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Dated: 06.08.2024

RailTel Corporation of India Ltd
(A Government of India Enterprise)
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Plate-A, Kidwai Nagar, New Delhi,
Delhi 110023
Website: www.railtelindia.com

Corrigendum –IV

Sub: Request for proposals for “EMPANELMENT OF PARTNERS FOR DELIVERY OF SMPP SHORT CODE MESSAGING ALERTS SERVICES”.

Ref: i) This office EOI No. RailTel/EOI/CO/Mktg/2024-25/SMPP Messaging Services/10 dtd 14.06.2024
ii) Corrigendum-I dtd 08.07.2024
iii) Corrigendum-II dtd 16.07.2024
iv) Corrigendum-III dtd 30.07.2024

रेलटेल कारपोरेशन ऑफ़ इंडिया लिमिटेड (भारत सरकार का उपक्रम)
RailTel Corporation of India Ltd. (A Government of India Undertaking)
CIN: U64202DL2000GOI107905

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1. With reference to EOI No. RailTel/EOI/CO/Mktg/2024-25/SMPP Messaging Services/10 dtd 14.06.2024, the last date of submission of bid is extended from 06.08.2024 to 20.08.2024 up to 15:00 Hrs. All the submitted bids will be opened at 15:30 Hrs. on 20.08.2024.

2. With reference to above EOI, following are amendments in the EOI as mentioned below:

SN.	Clause No.	Previous Clause	Revised Clause
1.	Cost of EOI documents:	Cost of EOI document is Rs. 5900/- inc. taxes.	<p>Bidder is required to deposit Rs. 2,00,000/- (Rs. Two Lakh only) as non-refundable Empanelment/EOI fees.</p> <p>At the time of any specific inquiry from RailTel customer, empaneled partner may be required to submit refundable earnest money deposit and performance bank guarantee as per customer requirement.</p>
2.	Point no. 1, Commercial Terms & Conditions, Chapter-1 (Page no. 5) of EOI Document:	This EOI response is invited from all eligible Telecom Operators having Unified License of Access Services or any other equivalent licenses from Deptt. Of Telecommunication, Govt. of India and currently offering SMS services.	This EOI response is invited from all eligible Telecom Operators having Unified License of Access Services from Deptt. of Telecommunication, Govt. of India and currently offering SMS services.
3.	Point no. 2, Commercial Terms & Conditions, Chapter-1 (Page no. 5) of EOI Document:	Prices quoted shall remain firm and binding (without any escalation whatsoever) for a period of five (5) years from the date of signing of the contract however extendable to further years basis on Quality,	Prices quoted shall remain firm and binding for a period of five (5) years from the date of signing of the contract however extendable to further years basis on Quality, Performance and

		Performance and Pricing at given time on discretion of RailTel.	Pricing at given time on discretion of RailTel.
4.	Point no. 4, Commercial Terms & Conditions, Chapter-1 (Page no. 5) of EOI Document:	In case of any upward escalation in prices as per TRAI/Govt./Govt. Agencies guidelines, which are more than 10% of the final accepted price, RAILTEL may invite successful bidder for negotiations. Bidder has to provide certificate from TRAI/Govt./Govt. Agencies clearly indicating the revised rates for SMPP alert services (Transactional/ Promotional). The certificate should also mention that the new rates are applicable to RAILTEL and are uniformly charged by service providers.	In case of any upward escalation in prices as per TRAI/Govt. guidelines, RAILTEL may invite successful bidder for negotiations. Bidder has to provide certificate from TRAI/Govt. clearly indicating the revised rates for SMPP alert services (Transactional/ Promotional). The certificate should also mention that the new rates are applicable to RAILTEL and are uniformly charged by service providers.
5.	Point no. 5, Commercial Terms & Conditions, Chapter-1 (Page no. 5) of EOI Document:	RailTel shall negotiate commercial with Telecom operators for any specific opportunity, business & market needs and volumetric scalability.	RailTel shall invite commercial bid from all empaneled partners for any specific opportunity for its future customers. Work will be awarded based on L1 rates. These rates will not be used as reference rate for any other requirement.
6.	Clause 3.1, Scope of Work, Chapter- 3 (Page no. 7) of EOI Document:	The solution offered should provide Push and Pull based SMPP alert services to RAILTEL for providing	The solution offered should provide Push and Pull based SMPP alert services to RailTel for providing these services to

