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RAILTEL
A Navratna Enterprise

स्वच्छ भारत
एक कदम स्वच्छता की ओर

Date: 29-09-2025

Corrigendum - I

Sub: Tender for "Supply, Installation, Integration, Customization, Testing, Training & Commissioning of IT Service Management (ITSM) for RailTel"

Ref: (i) This office E-Tender No. RailTel/Tender/OT/CO/TP/2025-26/ITSM/04 Dated 04.09.25

In reference to the Tender for the "Supply, Installation, Integration, Customization, Testing, Training & Commissioning of IT Service Management (ITSM) for RailTel" against **E-Tender No RailTel/Tender/OT/CO/TP/2025-26/ITSM/04 Dated 04.09.25**, following is issued with the approval of competent authority:

1: Corrigendum-I (Point 1-11)

2: Response to Pre-bid queries (Point 1-108)

3: Extension of Bid End Date/Time as mentioned below:

Present	Revised Tender closing/opening date and time
Bid End Date/Time 06-10-2025 15:00:00	Bid End Date/Time 13-10-2025 15:00:00
Bid Opening Date/Time 06-10-2025 15:30:00	Bid Opening Date/Time 13-10-2025 15:30:00

All other terms and conditions will remain unchanged.

29/9/25

(Himanshu Kumar)
GM/Technology Planning
(For and behalf of RailTel Corporation of India Ltd.)

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, भारत सरकार (रेल मंत्रालय) का उपक्रम
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Corrigendum-I of E-Tender No. RailTel/Tender/OT/CO/TP/2025-26/ITSM/04
Dated: 04.09.25

S.No.	Tender Clause No.	Sub-clause no./ Point no.	Original Clause	Modified clause
1	Chapter-3A, clause no. 3.5- DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	Sub clause- 3.5.1- Point 2 of General Software Specifications	The proposed Helpdesk solution should be an integrated, modular and scalable solution. The Helpdesk solution must be FIPS 140-2 compliant, which ensures that cryptographic-based security systems are to be used to provide protection for sensitive or valuable data.	The proposed Helpdesk solution should be an integrated, modular and scalable solution. The Helpdesk solution must be FIPS 140-2 or FIPS 140-2 equivalent STQC certification for trusted supply chain compliance complaint, which ensures that cryptographic-based security systems are to be used to provide protection for sensitive or valuable data.
2	Chapter-3A, clause no. 3.5 - DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	Sub clause - 3.5.1- Point 7 of IT Service Management/Helpdesk Systems	The ITSM solution compliant for at least 9 processes that are relevant and need to be assessed to meet the minimum functional criteria are Incident Management, Problem Management, Change Management, Service Configuration Management, Service Catalog Management, Release Management, Knowledge Management, IT Asset Management and Service Request Management. The certification copy from PinkVerify/PeopleCert to be submitted.	The ITSM solution compliant for at least 8 processes that are relevant and need to be assessed to meet the minimum functional criteria are Incident Management, Problem Management, Change Management, Service Configuration Management, Service Catalog Management. Knowledge Management, IT Asset Management and Service Request Management. ITIL4 certification copy from PinkVerify/PeopleCert to be submitted.

S.No.	Tender Clause No.	Sub-clause no./ Point no.	Original Clause	Modified clause
3	Chapter-3A, clause no. 3.5 - DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	Sub clause- 3.5.1- Point-1 of General Software Specifications	The proposed Helpdesk solution should adhere to Microservices and thus be built on modern container technologies. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK) platform provided by the bidder.	The proposed Helpdesk solution should adhere to a hybrid Microservices based built on modern container technologies and have integrations enabling flexibility, scalability and modern deployment practices.Proposed ITSM should have been satisfactorily working of 12 Months in two Government/ PSUs/Telecom Service Providers network in India or Abroad on the asked technologies in this clause. Documentary proof must be provided at the time of submission.
4	Chapter-3A, clause no. 3.5- DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	Sub clause- 3.5.1- Point 4 of General Software Specifications	To ensure the mature security standard of proposed helpdesk solution, SI must ensure that the proposed ITSM solution is ISO 27034 certified from certification agencies like Schellman/ KPMG/ PwC/ Ernst & Young/ Deloitte or proposed ITSM solution uses the OWASP Application Security Verification Standard (ASVS). Documentary proof must be provided at the time of submission.	To ensure the mature security standard of proposed helpdesk solution, Bidder must ensure that the proposed ITSM solution is ISO 27034 certified from globally recognised agencies or proposed ITSM solution uses the OWASP Application Security Verification Standard (ASVS). Documentary proof must be provided at the time of submission.
5	3.A.2 OVERVIEW OF THE SCOPE OF WORK & Service Level Management.	Para 4.1	Configuring Service Level Objectives / Service Level Targets like response, resolution, availability.	Configuring Service Level Objectives / Service Level Targets like response and resolution.
6	3.A.2 OVERVIEW OF THE SCOPE OF WORK & 12.1. Incident, Problem, and Change Management	12.1- 2nd paragraph	Problem Management will identify root causes for frequent issues such as "VPN login failure on remote devices" or "broadband link flaps during peak hours." It will use clustering to detect such patterns and auto-generate Problem Records after a threshold incident volume is reached. Workarounds and known errors will be published into the Knowledge Base and linked back to user-facing issues to deflect tickets and reduce repeat volume.	Problem Management will identify root causes for frequent issues such as "VPN login failure on remote devices" or "broadband link flaps during peak hours." It will use clustering to detect such patterns and user can generate Problem Records. Workarounds and known errors will be published into the Knowledge Base and linked back to user-facing issues to deflect tickets and reduce repeat volume.

S.No.	Tender Clause No.	Sub-clause no./ Point no.	Original Clause	Modified clause
7	3.A.2 OVERVIEW OF THE SCOPE OF WORK & 12.1. Incident, Problem, and Change Management	12.2	RailTel's unified Service Catalog will provide structured access to both IT and Customer Service requests, accessible through portal, mobile, and WhatsApp. Catalog items will include: 12.2.1.VPN & Other services Provisioning Request for Customers. 12.2.2.Bandwidth Plan Upgrade/Change 12.2.3.Equipment Replacement (e.g., router/Switch replacement)	RailTel's unified Service Catalog will provide structured access to both IT and Customer Service requests, accessible through portal and mobile. Catalog items will include: 12.2.1. VPN & Other services Provisioning Request for Customers. 12.2.2. Bandwidth Plan Upgrade/Change 12.2.3. Equipment Replacement (e.g., router/Switch replacement)"
8	3.A.2 OVERVIEW OF THE SCOPE OF WORK & 13. Configure of IT Asset Universal Discovery & Management.	13.6	Tracks versioning, patch levels, and end-of-life status.	Tracks versioning and end-of-life status.
9	3.A.2 OVERVIEW OF THE SCOPE OF WORK & 12. IT Service Management existing tool and configuration of new tool	Point-14	The proposed solution should comply the technical specification given in Chapter-3C.	The proposed solution should comply the technical specification given in para-3.5 of clause-3.A.3 of chapter-3-A.
10	4.A.12.3 of chapter-4.A	Point-C-3	OEM Solution On-Prem Deployment in Central Govt/PSU/State Govt: (15 Marks) ● Per customer- 5 Marks	OEM Solution Deployment in Central Govt/PSU/State Govt or Enterprises having annual trunover of Rs 500 cr: (15 Marks) ● Per customer- 5 Marks

S.No.	Tender Clause No.	Sub-clause no./ Point no.	Original Clause	Modified clause
11	4.A.12.1 Eligibility Criteria Requirements for Bidders	Technical capability for startup	**Technical Capability:** For Startups (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry), the bidder should have completed in last three financial years plus current year upto the date of opening of tender: Single order of similar work# costing not less than Rs. 1.33 Crs. OR Two orders of similar work# costing not less than Rs. 0.89 Crs. OR Three orders of similar work# costing not less than Rs. 0.67Crs.	**Technical Capability:** For Startups (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry), the bidder should have completed in last three financial years plus current year upto the date of opening of tender: Single order of similar work# each costing not less than the amount equal to 35% of advertised value of the tender i.e. Rs. 2.33Cr. or Two orders of similar work# each costing not less than the amount equal to 20% of advertised value of the tender i.e Rs. 1.33Cr. or Three orders of similar work# each costing not less than the amount equal to 15% of advertised value of the tender i.e Rs. 1cr.

