3G/4G network: a. Mission critical services (Voice & low speed data) – At the time of contract • Voice connectivity – more than 90% at railway tracks, stations, zonal & regional offices • Basic data connectivity (16Kbps) – more than 90% on railway tracks b. Medium level data services • Data connectivity (128Kbps) – more than 75% on railway tracks and at railway stations at the time of contract. Expanding to >90% in one year from date of contract. c. High end data services • Data connectivity (1Mbps or better) – more than 80% at railways zonal and regional offices at the time of contract. Expanding to >90% in one year from the date of contract.	No Change
4	6	1.3.1 (ii)	The CUG Services should be based on 3G/4G and above.	Coverage requirement irrespective of the technology being used by the service provider. The service provider should have flexibility to choose the technology (2G/3G/4G) for the committed coverage.	No Change
5	27	5.3.2	All the data and voice traffic, arising out of all CUG users, shall be given highest priority QoS.	QOS requirements (Section 5.3.2) – Users with CUG subscriptions should be served with best technology & network coverage available at any given location in the service provider's network. This would be in conjunction with technology & performance as supported by the handsets / smartphones.	Clarified in Corrigendum-XVII
	9	Section 1.4.xxvi)	It shall be possible to send group messages to CUG subscribers at PAN India level, Zonal Level, Divisional Level, PU's Level, Training Institute Level etc. as per Railways requirement.	Does it refer to A2P messages ? If yes, how many max customers can be in one group to whom simultaneous SMS will be send?	No Change
7	6	1.3(iii)	No extra charge whatsoever would be applicable for various services including voics calls sms & Roaming with in india other than bundle data	Charges like Hello tune, Premium charge, MMS etc are chareagble . Though railways coordinators are aware and tender document should have a clarity on this.	Clarified in Corrigendum-XVII
8	8	1.4(XIV)	It should be possible for all to see bill details on website with password	As of now it is not available. Kindly remove.	No Change

9	8	1.4(xx)	Incoming and outgoing CDR of crew should be shared in excel sheet as and when required by railways	We can only share outgoing calls details once invoice generated. Outgoing call details can be shared as per request post bill generation.	Clarified in Corrigendum-XVII
10	6	1.3(C)	Penalty clause	penalty upto 15% whereas no clarity on process of installation of network solution which is not clear as of now from Railways and railtel.	No Change
11	24	4.3	Without prejudice to the rights of RailTel under Clause 4 hereinabove and the rights and remedies which RailTel may have under the LOA or the Agreement, or otherwise if a Bidder/Successful Bidder/Contractor, as the case may be, is found by RailTel to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the LOA or the execution of the Agreement, such Successful Bidder/Contractor shall not be eligible to participate in any tender or RFP issued by RailTel during a period of 2 (two) years from the date such Bidder/ Contractor, as the case may be, is found by RailTel to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be. Provided however that before any action	Suggest the following changes in the clause: Without prejudice to the rights of RailTel under Clause 4 hereinabove and the rights and remedies which RailTel may have under the LOA or the Agreement, or otherwise if a Bidder/Successful Bidder/ Contractor, as the case may be, is found by RailTel to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the LOA or the execution of the Agreement, such Successful Bidder/Contractor shall not be eligible to participate in any tender or RFP issued by RailTel during a period of 2 (two) years from the date such Bidder/ Contractor, as the case may be, is found by RailTel to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be. Provided however that before any action	No Change
12		5.8	Settlement of Disputes and Arbitration:	Arbitrator to be mutually appointed by parties.	Clarified in Corrigendum-XVII
13	84		Tender bidding methodology - Sealed Bid System - 'Single Stage - Single Envelope':	This should be a 2 envelope bid. Technical evaluation should be done first, and commercials of only the technically qualified bidders should be opened in the next stage.	No change
Reliance JIO					
RFP for Provision of Mobile Communication Services for Railway personnel on All India Basis					
SN	RFP Clause	Page no	Description of RFP	Prebid Queries/Clarification/Amendment required	Response from Railtel
1 1.2		5	ii) Post contract activities like coverage issues, billing and payment should be handled by respective Railways directly.	Need to understand the billing requirements in detail from Railway. Request Railtel to confirm whether billing will be Centrally or it will be each State wise/Zone wise?	No Change

2	1.2, Point i	5	Uniform numbering scheme should be opted. As the mobile number portability is in vogue, all existing existing mobile numbers should be retained in case of change in service provider. The bidder should give compliance to be capable to use the existing mobile numbers along with the existing numbering scheme, as per provisions of Mobile Number Portability without any extra cost to the Purchaser	Request Railtel to take care of raising the MNP request for Port Out & Railtel to settle the bill with existing Service provider. New Telecom bidder should not be made responsible for doing this Port Out activity. Post which Railtel/respective zones to provide all supporting documents mentioned in this queries as part of mandatory documents for issuing & activation of new SIM card.	No Change
