

Corrigendum - 6

For

RFP

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



RailTel Corporation of India Ltd.

Plot No 143, Sector 44,
Institutional Area, Opposite to Gold Souk,
Gurgaon, Haryana 122003

1 Corrigendum-6 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/2020-21/RailWire/MSP/541 dated: 8th July 2020, following change in the RFP document may be noted:

S. No.	RFP Reference	Original Version	Modified Version
1	Entire Tender Document /Clause No. 15.8	The bidder has to submit the EMD of Rs. 2,00,000/- (Rs. Two Lakh only) payable online at https://railtel.enivida.com	<p>The bidder has to submit the EMD of Rs. 2,00,000/- (Rs. Two Lakh only) payable online at https://railtel.enivida.com</p> <p><u>Exemption from Cost of Tender Documents and EMD:</u></p> <p>(i) Small scale Units registered with NSIC and under single point registration scheme, and</p> <p>(ii) MSEs- Micro and Small Enterprises (registered under MSME)</p> <p>In case bidder happens to be an eligible Small Scale Unit/ MSE, the documentary evidence for same shall be submitted alongwith the bid offer.</p> <p>a) MSEs who are interested in availing themselves of these benefits will enclose with their offer the proof of their being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME.</p> <p>b) The MSEs must also indicate the terminal validity date of their registration.</p> <p>c) Failing (a) and (b) above, such offers will not be liable for consideration of benefits detailed in the notification of Government of India.</p> <p>d) The EMD exemption for Micro and Small Enterprises (MSEs) and NSIC (National Small Industries Corporation) shall not apply to in case the bidder is bidding via consortium.</p> <p>e) The bidder needs to be registered with MSME/NSIC for services envisaged in the tender</p>
2	Entire Tender Document /Clause No. 2.1.2	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>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,</p>

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			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.
3	Entire Tender Document /Clause No. 2.1.5	The Bidder should have an office in applied Circle and MSP operations are to be managed from that circle and also submit documentary evidence/ verifiable reference (name, address, telephone no). Bidders have to mention the name of the applied Circle & Region in their offer (Structure of Circle & Region is defined in Para 4 of this RFP).	<p>The Bidder should have an office in applied Circle and MSP operations are to be managed from that circle and also submit documentary evidence/ verifiable reference (name, address, telephone no). Bidders have to mention the name of the applied Circle & Region in their offer (Structure of Circle & Region is defined in Para 4 of this RFP).</p> <p>If bidder is not having office in the applied circle then bidder can submit an affidavit stating that bidder will open the office in applied circle within 1 (one) month from the date of receipt of LOI (Letter of Intent), failing to submit the affidavit within above mentioned time will lead to the cancellation of the LOI of the bidder for that circle and offering the same to the bidders on standby, if any.</p> <p>Bidder will submit GSTN Registration details of applied circle within one month as a documentary evidence.</p>
4	Entire Tender Document /Clause No. 2.1.6	One Bidder is allowed to apply for more than one circle, fulfilling the criteria of having an office in each Circle and accordingly total cumulative turnover (Rs 40 Crores for applying in two circles /Rs 60 Crores for three circles and so on) for the last three financial years.	<p>One Bidder is allowed to apply for more than one circle, fulfilling the criteria of having an office in each Circle and accordingly total cumulative turnover (Rs 40 Crores for applying in two circles /Rs 60 Crores for three circles and so on) for the last three financial years.</p> <p>If bidder is not having offices in the applied circles then bidder can submit an affidavit stating that bidder will open the offices in applied circles within 1 (one) month from the date of receipt of LOI (Letter of Intent), failing to submit the affidavit within above mentioned time will lead to the cancellation of the LOI of the bidder for that circle, for which the affidavit is not submitted.</p> <p>Bidder will submit GSTN Registration details of applied circle within one month as a documentary evidence.</p>