Response to pre bid queries received against E-Tender No. RailTel/Tender/OT/CO/TP/2025-26/ITSM/04
Dated: 04.09.25

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
1	4.A.12.2	45	2	The Equipment (Server Hardware & ITSM Software) offered by the tenderer or equipment of the same series/family (an undertaking by the OEM has to be submitted in support in case of immediate predecessor) from the same OEM should have been satisfactorily working in Government/ PSUs/Telecom Service Providers network for at least 12 months, in India or Abroad. Note: Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.	Please Update the Point as - The Equipment (Server Hardware & ITSM Software) offered by the tenderer or equipment of the same series/family (an undertaking by the OEM has to be submitted in support in case of immediate predecessor) from the same OEM should have been satisfactorily working in Government/ PSUs/Telecom Service Providers/Private Enterprise network for at least 12 months, in India or Abroad.		It will be as per Tender Document.
2	4.A.12.2	45	3	OEM should have supplied the equipment/software offered or equipment/software of the same series/family at least of the value Rs. 2.33 Cr during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government /PSUs / Telecom Service Providers. Note: (i) For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) only 1/3 of value as mentioned above is required. (ii) Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall be considered.	Please Update the Point as - OEM should have supplied the equipment/software offered or equipment/software of the same series/family at least of the value Rs. 2.33 Cr during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government /PSUs / Telecom Service Providers/ Private Enterprise in India or abroad Note: (i) For Startups* (recognized by Department of Industrial policy and promotion, Ministry of Commerce and Industry) only 1/3 of value as mentioned above is required.		It will be as per Tender Document.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
3	4.A.12.3	48	2	OEM compliance on different processes like Problem Management, Incident Management, etc.: (20 Marks) ● No. of Certified processes (PeopleCert/Pink Verify) >8 : 20 Marks ● No. of Certified processes (PeopleCert/Pink Verify) ≤ 8 : 10 Marks	Since Release management process is not used , please update this point as as follows:- OEM compliance on different processes like Problem Management, Incident Management, etc.: (20 Marks) ● No. of Certified processes (PeopleCert/Pink Verify) >7 : 20 Marks ● No. of Certified processes (PeopleCert/Pink Verify) ≤ 7 : 10 Marks		It will be as per Tender Document.
4	3.A.2	16	1	1.4. System must be provisioned with big data analytics, machine learning, hot topic analytics to help analyse common service request and optimize change management. It should be possible to create support/knowledge articles for hot topics.	Please remove. This functionality is beyond the scope of a ITSM tool. It typically requires external platforms such as data lakes, Snowflake, or other big data analytics solutions.		Tender condition is very clear however bidder /OEM can offer 3rd party external Platform to meet the functional requirement.
5	12.8	21	12.8.5.2.5	LLM-Based RCA Generation: The tool will use LLMs to generate RCA drafts from ticket details and engineer comments.	As outlined in the RFP, RailTel requires a GenAI and LLM-based chatbot capability. Implementing LLM-based RCA generation will necessitate an active LLM subscription. Kindly confirm whether RailTel currently has such a subscription in place, or if there is a defined strategy or roadmap for acquiring one to support chatbot and RCA functionalities.		Tender condition is very clear however bidder /OEM shall provide LLM subscription (if Required) algorithm the offer.
6	3.5	24	2	The proposed Helpdesk solution should be an integrated, modular and scalable solution. The Helpdesk solution must be FIPS 140-2 compliant, which ensures that cryptographic-based security systems are to be used to provide protection for sensitive or valuable data.	Please Remove as it U.S. government standards, developed by NIST (National Institute of Standards and Technology) in the United States.		May please see the corrigendum-I.
7	3.5	24	7	The ITSM solution compliant for at least 9 processes that are relevant and need to be assessed to meet the minimum functional criteria are Incident Management, Problem Management, Change Management, Service Configuration Management, Service Catalog Management, Release Management, Knowledge Management, IT Asset Management and Service Request Management. The certification copy from PinkVerify/PeopleCert to be submitted.	Release Management is not actively utilized or required by RailTel. Therefore, it is recommended to remove this process from the mandatory compliance list. Revised Clause: "The ITSM solution must be compliant with at least eight relevant processes that need to be assessed to meet the minimum functional criteria: Incident Management, Problem Management, Change Management, Service Configuration Management, Service Catalog Management, Knowledge Management, IT Asset Management, and Service Request Management. A valid certification copy from PinkVerify or PeopleCert must be submitted."		May please see the corrigendum-I.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
8	3.5	24	8	The proposed helpdesk solution must provide big data analytics, machine learning, hot topic analytics that helps to analyze common service request, optimize change management. It should be possible to create support/knowledge articles for hot topics.	Comment: Big data analytics is not a feature/part of an ITSM platform, rather this requires a data analytics platfrom. Hence, it is recommended to revise the requirement accordingly. **Revised Clause:** *"The proposed helpdesk solution must provide hot topic analytics to help analyze common service requests and optimize change management. It should also support the creation of support and knowledge articles for identified hot topics."*		Tender condition is very clear, however bidder /OEM can offer 3rd party external Platform to meet the functional requirement.
9	3.5	24	10	The helpdesk solution must have Smart Ticket capability uses an Optical Character Recognition (OCR) to make it easy for users to submit issues and requests by simply sending a screenshot to the service desk via the service portal or mobile app, which automatically accepts, analyzes, and routes them for faster resolution.	Please Remove. As per the industry standard ITSM/Helpdesk solutions provide AI/ML-based ticket classification. On an addition screenshot can be attached as a part of ticket resolution process.		It will be as per Tender Document.
10	3.5	25	14	The solution must provide a flexible framework for collecting and managing service level templates including Service Definition, Service Level Metrics, Penalties and other performance indicators measured across infrastructure and vendors	Penalty calculation is not a component or feature of an ITSM platform. Instead, an ITSM platform provides SLA details such as violations, elapsed time, and related metrics, which the RailTel can then use to calculate penalties for the vendor or service provider **Revised Clause:** *"The proposed solution shall provide a flexible framework for defining, collecting, and managing service levels, including service definitions, service-level metrics, and other performance indicators captured by the ITSM platform. The solution shall enable RailTel to utilize this data for accurate calculation of penalties and effective compliance tracking."*		It will be as per Tender Document.
11	3.5	25	15	MSI/Bidder must propose a full-fledged Service Level Management Solution that allows for tracking of various service level performances of IT Infrastructure and Application performance.	This functionality is more aligned with IT Operations Management (ITOM) tools rather than core ITSM capabilities. Given this distinction, it is recommended that this requirement be removed from the ITSM scope.		It will be as per Tender Document. SLA is core feature of the ITSM solution and is the primary requirement of RailTel. This will measure the various service level performances of IT Infrastructure and Application performance through incident/ticket creation and resolution time.