3	1.2, Point c	6	b. Coverage along the Railway Track – Appendix F c. Bidder should enhance the coverage by 92.5% in 0-6 months (Phase-I), and up to 95% in 7-12 months (Phase-II). Bidder should submit the undertaking for enhancement on company's letter head as per format (Appendix-I). Network Enhancement along with Railway track/ Railway area shall be monitored at Zonal Railways level and in case service provider fails to provide target coverage of 92.5% in Phase-I, 95% in Phase-II, then penalty of 5% after Phase-I and 10% after Phase-II shall be imposed on monthly basis, till the Network Enhancement as per terms and condition of contract is achieved. Maximum penalty should be 15% (of the monthly billed amount) only for network coverage related issues.	Need to understand the whole process of the said evaluation of performance as it has huge implications of penalty of 15% of monthly billed amount. Also, How will this be measured/arrived at? Does Bidder needs to give Self Declaration as per Appendix - I? Considering this complexity request Railtel to remove this penalty clause.	No Change
4	1.2, Point c	6	b. Coverage along the Railway Track – Appendix F c. Bidder should enhance the coverage by 92.5% in 0-6 months (Phase-I), and up to 95% in 7-12 months (Phase-II). Bidder should submit the undertaking for enhancement on company's letter head as per format (Appendix-I). Network Enhancement along with Railway track/ Railway area shall be monitored at Zonal Railways level and in case service provider fails to provide target coverage of 92.5% in Phase-I, 95% in Phase-II, then penalty of 5% after Phase-I and 10% after Phase-II shall be imposed on monthly basis, till the Network Enhancement as per terms and condition of contract is achieved. Maximum penalty should be 15% (of the monthly billed amount) only for network coverage related issues.	Request Railtel to provide the Space, Power & Permission at free of Cost to successful bidder at respective Railway station (wherever bidder requires the same) for installing/erecting the tower, so that mobility network can be expanded & can be improved.	No Change
5	Scope of work, Point no iii	6	Telecom Service Provider (TSP) should provide Data Plan bundled with Data per day or monthly basis with free unlimited Local and STD voice incoming & outgoing calls, Roaming and 100 SMS daily local & National.	If rental quote for 2 operators is same, would Per Day / Per Month Data benefit offer have any implication in such condition. Request Railtel to clarify the same.	No Change

6	1.2, Point c	6	Bidder should enhance the coverage by 92.5% in 0-6 months (Phase-I), and up to 95% in 7-12 months (Phase-II). Bidder should submit the undertaking for enhancement on company's letter head as per format (Appendix-I). Network Enhancement along with Railway track/ Railway area shall be monitored at Zonal Railways level and in case service provider fails to provide target coverage of 92.5% in Phase-I, 95% in Phase-II, then penalty of 5% after Phase-I and 10% after Phase-II shall be imposed on monthly basis, till the Network Enhancement as per terms and condition of contract is achieved. Maximum penalty should be 15% (of the monthly billed amount) only for network coverage related issues.	To meet the current and future connectivity & operational coverage requirements of Indian Railways, it is recommended the TSP Bidder participating must have a minimum 1,00,000+ 3G/4G towers across Pan India, with presence in all Licensed Service Area, as on the date of bid submission.. Necessary report from the National EMF portal will be required for the purpose of evaluation and is to be submitted along with Technical bid submission. The TSP operator can not consider towers that are radiating only with technology other than 3G/4G for this purpose. All future Network enhancement along Rail-route sections should be through 4G site deployment only. It is recommended that Railtel should ask for a detailed plan to be submitted along with the Bid submission, showing 4G coverage enhancement of min. 95% across Rail route sections, over a period of 0-12 months (Phase II), from start of the Mobile CUG contract. Undertaking as part of compliance to be asked from bidders with the bid technical submission.	No Change
7	1.4	7	vi) The last 4 digits of the CUG Mobile Connections from 0000 to 9999 should be kept reserved for Railways, to the extent possible, in which Railway will select their numbers as per the Numbering Scheme prevalent in each Telecom circle in India. Railways would be provided contiguous numbers in each circle. Final numbering scheme will be decided at time of implementation of the scheme based on mutual consent. The telecom operator selected through the bidding process, would be required to port all existing CUG numbers to their network.	Request Railtel to share us the commitment of numbers from each Zone wise for same & limit this blocking of number series for period of 90 days from release of 1st Work Order.	No Change
8	1.4	7	Call Conferencing: Indian Railways needs this facility so that the CUG subscribers of Indian Railways can talk to multiple users simultaneously in conference with cascading	Multi party Call conferencing would be provided. Is there any specific number requirement. Request Railtel to share the requirement.	No Change
9	1.4	8	x) As call charges for Telecom facilities are under review from time to time, the benefits of the same shall be passed on to subscribers of the Closed User Group.	Need to get clarity on the same as it will have impact on tariffs. It is recommended for the first review to be only after 12 months of Date of activation and on mutual agreement	No Change
