

Corrigendum - 4

For

RFP

“Empanelment of Managed Service Provider (MSP) for
RailWire”



RailTel Corporation of India Ltd.

Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi-110023

1 Corrigendum-4 for Empanelment of Managed Service Provider (MSP) for RailWire

In reference to the RFP to “Empanelment of Managed Service Provider (MSP) for RailWire”
Tender no. RailTel/RFP/OT/CO/Mktg/2021-22/RailWire/MSP/001 dated: 18th November, 2021,
following change in the RFP document may be noted:

S. No.	RFP Reference	Original Version	Modified Version																											
1	Section-7, Clause No. 7.5	New Clause	As per the market demand and competition, MSP can roll out the IPTV services in their respective circle/ circles as a VAS for the RailWire subscribers. The headend should be deployed at particular circle for rolling out the IPTV services in that circle. For the IPTV services, RailTel will launch the special tariff plans in respective circle/ circles in consultation with MSP and revenue share will be decided mutually. The IPTV services provided by MSPs will be as per the T&C laid out by Ministry of Information and Broadcasting, any liabilities related to IPTV services will lie on the head of MSPs.																											
2	Section-11	New Clause	<p>(a) Revenue share arrangements will be different for IBW Gateway Locations (Delhi, Mumbai, Chennai, Ernakulam and Kolkata) and will be defined as follows:</p> <table><tr><th>Subscriber Slab</th><th>MSP Fixed Revenue</th><th>MSP Performance Incentive</th></tr><tr><td>0<=9</td><td>10%</td><td>0-2%</td></tr><tr><td>>=10<=19</td><td>10%</td><td>0-2%</td></tr><tr><td>>=20<=29</td><td>10%</td><td>0-2%</td></tr><tr><td>>=30<=39</td><td>10%</td><td>0-2%</td></tr><tr><td>>=40<=49</td><td>10%</td><td>0-2%</td></tr><tr><td>>=50<=200</td><td>10%</td><td>0-2%</td></tr><tr><td>>200<=2000</td><td>10%</td><td>0%</td></tr><tr><td>>2000</td><td>8%</td><td>0%</td></tr></table> <p>With reference to the above, the revenue share for all the other locations except the IBW Gateway locations (Delhi, Mumbai, Chennai, Ernakulam and Kolkata) will be defined as Clause no. 11 (i) and 11 (ii). The AGR calculation for all the locations including gateway locations will be defined as Clause no. 11 (iii).</p>	Subscriber Slab	MSP Fixed Revenue	MSP Performance Incentive	0<=9	10%	0-2%	>=10<=19	10%	0-2%	>=20<=29	10%	0-2%	>=30<=39	10%	0-2%	>=40<=49	10%	0-2%	>=50<=200	10%	0-2%	>200<=2000	10%	0%	>2000	8%	0%
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			(b) To steer the growth of RailWire subscribers, it is planned to incentivise migration of bulk customers which is under discussion with potential partners. In such cases the revenue share arrangements for the bulk customers will be lesser as all the stakeholders will have to absorb the extra share which need to be passed on to partners. Comparing to organic increase in customers, the bulk migration of customers will prepone the additional revenue in spite of reduced revenue share.
3	Entire Tender Document /Section-2, Clause No. 2.1.2.	<p>The bidder or their promoters having equity stake or operating partnership, should not be holding valid UASL License /ISP License/MSO License of Government of India.</p> <p>The MSO license criteria is relaxed for the bidders, who are bidding for the North East-1 (Meghalaya, Tripura, Mizoram) and North East-2 circles (Manipur, Arunachal Pradesh, Nagaland). Rest of all other license condition i.e. UASL License/ISP License will be applicable.</p>	The bidder or their promoters having equity stake or operating partnership, should not be holding valid UASL License /ISP License/ VNO License for that particular circle or circles for which bidder is participating.
4	Entire Tender Document /Section-2, Clause No. 2.1.4	The Bidder Company should have cumulative total turnover of Rs 20 Crores during last three financial years. Bidders must submit CA certificate in this regard. As the North East area is underserved, it is the focus area for RailTel. To accelerate the pace of socio-	The Bidder Company should have cumulative total turnover of Rs 20 Crores during last three financial years. Bidders must submit CA certificate in this regard. As the North East area is underserved, it is the focus area for RailTel. To accelerate the pace of socio-economic development of North East Region (Detail of circles defined in Para 4), bidders applying for Assam and North East Circles should have cumulative turnover of Rs 5 Crores during last three financial years. Bidders must submit CA certificate in this regard.