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12		Genral	General	Kindly confirm that RailTel will be responsible for the procurement, provisioning, and ongoing maintenance of all required hardware components (including databases) necessary to support the ITSM solution and chatbot functionalities, as these are typically managed by the hosting organization.			This is a part of RFP deliverable.
13	3.5	24	5	The solution should offer choice of deployment whether standalone & distributed deployment, along with all the enterprise ready features like redundancy, failover, testing, staging etc., embedded as part of the production license entitlement consumption	Are you referring to a DC-DR or HA setup for HCL BigFix in this point? If yes, please specify the DC location and DR location for the dpeloyment of HCL BigFix. Also, please confirm if the staging/testing envornment can be converted to production during the dpeloyment provided you want the staging/tetsing environment fully oaded with all the required features.		Proposed ITSM solution must be installed in DC with HA and in DR as a standalone. Any, license used for Development, Test and Staging environment must be other than Production license and same licenses must not be used for creating multiple environments.
14	3.5	24	IT Service Management/Helpdesk Systems --> point 2	Should able to integrate with third-party IVR or CTI.	What are the other tools you want to integrate with BigFix apart from IVR and CTI? Please specify the details of those tools.		Requirement for 3rd party integrations with proposed ITSM solution is written in the RFP. Please refer the RFP for more details.
15		General	General	Please specificy the name of the locations where the end user endpoints are located			Details will be shared with the Bidder to whom the work order will be awarded.
16		General	General	Please confirm if internet will be provided at DC-DR location for the BigFix deployment. Also, please confirm if the inetrnet will be provided at the end user endpoint location			Details will be shared with the Bidder to whom the work order will be awarded.
17		General	General	What is the bifurcation of the number of endpoints based on the types of endpoints (desktops, laptops, servers, mobile devices, IoT, virtual machines, cloud instances) ? What are the operating systems (Windows, macOS, Linux, Unix, Android, iOS, etc.) oyu re looking to manage?			It will be as per Tender Document.
18	12	20	12.6	Twilio (or equivalent) for WhatsApp communication	Please confirm the expected number of WhatsApp sessions to be supported		10 Nos
19	12	20	12.6	NMS ,OSS and Ticketing tools to pull health alerts and create proactive incidents	Please specify the number of integrations and the tools that need to be integrated for health alerts.		Maximum 5 Nos
20	13	21	13.1	Agent-based/Agentless scanning of endpoints, servers, VMs, and cloud resources of IT Asset.	Please confirm the approximate number of hardware devices, servers, VMs, and cloud resources to be discovered.		Already defined in Tender
21	3.5.1	24		1.Should able to support and handle a large volume of the incident, service requests, changes, etc via concurrent operators.	Need to confirm Required only Concurrent Operators		Yes or Provisioned with 800 Users
22					3 IVR or CTI Integration		Yes , RailTel will required Integration with Neox IVRs