10	1.4	8	xii) Other standard facilities available in the network like barring of calls etc. to a certain group of subscribers as requested by Railways from time to time should be possible to be provided.	Request Railtel to share the details of such required services.	No Change
11	1.4	8	xv) Billing accuracy will be of utmost importance. In case of surrender /closure of any SIM account or handover to another user for want of change of user, the bill on settlement has to be full and final till the period of use. No supplementary bills for the period settled will be entertained under any circumstances and the service provider has to bear the losses, if any, for want of transfer of billing details from various participating circles.	Since these are COCP connection and the voluntary cancellation count will be partial always and therefore there is no need for separate full and final for each number. The changes will reflect in monthly bill. Also, since the calling is Unlimited Local & STD, the clause may be dropped/deleted	No Change

WV

12	1.4	8	xix) TSP should provide information regarding user-wise accrued charges & details of voice call & data usage both through online and through app for easy access by each CUG user and coordinators. Railway coordinator should be able to access billing details of all users under his accounting unit for complete period of contract.	Bills, Invoice Charges Summary, Invoice Usage summary and in Invoice Itemized Usage will be available in Self care which is monthly report. For the current month usage of voice and data is not available anywhere in online and may be provided with an exceptional approval and as per demand. Each user will have an access to his own no usage details through Self Care App. Railway/Railtel may provide any other specific inputs / requirements, that we need to provide.	No Change
13	1.4	8	xvi) The ringback tone on the CUG phones shall have message/caller tune advised by Railways without any additional charges.	The Caller tone to be provided by Indian Railway and in a compatible format. It would be responsibility to Railway/ Railtel once the same has been applied on the Railway Numbers to continue using	No Change
14	1.4	8	xx) Incoming & Outgoing Call Data Record (CDR) of crew (LP/ALP & Guards) should be shared in excel format by Telecom Operators, as and when required by Railways for accident enquiries.	As per the guidelines from TRAI & from GOI, all these will be provided only to authorized law enforcement agencies like Police Dept etc as per standard regulation of Govt. authorities laid down for CDR sharing	Clarified in Corrigendum-XVII
15	1.4, Point no xviii	8	Coordination meeting at Railway Board, Zonal HQ, Division HQ, PU's & other offices should be held every Quarter. RailTel and Telecom Service provider (TSP) should nominate officials for coordination with each unit within the first week of issuance of acceptance letter to TSP.	Request Railtel to consider these meetings on Video conference or on Audio conference call.	No Change
16	1.4, Point no xxii	9	Sixteen (16) dedicated Service executives as single point of contact (SPOC) to be nominated in 16 zones of Indian Railways across India. They have to ensure and lead all pre-service, Sales & Network Related issues, attending monthly review meetings at Railways division/zone. They may be seated at Railway Zonal HQ for proposer coordination.	Request Railtel to confirm whether Telecom Service provider needs to provide the Dedicated Service executives for Railtel & are they required to be placed at Railtel or Indian Railways premises?	No Change
17	1.4, Point no xxiii	9	Sixteen (16) dedicated Service executives as single point of contact (SPOC) to be nominated in 16 zones of Indian Railways across India. They have to ensure and lead all pre-service, Sales & Network Related issues, attending monthly review meetings at Railways division/zone. They may be seated at Railway Zonal HQ for proposer	If Dedicated Service executive needs to be placed at Railtel/Railway Office premises. Request Railtel to provide the below for Executives: Seating Space, Desktop, Telephone lines, Internet Connection, Access Card at respective location	No Change
18	1.4, Point no xxiii	9	Two (2) senior manager level dedicated Single Point of Contact (SPOC) to be nominated for national support for coordinating with Railway Board level and RailTel (1 at Railway Board & 1 at RailTel) for all pre & post service support related issues across India	Request Railtel to confirm whether Telecom Service provider needs to provide the Dedicated Senior Manager level as SPOC for Railtel? Also are they required to be placed at Railtel or Indian Railways premises?	No Change
19	1.4, Point no xxiii	9	Two (2) senior manager level dedicated Single Point of Contact (SPOC) to be nominated for national support for coordinating with Railway Board level and RailTel (1 at Railway Board & 1 at RailTel) for all pre & post service support related issues across India	If Dedicated Senior Manager needs to be placed at Railtel/Railway Office premises. Request Railtel to provide the below for Executives: Seating Space, Desktop, Telephone lines, Internet Connection, Access Card at respective location	No Change