		these services to Railtel and its onboarded Customers. The integration cost, wherever applicable, will be borne by the bidder.	RailTel and its future Customers. The integration cost, wherever applicable, will be borne by the bidder.
7.	Point no. 7, Bid Data Sheet, Chapter- 2 (Page no. 6) of EOI Document:	<p>Security Deposit/Performance Bank Guarantee</p> <p>Performance Bank Guarantee of Rs 10,00,000/- is required to be submitted within 30 days of issue of LOI/Letter of Empanelment. Validity of this PBG shall be 39 months from the date of contract.</p>	<p>Security Deposit/Performance Bank Guarantee</p> <p>As per Clause 3.32.</p>
8.	Clause 3.32, Security Deposit/Performance Bank Guarantee, Chapter- 3 (Page no. 17) of EOI Document:	The successful bidder shall submit PBG of Rs. 10,00,000/- (Rs. Ten Lakh only/-) towards security deposit in the form of FDR or online transfer or irrevocable Bank Guarantee within 30 days of issue of purchase order/LOA/LOI, 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, from any scheduled bank for due fulfillment of contract. The bank guarantee will be	The empaneled partner is required to submit PBG if required by RailTel customer towards security deposit in the form of FDR or online transfer or irrevocable Bank Guarantee within 30 days of issue of confirmed purchase order/LOA/LOI, 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, from any scheduled bank for due fulfillment of contract. The bank guarantee will be valid for 39 months

		valid for 39 months from the date of contract and may be extended for further period as required by the RAILTEL	from the date of contract and may be extended for further period as required by the RAILTEL.
9.	Clause 3.31, Submission of Offers of EOI, Chapter- 3 (Page no. 17) of EOI Document:	The response to this EOI should be duly submitted though mail as per clause 3.3.1 with following documents:	The response to this EOI should be duly submitted though e-Nivida portal as per clause 3.3.1 with following documents:

3. Response to SMS EOI Queries is attached as Annexure-I.

4. All other terms & conditions are as per EOI.

Anand Singh Chandel

GM/VAB/CO

Annexure-I (Response to Bidders Queries)

1. Reliance Jio Info comm Limited						
SN.	Section No.	Clause No.	Page No.	Content in RFP	External Queries	RailTel Response
1	3.1		7	The solution offered should provide Push and Pull based SMPP alert services to RailTel for providing these services to RailTel and its onboarded Customers. The integration cost, wherever applicable, will be borne by the bidder.	Details and Estimated Numbers of RailTel Onboarded customers? Dose RailTel on boarded customers have there own separate DC, DR infra , where in the separate integration is required.	The number of client estimations is not feasible, as the same is linked with business progression. Customers need not have any DC/DR as RailTel will offer cloud-based service from its own data centers.
2	3.2	3	8	The Bidder should have DR capability to send alerts from atleast two geographical locations for ensuring business continuity.	Normally there is Only one DC and subsequent one DR facility is utilised, The clause may be suitably modified accordingly	RailTel needs SMPP binds from service provider (SMSC) from minimum of 2 different locations geographically.
3		3.11	12	3.11 SERVICES AVAILABILITY PENALTY	Request for following exception for no-penalty due to recipient Mobile problem <ul style="list-style-type: none"> • Invalid mobile no., number does not exist or Unidentified/unknown subscriber • The subscriber is offline in the network (the handset being switched off). • Call barred / SMS services not configured or Recharge not done • The subscriber's mobile service has been suspended by 	Service availability penalty mentioned in Clause 3.11 is associated with issues from telecom operators network part and not from end users part.