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23	3.5.1	23	3.5.	1. The proposed Helpdesk solution should adhere to Microservices and thus be built on modern container technologies. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK) platform provided by the bidder.	As per our understanding sloution shall support microservice and Kubernets Please correct our sunderstanding.		May please see the corrigendum-I.
24	3.5.1	24	3.5.	10 . The helpdesk solution must have Smart Ticket capability uses an Optical Character Recognition (OCR) to make it easy for users to submit issues and requests by simply sending a screenshot to the service desk via the service portal or mobile app, which automatically accepts, analyzes, and routes them for faster resolution	AS per our understanding OCR is only for request open.		Expectation for Smart ticket capability is simply the service/support request creation process by the end users. End user can simply click/take the screenshot and submit it via Self service portal or mobile app of the proposed ITSM solution. Proposed ITSM solution using OCR can read the text written in the screenshot and raise the ticket in the system.
25	12	22	3.A.2 OVERVIEW OF THE SCOPE OF WORK	15. Bidder to provide professional services of OEM for Design, Installation and commissioning of ITSM tool. LLD ,HLD and completion certificate to be vetted and signed by OEM of ITSM.	As per our understanding the implimentation will done by SI the only for HLD and LLD OEM confirmation will required during the implimentation. Please courrect out understanding.		OEM Professional Services must be engaged starting from the design workshop, HLD and LLD, Installation, configuration, integration and sign off.
26	CHAPTER-3A, 1. INTRODUCTION	16	3.A.2 OVERVIEW OF THE SCOPE OF WORK	1.1. The ITSM solution compliant for at least 9 processes that are relevant and need to be assessed to meet the minimum functional criteria are Incident Management, Problem Management, Change Management, Configuration Management, Service Catalog Management, Release Management, Knowledge Management, IT Asset Management, and and Service Request Management. The certification copy from PinkVerify/PeopleCert to be submitted.	To foster a more inclusive and competitive bidding process, we respectfully request the authority to consider revising the clause as follows: *"The proposed ITSM solution compliant for any nine (9) processes. Documentary evidence of such certification shall be submitted along with the bid."* This modification will broaden participation opportunities while ensuring strict adherence to recognized ITIL standards.		May please see the corrigendum-I.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
27	CHAPTER-3A, 3.5 DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	23	Technical Specification for IT Helpdesk Management (ITSM), 1	The proposed Helpdesk solution should adhere to Microservices and thus be built on modern container technologies. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK) platform provided by the bidder.	*"The proposed Helpdesk solution should adhere to a microservices-based architecture and be deployable on modern platforms. The solution should support deployment using container technologies (with built-in Kubernetes support or Bring Your Own Kubernetes (BYOK) platform provided by the bidder), or alternatively support deployment on SaaS, traditional server, or virtual machine (VM)-based infrastructure, as per project requirements."* Justification: This amendment will allow greater flexibility in deployment options, ensuring compatibility with containerized environments, SaaS-based offerings, and traditional server/VM infrastructures, depending on project needs.		May please see the corrigendum-I.
28	CHAPTER-3A, 3.5 DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	24	Technical Specification for IT Helpdesk Management (ITSM), 2	The proposed Helpdesk solution should be an integrated, modular and scalable solution. The Helpdesk solution must be FIPS 140-2 compliant, which ensures that cryptographic based security systems are to be used to provide protection for sensitive or valuable data.	FIPS 140-2 (Federal Information Processing Standards Publication 140-2) is a standard established by the US government to outline security requirements for cryptographic modules utilized across diverse information technology systems. Compliance with FIPS 140-2 is typically mandatory for systems handling sensitive yet unclassified data, particularly within US federal agencies and their affiliated contractors. Conversely, CIS benchmarks and controls offer comprehensive guidelines for configuring and managing various facets of IT systems and networks, aiming to bolster their security posture. These benchmarks encompass a broad spectrum of areas, spanning operating systems, network devices, databases, and applications. Considering that FIPS 140-2 compliance is OEM specific and primarily applicable within US federal agencies and their contractors, it may pose restrictions for non-US-based OEMs. Therefore, we suggest considering CIS certification as an alternative , given its broader applicability and comprehensive coverage across global IT environments for data security. Suggested Clasue: **"The proposed Helpdesk solution should be an integrated, modular and scalable solution. The Helpdesk solution must be FIPS / CIS Certified, which ensures that Data Security for sensitive or valuable data"**		May please see the corrigendum-I.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
29	CHAPTER-3A, 3.5 DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	24	Technical Specification for IT Helpdesk Management (ITSM), 3	The proposed ITSM solution must have the capability to integrate with SIEM solution using REST API, for bi-directional security incident logging & resolution.	Please let us know the OEMs for existing solutions. Also, let us know the expectations or use cases of integration with other solutions.		RailTel has ArcSight SIEM
30	CHAPTER-3A, 3.5 DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	24	Technical Specification for IT Helpdesk Management (ITSM), 4	To ensure the mature security standard of proposed helpdesk solution, SI must ensure that the proposed ITSM solution is ISO 27034 certified from certification agencies like Schellman/ KPMG/ PwC/ Ernst & Young/ Deloitte or proposed ITSM solution uses the OWASP Application Security Verification Standard (ASVS). Documentary proof must be provided at the time of submission.	We kindly request you to amend the clause as follows: *"To ensure a mature security standard of the proposed helpdesk solution, the SI must ensure that the proposed ITSM solution is ISO 27034 certified from certification agencies like Schellman, KPMG, PwC, Ernst & Young, Deloitte, or **any other reputed agency;** or the proposed ITSM solution must comply with **OWASP Top 10 and SANS Top 25 standards certified by a CERT-In empanelled agency;** or adhere to the OWASP Application Security Verification Standard (ASVS). Documentary proof must be provided at the time of submission."* We believe the above amendment will bring more inclusiveness and flexibility while ensuring adherence to mature security standards.		May please see the corrigendum-I.
31	CHAPTER-3A, 3.5 DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	24	Technical Specification for IT Helpdesk Management (ITSM), 5	The solution should offer choice of deployment whether standalone & distributed deployment, along with all the enterprise ready features like redundancy, failover, testing, staging etc., embedded as part of the production license entitlement consumption.	We have noted that there are multiple options for deployment. We kindly request the authority to clarify whether the deployment architecture should be on a single box or a distributed setup, and whether it is required to be in a High Availability (HA) configuration at the DC location with a standalone setup at the DR site. Based on this clarification, we will propose the appropriate architecture along with the corresponding hardware sizing and BOQ.		Proposed ITSM solution must be installed in DC with HA and in DR as a standalone.
32	CHAPTER-3A, 3.5 DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	24	Technical Specification for IT Helpdesk Management (ITSM), 7	The ITSM solution compliant for at least 9 processes that are relevant and need to be assessed to meet the minimum functional criteria are Incident Management, Problem Management, Change Management, Service Configuration Management, Service Catalog Management, Release Management, Knowledge Management, IT Asset Management and Service Request Management. The certification copy from PinkVerify/PeopleCert to be submitted.	To foster a more inclusive and competitive bidding process, we respectfully request the authority to consider revising the clause as follows: *"**The proposed ITSM solution compliant for any nine (9) processes. Documentary evidence of such certification shall be submitted along with the bid."*** This modification will broaden participation opportunities while ensuring strict adherence to recognized ITIL standards.		May please see the corrigendum-I.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
33	CHAPTER-3A, 3.5 DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	24	Technical Specification for IT Helpdesk Management (ITSM) , 9	The Helpdesk tool must have AI-enabled ITSM solution with Social collaboration features that include the ability to vote, ask a friend, or survey help end-users source answers from the community and enhance end-user autonomy	We kindly request the authority to amend the clause as follows: *"The Helpdesk tool must include an AI-enabled ITSM solution with self-service and survey capabilities to help end-users source answers from the knowledge base or community, thereby enhancing end-user autonomy."* This amendment will enable end-users to become more self-reliant, improve resolution time, and encourage broader participation through AI-driven assistance and community knowledge sharing.		It will be as per Tender Document.
34	CHAPTER-3A, 3.5 DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS:	24	Technical Specification for IT Helpdesk Management (ITSM), 10	The helpdesk solution must have Smart Ticket capability uses an Optical Character Recognition (OCR) to make it easy for users to submit issues and requests by simply sending a screenshot to the service desk via the service portal or mobile app, which automatically accepts, analyzes, and routes them for faster resolution.	With reference to the clause: *"The Helpdesk solution must have Smart Ticket capability that uses Optical Character Recognition (OCR) to make it easy for users to submit issues and requests by simply sending a screenshot to the service desk via the service portal or mobile app, which automatically accepts, analyzes, and routes them for faster resolution."* We kindly request the authority to provide more detailed use cases and functional expectations for the Smart Ticket capability using OCR. This will help bidders to align their proposed solutions accurately with the intended scope and ensure that the offered solution meets the desired objectives.		Expectation for Smart ticket capability is simply the service/support request creation process by the end users. End user can simply click/take the screenshot and submit it via Self service portal or mobile app of the proposed ITSM solution. Proposed ITSM solution using OCR can read the text written in the screenshot and raise the ticket in the system.
35	4.A.2, Chapter-4A	34	Warranty	Warranty of 60 months including support.	Please confirm whether software version upgrades, security patches, and bug fixes are covered during the warranty period.		Yes , Warranty covered software version upgrades, security patches, and bug fixes
36	3.A.2, Chapter-3A	16	Overview of Scope of Work	Integration with existing RailTel ITSM/monitoring tools.	Please share details of existing tools & APIs available for integration.		HPSM, GIS LEPTON ,ERP Oracle ,OpenNMS ,OSS-Vision Waves
37	3.B.2, Chapter-3B	28	Test Categories (SAT/UAT/Trial Run)	SAT procedures for system acceptance.	Kindly provide detailed SAT/ UAT test cases or confirm if bidder is expected to prepare them.		SAT/UAT Cases will be provided by Bidder
38	4.A.18, Chapter-4A	52	Purchaser's Right to Vary Quantities	±50% variation clause.	Will downward variation (less than ordered quantity) also apply?		Tender Condition is Very Clear
39	3.A.4, Chapter-3A	26	Dependencies & Responsibility Matrix	Roles of RailTel vs. bidder in site preparation.	Please specify RailTel's responsibility for racks, LAN ports, cooling & power provisioning.		Yes , It is RailTel's responsibility for racks, LAN ports, cooling & power provisioning
40	3.A.2, Chapter-3A	16	ITIL Processes Certification	Tool must be PinkVerify/PeopleCert certified.	Will RailTel accept equivalent certifications (e.g., ISO/IEC 20000 ITSM compliant)?		Tender Condition is Very Clear
41	3.A.2, Chapter-3A	17	AI/ML for auto-routing	System must use AI/ML to classify & route tickets.	Is built-in AI/ML mandatory, or can bidder integrate with third-party modules?		Tender condition is very clear however bidder /OEM can offer 3rd party external Platform to meet the functional requirement.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
42	3.A.2, Chapter-3A	18	OCR-based ticketing	Ticket creation from screenshot using OCR.	Should OCR support only English or also Hindi/regional languages?		English and Hindi languages
43	3.A.3, Chapter-3A	24	FIPS 140-2 compliance	Solution must be FIPS 140-2 compliant.	Will equivalent certifications (e.g., Common Criteria, EAL2+/EAL4) be acceptable?		May please see the corrigendum-I.
44	3.A.3, Chapter-3A	25	SIEM Integration	System must integrate bi-directionally with SIEM via REST API.	Kindly confirm RailTel's current SIEM solution details (OEM/version).		RailTel has ArcSight SIEM
45	3.A.2, Chapter-3A	19	Omni-channel support	Portal, WhatsApp, Mobile App, Email, Call Centre access required.	Will RailTel procure WhatsApp Business API license, or should bidder include it?		RailTel will provide the same
46	3.A.2, Chapter-3A	21	Central Analytics Tool	Analytics tool must generate RCA using LLM.	Does RailTel prefer on-premise LLM or cloud-based AI services?		RailTel prefer on-premise LLM
47	3.A.3, Chapter-3A	23	Performance Benchmarks	Ticket creation <10s, Search <20s, Reports <30s.	Please confirm expected infra sizing (users, servers) for benchmark validation.		Already defined in Tender
48	3.A.2, Chapter-3A	20	Virtual Agent & Bot	Bot should support natural language queries.	Should bot be multilingual (English + Hindi) for customer interaction?		Yes ,Should bot be multilingual (English + Hindi) for customer interaction?
49	3.A.3, Chapter-3A	25	Mobile App	ITSM solution should provide Android/iOS mobile app.	Please confirm if RailTel requires offline functionality in mobile app.		No
50	3.A.3, Chapter-3A	25	Integration with MS Teams	System should integrate with MS Teams.	Will RailTel provide Teams tenant/API access, or bidder must provision?		RailTel will provide the same
51	12.8.2, Chapter-3A	21	Chatbot Deployment	Chatbot per region + Central Analytics Tool.	Please confirm infra sizing for chatbot (VM specs, concurrency).		Already defined in Tender
52	16, Chapter-3A	22	Development Changes (100 man-days)	Bidder must quote 100 man-days for development support.	Please clarify rate-card mechanism if additional man-days are required beyond 100.		Already defined in Tender
53	3.A.2 , Chapter-3	21	12.8.3.h	Bot shall be integrated with WhatsApp for field and NOC operations.	Client confirmation on availability of Business verified Meta Account and related prerequisites for integration : 1) WABA ID : WhatsApp Business Account ID 2) Phone Number ID 3) Permanent Access Token		Information will be provided to Bidder at time of Installation
54	3.A.2 , Chapter-3	21	12.8.1	5 chatbot agent – One for each region: North, South, East, West, and Central (NOC).	For user identification and authentication in the chatbot interface, please confirm if Railtel will provide user identity details such as user ID, region, and role through a secure authentication mechanism (e.g., Single Sign-On or API tokens). Alternatively, can this information be retrieved from OpenText APIs? Please specify the available fields, data format, authentication flow, and any restrictions related to accessing user data. Clarification is also required on session management, security policies, and whether the chatbot should independently request this information or receive it from Railtel's systems.		Information will be provided through API to Bidder at time of Installation
55	3.A.2 OVERVIEW OF THE SCOPE OF WORK & Service Level Management.	17	4.1	Configuring Service Level Objectives / Service Level Targets like response, resolution, availability.	Requesting customer to please rectify the typo in this point as per following suggestion. "Configuring Service Level Objectives / Service Level Targets like response and resolution."	As ITSM works on incidents so it gives SLAs for response and resolution only. Availability is done through monitoring tool by measuring utilization data of devices. Please rectify the typo.	May please see the corrigendum-I.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
56	3.A.2 OVERVIEW OF THE SCOPE OF WORK & 12.1. Incident, Problem, and Change Management	19	12.1.2	Problem Management will identify root causes for frequent issues such as "VPN login failure on remote devices" or "broadband link flaps during peak hours." It will use clustering to detect such patterns and auto-generate Problem Records after a threshold incident volume is reached. Workarounds and known errors will be published into the Knowledge Base and linked back to user-facing issues to deflect tickets and reduce repeat volume.	Requesting customer to amend this point as per following suggestion.

