

RailTel Corporation of India Ltd

(A Government of India Enterprise)

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RailTel/EOI/NR/BA/21-22/Business Delivery/RO/03/Corrigendum-II

Dated: 19-NOV-2021

CORRIGENDUM-II

Sub: “Selection of Business Associate (BA) from RailTel’s empanelled BA’s for the requirement of customer of RailTel (CoR) for “Expansion and Enhancement of CIAG Network Capacity ” on back to back basis.”.

Ref: RailTel E Tender No. **RailTel/EOI/NR/BA/21-22/Business Delivery/RO/03/** Dated: 05-NOV-2021 (Envida Portal Tender No RailTel/EOI/NR/BA/21-22/Business_Delivery/RO/03_dated_05-Nov-2021) and **CORRIGENDUM-I No. RailTel/EOI/NR/BA/21-22/Business Delivery/RO/03/Corrigendum-I dated 16-Nov-2021**

In reference to the above referred tender, the following amendments in the tender document are issued:

SN.1:

EOI Clause:

2	EOI Availability End Date	23-NOV-2021: 14:59 Hrs
3	Last date for submission of EOIs by bidders	23-NOV-2021 before 15:00 Hrs.
7	Opening of bidder Response	23-NOV-2021 at 15:00 Hrs.

Modified as

2	EOI Availability End Date	25-NOV-2021: 14:59 Hrs
3	Last date for submission of EOIs by bidders	25-NOV-2021 before 15:00 Hrs.
7	Opening of bidder Response	25-NOV-2021 at 15:00 Hrs.

SN. 2:

Clause No. 14 of EOI (Page No-8):

EOI Clause

Payment terms will be back to back basis and on receipt of payment from the customer of RailTel as per below.

A: For SOR ITEM S. No. 1 to 10.

Stage S. No.	Stage of payment	Payment to be made
1	Supply of Material at Site	40%

2	Complete Installation and commissioning of the equipment at site	50%
3	Comprehensive Support- 1 st year (After the period)	2%
4	Comprehensive Support- 2nd year (After the period)	2%
5	Comprehensive Support- 3rd year (After the period)	2%
6	Comprehensive Support- 4th year (After the period)	2%
7	Comprehensive Support- 5th year (After the period)	2%

Modified as:

Payment terms will be back to back basis and on receipt of payment from the customer of RailTel as per below.

A: For SOR ITEM S. No. 1 to 10.

Stage S. No.	Stage of payment	Payment to be made
1	Supply of Material at Site	40%
2	Complete Installation and commissioning of the equipment at site	55% on Complete Installation and commissioning of the equipment at site and remaining 5% on submission of Bank Guarantee equivalent to 5% of cost of SOR item S. No. 01 to 10 and valid for 3 months beyond 5 year of comprehensive warranty support. BG shall be released after the complete contract duration of comprehensive warranty support.

SN. 3:

Clause No. 16 of EOI (Page No-9):

EOI Clause

The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO.

Delivery of material at Site: 90 Days from the date of LOA

Complete Installation and commissioning: within 120 days from the date of LOA

Please note that the Contract can be cancelled unilaterally by the RailTel in case items are not received/work not completed within the stipulated time period. Extension of contracted delivery period /installation with/ without LD clause will be at the sole discretion of the RailTel.

Inspection instructions :

- i. **Pre Delivery inspection at consigner premises** - prior to dispatch to laboratories/ work centers.
- ii. **Post Delivery inspection on receipt of store** at Site
- iii. **Inspection Authority:** The inspection will be carried out by a Lab/ HQR representative duly nominated by Director DIT & CS.

Modified as:

The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO.

Delivery of material at Site: 120 Days from the date of LOA.

Complete Installation and commissioning within 180 days from the date of LOA.

Please note that the Contract can be cancelled unilaterally by the RailTel in case items are not received/work not completed within the stipulated time period. Extension of contracted delivery period /installation with/ without LD clause will be at the sole discretion of the RailTel.

