

Corrigendum-1

To,

All Eligible Bidder,

Sub: Selection of Business Partner from RailTel's Empaneled Partners for Hiring of IT Recourses for Managing & Sustaining IT services for a period of Three Year for a Customer of RailTel (CoR) located in Delhi.

EOI Ref No.: RCIL/NR/RO/EOI/Mktg/CoR-EOI/2024-25/01/FMS dated 17-JUN-2024

This is with reference to the EOI invited on dated 17-JUN-2024 for the subject as cited above, the revised schedule for bidding process is as under

S. No.	Event Description	Earlier	Modified
1	Last date for submission of Bids against EOI	24-JUN-2024 at 15:00 Hours	25-JUN-2024 at 15:00 Hours
2	Opening of Bids received against EOI	24-JUN-2024 at 15:30 Hours	25-JUN-2024 at 15:30 Hours

Following EOI clauses are modified as under

S. No.	Event Description	Earlier	Modified
1	Clause No. 3.6, Table SN-9 Work Experience	<p>The bidder should have executed project for FMS services during preceding three financial year (current year and Three previous Financial years) as on date of inviting of EOI as per following:</p> <ol style="list-style-type: none"> One similar works costing not less than the amount of Rs. 5.58 Cr. OR Two similar works each costing not less than the amount of Rs. 3.19 Cr. OR Three similar works each costing not less than the amount of Rs. 2.39 Cr. 	<p>The bidder should have executed project for FMS services during preceding three financial year (current year and Three previous Financial years) as on date of inviting of EOI as per following:</p> <ol style="list-style-type: none"> One similar works costing not less than the amount of Rs. 2.89 Cr. OR Two similar works each costing not less than the amount of Rs. 1.93 Cr. OR Three similar works each costing not less than the amount of Rs. 1.45 Cr. <p>Definition of similar work: The similar nature of work shall mean Facility Management Service (with supply of Technical manpower).</p>

		<p>Definition of similar work: The similar nature of work shall mean Facility Management Service (with supply of Technical manpower). Technical Manpower means qualification with BE/B. Tech/M. Tech/MCA/PGCDA/Diploma and any other engineering domain.</p> <p>Any PO where deployment/ Supply of technical manpower is a component shall also be considered.</p>	<p>Technical Manpower means qualification with BE/B. Tech/M. Tech/MCA/PGCDA/Diploma and any other engineering domain.</p> <p>Any PO where deployment/Supply of technical manpower is a component shall also be considered.</p>
2	<p>Clause No. 3.6, Table SN-10 <u>PO in terms of Manpower supplied</u></p>	<p>The bidder must have successfully deployed at least 47 number of Manpower in a single PO in the last three FY</p>	<p>The bidder must have successfully deployed the manpower at customer location(s) as per below in the last three Financial year.</p> <ol style="list-style-type: none"> 1. One PO for at least 30 numbers of Manpower. OR 2. Two PO for at least 25 numbers of Manpower in each PO OR 3. Three PO for at least 20 No. of Manpower in each PO.
3	<p>Clause No. 13 of the EOI</p>	<p>13.1 The CSP shall at its own expense, deposit with department, within fifteen (15) days of the notification of award (done through issuance of the LOA/Purchase Order / Work Order etc.) and communicated through email, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized/ Commercial Scheduled Indian Bank as per the format enclosed in this EOI, payable on demand, for the due performance and fulfilment of the contract by the CSP. This PBG will be for an amount of '05 (%)' of the contract value including all taxes, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. All charges</p>	<p>13.1 The CSP shall at its own expense, deposit with department, within fifteen (15) days of the notification of award (done through issuance of the LOA/Purchase Order / Work Order etc.) and communicated through email, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized/ Commercial Scheduled Indian Bank as per the format enclosed in this EOI, payable on demand, for the due performance and fulfilment of the contract by the CSP. This PBG will be for an amount of '1.83 (%)' of the contract value including all taxes, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. All charges whatsoever such as</p>

		whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the CSP. Besides, if the total BG amount comes upto ₹05 Lakhs, then same may be deposited through DD/RTGS/NEFT. Along with submission of PBG, CSP needs to submit PBG issuing bank's SFMS report. The SFMS report is also to be submitted in case of renewal / extension of PBG.	premium, commission, etc. with respect to the PBG shall be borne by the CSP. Besides, if the total BG amount comes upto ₹05 Lakhs, then same may be deposited through DD/RTGS/NEFT. Along with submission of PBG, CSP needs to submit PBG issuing bank's SFMS report. The SFMS report is also to be submitted in case of renewal / extension of PBG.
4	Clause No. xxxvii in Note 2: of Annexure-12 (New Clause Added) <u>Penalty</u>	-	<p>(a) For non-disbursement of Salary: If partner fails to disburse the salary to the employee deployed at customer location within the stipulated timeline i.e. 5th working day of the following month, Penalty of Rs. 2500/- per day shall be levied and the amount will be deducted from their Invoices. If default continues till the 15th working day of the month, then RailTel may terminate the contract, by giving 7 (seven) days written notice of termination to the bidder.</p> <p>(b) For non-deployment of Resources at customer location: If partner fails to deploy manpower at customer location within the stipulated timeline, Penalty of Rs. 2500/- per day per manpower shall be levied and the amount will be deducted from their Invoices. Note: This deduction on part of bidder i.e. (a) & (b) will not impact the salary of the manpower deployed.</p> <p>(c) For absent of the employee from the job: No payment will be made in case any of the employee is absent on any working day.</p>

All the other terms and conditions will remain same.

GM-Marketing
For RailTel Corporation of India Ltd. /NR

Reply to the Queries raised by Bidders w.r.t. EOI No:-RCIL/NR/RO/EOI/Mktg/CoR-EOI/2024-25/01/FMS dated 17-JUN-2024				
Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
1	Progression Infonet Pvt Limited	1	Stage mean is not clear.	Details about stages is mentioned in the Table of Qualification, Role and Responsibility under Note No. 2 of Annexure-12,
		2	Who will define the salary structure of the manpower and what will be the basis of the salary structure.	Please refer Clause No. (xix) of Note 2 of Annexure-12
		3	Service level agreement is not clear and poor Quality of performance attracts penalty. Hence please define the SLA.	Please refer Clause No. (ii) of Note 2 of Annexure-12 and please Corrigendum-1
		4	SLA penalty is deductible from salary of employee.	Please refer Corrigendum-1
		5	2 extra manpower asked in the EOI whose cost is not part of the estimate Hence same is accordingly defined in estimate.	Bidder has to considered the cost of 2 manpower as mentioned in Annexure-12, Clause 2 of 1.0 and to be incorporated in their total Service Admin Charge..
		6	Payment of the 2 extra manpower is not defined whether back to back or else because it is defined to be deployed at RCIL officeexcluding the manpower required by CoR on back to back basis.	Please refer Clause 2 of 1.0 of Annexure-12.
		7	Contract period of 2 extra manpower please be defined.	Please refer clause 2 of 1.0 of Annexure-12. Bidder shall be responsible to deploy the manpower till the validity of the contract with the end customer.

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Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
2	LRS Services Pvt Ltd	1	Work experience criteria page No.11 point No.9 – Since this is a services tender (Supply and manging the Technical Manpower) and the estimated value ofthe project has been calculated for three year period basis, Seems that work experience criteria is calculated on total estimated cost which restricting the widerparticipation in terms of the Value of the Required PO (single, two and three), Hence we request you to please consider our request to define the Workexperience criteria on the basis of the annual cost for wider participation and competitive bidding	Please refer Corrigendum-1
		2	PO in terms of Manpower supplied page No.11 point No.10 – We have various PO's where we have given FMS services, however 47 engineers in a singlePO is restricting the level playing field for all participants. Hence, we request you to consider our request to amend the clause form 47 engineers in single PO to47 engineers in two Purchase order so that we could be able to participate in the said tender.	Please refer Corrigendum-1
		3	The RFP mentions that any penalty levied by the client will be passed on to the CSP, however there is no clause in the RFP mentioning the details of penalty &SLA.	Please refer Corrigendum-1
		4	Request you to kindly share the existing salary details of the technical staff currently deputed at COR to understand the minimum cost which has to be incurred,so that bidder can accordingly quote the administrative price also request you to kindly clarify in a situation if the cost of any technical staff is above the pricementioned in the EOI then I that case who will bear the extra cost.	Please refer Clause No. (xix) of Note 2: of Annexure-12. RailTel will not bear any additional beyond the estimated cost as mentioned in the EOI.
		5	Since this is a services tender (Supply and manging the Technical Manpower) and the estimated value of the project has been calculated for three year period basis, Seems that work experience criteria is calculated on total estimated cost which restricting the wider participation in terms of the Value of the Required PO (single, two and three), Hence we request you to please consider our request to define the Work experience criteria on the basis of the annual cost for wider participation and competitive bidding	Please refer Corrigendum-1
		6	The bidder must have successfully deployed at least 47 number of Manpower in a single PO in the last three FY OR The bidder must have successfully deployed at least 40 number of Manpower in atleast two PO in the last three FY	Please refer Corrigendum-1