"Problem Management will identify root causes for frequent issues such as "VPN login failure on remote devices" or "broadband link flaps during peak hours." It will use clustering to detect such patterns and user-generate Problem Records after a threshold incident volume is reached. Workarounds and known errors will be published into the Knowledge Base and linked back to user-facing issues to deflect tickets and reduce repeat volume." | ITSM gives the users option to create problem tickets based on the incidents volume threshold as there are various factors such as similar incident types, incidents status, multiple identical threasholds, etc. Hence, we request customer to amend this point as per requested. | May please see the corrigendum-I. |
| 57 | 3.A.2 OVERVIEW OF THE SCOPE OF WORK & 12.2. Request Fulfillment and Service Catalog | 19 | 12.2.1 | RailTel's unified Service Catalog will provide structured access to both IT and Customer Service requests, accessible through portal, mobile, and WhatsApp. Catalog items will include:
12.2.1. VPN & Other services Provisioning Request for Customers.
12.2.2. Bandwidth Plan Upgrade/Change
12.2.3. Equipment Replacement (e.g., router/Switch replacement) | Requesting customer to amend this point as per following suggestion.

"RailTel's unified Service Catalog will provide structured access to both IT and Customer Service requests, accessible through portal and mobile. Catalog items will include:
12.2.1. VPN & Other services Provisioning Request for Customers.
12.2.2. Bandwidth Plan Upgrade/Change
12.2.3. Equipment Replacement (e.g., router/Switch replacement)" | Service Catalog is an ITIL process which is accessed from the ITSM tool only i.e. from its portal or mobile platform and not from third party sources. Third-party sources like WhatsApp is primarily used for ticket creations and ticket status enquiry. Hence, we request to amend this point as per suggestion. | May please see the corrigendum-I. |
| 58 | 3.A.2 OVERVIEW OF THE SCOPE OF WORK & 13. Configure of IT Asset Universal Discovery & Management. | 22 | 13.6 | Tracks versioning, patch levels, and end-of-life status. | Requesting customer to amend this point as per following suggestion.

"Tracks versioning and end-of-life status." | Patch levels discovery and tracking is done from patch management tool, this does not fall in the inventory dicovery purview of the IT Asset Discovery solution. Hence, we request customer to amend this point as per suggestion. | May please see the corrigendum-I. |
| 59 | 3.A.2 OVERVIEW OF THE SCOPE OF WORK & IT Service Management existing tool and configuration of new tool | 22 | 14 | The proposed solution should comply the technical specification given in Chapter-3C. | Requesting customer to rectify the typo in this point as per following suggestion.

"The proposed solution should comply the technical specification given in Chapter-3.5" | Technical specifications are given in the chapter 3.5. Hence, we request customer to rectify the typo in this point as per suggestion. | May please see the corrigendum-I. |