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		economic development of North East Region (Detail of circles defined in Para 4), bidders applying for North East Circle should have cumulative turnover of Rs 5 Crores during last three financial years. Bidders must submit CA certificate in this regard. (Preference will be given to the bidder registered & working in the NE Area)	(Preference will be given to the bidder registered & working in the NE Area)																																				
5	Entire Tender Document /Section-8, Clause No. C(2)	Percentage of targets achieved*		<table><tr><th>S/N o</th><th>States/Circle</th><th>Per Month Customer Acquisition</th></tr><tr><td>1</td><td>Assam</td><td>8,00</td></tr><tr><td>2</td><td>Bihar and Jharkhand</td><td>2,000</td></tr><tr><td>3</td><td>West Bengal</td><td>2,000</td></tr><tr><td>4</td><td>Punjab and Chandigarh</td><td>850</td></tr><tr><td>5</td><td>Rajasthan</td><td>2,400</td></tr><tr><td>6</td><td>UP (East)</td><td>1,100</td></tr><tr><td>7</td><td>Delhi</td><td>850</td></tr><tr><td>8</td><td>TamilNadu</td><td>5,900</td></tr><tr><td>9</td><td>Kerala</td><td>4,500</td></tr><tr><td>10</td><td>Andhra Pradesh</td><td>1,700</td></tr></table>	S/N o	States/Circle	Per Month Customer Acquisition	1	Assam	8,00	2	Bihar and Jharkhand	2,000	3	West Bengal	2,000	4	Punjab and Chandigarh	850	5	Rajasthan	2,400	6	UP (East)	1,100	7	Delhi	850	8	TamilNadu	5,900	9	Kerala	4,500	10	Andhra Pradesh	1,700		
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7	Section-11	New Clause	To proliferate the RailWire further, MSP can become AGNP (by signing standard AGNP agreement with RailTel) by laying out the fiber or by hiring/ leasing from third party for further connecting ANPs and subscribers. This will help in generating additional revenue to the MSPs.																																	
8	Section-11	New Clause	For the RailWire expansion, MSP can also become ANP (by signing standard ANP agreement with RailTel) on case to case basis and realise the potential of the areas.																																	
9	Entire Tender Document /Section 15, Clause No. 11	<p>The value of PBG of this RFP is Rs 5 Lakh. This amount may be discharged by RailTel upon being satisfied that there has been due performance of the obligations of the successful bidder under the agreement. Failure of the successful bidder to comply with the requirement as per the RFP terms and conditions shall constitute sufficient grounds for the annulment of the award and forfeiture of the PBG, in such event RailTel may make the award to the best performing MSP or call for new bids.</p>	<p>The value of PBG for each circle is defined as below:</p> <table><tr><th>S/N o</th><th>States/Circle</th><th>Value of PBG</th></tr><tr><td>1</td><td>Assam</td><td>10 Lakh</td></tr><tr><td>2</td><td>Bihar and Jharkhand</td><td>15 Lakh</td></tr><tr><td>3</td><td>West Bengal</td><td>10 Lakh</td></tr><tr><td>4</td><td>Punjab and Chandigarh</td><td>10 Lakh</td></tr><tr><td>5</td><td>Rajasthan</td><td>10 Lakh</td></tr><tr><td>6</td><td>UP (East)</td><td>10 Lakh</td></tr><tr><td>7</td><td>Delhi</td><td>10 Lakh</td></tr><tr><td>8</td><td>TamilNadu</td><td>55 Lakh</td></tr><tr><td>9</td><td>Kerala</td><td>40 Lakh</td></tr><tr><td>10</td><td>Andhra Pradesh</td><td>10 Lakh</td></tr></table> <p>The PBG may be submitted in form of NEFT/RTGS/FDR/PBG. The details of the bank account will be shared through LOI issued to empanelled MSPs. The PBG may be submitted from any Scheduled Banks in given format.</p> <p>This amount may be discharged by RailTel upon being satisfied that there has been due performance of the obligations of the successful bidder under the agreement. Failure of the successful bidder to comply with the requirement as per the RFP terms and conditions shall constitute sufficient grounds for the</p>	S/N o	States/Circle	Value of PBG	1	Assam	10 Lakh	2	Bihar and Jharkhand	15 Lakh	3	West Bengal	10 Lakh	4	Punjab and Chandigarh	10 Lakh	5	Rajasthan	10 Lakh	6	UP (East)	10 Lakh	7	Delhi	10 Lakh	8	TamilNadu	55 Lakh	9	Kerala	40 Lakh	10	Andhra Pradesh	10 Lakh
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			<p>annulment of the award and forfeiture of the PBG, in such event said work of MSP may be awarded by RailTel to other MSP based on their performance and subject to their compliance of eligibility criteria for the particular state/circle or may call for new bids.</p> <p>In case performance of bidder is satisfactory & still does not want to continue as MSP due to their internal challenges & submits request to surrender the MSP operations in the allocated circle then in this case the PBG will be returned to the bidders after getting clearance from regional team about no pending dues. The minimum lock in period for MSP engagement is one year from the date of issue of LOI and after completion on one year, bidder can submit the surrender request.</p> <p>In case of termination, one year lock in period is not applicable.</p> <p>If the bidder is terminated due to non-performance than Performance Bank Guarantee of the bidder shall be forfeited.</p>
10	Entire Tender Document/ Section-1	RailTel through this RFP will empanel Managed Service Provider (MSP) for 9 Circles across India for managing RailWire Services (a retail Broadband Service of RailTel).	RailTel through this RFP will empanel Managed Service Provider (MSP) for 10 Circles across India for managing RailWire Services (a retail Broadband Service of RailTel).
11	Entire Tender Document/ Section-4	Details of Circles & Region	<p>Details of Circles & Region- Delhi circle is also included at S.N. 7 under Northern Region w.e.f. date of issue of LOI to newly appointed MSP.</p> <p>Updated table is at Annexure-1 of this Corrigendum-3</p>

Annexure-1- Updated details of Circles and Region:

S/No	<u>States/Circle</u>	<u>Region</u>	<u>Handing Over of Circle w.e.f.</u>
1	Assam	Eastern Region	18.02.2022
2	Bihar and Jharkhand		18.02.2022
3	West Bengal		18.02.2022
4	Punjab and Chandigarh	Northern Region	18.02.2022
5	Rajasthan		18.02.2022
6	UP (East)		Date of Issue of LOI to newly appointed MSP
7	Delhi		Date of Issue of LOI to newly appointed MSP
8	TamilNadu	Southern Region	18.02.2022
9	Kerala		Date of Issue of LOI to newly appointed MSP
10	Andhra Pradesh		Date of Issue of LOI to newly appointed MSP