Inspection instructions :

- i. **Pre Delivery inspection at consigner premises** - prior to dispatch to laboratories/ work centers.
- ii. **Post Delivery inspection on receipt of store** at Site

Inspection Authority: The inspection will be carried out by a Lab/ HQr representative duly nominated by Director DIT & CS (DRDO).

SN. 4:

Clarification to the bidder's queries is as per Annexure-1.

Note: All other terms and conditions of the EOI will remain unchanged.

(Hemant Yadav)
Dy. General Manager/Marketing/NR
(For and on behalf of RailTel Corporation of India Ltd.)

Annexure-1

Pre-Bid Queries for EOI No. RailTel/EOI/NR/BA/21-22/Business Delivery/RO/03 - Dated: 05-NOV-2021					
S. No.	Page No.	Clause Ref. No.	Clause Description	Bidders Query	Reply
1	5	4. Selection Criteria : b. Stage-II: Qualification criteria:	18. Bidder to submit the certificate regarding Minimum Local Content as per annexure- for Class 1/Class-II local Supplier.	This clause can not fulfilled as per the solution / specifications envisaged. Hence this clause should be relaxed and non local suppliers may also be allowed. Kindly confirm.	As per the user RFP, Class 1 supplier were eligible. Considering the Supply installation, commissioning and comprehensive maintenance support for a period of 5 year and providing resident engineer, it is justified to have Class-I/ Class-II Local supplier. hence suggested change may be: No change the EOI condition
2	8	14. Payment Terms : A: For SOR ITEM S. No. 1 to 10. & B: For SOR ITEM S. No. 11:	Payment terms will be back to back basis and on receipt of payment from the customer of RailTel as per below. Supply - 40%, Installation and commissioning - 50%, Support - 2% (each year) , OTC - 100% After installation	You are requested to kindly release the payment as 80% on Supply and 10% on Installation and commissioning and rest of 10% as defined in EOI document. You are requested to kindly consider and confirm.	As per RFP of end customer, end customer will release 40% as advance for hardware and one time installation and 60 % after complete installation. Hence suggested change may be : Payment terms : 40% on Supply of Material at Site and 55% on Complete Installation and commissioning of the equipment at site and remaining 5% on submission of Bank Guarantee equivalent to 5% of cost of SOR item S. No. 01 to 10 and valid for 3 month beyond 5 year of comprehensive warranty support. BG shall be released after the complete contract duration of comprehensive warranty support.
3	9	16. Delivery Timeline:	The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO. Delivery of material at Site: 90 Days from the date of LOA . Complete Installation and commissioning: within 120 days from the date of LOA	The delivery timelines are dependent on the OEMs. Currently the deliveries are delayed globally due to Pandemic and Chip shortage. Hence it is requested to kindly extend the delivery timelines as per DRDO RFP to approx 4-5 months from LoA. Similarly the timelines for installation may kindly be increased to 60 days post delivery.	As per the customer RFP, complete installation and commissioning is to be done in 7 month time and current scenario of global shortage of CHIP material, delivery time may be considered to 5 month instead of 3 month as per EOI and further 45 days for installation after delivery. Hence suggest change: The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO. Delivery of material at Site: 120 Days from the date of LOA Complete Installation and commissioning: within 180 days from the date of LOA.
4	9	17. Liquidated Damage (LD):	The RailTel may deduct from the BA/SI, as agreed, liquidated damages at the rate of 0.5% per week/part thereof, of basic cost (excluding taxes and duties on final product) of the delayed stores which the seller has failed to deliver within the period agreed for delivery in the contract subject to maximum of 10% of the total order value (excluding taxes and duties on final product). In cases where partial delivery does not help in achieving the objective of the contract, LD shall also be levied on the total cost (excluding taxes and duties on final product) of the ordered quantity delivered by the BA/SI. This will also include the store(s) supplied within the delivery period.	The delivery timelines are dependent on the OEMs. Currently the deliveries are delayed globally due to Pandemic and Chip shortage. Secondly, as per the DRDO RFP the LD is imposed post the 7 months Delivery period. Hence you are requested to kindly impose LD after the 7 months period as specified in DRDO RFP. The proposed maximum 10% liquidated damages should be applicable on value of delayed deliverables only instead of total order value. You are requested to kindly change the criteria if delayed goods/service delivery is not impacting the overall objective of the project.	With proposed Delivery schedule, suggested for No change in LD Clause
5	12	23. EOI Submission Details :	You are requested to submit the complete 'Technical and Commercial Proposal' to RailTel Northern Region office before the submission deadline in a sealed cover.	We understand that this is a E-submission bid and no hard copy is to be submitted. Kindly confirm the understanding.	To be submitted online mode Only.
6	6	8. Bid Validity	Bids shall remain valid for a period of 90 days from the date of opening of the financial bid. RCIL shall at its own discretion reject a bid validity of shorter period. The same shall be further extended, if need be based on request from the purchaser.	We understand that the Bid validity for Railtel BA partner is 90 days. Kindly confirm.	It is to be clarified that Bids shall remain valid for a period of 90 days from the date of opening of the financial bid. RCIL shall at its own discretion reject a bid validity of shorter period. The same shall be further extended, if need be based on request from the purchaser.
7	54	(DRDO RFP) 11. Validity of Bids:	Validity of Bids: The Bids should remain valid for 180 days from the last date of submission of Bids.		
8	6	5. Duration of Engagement :	(a) The contract duration shall be for a period of 5 year from the date of successful installation and commissioning of project.		