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
60	3.5. DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS & Technical Specification for IT Helpdesk Management (ITSM)	25	17	The tool must support standard GRC (Governance Risk & Compliances).	Please confirm our understanding is correct that as GRC is asked in the ITSM tool, so it will be met to the extent what the ITSM tool can deliver from GRC perspective.		Yes requirement for GRC is limited to the ITSM tool capabilities only and for Software License compliance and dashboards.
61	3.A.2 , Chapter-3	21	12.8.3 (h)	Bot shall be integrated with WhatsApp for field and NOC operations.	Client confirmation on availability of Business verified Meta Account and related prerequisites for integration : 1) WABA ID : WhatsApp Business Account ID 2) Phone Number ID 3) Permanent Access Token		Information will be provided to Bidder at time of Installation
62	3.5	23	1	The proposed Helpdesk solution should adhere to Microservices and thus be built on modern container technologies. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK) platform provided by the bidder.	Every OEM has its own architecture. Asking a specific architecture is favouring a particular OEM. It is restricting MII OEM from participating in the RFP. We request you to remove this point to make this RFP generic for everyone.	We request you to remove this point to make this RFP generic for everyone.	May please see the corrigendum-I.
63	3.5	24	2	The proposed Helpdesk solution should be an integrated, modular and scalable solution. The Helpdesk solution must be FIPS 140-2 compliant, which ensures that cryptographic-based security systems are to be used to provide protection for sensitive or valuable data.	FIPS 140-2 is a foreign certification. This is favouring a particular OEM and restricting MII OEM to partcipate in the RFP thus violating the DPIIT guidelines. We request you to rephrase the clause as "The proposed Helpdesk solution should be an integrated, modular and scalable solution. The Helpdesk solution must AES 256-bit encrytion to provide protection for sensitive or valuable data."	We request you to rephrase the clause as "The proposed Helpdesk solution should be an integrated, modular and scalable solution. The Helpdesk solution must AES 256-bit encrytion to provide protection for sensitive or valuable data."	May please see the corrigendum-I.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
64	3.5	24	4	To ensure the mature security standard of proposed helpdesk solution, SI must ensure that the proposed ITSM solution is ISO 27034 certified from certification agencies like Schellman/ KPMG/ PwC/ Ernst & Young/ Deloitte or proposed ITSM solution uses the OWASP Application Security Verification Standard (ASVS). Documentary proof must be provided at the time of submission.	Asking certification issued from specific agencies is favoring a particular OEM and restricting MII OEM to participate in the RFP. We request you to rephrase the clause as " To ensure the mature security standard of proposed helpdesk solution, SI must ensure that the proposed ITSM solution is ISO 27034 certified or proposed ITSM solution must be OWASP & SANS certified from Cert-in empanelled vendor. Documentary proof must be provided at the time of submission."	We request you to rephrase the clause as " To ensure the mature security standard of proposed helpdesk solution, SI must ensure that the proposed ITSM solution is ISO 27034 certified or proposed ITSM solution must be OWASP & SANS certified from Cert-in empanelled vendor. Documentary proof must be provided at the time of submission."	May please see the corrigendum-I.
65	3.5	24	7	The ITSM solution compliant for at least 9 processes that are relevant and need to be assessed to meet the minimum functional criteria are Incident Management, Problem Management, Change Management, Service Configuration Management, Service Catalog Management, Release Management, Knowledge Management, IT Asset Management and Service Request Management. The certification copy from PinkVerify/PeopleCert to be submitted.	We request you to rephrase the point as " The ITSM solution compliant for at least 9 processes. The certification copy from PinkVerify/PeopleCert to be submitted."		May please see the corrigendum-I.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
66	3.5	24	8	The proposed helpdesk solution must provide big data analytics, machine learning, hot topic analytics that helps to analyze common service request, optimize change management. It should be possible to create support/knowledge articles for hot topics.	Every OEM has its own architecture and uses different types of analytics engine. Asking specfic type of analytics is favoring a particular OEM and restricting MII OEM to participate in the RFP. We request you to rephrase as "The proposed helpdesk solution must provide analytics, machine learning, hot topic analytics that helps to analyze common service request, optimize change management. It should be possible to create support/knowledge articles for hot topics."	We request you to rephrase as "The proposed helpdesk solution must provide analytics, machine learning, hot topic analytics that helps to analyze common service request, optimize change management. It should be possible to create support/knowledge articles for hot topics."	It will be as per Tender Document.
67	12.8.5.2 .	21	12.8.5.2.5	LLM-Based RCA Generation: The tool will use LLMs to generate RCA drafts from ticket details and engineer comments.	We request you to provide the following clarifications: 1. API license for LLM model will be provided by Customer or OEM has to consider the same. 2. If OEM has to consider the license then kindly confirm the number of tokens to be considered per day.		This is a part of RFP deliverable.
68	12	19	12.1	Customers (internal offices and external citizens) will engage via omni-channel — service portal, WhatsApp, mobile app, or call center. The portal will support authenticated access for departments	We understand that the business API for Whatsapp will be provided by Railtel here. Kindly confirm.		Yes, RailTel Will provide the same
69	3.8	25	3.8.1.1.	Total time for Ticket creation after submission should be less than 10 seconds.	We request you to provide the per day ticket load to be handle by ITSM solution so that we can size the solution to meet the mentioned requirement.		Per day ticket data is given in the RFP.
70	3.A.2(3A)	21	12.8.5.2.5	LLM-Based RCA Generation: The tool will use LLMs to generate RCA drafts from ticket details and engineer comments	Can you describe how RCAs are currently created from ticket details and engineer comments? What level of detail and structure is expected in the RCA draft?Since LLMs are required for Gen AI, and ML/AI itself can generate RCA. Will that suffice?		Details will be shared with the Bidder to whom the work order will be awarded.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
71	3.A.2(3A)	21	12.8.1	Bidder has to provide following: - 5 chatbot agent – One for each region: North, South, East, West, and Central (NOC). - 1 Central Analytics Tool license – For Central NOC, enabling governance-level reporting and CSAT- focused monitoring across all zones.	Could you explain the rationale for requiring 5 separate chatbot agents, one for each region (North, South, East, West, Central)? Would it be acceptable to have a single chatbot instance that can intelligently handle queries from different regions, while still maintaining region-specific customization, reporting, and escalation workflows?		It will be as per Tender Document.
72	3.A.3(3A)	24	3.5.1 ->9	The Helpdesk tool must have AI-enabled ITSM solution with Social collaboration features that include the ability to vote, ask a friend, or survey help end-users source answers from the community and enhance end-user autonomy	Is social collaboration expected only for end-users, or should ITSM agents also have these capabilities (e.g. peer support)? For end-users, how do you envision sourcing answers from the community—would this be through forums, knowledge articles, or peer-to-peer interaction? What feedback mechanism will be in place to validate the quality and usefulness of community-sourced answers?		Yes, social collaboration expected only for end-users where end users can login into the self service portal of the ITSM tool and collaborate by asking the questions and also suggest ideas. Collaboration can be done by referring the knowledge articles and peer to peer interactions by Ask a question or suggest ideas.
73	4.A.12.3(4A)	48	3	OEM compliance on different processes like Problem Management, Incident Management, etc.: (20 Marks) ● No. of Certified processes (PeopleCert/Pink 2 20 PeopleCert/Pink Verify Verify) ITIL4 Certificate >8 : 20 Marks ● No. of Certified processes (PeopleCert/Pink Verify) ≤ 8 : 10 Marks	The qualification criteria require 9 certified processes, while the evaluation criteria award 20 marks for >8 certified processes. In this case, would all qualified bidders automatically receive the full 20 marks, or do you intend to differentiate further (e.g., awarding higher marks for 15+ certified processes) to create a scoring distinction?		It will be as per Tender Document.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
74	3.A.2(3A)	18	9.8	Must provide dependency views that graphically displays an infrastructure view for a CI and the application or business services it support.	Could you provide the expected split of assets (e.g., Servers, PaaS components, End User Computing devices, Containers, FaaS, etc.) so we can better envision the configuration items for which dependency views need to be formed? This will help clarify the scope and depth of the graphical infrastructure mapping required.		It will be as per Tender Document.
75	3.A.2(3A)	22	15	Bidder to provide professional services of OEM for Design, Installation and commissioning of ITSM tool. LLD ,HLD and completion certificate to be vetted and signed by OEM of ITSM.	WHat will be the responsiblity of OEM - LLD, HLD and completion certificate or installation/implementation will be done by OEM?		OEM Professional Services must be engaged starting from the design workshop, HLD and LLD, Installation, configuration, integration and sign off.
76	3.A.3(3A)	23	3.5.1	The proposed Helpdesk solution should adhere to Microservices and thus be built on modern container technologies. The solution should either support built-in Kubernetes technology or Bring Your Own Kubernetes (BYOK) platform provided by the bidder.	Request to remove this point, the requirement can be fulfilled with monolithic/standard 3-tier architecture as well as microservices. It will allow broader participation from different vendors and keep the RFP competitive.		May please see the corrigendum-I.
77	4.A.12.3(4A)	4		The OEM shall ensure that Intellectual Property Rights of Hardware (including MAC address) and Source Code of Software must not reside in any Country that shares a Land Border with India. Moreover, OEM must ensure that they are not getting 3rd party manufacturing from any Country that shares a Land Border with India. Note – OEM's from country that shares a Land Border with India are allowed to offer their products provided OEM's is registered with DPIIT as per para 4.A.41.2, Chapter-4A of tender.	We understand that this clause is limited to hardware OEM . In case of on prem applicaton or software all customization/configration admin rights is with customer only . Please confirm this clause is not applicable on ITSM solution.		It will be as per Tender Document. ITSM OEM should submitted undertaking for IPR of Source Code of Software .