20	1.4 xxvi	9	It shall be possible to send group messages to CUG subscribers at PAN India level, Zonal Level, Divisional Level, PU's Level, Training Institute Level etc. as per Railways requirement.	Group messaging through SMS gateway/ A-P application is possible. Further, we recommended that the TSP should also have the capability to provide an Enterprise grade separate social media application/platform, like chat can be used to address this requirement of Indian Railway	No Change
21	2.3.2 a vii	12	A copy of SLA signed with any other organization along with a list of customers for similar type of services.	Request this clause to be Deleted.	No Change
22	Evaluation Process	21	The rates across different plans will not very more than 50% of minimum data rates quoted in any of the plan	Request Railtel to share the Illustration for same.	No Change
23	5.1	26	5.1.2 New CUG connections: SIM including enabling of services for new additional CUG connections as per the quantity mentioned in LOA shall be provided within 30 days from the date of placement of Purchase order for the first time. Subsequently, as and when requirement is placed onto the firm, the same shall be provided within three (3) days of placement of order. However, in special circumstances the connection should be provided within 24 hours on Railway's specific request.	Railtel to provide necessary documentation in line with Regulatory compliance.	No Change
24	5.1	26	5.1.4 Telecom Service Provider shall provide a list of well-defined time frame for various activities like issue of new SIM, activation of various types of services etc. There shall be provision in contract regarding Activation/Deactivation of any type service, only by authorized Railway Representative and Telecom Service Provider shall also send confirmation of activation to the registered email-ID. In case of multiple violations, maximum 1% penalty of the monthly billed amount for the respective Zone/Divisional HQ/PUs shall be imposed (in addition to penalty of 15% for poor network).	Basis of arriving 1% penalty is not clear with this clause and it only talks about multiple violations hence further clarity to be obtained. Request Railtel to clarify the same. Also maximum 1% penalty of the monthly billed amount for the respective Zone/Divisional HQ/PUs shall be imposed is very high for complaints of few limited mobile numbers. We request Railtel to consider the Penalty of 1% of ARC for that Particular user for any issues.	Clarified in Corrigendum-XVII
25	5.1	26	5.1.4 Telecom Service Provider shall provide a list of well-defined time frame for various activities like issue of new SIM, activation of various types of services etc. There shall be provision in contract regarding Activation/Deactivation of any type service, only by authorized Railway Representative and Telecom Service Provider shall also send confirmation of activation to the registered email-ID. In case of multiple violations, maximum 1% penalty of the monthly billed amount for the respective Zone/Divisional HQ/PUs shall be imposed (in addition to penalty of 15% for poor network).	Request Railtel to exclude Penalties due to all the reasons not attributable to Telecom provider.	No Change
26	5.2	26	5.2 Installation and Acceptance: The SIM Cards along with the Bill Plan must be supplied & configured in full as per ordered specification. Testing and acceptance will be done at the Railway offices and nodes where the SIM Cards are supplied. Railway's reserve the right to reject the SIM cards if the services are not conforming to the terms in contract agreement. No payment will be made for the rejected SIM cards.	Request Railtel to consider the Testing will be successful voice call & working of mobile data. Request Railtel to do the testing & acceptance centrally.	No Change

27	5.1.1	26	Existing CUG connections: In case of new service provider, all existing CUG numbers shall be ported within 30 days of issue of date of Purchase Order.	MNP process includes customer making UPC request and existing service provider accepting the request for port out within maximum of 14 days subject to all clearances & bill settlement (This is as per TRAI). Any rejection, delay on customer and other service provider should be excluded from the 30 days delivery time. It would be responsibility of RailTel/Railway to ensure that the numbers are released by the existing Service Provider	No Change
28	5.1.4	26	In case of multiple violations, maximum 1% penalty of the monthly billed amount for the respective Zone/Divisional HQ/PUs shall be imposed	Request RailTel to clarify what shall be meaning of multiple violations here? Please share us the details for same.	Clarified in Corrigendum-XVII
29	5.3	27	5.3.1 The bidder is supposed to provide smooth connectivity for voice as well as data services at various locations of Indian Railways in India. The bidder must sign Services Level Agreement (SLA) to provide minimum service availability of 98% atonal Level. To substantiate SLA figure, service provider shall submit a copy of circle wise monthly report submitted to TRAI. The bidder must submit detail of any other mechanism and reports that will enable RailTel to monitor the SLA.	Mobility service is closely monitored by Government Agencies. We are assuming that this refers to BTS/eNodeB Percentage Up time availability shared by TRAI.	No Change