Reply to the Queries raised by Bidders w.r.t. EOI No:-RCIL/NR/RO/EOI/Mktg/CoR-EOI/2024-25/01/FMS dated 17-JUN-2024				
Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
3	Techinfy Solutions Private Limited	1	Is it managed services tender or manpower hiring tender?	Please refer Scope of work. It is a case of manpower hiring of IT resources
		2	In case it is manpower hiring tender, please advise the salary structure prevailing in the CoR to establish the minimum expenditure for quoting servicing administrative charges.	Please refer Clause No. (xix) of Note 2: of Annexure-12
		3	In case the salary structure of specific person may require to pay above the structure provided vide point 2, then will RailTel provide the extra charges?	No extra payment shall be made by the RailTel
		4	What is the SLA penalty clause in this tender.	Please refer Corrigendum-1
		5	Kindly extend the submission date of the tender by 4-5 days.	Please refer Corrigendum-1

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Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
4	Corporate Infotech Private Limited (CIPL)	1	Estimate is excluded with salary of 2 extra manpower to be deployed at RailTel shastri Park. Pleaseadvise on this point.	Bidder has to considered the cost of 2 manpower as mentioned in Annexure-12, Clause 2 of 1.0 and to be incorporated in their total Service Admin Charge
		2	Payment terms of 2 extra manpower is not defined.	Bidder has to considered the cost of 2 manpower as mentioned in Annexure-12, Clause 2 of 1.0 and to be incorporated in their total Service Admin Charge
		3	Contract period of 2 extra manpower please be defined.	Please refer Clause 2 of 1.0 of Annexure-12. Contract of 2 manpower as mentioned in Clause 2 of 1.0 of Annexure-12 shall be till the validity of the contract with the end customer.
		4	Please define the SLA deduction limit. Same is deductible in salary of the Manpower?	Please refer Corrigendum-1
		5	Without salary structure, estimation of the expenditure is not possible. Please advise the salarystructure.	Please refer Clause No. (xix) of Note 2: of Annexure-12
		6	Service admin charges are possible in pure manpower case where the technical manpower is notrequired. Since this is a case of technical manpower the salary may vary case to case and keeping aspecific service admin margin is not possible. In such case gap can't be defined explicitly. Hence either salarystructure may be defined to quote service admin charges or else commerical format may be proposed in valueterms to be quoted against estimation for 47 manpower or 49 manpower.	No change in Price bid format
		7	It is not clear whether 47 manpower is required or 49 manpower. Please advise.	Please refer Clause No. 1 & 2 of the 1.0 of Annexure-12
		8	(CIPL has requested for extension atleast by 30.06.2024).	Please refer Corrigendum-1

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Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
5	TNSPL	1	Clause 7.1 Bid of Interested partners shall remain valid for the period of 180 days from the last date of submission of EOI,as mentioned in this EOI document. Clause 7.2 it should be ensured by the interested partner that their PBG related to thee mpanelment should have a minimum validity of 90 days from the last date of extended bid validity period. Kindly Clarify Bid Validity is required for 90 Days or 180 Days.	These two Clauses are different. One is EOI Bid validity and one is for empanelment as partner with RailTel. Bid validity is required for 180 Days.
		2	Clause 13 PBG This PBG will be for an amount of '05 (%)' of the contract value including all taxes. Request You to take PBG of 5% @ per year Order value instead of for 3 Years at a time. It will help to reduce the financial burden for interested bidders	Please refer Corrigendum-1
		3	Note 2: Scope of Work Includes: (xix) The remuneration / salary payable to such outsource employees shall be calculated on the basis of the formula asbelow. Remuneration of the Employee is to be fixed on the basis of the below calculation: a. Total Yearly Cost as per SOR:e.g. Rs. 100 b. Bidder Quoted Service admin Charge: e.g. 10% c. The CTC of the employee: Rs. 100 – Rs. 100 * 10% =Rs. 90. Each of the outsource employees should be provided with a pay slip every month. If asked skill set is not coming in given salary structure and the bidder needs to pay more for the asked skilled person,Railtel will pay as per salary payable plus Service admin Charge, kindly clarify.	It is bidder responsibility to provide the manpower of the required skill set and experience as mentioned in the Annexure-12 within the estimated cost which include the Salary of the Employee and Bidder Service Admin Charge. No Extra payment shall be made by the RailTel.
		4	EoI dated 17-JUN-2024, Submission date is 24 June and this is very short notice to respond and bid such a complex EoI.You are requested to give one more weeks' time for fair competition among the interested bidders.	Please refer Corrigendum-1