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
78	4.A.12.2	3	45	OEM should have supplied the equipment/software offered or equipment/software of the same series/family at least of the value Rs. 2.33 Cr during last preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid to Government /PSUs / Telecom Service Providers.	Please allow ITSM OEM to provide self certifiacte , due NDA it diffecult to provide details of customers .		PO masking values along with Customer references self certified by OEM where NDA is in place can be submitted.
79	4.A.12.2	2	45	The Equipment (Server Hardware & ITSM Software) offered by the tenderer or equipment of the same series/family (an undertaking by the OEM has to be submitted in support in case of immediate predecessor) from the same OEM should have been satisfactorily working in Government/ PSUs/Telecom Service Providers network for at least 12 months, in India or Abroad. Note: Work experience certificate issued by Public listed company having average annual turnover of Rs 500 Cr and above in last 3 financial years excluding the current financial year, listed on National Stock Exchange or Bombay Stock Exchange, incorporated/registered at least 5 years prior to the date of opening of tender, shall be considered provided the work experience certificate has been issued by a person authorized by the Public listed company to issue such certificates.	Please allows same mentioned for ITSM OEM in 4.A.12.3 point no. 3 (Note: OEM can give undertaking mentioning PO no. & customer contact details against end user completion certificate Or Public case study available in public domain)		PO masking values along with Customer references self certified by OEM where NDA is in place can be submitted.
80	4.A.12.3(4A)	3	48	OEM Solution On-Prem Deployment in Central Govt/PSU/State Govt: (15 Marks) ● Per customer- 5 Marks	Request to please allow enterprise customer as well and update the clause as:- OEM Solution On-Prem Deployment in Central Govt/PSU/State Govt/Enterprise		May please see the corrigendum-I.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
81	3.A.2 OVERVIEW OF THE SCOPE OF WORK & Service Level Management.	17	4.1	Configuring Service Level Objectives / Service Level Targets like response, resolution, availability.	Requesting customer to please rectify the typo in this point as per following suggestion. "Configuring Service Level Objectives / Service Level Targets like response and resolution."	As ITSM works on incidents so it gives SLAs for response and resolution only. Availability is done through monitoring tool by measuring utilization data of devices. Please rectify the typo.	May please see the corrigendum-I.
82	3.A.2 OVERVIEW OF THE SCOPE OF WORK & 12.1. Incident, Problem, and Change Management	19	12.1.2	Problem Management will identify root causes for frequent issues such as "VPN login failure on remote devices" or "broadband link flaps during peak hours." It will use clustering to detect such patterns and auto-generate Problem Records after a threshold incident volume is reached. Workarounds and known errors will be published into the Knowledge Base and linked back to user-facing issues to deflect tickets and reduce repeat volume.	Requesting customer to amend this point as per following suggestion. "Problem Management will identify root causes for frequent issues such as "VPN login failure on remote devices" or "broadband link flaps during peak hours." It will use clustering to detect such patterns and user-generate Problem Records after a threshold incident volume is reached. Workarounds and known errors will be published into the Knowledge Base and linked back to user-facing issues to deflect tickets and reduce repeat volume."	ITSM gives the users option to create problem tickets based on the incidents volume threshold as there are various factors such as similar incident types, incidents status, multiple identical threasholds, etc. Hence, we request customer to amend this point as per requested.	May please see the corrigendum-I.
83	3.A.2 OVERVIEW OF THE SCOPE OF WORK & 12.2. Request Fulfillment and Service Catalog	19	12.2.1	RailTel's unified Service Catalog will provide structured access to both IT and Customer Service requests, accessible through portal, mobile, and WhatsApp. Catalog items will include: 12.2.1. VPN & Other services Provisioning Request for Customers. 12.2.2. Bandwidth Plan Upgrade/Change 12.2.3. Equipment Replacement (e.g., router/Switch replacement)	Requesting customer to amend this point as per following suggestion. "RailTel's unified Service Catalog will provide structured access to both IT and Customer Service requests, accessible through portal and mobile. Catalog items will include: 12.2.1. VPN & Other services Provisioning Request for Customers. 12.2.2. Bandwidth Plan Upgrade/Change 12.2.3. Equipment Replacement (e.g., router/Switch replacement)"	Service Catalog is an ITIL process which is accessed from the ITSM tool only i.e. from its portal or mobile platform and not from third party sources. Third-party sources like WhatsApp is primarily used for ticket creations and ticket status enquiry. Hence, we request to amend this point as per suggestion.	May please see the corrigendum-I.

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
84	3.A.2 OVERVIEW OF THE SCOPE OF WORK & 13. Configure of IT Asset Universal Discovery & Management.	22	13.6	Tracks versioning, patch levels, and end-of-life status.	Requesting customer to amend this point as per following suggestion. "Tracks versioning and end-of-life status."	Patch levels discovery and tracking is done from patch management tool, this does not fall in the inventory dicovery purview of the IT Asset Discovery solution. Hence, we request customer to amend this point as per suggestion.	May please see the corrigendum-I.
85	3.A.2 OVERVIEW OF THE SCOPE OF WORK & IT Service Management existing tool and configuration of new tool	22	14	The proposed solution should comply the technical specification given in Chapter-3C.	Requesting customer to rectify the typo in this point as per following suggestion. "The proposed solution should comply the technical specification given in Chapter-3.5"	Technical specifications are given in the chapter 3.5. Hence, we request customer to rectify the typo in this point as per suggestion.	May please see the corrigendum-I.
86	3.5. DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS & Technical Specification for IT Helpdesk Management (ITSM)	25	17	The tool must support standard GRC (Governance Risk & Compliances).	Please confirm our understanding is correct that as GRC is asked in the ITSM tool, so it will be met to the extent what the ITSM tool can deliver from GRC perspective.		Yes requirement for GRC is limited to the ITSM tool capabilities only and for Software License compliance and dashboards.
87	Ch-3A (12.1–12.4) (Service Desk Functions)	Page Number 19 & Page Number 21	12.1—12.4	Service Desk Functions	How many business units are currently supported by the service desk (e.g., IT, Applications, Infrastructure, Network)? Please confirm if any non-IT workflows (HR, Finance, Legal) are also covered.		Currently Supported features Service Desk Functions are limited to IT, Applications, Infrastructure, Network and Data Centre Only .
88	CHAPTER-3A & 3.A.2 (Overview of the Scope of Work)	Page No. 16	8 - Service Request Fulfilment	Service catalogue creation with services / line items as per RailTel requirements	How many service requests are there in current system?		May please see the Clause-VI of Note of Chapter-2 of Tender
89	CHAPTER-3A & 3.A.2 (Overview of the Scope)	Page No. 16	8 - Service Request Fulfilment	Service catalogue creation/services as per RailTel requirements	What is the current volume of total service requests raised in system per month/year?		May please see the Clause-VI of Note of Chapter-2 of Tender