Pre-Bid Queries for EOI No. RailTel/EOI/NR/BA/21-22/Business Delivery/RO/03 - Dated: 05-NOV-2021					
S. No.	Page No.	Clause Ref. No.	Clause Description	Bidders Query	Reply
9	69	(DRDO RFP) 22. Product Support:	<p>i) The Seller agrees to provide Product Support for the stores, assemblies/subassemblies, fitment items, Spares and consumables, Special IVaintenance Tools(SMT)/Special Test Equipments (STE) for a minimum period of 08 years including 05 years of warranty period after the delivery.</p> <p>ii) The Seller agrees to undertake a Maintenance Contract for a minimum period of 03years. The seller is required to quote the price for both comprehensive and non-comprehensive maintenance of the equipment after the expiry of warranty period in the price bid.</p> <p>iii) Besides mandatory period, the Seller would be bound to give at least two years notice to the Buyer prior to closing the production line so as to enable a life time buy of spares before closure of the said production line.</p>	<p>We understand the Contrat duration with the BA would be 5 years from I&C. Kindly confirm.</p> <p>You are also requested to kindly amend the respective contract agreement formats in specified Annexures accordingly.</p>	<p>It is to clarified that Contract duration with successful BA/SI shall be for a period of 5 year from the date of sucessful installation and commissioning for comprehensive warranty support. Also All the hardware procured will be covered under 05 years comprehensive warranty. However,the bidder has to provide an undertaking undertaking that it will provide 3 years of comprehensive AMC ucm support for the hardware post expiry of warranty period. It is not the part of BOQ and also not the criteria for selecting L1 bidder. A separate case will be initiated later and final AMC cost will be decided based the prevailing market trends'.</p>
10	69	23. Annual Maintenance Contract (AMC) Clause:	(i) The Seller will have to provide a Comprehensive AMC at least for a period of 03years, post expiry of warranty. The AMC services should cover the repair, maintenance and licenses (if required)for all the equipment and systems purchased under the Contract and specify following:	<p>Do the BA needs to provide the 3 years comprehensive price post 5 years warranty along with the bid? Currently there is no price format for the same in the EOI. Kindly confirm</p>	<p>Price is to be quoted including Comprehensive warranty support for a period of 5 year with the supply installation and commissioning.</p>
11	91	6 Scope of Work	dd. The Service Provider shall provide minimum 5 years of comprehensive on-site warranty and post warranty AMC/services support - for the extended duration of contract if any - for all the equipment supplied and deployed in the network as part of the tender. The services response time should be in accordance to the SLAs agreed upon.		
12	84	4 Logging and Reporting	<p>All the devices deployed in any network are capable of generating some kind of performance and troubleshooting logs - either on host or remotely over network to a central collectors, aggregators or backup/archival setups. Solution should be sized for storage of logs for minimum 1 year both at DC-1 and DC-2.</p> <p>To begin with only local on-host logging shall be implemented for all the deployed network equipment, servers and devices deployed in the network. As and when centralized log management with provisioning of log analysis, report generation and archival for futuristic requirements, is implemented - the setup should be integration ready -wittout any add-ons.</p>	<p>DO the BA needs to provide price quote for the log storage solution or the same would be provisioned by Railtel? Kindly clarify.</p>	<p>Complete Solution should be including of log stoarge solution and the same should be provided by BA/SI</p>
13	84	5 Locations to be connected to the network	<p>Table below lists the aggregated bandwidth required at each center, required support vector.</p> <p>Primary Service provider will be responsible for delivery, installation and commissioning of the SDWAN equipment ordered at these locations and for making them fully operational at no additional cost. DRDO reserves the right to make changes to the list of locations and same should be accepted by the bidder.</p>	<p>System Integrator need to only supply, install, configure and manage the SDWAN devices, Switches, NGFW and Storage & Log Servers at designated location.</p> <p>We understand that Design, Supply, installation, management and monitoring of bandwidth services will be under RailTel's scope. Kindly confirm.</p>	<p>All activities over networking equipment/solution provided by BA/SI shall be under scope of BA/SI for a period of 5 Year. Raising DOCKET for service provider issue is also under scope of BA/SI as Active maintenance of end devices are under scope of BA/SI through Resident Engineer.</p>
14	89	6 Scope of Work	<p>The scope of work for providing MPLS based SD-WAN Network includes but not limited to design, supply, configuration, implementation, customization, integration, monitor, manage, backup, documentation, training, warranty support, post warranty maintenance support and any other activity if contracted related to of connected to the WAN and LAN Network Infrastructure, devices and technologies</p>	<p>We understand that from the defiend scope of work in EOI, Sytem Integrator have to only supply, install, configure and manage the SDWAN devices, Switches, NGFW at designated location. Kindly confirm.</p>	<p>Under the scope work, BA/SI has to perform all activities for the complete network except Bandwidth connectivity provisioned by RCIL and other service provider.</p>