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Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
6	Infinite Computer Solution Ltd.(ICS)	1	Schedule of Event- Last date for submission of Bids against EOI : 24-JUN-2024 at 15:00 Hours We sincerely request to extend the bid submission date by one week please.	Please refer Corrigendum-1
		2	PO in terms of Manpower supplied: The bidder must have successfully deployed at least 47 number of Manpower in a single PO in the last three FY. Bidder has to submit the detail of PO and number of Technical manpower deployed The ask of 47number of manpower does not commensurate with the value of the PO vlaues asked in the elligibility clause no.9 "Work Experience" . The value of 47resources will over shot the asked values which contrary. Therefore, we sincerely request to reduce the ask of deployed manpower in a single PO from 47 to 15. For example if you take the average salary of resources as Rs.1,00,000/- per month then, for a single PO value of Rs.5.4Cr in last 03 years the count of manpower comes out to be 15 by calculation - $15 \times 100000 \times 36 = 5.4\text{Cr}$.	Please refer Corrigendum-1
		3	Total Service Admin Charge % Does this service admin charge % should include PF,ESIC,Medical Insurrance, Accidental Insurrance & operating margin of bidder also. Kindly clarify.	Please refer Clause No. (xix) of Note 2: of Annexure-12
		4	Total cost per month including Service Admin Charge: $f = e \times d$ In this formula the should the service admin charges be included to arive at the estimated value of project Rs.15,91,75,113/-	Please refer Clause No. (xix) of Note 2: of Annexure-12
		5	1.0 SCOPE OF WORK Kindly clarify is it a manpower hiring project or managed services kind of project.	Please refer Scope of work. It is a case of manpower hiring of IT resources
		6	1.0 SCOPE OF WORK If it is managed service project then what are the services to be managed by the deployed manpower. Kindly clarify.	Please refer Scope of work. It is a case of manpower hiring of IT resources.
		7	Business Partner has to deploy 2 numbers of manpower in addition to the above with following qualification for placement at RCIL RO office at Shashtri Park for handling the project Where the cost of these two additional manpower to be quoted , should it be included in the service admin charges itself and how its payment will be made. Please clarify.	Bidder has to considered the cost of 2 manpower as mentioned in Annexure-12, Clause 2 of 1.0 and to be incorporated in their total Service Admin Charge

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Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
		8	<p>Selection of Business Partner from RailTel's Empaneled Partners for Hiring of IT Recourses for Managing & Sustaining IT services for a period of Three Year for a RailTel customer located in Delhi.</p> <p>Kindly share the name of the end customer as the cost of manpower & statutory compliance get changes from place to place since the end customer may have offices in other state as well where the manpower may be deployed . Hence, we request the share the list of all the locations of the end customer where the manpower will be dployed to estimate the cost & comply with the statutory requirement of that particular state.</p>	Hired manpower shall be placed at Customer Office located in Delhi. Complete address detail shall be provided with the successful bidder.
		9	<p>Performance criteria of Manpower</p> <p>The performance criteria for the manpower is not defined on the basis on which the replacement need to be provided or appraisals are to be conducted. Please clarify.</p>	Please refer Clause No. (ii) of Note 2: of Annexure-12.
		10	<p>Partner shall be required to provide backup manpower on next working day as per requirement for customer of RailTel with replacement within 15 working days.</p> <p>This is practically not possible to provide replacement with 15days since the new person also need to service minimum 01month notice to their existing employer to relieve. Therefore, it should be minimum 45days in lieu of 15 days. Kindly amend this clause.</p>	No change

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Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
7	M/s. Inspirisys Solution Limited	1	The bidder must have cumulative turnover of at least Rs 45 Cr. in the previous three financial years and the current financial year up to the date of inviting of EOI. As this bid is approx 15 Cr bidder turnover must be atleast 3 times	No change
		2	The bidder must have successfully deployed at least 47 number of Manpower in a single PO in the last three FY OR The bidder must have successfully deployed at least 40 number of Manpower in atleast two PO in the last three FY	Please refer Corrigendum-1

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Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
8	Infintrix Global Limited	1	The bidder must have successfully deployed at least 47 number of Manpower in a single/ different PO in the last three FY	Please refer Corrigendum-1

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Sr. No.	Bidder Name	SN	Query/representation	RailTel Reply
9	M/s. Binary Global Limited	1	Request you to kindly dilute this point or have deployed 47 number of resources in last three years	Please refer Corrigendum-1