SL. NO	Clause no. & Chapter no.	Page no.	Sub-clause no./ Point no.	Content of the clause requires clarification	Points of clarification required	Remark	RailTel's Response
90	Customer Service Management Scope	Page Number 18	8.1–8.6 / Service Request Fulfilment	Service Request Fulfilment/Cust. Svc. Management Scope	What is the expected volume of customer initiated tickets - incidents and service requests per year/month?		May please see the Clause-VI of Note of Chapter-2 of Tender
91	Ch-3A §13 (Agent/Agentless Discovery)	Page Number 22	13.1–13.6 / Agent-based/agentless discovery	Agent-based/agentless discovery, CMDB population requirements	How is existing CMDB populated in HPSM? Is it via agent less or agent based discovery? What is the coverage of CMDB?		Currently , CMDB is not fuctional in HPSM tool , However , Proposed system should support Agent-based/agentless discovery as per Tender requirement
92	Chapter 3A, 2.1 CMDB	Page Number 18	9.1–9.8 /CMDB	Configuration and management of CMDB, defining Service Cis	What is the current IT Infrastructure landscape to be discovered in TO BE system:		
					a. Number of DC and DRs		
					b. Cloud providers:		
					c. # of Servers (Physical and Virtual)		
					d. # of Network devices		
					e. Endpoints: number of endpoints (laptop/desktop/mobile/workstations)		
93	Ch-3A §13, 27 – Discovery requirements)	Page Number 22 & Page Number 27	13.1–13.6 / Discovery/Asset Inventory	Discovery/Asset Inventory	Is there any DMZ/restricted zone network to be discovered as a part of asset inventory?		
94	Chapter 3A – Training	Page Number 28	4.5 / Training of Purchaser's Personnel	Training of Purchaser's Personnel	Please confirm the number of users/admins to be expected to undergo user training. Also do you need any specific training to be conducted onsite?		40 Man-days for User onsite/offsite and 20 **Man-days for Admin** onsite in two baches
95	External Reporting	Page Number 25	3.5.1–10, 3.5.1–12 / ITSM	ITSM Reporting & Analytics Capabilities	Is there any external reporting tool (Power BI etc.) in place?		No
96	Chapter 3A, 3.5 (DETAILED TECHNICAL REQUIREMENTS AND SPECIFICATIONS)	Page Number 25	3.5.1 - 18 /ITSM	Proposed ITSM solution should also have the capability to integrate with WhatsApp and MS Teams.	Do you require actionable integration (ticket creation/update/approval) with MS Teams or only notifications?		Yes , RailTel required actionable integration (ticket creation/update/approval) with WhatsApp and MS Teams.

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97	3.A.2 - Overview of the scope of work 1. Introduction	Page Number 16	1.4 /Big Data Analytics	System must be provisioned with big data analytics, machine learning, hot topic analytics to help analyse common service request and optimize change management. It should be possible to create support/knowledge articles for hot topics.	"As per the RFP, there are various terms/Modules are being mentioned, Please confirm if we need to consider the licensing an associated cost. 1.Goverance Risk and Compliance (GRC) 2. Integration with WhatsApp 3. AI Chatbot 4. End of Life (EOL) 5. Process Mining 6. CNOC 7, Big Data 8. Machine Learning		Yes , You need to consider the licensing an associated cost for the same.
98	Project completion within 180 days from PO/LOA	Page Number 13	Chapter 2 (Schedule)	Project completion/integration time	Given the multiple integrations (WhatsApp, NMS, SIEM, Asset Discovery), can RailTel consider phased delivery (e.g., Core ITSM first, followed by integrations)?		It will be as per Tender Document.
99	Sales Queries	Page Number 34 & Page Number 35	4.A.1, 4.A.5.1 /Documents and Offer Letter	Document and Offer Letter Submission	Kindly confirm if we only need to submit the physical copy of the signed company documents to RailTel office or we need to send out techno-commercial offer documents as well.		It will be as per Tender Document.
100	Bank Guarantee (PBG)	Page Number 38 & Page Number 40	4.A.6, 4.A.8 / Bank Guarantee	Bank Guarantee and Insurance Clause	Since we are only participating as software vendor, Most of the hardware related clauses are not applicable to us. Ex- No Equipment's handover and their insurances are applicable. Please confirm.		Hardware related clauses will be applicable to Hardware only .
101	Chapter 4A – Licensing	Page Number 37	4.A.3, 4.A.4 /Licensing	Software/Hardware Licensing	inMorphis will provide only software and implementation/support services. For any hardware provisioning, RailTel has to provision it as per mutually agreed infrastructure sizing - please confirm		It will be as per Tender Document.
102	Chapter 4A – GST & Duties	Page Number 38	4.A.7.9 /GST/HSN/TAX	GST/HSN/Tax Clarifications	Please confirm GST/HSN treatment for software, services, SMS/WhatsApp. Any RailTel-specific WHT/TDS requirements?		It will be as per Tender Document.
103	Chapter 3A – Central Analytics Tool	Page Number 21	12.8.1–12.8.5	Central Analytics & Chatbot tools	Is there any LLM tool already in place with RailTel? or RailTel expect the proposed solution to integrate with a specific LLM tool in future?		It will be as per Tender Document.
104	Infrastructure	Page Number 12 & Page Number 16	Schedule/Chapter 3A	IT Environments and Hosting	How many environments will RailTel need in overall landscape (DEV, TEST, PROD are minimally recommended) for overall DC and DR		It will be as per Tender Document.

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105	Infrastructure	Page Number 12 & Page Number 27	Chapter 3A, 4.A/Generic	Infrastructure Provisioning	inMorphis recommends to have servers provisioned from RailTel DC and DR for TO BE ITSM solution; please confirm.		It will be as per Tender Document.
106	Infrastructure	Page Number 12 & Page Number 27	Chapter 3A, 4.A/Generic	Infrastructure/hardware sizing	Hardware and detailed infrastructure requirements will be dependent upon the sizing at a later stage, please confirm if RailTel will provision the infrastructure accordingly		It will be as per Tender Document.
107	Infrastructure	Page Number 27	Chapter 3A, 4.A/generic	MariaDB Enterprise for On-prem Hosting	Maria DB enterprise version with high availability and DR is mandatorily required for on premise hosting solution; please confirm the provisioning by RailTel		It will be as per Tender Document.
108	Generic – Roles & Responsibilities	Page Number 27	Chapter 3A, 4.2.2/Generic	Infra, Data, Integration Info for ServiceNow	The following responsibilities will be provided by RailTel, please confirm. 1. infra provisioning for on premise hosting for ServiceNow platform (as per rightsizing of infrastructure) 2. master data readiness/migration inputs for master data e.g. customer master accounts, hierarchy, IT workflows category-subcategory etc. 3. credentials for integrations		It will be as per Tender Document.