					<p>the operator.</p> <ul style="list-style-type: none"> • Unknown Subscriber / Subscriber not present in network from last 72 Hours • Mobile Subscriber Equipment error • Handset Memory - There has been a mobile subscriber equipment error whereas the handset memory has been exceeded. • The number was flagged as blocklisted in the DND (Do Not Disturb) blocklist provided by the operator. • Network failure; but after at-least 3 re-sent trials. 	
4		3.14	13	3.14 TERMINATION CLAUSE	<p>We request that such termination shall restricted to breach directly and solely attributable to bidder and there shall be cure period as mutually greed between to rectify the breach before issuance of termination notice Also we request not to terminate the contract for convenience owing to huge capex investment.</p>	No Change. It is standard clause in RailTel tenders.
5		3.30	16	3.30 Force Majeure Clause	<p>If Services are provided during FM event then bidder shall be liable for its dues.</p>	No Change. It is standard clause in RailTel tenders.

6		Additional		Limitation of Liability	Requesting customer to cap over liability of bidder to Annual charges received by Bidder under this RFP. Neither party shall be liable to the other under these terms for indirect, special, incidental, consequential, exemplary or punitive damages even if the parties are aware of such possibilities.	No Change. It is standard clause in RailTel tenders.
7		Additional		Documents to be executed by Customer	The Provision of services by the bidder and use of the same by the Customer will be as per T&C of the unified license, in compliance with applicable laws. 2. Customer shall execute documents as may be required for subscribing to the services in compliance with regulatory requirement.	Noted.
2. TATA COMMUNICATIONS						
SN.	Section No.	Clause No.	Page No.	Content in RFP	External Queries	RailTel Response
8	4	Commercial Bid		ILDO Route inbound (originating from Foreign Destination and terminating in India)	Which foreign destination traffic is expected to be originated from?	Traffic can be originated from any of the foreign destination.
9	16	Other Terms and	b)	The calculation for number of SMS sent would be based on all SMS sending transactions issued	Is RailTel looking for on premise solution	RailTel already has on premise solution at RailTel's own data centers. RailTel

		Condi tions		by applications installed at RailTel.		needs only SMPP binds from telecom operators.
10	24	TECHNICAL REQUIREMENTS AND SPECIFICATIONS	1	The solution offered should provide Push and pull-based SMPP Services to the RailTel. For providing these services the offered solution should integrate with existing platforms deployed at RailTel. The integration cost, wherever applicable, will be borne by the bidder.	Is short code or Long code services also required on SMPP? (Incoming SMS)	Long and Short code services will be required through APIs.
11	24	TECHNICAL REQUIREMENTS AND SPECIFICATIONS	2	The solution offered should integrate with applications at the DC and DR sites of the RailTel, including test setup if required. Site Addresses: RailTel DC Site: B-Block, Rail Nilayam, Secunderabad-500071. RailTel DR Site: Plot No. 143, Institutional Area, Sector 44, Gurgaon, Haryana-122003.	Bidder can support in guiding for the integration and configuration of SMPP services. RailTel technical team would be doing the integration & configuration on its application or It is expected to be done by the bidder.	RailTel needs only SMPP binds from telecom operators.
12	24	TECHNICAL REQUIREMENTS AND SPECIFICATIONS	3	SMPP service is required that supports Pull SMPP for receiving requests from its customers. The SMPP solution should permit them to pull the status of his/her service request by sending SMS in pre-specified formats (SMPP Codes such as BAL, USAGE, VALID, etc.).	On receiving the incoming message on long code or short code, Bidder has to identify the keyword and accordingly Send the status or outgoing message to customer with details relevant to customer. Is understanding correct?	Message APIs to be shared by operators. Report APIs will be shared by RailTel.
13					Would RailTel provide the API to fetch the details corresponding to Number and	Operator to provide APIs to RailTel.