Pre-Bid Queries for EOI No. RailTel/EOI/NR/BA/21-22/Business Delivery/RO/03 - Dated: 05-NOV-2021					
S. No.	Page No.	Clause Ref. No.	Clause Description	Bidders Query	Reply
15	89	6 Scope of Work	d. ISPs need to provide MPLS link at each location. ISPs also need to manage aggregations of bandwidth on SDWAN device with monitoring & ticket logging of link provided by them as well as by other ISP. However, the contract management of other ISP will be managed by DRDO. Details of bandwidth requirement at DC-L DCZ Lab/Estt. Provided in para 5 of this document.	We understand that Design, Supply, installation, management and monitoring of bandwidth (MPLS/Internet/Point to Point) services will be under RailTel's scope. Kindly confirm.	Management and monitoring of bandwidth through SDWAN devices shall be under scope of BA/SI
16	90	6 Scope of Work	q. The Service Provider shall commit to provide the bandwidth services for a minimum of 16 years or the term of the contract as awarded and committed by DRDO, with review of quality of service parameters on annual basis. Also the company shall review and offer upward revision of bandwidth availability in accordance to the prevailing pricing model adopted by industry, from time to time - at least once every four years.	We understand that mentioned period is not applicable for SI or OEM on deliverables as mentioned in EOI document for SDWAN devices, Switches, NGFW at designated location. The same will be taken care by Railtel. Kindly confirm.	This clause is not pertains to BA/SI
17	91	6 Scope of Work	cc. Till the new network is completely ready and available for use, the existing network should not be disturbed/brought down under any circumstances.	We understand that SI is not responsible for any existing installed devices and further integration. SI have to establish the fresh network with proposed equipments and shift the current traffic over new network successful testing. Any of the downtime, decommissioning and integration with existing network/devices will be in scope of current supplier. Kindly confirm.	This is a fresh establishment of network connectivity in parallel to the existing network. Integration support is to be provided by the BA/SI during the transition phase.
18	91	6 Scope of Work	ii. Any Top of rack switches required for HA or for solution functionality or other network equipment including but not limited to optical/electrical patch cords, SFPs etc. required during installation will have to be provided by the bidder. For DC-I and DC-II, requirement of Power Distribution Units (PDU) for deployed hardware will have to be provided by the bidder.	We understand that the Quantities and specifications are defined in the RFP and supplies have to be done strictly as per the same. In case there is any additional equipment that needs to be provisioned then the same would be provided at additional cost. The PDU in DC-I & DC-II have to be delivered as per the current requirement for deliverable devices only. If any additional or specific requirement then the same has to be catered on cost basis.	No additional Cost shall be payable to meet the requirement under scope of work.
19	92	6 Scope of Work	c) Remote links along with associated hardware should be scalable to a throughput of 500 Mbps without any change in/of hardware. However, if some locations are declared non feasible on aforesaid media (as on the date of implementation), as an immediate remedy, the connectivity may be extended through RF (should not exceed more than 10% of total locations) as last mile media to such sites, subject to successful PoC(Proof of Concept) and acceptance by DRDO HQ.	Asked SDWAN devices for each location having the capacity of 100 Mbps or 50 Mbps as mentioned in requirement. Whereas, scalability throughput of 500 Mbps. Kindly clarify on the same.	Throughput capacity of 500 Mbps (except DC-1 and DC-2) should be available on device from the day one however SDWAN license should be as per SOR requirement
20	94	3. Service Level Agreement for DRDO Labs - Technical Terms	Method to restore the link failure: It will be Service Provider's responsibility to book the docket through deployed manpower at DC1 & DC2 for each failure case whether it is for primary link or secondary link.	For deployed manpower at DC-I & DC-II, The Helpdesk/Ticket Logging system along with monitoring facility will be provisioned by RailTel. Kindly confirm the same. If RailTel is managing this from their central NOC, then proper communication flow shall be established to meet the project objective. Kindly clarify.	Ticket booking through defined procedure (provided by RCIL and other service provider) shall be the responsibility of the BA/SI
21	95	7 Documents to be prepared and provided by the Service Provider (s)	a. Technical proposal cum solution Document covering all the details of deployment, implementation, integration migration, Functional architecture, Technical Architecture, Network Architecture, Deployment Architecture, Security Architecture Capacity estimation and infrastructure sizing strategy and hardware datasheet- with respect to the proposed solution - To be submitted as part of technical bid.	We understand that SI or OEM will provide the technical documentation about their deliverables only. Rest of the Technical solution document covering deployment, implementation, integration migration, Functional architecture, Technical Architecture, Network Architecture, Deployment Architecture, Security Architecture Capacity estimation and infrastructure sizing strategy for ISP related services or network shall be under ISP's scope. Kindly confirm.	Technical proposal cum solution Document covering all the details of deployment, implementation, integration migration, Functional architecture, Technical Architecture, Network Architecture, Deployment Architecture, Security Architecture Capacity estimation and infrastructure sizing strategy and hardware datasheet- with respect to the proposed solution - To be submitted as part of technical bid.
22	NA	NA	General	Reference to criticality of the project and security concerns, RailTel/DRDO's timely assistance will be required to access the sites as per plan and on time permissions for execution of project. Kindly consider and confirm.	Necessary support shall be provided