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5		New Clause	<p><u>Use of Technical and/or Financial Strength of Holding Company</u></p> <p>In case of participation by Single bidder- the Bidder can use the technical and financial strength of its Holding Company/Subsidiary to fulfil the Pre-Qualification and/or Technical and/or Financial Eligibility criteria as mentioned in RFP/Corrigenda.</p> <p>In the above case, the Bidder shall submit Region-wise tender specific:</p> <ol style="list-style-type: none"> 1. Power of Attorney 2. Board Resolution and 3. Undertaking from the Holding Company/ Subsidiary Company. (Undertaking format given as Annexure-1 of this Corrigendum-6)
6	Entire Tender Document /Annexure-F, Clause No. 4, Pt. 5	Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.	Deleted
7		New Clause	<p>The eligibility criteria is relaxed by 50% for the Startup entity registered under “ Startup India” or under “DIPP”.</p> <p>The following documents need to submit for claiming such relaxation:</p> <ol style="list-style-type: none"> 1) Valid Startup India certificate; and/or 2) Valid Registration certificate as defined under notification of DIPP GSR 501 (E) dated 23 May, 2017.

S. No.	RFP Reference	Original Version			Modified Version																								
8	Clause No. 8, Pt. A, S.N. 2	<table><tr><td>Occupancy Rate</td><td colspan="3">Percentage of active Man hour to the total man hours in a month*</td></tr></table>			Occupancy Rate	Percentage of active Man hour to the total man hours in a month*			<table><tr><td>Call Back Time</td><td colspan="3">If call is not answered in 90 seconds and the customer opts for call back, percentage of call-backs (out of the unanswered calls) made within an hour</td></tr></table>			Call Back Time	If call is not answered in 90 seconds and the customer opts for call back, percentage of call-backs (out of the unanswered calls) made within an hour																
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9	Clause No. 8, Pt. b, S.N. 1	Earlier Marking system for “Resolving issues of partner support which can be resolved by the MSP” is : <table><tr><td>95% <= 2 Hrs</td><td>10</td><td rowspan="3">10</td></tr><tr><td>95%<= 6 Hrs</td><td>3</td></tr><tr><td>95% > 6 Hrs.</td><td>0</td></tr></table>			95% <= 2 Hrs	10	10	95%<= 6 Hrs	3	95% > 6 Hrs.	0	The marking system will be same as earlier Revised marking system for “Resolving issues of partner support which can be resolved by the MSP” is: <table><tr><td>95% <= 2 Hrs</td><td>7</td><td rowspan="3">7</td></tr><tr><td>95%<= 6 Hrs</td><td>3</td></tr><tr><td>95% > 6 Hrs.</td><td>0</td></tr></table>			95% <= 2 Hrs	7	7	95%<= 6 Hrs	3	95% > 6 Hrs.	0								
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10	Clause No. 8, Pt. b, S.N. 1	Earlier Marking system for “Percentage of tickets to be resolved by MSP and exceeding 12 hrs for closure” is: <table><tr><td>1%</td><td>10</td><td rowspan="4">10</td></tr><tr><td>2%</td><td>6</td></tr><tr><td>4%</td><td>2</td></tr><tr><td>> 4%</td><td>0</td></tr></table>			1%	10	10	2%	6	4%	2	> 4%	0	Revised Marking system for “Percentage of tickets to be resolved by MSP and exceeding 12 hrs for closure” is: <table><tr><td>1%</td><td>7</td><td rowspan="4">7</td></tr><tr><td>2%</td><td>5</td></tr><tr><td>4%</td><td>2</td></tr><tr><td>> 4%</td><td>0</td></tr></table>			1%	7	7	2%	5	4%	2	> 4%	0				
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11	Clause No. 8, Pt. b, S.N. 1	New SLA criteria			Induction Training Program: 1 week Induction training has been given to newly appointed ANPs. The maximum score for this SLA criteria is 6. The Service Level and Score is given below: 100%- 6 <95% < 100%- 3 <=95%- 0																								
12	Clause No. 8, Pt. b, S.N. 2	<table><tr><td rowspan="5">ANP's Feedback on MSP support based on survey conducted by RailTel or 3rd Party: Excellent: 5, Very Good: 4, Good: 3, Average: 2</td><td>Cumulative % score >80</td><td>10</td></tr><tr><td>Cumulative % score >70</td><td>7.5</td></tr><tr><td>Cumulative % score >60</td><td>5</td></tr><tr><td>Cumulative % score >50</td><td>2.5</td></tr><tr><td>Cumulative % score <=50</td><td>0</td></tr></table>			ANP's Feedback on MSP support based on survey conducted by RailTel or 3rd Party: Excellent: 5, Very Good: 4, Good: 3, Average: 2	Cumulative % score >80	10	Cumulative % score >70	7.5	Cumulative % score >60	5	Cumulative % score >50	2.5	Cumulative % score <=50	0	<table><tr><td rowspan="5">ANP's Feedback on MSP support based on survey conducted by RailTel or 3rd Party: Very satisfied: 5, Satisfactory: 4, somewhat satisfied: 3, not satisfied: 2, very dissatisfied: 1</td><td>Avg score > 4 upto 5</td><td>10</td></tr><tr><td>Avg score > 3 upto 4</td><td>6</td></tr><tr><td>Avg score > 2 upto 3</td><td>2</td></tr><tr><td>Avg score > 1 upto 2</td><td>0</td></tr><tr><td></td><td></td></tr></table>			ANP's Feedback on MSP support based on survey conducted by RailTel or 3rd Party: Very satisfied: 5, Satisfactory: 4, somewhat satisfied: 3, not satisfied: 2, very dissatisfied: 1	Avg score > 4 upto 5	10	Avg score > 3 upto 4	6	Avg score > 2 upto 3	2	Avg score > 1 upto 2	0		
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	Avg score > 1 upto 2	0																											
13	Clause No. 8, Pt. C, S.N. 1	Area/ Matric- “Customer Acquisition Targets”			Area/ Matric- “Partner Acquisition Targets”																								
14	Clause No. 8, Pt. C, S.N. 2	Area/ Matric-“Partner Acquisition Targets”			Area/ Matric-“Customer Acquisition Targets”																								
15	Clause No. 9, Pt. b, S.N. b	If the monthly score remains below 60% for the 3rd month then a written notice that “if the service level is immediately not improved within 1 month, then the agreement is liable to be terminated” will be issued to MSP by RailTel Regional office.			If the monthly score remains below 60% for the 3rd month then a written notice that “if the service level is immediately not improved within 1 month, then the agreement is liable to be terminated” will be issued to MSP by RailTel Regional office and parallelly RailTel may decide to initiate the process for onboarding additional MSP.																								