					keyword? What would be the flow	
14					Is there any middleware required to be installed at RailTel Premises. Some on premises solution?	No Middleware is required to be installed at RailTel premises.
15	24	TECHNICAL REQUIREMENTS & AND SPECIFICATIONS	8	The bidder should have the capability to interface with any of the RailTel live applications at a future date without any cost. The SMPP Services should have the capability to meet this requirement without any change in its functionality	Does Bidder has to provide SMPP client also? And Is this server required to be deployed on RailTel Premises?	No Bidder does not have to provide SMPP client. RailTel needs only SMPP binds from telecom operators.
16	24	TECHNICAL REQUIREMENTS & AND SPECIFICATIONS	12	The API should support the encryption-decryption for the entire API parameters supporting DES/ 3DES/ AES algorithm	Is encryption and Decryption required in transit of the SMS traffic?	Encryption and Decryption not required in transit of the SMS traffic.
17	25	TECHNICAL REQUIREMENTS & AND SPECIFICATIONS	13	The bidder's system/solution should handle URL based communication, both secured (https) and normal (http) based communication and the messages should be delivered to a specific port, if the port is provided in URL.	Is URL based API also required? Port mentioned here would be for incoming message forwarding to RailTel URL?	URL based API Not required.

18	25	TECHNICAL REQUIREMENTS & AND SPECIFICATIONS	24	The online mechanism in real time mode has to be provided for SLA enforcement with regard to the Uptime of Push/Pull Service and Delivery of Push SMS Alerts, along with the flexibility to generate MIS on daily/ weekly/ fortnightly/ monthly/ specified date range basis.	Is this clause refers to the Online (Web portal) report for SMS delivery?	Operators needs to share live panel with RailTel.
19	26	TECHNICAL REQUIREMENTS & AND SPECIFICATIONS	30	It is the responsibility of the Bidder to change/upgrade/customize its infrastructure/solution at all levels for ensuring the compliance to statutory, regulatory guidelines from RBI, TRAI, IRDA, IBA, MASTER CARD and VISA, Rupay, Amex etc. at no extra cost to RailTel.	Service provider or telecom company is regulated by TRAI. Hence, compliance with RBI and other financial regulators does not applicable here. Compliance to TRAI would be enough?	As per EOI document.
20	26	TECHNICAL REQUIREMENTS & AND SPECIFICATIONS	33	DLT and content template approval and processing compliance will be responsibility of the bidder/service provider.	Does bidder have to register the templates on RailTels behalf? Login to DLT portal with User credentials can be done by Client only. RailTel would be registering the templates at DLT for Approval. Is the understanding correct	DLT registration will be done by end clients only.
21	27	TECHNICAL REQUIREMENTS & AND	35	For SMPPs, solution should provide features including but not limited to below, in addition to other features specified in the EOI: a) Online Website/Portal based	RailTel is looking for web Interface for bulk upload of numbers to send the SMS traffic to its customers. This is the only requirement here.	RailTel has already system/solution for handling SMS. From operator end, Live panel is needed for Performance, Reports, DLRs etc.

		SPECIFICATIONS		<p>access</p> <p>b) Menu Driven Graphical User Interface (GUI) based access</p> <p>c) User ID/Password based access to website/portal</p> <p>d) Facility of Admin Users to create/modify/delete/maintain users for various locations.</p> <p>e) Sending SMPP to one/many mobile numbers</p> <p>f) Upload of Mobile Numbers through Excel and Txt formats</p> <p>g) Scheduling SMPP</p> <p>h) Provision of Web-based reports for download in Excel/Txt/PDF Format.</p> <p>i) MIS for SMPPes user ID wise, period wise, date wise, status wise (delivered, undelivered) etc for SMPP alerts sent.</p>	SMPP here means SMS. Is the understanding correct?	
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3. SMART PING (V-CON)

S.N	Section No.	Clause No.	Page No.	Content in RFP	External Queries	RailTel Response
22				The bidding company should have telecom unified licence to provide SMPP services for the last five years till date of floating of EOI.	The Bidder or any of its holding/subsidiary/group entity should be a licensed Telecom Service Provider having a Unified Access Licence (UL).	No Change in Tender Condition
23				The Bidder should have DR capability to send alerts from at least two geographical locations for ensuring business continuity.	Not Applicable if the Bidder or any of its holding/subsidiary/group entity is a licensed Telecom	No Change in Tender Condition.