Sr No	Clause in EOI			Request for Clarification/ Amendment	Remarks	Reply
1	Point No 14: "Payment Terms"					
	Stage S. No.	Stage of payment Payment to be made	EOI Terms	Requested & Proposed Terms		
	1	Supply of complete Material at Site	40%	40% of Supply and 100% GST of Supply Part on Delivery of Material in maximum 3 Lots with 3 Separate Invoices of Supply Part against Stage 1 Payment	Since the Invoice will be raised for 100% at the time of delivery and 40% shall be released to vendor, it is requested that 100% GST Tax amount of overall Invoice should be released along with 40% CAPEX payment. Otherwise it will be a financial hit on GST part for bidder.	
	2	Complete Installation and commissioning of the equipment at site	50%	60% of Supply on complete Installation and commissioning of the equipment at site	Since this is a CAPEX solution so it is requested to release the balance 60% payment against I&C.	
	3	Comprehensive Support- for 5 Years	2% per year	To be Deleted	Bidder will already provide PBG of 3% as a security. With the given 2% per year cost will incur more financial burden on bidder and this will increase the price of overall solution. The proposed solution is CAPEX based only and hence warranty is included in equipments to be provided.	As per RFP of end customer, end customer will release 40% as advance for hardware and one time installation and 60 % after complete installation. Hence suggested change may be : Payment terms : 40% on Supply of Material at Site and 55% on Complete Installation and commissioning of the equipment at site and remaining 5% on submission of Bank Guarantee equivalent to 5% of cost of SOR item S. No. 01 to 10 and valid for 3 month beyond 5 year of comprehensive warranty support. BG shall be released after the complete contract duration of comprehensive warranty support.
2	Point No 16: "Delivery Terms"	Delivery of Supply Items	EOI Terms	Requested & Proposed Terms		As per the customer RFP, complete installation and commissioning is to be done in 7 month time and current scenario of global shortage of CHIP material, delivery time may be considered to 5 month instead of 3 month as per EOI and further 45 days for installation after delivery. Hence suggest change may be: The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO. Delivery of material at Site: 120 Days from the date of LOA Complete Installation and commissioning: within 180 days from the date of LOA.
		The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO.				
		Delivery of material at Site:	90 Days from the date of LOA	150 Days from the date of LOA	Due to Global shortage of semi-conductors all IT industry is facing challenge in procurement hence delay in manufacturing of equipments by OEMs. It is requested to extend the delivery days.	
		Complete Installation and commissioning:	within 120 days from the date of LOA	within 240 days from the date of LOA	Since there are multiple sites across india hence it is requested that atleast 90 Days time should be provided for deployment.	
3	Point No pp. (Annexure B to RFP No. DRDO/DMS/02/Proc(H Q)/7110/DIT&CS-CLAG/M/01/2021-22)	OEM MAF Clause	The bidder has to submit letter of Authorization (MAF) from all relevant OEMs for participating in this tender (for equipment where back-to-back OEM support is sought).	As RailTel has already declared L1 by End Customer in the said Project on the basis RailTel has published the EOI. We suggest that RailTel should share the proposed qualified Technical Solution along with BOM and OEM details as solution (Cisco Make) has already been finalised by End Customer.	Cisco solution has been freezed by end customer therefore it is requested that OEM name should be clearly mentioned with the finalized vetted solution by End Customer.	As the specifications is as per user RFP support Hence sugested chage: No Change in RFP condiation