30	5.4	27	5.4 Payment Terms: Payment for the CUG connection in the Zonal/Divisional HQ/Production units of Indian Railways will be made to the selected bidder at end of each calendar month after enabling the services as per terms & conditions of the JWO signed between all the three parties, on submission of consolidated bill (along with details) to the bill paying unit. The bills will be dispatched at each of the Railway locations in India as per the JWO. The payment of the bills will be done on monthly basis assuming 30 days in a month and will be adjusted with the next invoice. Apart from giving the bill in CD, all bills should be made available online to authorized representative at Division/Zone/Board Level for easy access.	Bills, Invoice Charges Summary, Invoice Usage summary and in Invoice Itemized Usage will be available in Self care. Further we deliver ebill to customers. Alternatively Jio can provide the FTP Portal to download the Soft copy of bills. The payment of the bills will be done on monthly basis within 30 days of bill submission	No Change
31	5.3.2	27	All the data and voice traffic, arising out of all CUG users, shall be given highest priority QoS.	This clause may be deleted, as there is no technical provision/solution available to prioritise the Traffic. We request RailTel to consider this clause as below:	Clarified in Corrigendum-XVII
32	5.7	28	5.7 Termination Clause: If the services are not found satisfactory or any other reason which compels Railways for termination of agreement, either party i.e. RailTel or the bidder can terminate the service agreement by giving three months notice in advance to the other party. In case, the bidder stops service without notice, RailTel has the right to encash the performance Bank Guarantee (PBG). In case the Quality of Service (QoS) is persistently below the agreed upon levels, the contract can be terminated by RailTel by giving 7 days notice in writing	If the services are not found satisfactory or any other reason which compels Railways for termination of agreement, either party i.e. RailTel or the bidder can terminate the service agreement by giving three months notice in advance to the other party. In case the Quality of Service (QoS) is persistently below the agreed upon levels, the contract can be terminated by RailTel by giving 3 months + 15	Clarified in Corrigendum-XVII
33	5.12	29	Service Level Agreement - In case of violations penalty maximum 1% will be deducted from the monthly billed amount in addition to penalty of 15% for poor network.	Request RailTel to consider: Maximum 1% penalty of the monthly billed amount for the respective user in respective Zone/Divisional HQ/PUs.	No Change
34	5.12 ii	29	The bidder shall submit a copy of proposed SLA to be signed for reference along with the client list.	Request Deletion of this clause.	No change

35	5.19	31	Liquidated Damages and Penalty: a. If there is any delay in the implementation of the system due to bidder's fault from schedule furnished by the bidder and accepted by RailTel/ Railway will recover 0.5% of the value of the Purchase Order from the bidder for each week of delay. The recovery will be subject to an upper limit of 10%. b. For purpose of calculations of penalty, value of the PO will be taken as Annual Rental (12 months) for the number of connections, for which the PO would be placed on the successful bidder.	Request Railtel to delete this penalty clause as there is already a separate penalty provision.	No Change
36	Appendix A (1)	35	Network Performance - Accumulated Downtime of Community Isolation (< 24 hours)	Request Railtel to consider as per the latest TRAI reports. Under TRAI QoS Regulations for Basic and Mobile Services, 2009, parameter "accumulated down time for community isolation" has been replaced with two new parameters "BTSS accumulated downtime (not available for service)" with benchmark of ≤2% and "Percentage of worst affected BTSS due to downtime" with benchmark of ≤ 2%	Clarified in Corrigendum-XVII
37	Appendix A (1)	35	Network Performance - Call Set Up Success Rate	Request Railtel to consider as per the latest TRAI reports. TRAI has amended the existing "Call Set Up Success Rate" parameter with "Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or Vol-TE as applicable (within licensee's own network)" to accommodate 4G VoLTE technology. However the benchmark remains the same.	No Change
38	Appendix A (1)	35	Network Performance - Service Access Delay	Request Railtel to consider as per the latest TRAI reports. Service Access delay parameter was prescribed by TRAI under QoS Regulations, 2009, whereas TRAI has taken out this parameter from QoS Regulations 2009. Request Railtel to remove this point.	No Change
39	Appendix A (1)	35	Network Performance - SDCCH/paging Channel Congestion.	Request Railtel to consider as per the latest TRAI reports. TRAI has amended the existing "SDCCH/paging Channel Congestion" parameter with "SDCCH/ Paging Channel Congestion/ RRC Congestion (%age)" to accommodate 4G VoLTE technology. However the benchmark remains the same.	No Change
40	Appendix A (1)	35	Network Performance - TCH Congestion	Request Railtel to consider as per the latest TRAI reports. TRAI has amended the existing "TCH Congestion" parameter with "TCH, RAB and E-RAB Congestion (%age)" to accommodate 4G VoLTE technology. However the benchmark remains the same.	No Change
41	Appendix A (1)	35	Network Performance - Call Drop Rate	Request Railtel to consider as per the latest TRAI reports. TRAI has amended the existing "TCH Congestion" parameter with two new parameters "Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)]" with benchmark of ≤ 2% and "Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)]" with benchmark of ≤ 3%.	No Change
42	Appendix A (1)	35	Network Performance - % Connections with good quality voice	Request Railtel to consider as per the latest TRAI reports. TRAI has amended the existing "% Connections with good quality voice" parameter with "Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality" to accommodate 4G VoLTE technology. However the benchmark remains the same.	No Change