Undertaking from the Holding Company

FORMAT FOR NOTARIZED UNDERTAKING TO BE SUBMITTED BY HOLDING COMPANY

(To be submitted in case the Bidder as Subsidiary is utilizing credentials of Holding Company)

(To be executed on the letter head of the Holding company) **

I (Name and designation)**..... appointed as the attorney/authorized signatory## of (Name of Holding Company)** being Holding Company (hereinafter called the Holding Company) of the Bidder as Subsidiary, M/s. (hereinafter called the Bidder) for the purpose of the Proposal for the work of(name of work)..... as per the Bid document No. of RailTel, do hereby solemnly affirm and state on behalf of the Subsidiary Company that the bidder has been authorized by us to use our technical and or financial capability for meeting the technical and/or financial eligibility as specified in the Clause Of the RFP referred and in case of failure of the Bidder as Subsidiary, we will be wholly responsible for the successful completion of work proposed to be rendered by the Bidder as Subsidiary.

SIGNATURE OF THE AUTHORISED SIGNATORY

SEAL OF THE HOLDING COMPANY

** The contents in Italics are only for guidance purpose and details as appropriate, are to be filled in suitably.

The documentary proof for authorizing the signatory on behalf of the holding company in the form of Tender Specific Board Resolution of the company and power of attorney.