Sr No	Clasue No. (As per EOI)	Page No. (As per EOI)	Description To Be Modification/Clarification	To Be Modification/Clarification	Reply
1	Authorization Letter from OEMs	44	The bidder has to submit letter of Authorization (MAF) from all relevant OEMs for participating in this tender (for equipment where back-to-back OEM support is sought).	We suggest that RailTel should share the proposed qualified Technical Solution along with BOM and OEM details as solution (Cisco Make) has already been finalised by End Customer.	As the specifications is as per user RFP support Hence sugested chage: No Change in RFP condiation
2	16	9	The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO. Delivery of material at Site: 90 Days from the date of LOA Complete Installation and commissioning: within 120 days from the date of LOA	Please modify the clause as mentioned below: Delivery of material at Site: 150-160 Days from the date of LOA Complete Installation and commissioning: within 240-250 days from the date of LOA	As per the customer RFP, complete installation and commissioning is to be done in 7 month time and current scenario of global shortage of CHIP material, delivery time may be considered to 5 month instead of 3 month as per EOI and further 45 days for installtion after delivery. Hence suggest change: The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO. Delivery of material at Site: 120 Days from the date of LOA Complete Installation and commissioning: within 180 days from the date of LOA.
3	14	8	1. Supply of complete Material at Site - 40% 2. Complete Installation and Commissioning of the equipment at site - 50% 3.Comprehensive Support- 1st Year (After the Period)- 2% 4.Comprehensive Support- 2nd Year (After the Period)- 2% 5.Comprehensive Support- 3rd Year (After the Period)- 2% 6.Comprehensive Support- 4th Year (After the Period)- 2% 7.Comprehensive Support- 5th Year (After the Period)- 2%	Please modify the clause as mentioned below: 1. Supply of complete Material at Site - 40% 2. Complete Installation and Commissioning of the equipment at site - 60% Please delete below points. 3.Comprehensive Support- 1st Year (After the Period)- 2% 4.Comprehensive Support- 2nd Year (After the Period)- 2% 5.Comprehensive Support- 3rd Year (After the Period)- 2% 6.Comprehensive Support- 4th Year (After the Period)- 2% 7.Comprehensive Support- 5th Year (After the Period)- 2%	As per RFP of end customer, end customer will release 40% as advance for hardware and one time installation and 60 % after complete installation. Hence suggested change may be : Payment terms : 40% on Supply of Material at Site and 55% on Complete Installation and commissioning of the equipment at site and remaining 5% on submission of Bank Guarantee equivalent to 5% of cost of SOR item S. No. 01 to 10 and valid for 3 month beyond 5 year of comprehensive warranty support. BG shall be released after the complete contract duration of comprehensive warranty support.