43	Appendix A	35	Appendix A	The KPI list pertains to GSM and not for LTE. May need to be redefined, Or same KPIs reports to be considered and shared as being submitted for TRAI	No Change

44	Appendix A (2)	36	Call answering - % of call answered (electronically) within 20 sec (>80%)	Request Railtel to consider as per the latest TRAI reports. Under TRAI QoS Regulations, " % of call answered (electronically) within 20 sec (>80%)" & " % of call answered (electronically) within 40 sec (>95%)" have been replaced with new parameter " Accessibility of call centre/ customer care" with benchmark of > 95% Request Railtel to consider as per the latest TRAI reports. Under TRAI QoS Regulations for Basic and Mobile Services, 2009, parameter " % of call answered (electronically) within 20 sec (>80%)" & " % of call answered (electronically) within 40 sec (>95%)" have been replaced with new parameter " Accessibility of call centre/ customer care" with benchmark of > 95%	No Change
45	Appendix A (2)	36	Call answering - % of call answered (electronically) within 40 sec (>95%)	Request Railtel to consider as per the latest TRAI reports. "Call answering -% of call answered (voice to voice) within 60 sec" parameter was prescribed by TRAI under QoS Regulations, 2005, whereas TRAI has taken out this parameter from QoS Regulations 2009 and only "Call answering -% of call answered (voice to voice) within 90 sec" with benchmark of ≥ 95% parameter, needs to be measured.	Clarified in Corrigendum-XVII
46	Appendix A (2)	36	Call answering -% of call answered (voice to voice) within 60 sec	Request Railtel to consider as per the latest TRAI reports. For this parameter TRAI has amended the benchmark under the QoS Regulations, 2009 as under: % of Billing resolved within 4 weeks (98%) % of Billing resolved within 6 weeks (100%)	Clarified in Corrigendum-XVII
47	Appendix A (3)	37	Customer Service - % of Billing resolved within 4 weeks (100%)	Request Railtel to consider as per the latest TRAI reports. These parameters are not measured and reported by the telecom service provider, parameters related to perception of service are measured by TRAI based on survey/audit conducted by themselves.	Clarified in Corrigendum-XVII
48	Appendix A (4)	38	Customer perception of service	The requirement may be modified in such a manner that – operator should provide sufficient coverage to make the data & voice call services. LTE technology can work seamlessly at -105 dBm & still with good quality of data speed & voice clarity. There is no need to keep this requirement of -85 dBm, since this was requirement for GSM technology (which is older technology). Request Railtel to modify the requirement of signal level from -85 dBm to -105 dBm.	Clarified in Corrigendum-XVII
49	Appendix F	45	% of coverage with signal strength > -85 dbm		
50	Railway Route/Secti on Vector Maps	45	Appendix F - List of Railway Track on various Zones of Indian Railways.	Request Railtel to share us the digital file of the maps for railway track sections. (.shp, .TAB or .kml or .kmz file format).	No Change
51	List of Zonal & Divisional HQs and Railway Stations	63	Appendix G - List of Zonal & Divisional HQs. and important stations over Indian Railways.	Request you to provide the digital file of the maps for these locations with Lat long. (.shp, .TAB or kml format)	No Change

52	Appendix G	63	List of stations under all important locations :- The bidders should have 100% network coverage at Railway Board, all Railway Zones & Divisional Headquarters and 90% on other important locations where the mobile connections are proposed to be supplied. Bids of tenderers not complying to 100% network coverage at Railway Board, all Railway Zonal & Divisional Headquarters and 90% on other important locations as detailed above will not be considered technically suitable.	Pls provide lat long of all the Railway Important Office locations, Zonal HQ, DRM Hq and all other important DMU's of Indian Railway & Railtel	No Change
53	Appendix H	80	1) ISD Tariff – a. The document says, L1 would have to match lowest ISD tariffs ? - Page 80 Point No 1.3.iii)	ISD tariffs for each country are based on country code due to varied cost structure for Fixed / Mobile / Special / Premium call types. Special/Premium are generally charged at higher rates (>100/- in most of the cases) as interconnect charges for these codes are much more higher than general Fixed/Mobile calls. Request you to please specify the different categories.	No Change
54	Appendix-I (undertaking)	81	Proforma for Undertaking for network enhancement	Request Railtel to exclude the railway routes which are falling under inaccessible, dense forest areas, defense, very hilly or restricted areas may be excluded from coverage calculation of penalty.	No Change
55			Extension of Bid Submission	Request Railtel to consider in extending the bid submission from 3 weeks from date of releasing corrigendum, since this is very large RFP.	No Remarks
VODAFONE					
SNo.	Page No.	Point No.	RFP Clause	TSP's Inputs	RailTel Inputs
1	Page 5	Point 1.2.4 (c)	Bidder should enhance the coverage by 92.5% in 0-6 months (Phase-I), and up to 95% in 7-12 months (Phase-II). Bidder should submit the undertaking for enhancement on company's letter head as per format (Appendix-I). Network Enhancement along with Railway track/ Railway area shall be monitored at Zonal Railways level and in case service provider fails to provide target coverage of 92.5% in Phase-I, 95% in Phase-II, then penalty of 5% after Phase-I and 10% after Phase-II shall be imposed on monthly basis, till the Network Enhancement as per terms and condition of contract is achieved. Maximum penalty should be 15% (of the monthly billed amount) only for network coverage related issues.	Penalty will be levied on those individual connections which have logged the complain/raised ticket	No Change
