



RailTel Corporation of India Ltd
(A Mini Ratna PSU under Ministry of Railways)

Date-21.09.2023

Corrigendum - 1

Sub: EoI - Management of LAN at Cochin International Airport.

Ref: EOI NO. RCIL/SR/ERS/2023-24/EOI/3, DTD-20.09.2023

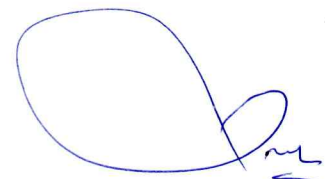
Corrigendum Issued by CIAL is enclosed (Pre – Bid query response)

Sd/-
JGM/TERRITORY MANAGER
RailTel/Kerala Territory

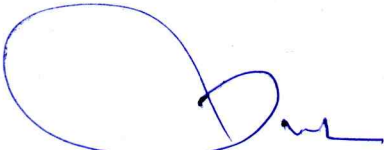
Corrigendum I – Tender for Management of LAN at Cochin International Airport, Nedumbassery

Find below the response to queries received from bidders.

Sl No	Query	CIAL Reply
1	On page 4 , Eligibility criteria, Sl no 1 : Our audited reports shall be ready by Oct-Nov only , hence we may be able to submit a financial statement for now and later share the audited one	If audit report for the year 2022-23 is not ready, the Annual Turnover Certificate, issued by a qualified Chartered Accountant in practice, with UDIN number, can be submitted.
2	We will be able to produce PO's and customer cases for supply of LAN /NW equipment. But due to certain non disclosure agreement, we may not be able to share the full docs. as mentioned in this clause.	Satisfactory completion certificate from customer needs to be submitted.
3	When do you expect the new contract to start?	New contract is expected to start 1 month after the award of contract.
4	Is CIAL using any NMS tool for Network Monitoring? Will you provide access to your NMS tool to the new contractor?	Cisco Prime Infrastructure is currently being used. Access to NMS will be provided. The tools need to be used responsibly as per guidelines from CIAL.



5	Can you provide the list of equipment to be monitored, where patch & update management has to be done.	CIAL's networking infrastructure mostly consists of Cisco Networking devices. However other brands also are deployed and staff are required to work on other networking components as well. Adequate training on networking equipments are to be provided to the staff by the contractor.
6	Are you currently using any tool for raising service tickets?	Currently, SAP is being used to log tickets. The tools maybe updated/changed in the future.
7	Device connectivity: Troubleshooting of networking components of peripherals connected to Lan (servers, computers, and other devices). What will be our scope of work, if any of these components (servers, computers, and other devices) are found to be faulty?	Scope is limited to identification and troubleshooting of networking components by making required software configuration changes only. Hardware replacement is not included in the scope.
8	You have mentioned that 'The system shall have 99.9% monthly availability'. What are the various systems that come under this agreement? Are these systems covered under AMC by any third party?	The scope of contractor under this contract is to ensure that the networking systems are monitored and configured such that the availability remains 99.9%. Hardware warranty and AMC of the devices will be taken care by OEM or suppliers.
9	Do we need to provide 4-wheelers for airside entry to our staff working out of CIAL?	No
10	What is the existing shift timings?	2 shifts - 7 AM to 7 PM and 7 PM to 7 AM


 MURALI KRISHNAN P K 20/09/2023

SENIOR MANAGER (IT & COMMUNICATION)

MURALI KRISHNAN P K
 Senior Manager (IT & Communication)
 Cochin International Airport Limited
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