Sr No	Page No.	Clasue No./Clause Name	EOI Description	Clarification/Suggestion Sought	Reply
1	8	14. Payment Terms	1. Supply of complete Material at Site - 40% 2. Complete Installation and Commissioning of the equipment at site - 50% 3. Comprehensive Support- 1st Year (After the Period)- 2% 4. Comprehensive Support- 2nd Year (After the Period)- 2% 5. Comprehensive Support- 3rd Year (After the Period)- 2% 6. Comprehensive Support- 4th Year (After the Period)- 2% 7. Comprehensive Support- 5th Year (After the Period)- 2%	We request you to kindly amend the clause as:- 1. Supply of complete Material at Site - 40% 2. Complete Installation and Commissioning of the equipment at site - 60% And kindly remove point no. 3, 4, 5, 6 & 7	<p>As per RFP of end customer, end customer will release 40% as advance for hardware and one time installation and 60 % after complete installation.</p> <p>Hence suggested change : Payment terms : 40% on Supply of Material at Site and 55% on Complete Installation and commissioning of the equipment at site and remaining 5% on submission of Bank Guarantee equivalent to 5% of cost of SOR item S. No. 01 to 10 and valid for 3 month beyond 5 year of comprehensive warranty support. BG shall be released after the complete contract duration of comprehensive warranty support.</p>
2	9	16. Delivery Timeline	The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO. Delivery of material at Site: 90 Days from the date of LOA Complete Installation and commissioning: within 120 days from the date of LOA	We request you to kindly amend the clause as:- The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO. Delivery of material at Site: 160 Days from the date of LOA Complete Installation and commissioning: within 250 days from the date of LOA	<p>As per the customer RFP, complete installation and commissioning is to be done in 7 month time and current scenario of global shortage of CHIP material, delivery time may be considered to 5 month instead of 3 month as per EOI and further 45 days for installtion after delivery.</p> <p>Hence suggest change: The deliveries and supplies and performance of the services shall commence from the effective date of the Advance LOA/PO.</p> <p>Delivery of material at Site: 120 Days from the date of LOA Complete Installation and commissioning: within 180 days from the date of LOA</p>
3	44	Authorization Letter from OEMs		The bidder has to submit letter of Authorization (MAF) from all relevant OEMs for participating in this tender (for equipment where back-to-back OEM support is sought).	<p>As the specifications is as per user RFP support</p> <p>Hence sugegsted chage: No Change in RFP condiation</p>



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