2	Page 6	Point 1.3.1 (i)	The bidder shall provide SIM Cards at all the locations of Indian Railways on all India basis as per the Bill Plan decided by M/s RailTel	Sims will be delivered to main location like Zonal & Dist HQ	No Change
3	Page 6	Point 1.3.1 (ii)	The CUG Services should be based on 3G/4G and above	2G Coverage will not be considered? What happened to the existing 2G base of Railways	No Change
4	Page 6	Point 1.3.1 (iii)	TSP should provide Data Plan bundled with Data per day or monthly basis with free unlimited Local and STD voice incoming & outgoing calls, Roaming and 100 ₹ daily local & National	Railtel has to either choose per day or per month data quota option	Clarified in Corrigendum-XVII

5	Page 6	Point 1.3.1 (iii)	No extra charges whatsoever would be applicable for various services including Voice Calls, SMSs, roaming, within India other than bundled Data	Charges will be applicable in SMS overusage as per TRAI guideline, ISD, IR or any other services which is beyond free benefit	Clarified in Corrigendum-XVII
6	Page 7	Point 1.4.1 (v)	RailTel shall pursue with Ministry of Railways for erecting of Tower/Mast/Pole Mount on Railway areas against license fees for improvement of CUG coverage in these Railway areas/sections to meet the requirement of Railways.	Need Clarity	No Change
7	Page 9	Point 1.4.1 (xxii)	Sixteen (16) dedicated Service executives as single point of contact (SPOC) to be nominated in 16 zones of Indian Railways across India. They have to ensure and lead all pre-service, Sales & Network Related issues, attending monthly review meetings at Railways division/zone. They may be seated at Railway Zonal HQ for proper coordination	1) Why 16 executives are required? 2) What is the existing set up with present operator? 3) Please share the detailed JD?	No Change
8	Page 9	Point 1.4.1 (xxii)	Two (2) senior manager level dedicated Single Point of Contact (SPOC) to be nominated for national support for coordinating with Railway Board level and RailTel (1 at Railway Board & 1 at RailTel) for all pre & post service support related issues across India and updating the same at Board Level/Railtel HQ at agreed time period/interval. He should also lead all pre and post service related monthly review at Railtel/Railway board with agenda of discussion from Railtel. The service issues led by national SPOC of service provider must include pre on board, post on board and network related issues. He may be seated at one of the assigned Railtel offices in Delhi/NCR as per requirement of Railways/RailTel.	1) Why 2 Senior managers are required? 2) What is the existing set up with present operator? 3) Please share the detailed JD? 4) Required on till the Delivery phase?	No Change
9	Page 9	Point 2.3.3 (c)	RailTel shall reserve the right to negotiate with the L1 Bidder for further reduction of the price	Request you to remove this clause, in view of transparency	No Change
10	Page 26	Point 5.1.1	In case of new service provider, all existing CUG numbers shall be ported within 30 days of issue of date of Purchase Order.	MNP process will be as per the regulatory guidelines. Current TAT for port out is 7 working days if everything is settled between existing TSP & Railtel. Delay due to existing TSP & Railtel should be considered.	No Change



11	Page 26	Point 5.1.4	Telecom Service Provider shall provide a list of well-defined time frame for various activities like issue of new SIM, activation of various types of services etc. There shall be provision in contract regarding Activation/Deactivation of any type service, only by authorized Railway Representative and Telecom Service Provider shall also send confirmation of activation to the registered email-ID. In case of multiple violations, maximum 1% penalty of the monthly billed amount for the respective Zone/Divisional HQ/PUs shall be imposed (in addition to penalty of 15% for poor network)	How will customer identify multiple violations? How will those be tracked & monitored? Both parties should agree on violations & the number against which penalty will be levied.	Clarified in Corrigendum-XVII
12	Page 26	Point 5.3.1	The bidder must sign Services Level Agreement (SLA) to provide minimum service availability of 98% at Zonal Level. To substantiate SLA figure, service provider shall submit a copy of circle wise monthly report submitted to TRAI. The bidder must submit detail of any other mechanism and reports that will enable RailTel to monitor the SLA	How will this be measured? How will this apply to subs who roam across zones?	No Change
13	Page 28	Point 5.6.1	The successful bidder shall pay a management fees of Rs.120/- per year per connection yearly in advance to RailTel	Need Clarity	No Change
14	Page 30	Point 5.18	Delivery and Installation: The bidder shall be responsible for delivery of the requisite SIM Cards including installation and commissioning of cards at the respective locations as specified in the purchase order and for making them fully operational at no additional charge within the time period as specified in tender or the duration committed by the bidder, whichever is earlier. If the bidder fails to deliver and/or install the requisite equipments ordered within the stipulated time schedule or by the date as extended by RailTel, it will be construed as a breach of contract and suitable liquidated damages will be levied as per tender.	Need Clarity from customer	Clarified in Corrigendum-XVII