				Bidder to provide address of locations from where short code messaging services can be sent.	Service Provider having a Unified Access Licence (UL).	
24				The bidder must have unified License issued by DOT to operate mobile services PAN India	Not Applicable if the Bidder or any of its holding/subsidiary/group entity is a licensed Telecom Service Provider having a Unified Access Licence (UL). Providing authorization for NLD and Access services.	No Change in Tender Condition.
25				Bidder should submit the audited financial statement for last 3 previous for the FY 2021-22, 2022-23, 2023-24.	Bidder should submit the audited financial statement for last 3 previous for the FY 2021-22, 2022-23, 2023-24.	No Change in Tender Condition.
26				The bidder should own his DLT node as per TRAI TCCCPR 2018 REGULATION and should be assigned registrar role as per TCCCPR 2018.	The Bidder or any of its holding/subsidiary/group entity should own his DLT node as per TRAI TCCCPR 2018 REGULATION and should be assigned registrar role as per TCCCPR 2018.	No Change in Tender Condition.
27				The bidder will provide all the requisite hardware and software required for the SMS and missed call banking. The architecture of Missed call and SMS banking solution will be uniform with SMS gateway solution in terms of Hardware, Software, High availability in Production setup, UAT setup, DR setup etc.	Not applicable for ILDO Route inbound & ILDO Route outbound. International price change based on country ruling.	No Change in Tender Condition.
				Features of the Transparency & Traceability(T&T) Portal:		

				TRAI Directive dated 16th February 2023		
29				Ensure traceability of messages from PE to the recipient at all times in all modes of transmission by obtaining from the PE the complete chain of the telemarketers engaged by such PE, including the registered telemarketers used in the chain between PE and OAP, for transmission for each message;		Request not accepted.
30				Reject all messages where the chain of TMs is not defined or does not match;	POC & Demo required within 15 days of Bid submission.	Request not accepted.
31				Bar all telemarketers, who are not registered on Distributed Ledger Technologies (hereinafter referred to as "DLT") platform from handling the content template, scrubbing and delivery of messages to Access Provider;	POC & Demo required within 15 days of Bid submission.	Request not accepted.
32				Take measures to stop misuse of headers and content templates by any registered telemarketer or unauthorized telemarketers for transmission of such messages;	POC & Demo required within 15 days of Bid submission.	Request not accepted.
33				Ensure that PEs or their authorised telemarketers in the chain do not engage any unregistered telemarketers or telemarketers using telephone numbers for transmission of their messages; and	POC & Demo required within 15 days of Bid submission.	Request not accepted.

34				Share the Delivery Report (hereinafter referred to as "DLR") with PEs, in form of total count of messages delivered, through a system generated report and to also make necessary arrangements for cross verification of the same by PEs on case-to-case basis, provided that confidentiality of the data shared is ensured by them.	POC & Demo required within 15 days of Bid submission.	Request not accepted.
35				Ensure the use of only whitelisted URLs / Apks / OTT links / call back numbers in the content template;	POC & Demo required within 15 days of Bid submission.	Request not accepted.
36				Ensure that, in case of an URL containing both fixed and variable parts, the fixed part of URL is whitelisted;	POC & Demo required within 15 days of Bid submission.	Request not accepted.
37				Monitor the use of content templates and further, stop any misuse of special templates;	POC & Demo required within 15 days of Bid submission.	Request not accepted.
				Technology Certifications		
38				CMMI-L3	The Bidder or any of its holding/subsidiary/group entity should have the following certifications.	No change in Tender condition.
				IEC/ISO 9001:2015		
				ISO/IEC 27001:2013		
				SOC-1, Type 2		
				SOC-2, Type 2		