15	Page 39	Appendix -B (ii)	Firm will provide data rollover facility to all user under this contract	Roll over limit?	Clarified in Corrigendum-XVII
16	Page 39	Appendix -B (iii)	Rates to be negotiated every six months with the Telecom Service provider to get better rates as a bulk customer	Fixed price for 3 years	No change

17	Page 40	Appendix –H	ISD Call Rate: 1) Same rate multiple countries 2) Bidder has to submit tariff for ISD Call Rates in above format. L-1 bidder will have to accept the lowest offered ISD tariff and same shall be applicable for all CUG User under this contract.	1) Same rate is not applicable to different countries 2) Bidder has to submit tariff for ISD Call Rates in above format. L-1 bidder will have to accept the lowest offered ISD tariff and same shall be applicable for all CUG User under this contract.	No change
18	Page 18	Point (2.15.1)	The termination right of the RFP is for convenience by Railtel which is not due to any issue from Bidder's end. Due to such termination Railtel is not liable to return Bid Processing Fees.	Not sure why the Bidder is made liable for termination of RFP, when the same is being exercised by Railtel arbitrarily. Refund of the Bid Processing Fees needs to be done.	No change
19	Page 18	Point (2.15.2)	Further, in the event that the RFP has been terminated on account of any default of the Bidder/Successful Bidder, RailTel reserves the right to encash the EMD and/or PBG to the extent required to make good the losses suffered by it on account of such default having been committed by the Bidder.	Unable to understand how RFP gets terminated due to default of Bidder, since any default of Bidder leads to blacklisting why is RFP getting terminated	No change
20	Page 22	Point (3.6.4)	RailTel may engage 3rd Party Audit team for the assessment of quality of service provided by selected Telecom Service Provider on the similar lines as being done by TRAI. Parameters to be measured by the audit team will be defined by RailTel in consultation with Railway Board at the time of audit. Network coverage should be taken across the complete zone.	It is one of the condition of the Bidder that the services of Mobile Communication needs to be accordance with TRAI guidance, so unable to understand the reason of 3rd Party Audit and the expertise of such team.	No change
21	Page 28	Point (5.7)	If the services are not found satisfactory or any other reason which compels Railways for termination of agreement, either party i.e. RailTel or the bidder can terminate the service agreement by giving three months notice in advance to the other party. In case, the bidder stops service without notice, RailTel has the right to encash the performance Bank Guarantee (PBG). In case the Quality of Service (QoS) is persistently below the agreed upon levels, the contract can be terminated by RailTel by giving 7 days notice in writing.	The presumption of Service not meeting the levels is too vague, since any determination of Service Levels needs to be confirmed by both parties. The QoS is as per TRAI, so any issue of the Service would be penalised by TRAI so unable to understand why Railtel is also penalty.	No change
22	Page 28	Point (5.8)	The appointment of the arbitrator shall be done by Chairman cum Managing Director, RailTel. The venue of Arbitration shall be New Delhi, India. The arbitration resolution shall be final and binding upon both the parties.	This is violation of Arbitration and Conciliation Amendment, 2012; wherein it was stated that a party cannot be a judge of this matter nor would they have right to appoint arbitrators to settle the dispute.	Clarified in Corrigendum-XVII
23	Page 31	Point (5.18)	If the bidder fails to deliver and/or install the requisite equipments ordered within the stipulated time schedule or by the date as extended by RailTel, it will be construed as a breach of contract and suitable liquidated damages will be levied as per tender.	There is mere Mobility Communication Service and no equipment is being provided vide this Tender.	Clarified in Corrigendum-XVII

24	Page 31	Point (5.21)	RailTel reserves the right to order any number of Mobile (cellular) Connections as may be required at the time of work order and increase or decrease subsequently by giving 15 (Fifteen) days notice. Powers of RailTel: RailTel, at its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to; 6.1.4 Independently verify, disqualify, reject and/or accept any and all submission or other information and/or evidence submitted by or on behalf of any Bidder.	No sure why are there decrease or increase in Connectivity being provided by the RFP	No Change
25	Page 32	Point (6.1.4)		Each of the evidences provided by Bidder needs to be confirmed and validated. Railtel shouldn't arbitrarily take decision based on independent evidences	No Change
BSNL					
SNo.	Page No.	Point No.	BSNL Query	TSP's Inputs	RailTel Inputs
1			Bharat Sanchar Nigam Limited (BSNL), is a 100% Government company operating under the Department of Telecom. It is one of the largest & leading public sector units providing comprehensive range of telecom services in India.		No Remark
2			BSNL is interested to participate in the tender floated by M/s Railtel for "Provision of Mobile communication Services for Railway personnel on All India Basis" vide open E-Tender No.: Railtel/Tender/Ot/CO/DNM/2017-18/CUG/426 Dated 14-09-2018.		No Remark
3			In this connection, it is requested to kindly exempt BSNL from submitting EMD of Rs.52.31 Lakhs and tender document fees of Rs.11800/- as BSNL is a Fully owned Govt of India Enterprise operating under Department of Telecom.		No Change