

Tender Number: **RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319** Date: 15/07/2016

Request for Proposal  
For  
Supply, Implementation, Installation, Commissioning and  
Maintenance of Mail Messaging Solution

RailTel Corporation of India Ltd.

Plot No. 143, Institutional Area, Sector -44

Gurgaon-122003, Ph: 0124-2714000, Fax: 0124-4236084

E-Mail: [pawan@railtelindia.com](mailto:pawan@railtelindia.com) Website: [www.railtelindia.com](http://www.railtelindia.com)

Date: 15 July 2016

<b>1</b>	<b>LIST OF ABBREVIATIONS &amp; INTERPRETATIONS.....</b>	<b>6</b>
<b>2</b>	<b>INVITATION FOR TENDER OFFER.....</b>	<b>7</b>
2.1	PURPOSE OF THIS RFP .....	7
2.2	DISCLAIMER.....	7
2.3	DURATION OF CONTRACT.....	8
<b>3</b>	<b>INSTRUCTION TO BIDDER.....</b>	<b>9</b>
3.1	BID PROCESS.....	9
3.2	BID DATA-SHEET.....	9
3.3	BID VALIDITY PERIOD .....	10
3.4	RAILTEL'S RIGHT TO ACCEPT ANY BID OR REJECT ALL BIDS.....	10
3.5	SIGNING AUTHORITY.....	11
3.6	TWO-STAGE BIDDING PROCESS .....	11
3.7	COMMERCIAL BID .....	12
3.8	SUBMISSION OF BIDS.....	12
3.8.1	<i>Structure of bid .....</i>	<i>12</i>
3.9	LATE BIDS.....	14
3.10	OPENING OF BIDS .....	14
3.11	CLARIFICATION OF BIDS.....	14
3.12	ADDRESS FOR COMMUNICATION .....	15
3.13	TECHNICAL PROPOSAL CONTENT .....	15
3.14	NON-TRANSFERABLE TENDER .....	17
3.15	SOFT COPY OF TENDER DOCUMENT .....	17
3.16	PRE-BID MEETING.....	17
3.17	REJECTION OF BIDS .....	18
3.18	LEGAL COMPLIANCE .....	18
3.19	AMENDMENT OF CONTRACT .....	18
<b>4</b>	<b>PRE-QUALIFICATION CRITERIA.....</b>	<b>19</b>
4.1	PRE-QUALIFICATION CRITERIA FOR SOR-A .....	19
4.2	PRE-QUALIFICATION CRITERIA FOR SOR-B.....	21
<b>5</b>	<b>RAILTEL'S BACKGROUND .....</b>	<b>24</b>
5.1	ORGANIZATION STRUCTURE .....	24
5.2	RAILTEL'S SERVICE OFFERING.....	24
5.3	ENVISAGED ARCHITECTURE .....	26
<b>6</b>	<b>SCOPE OF WORK .....</b>	<b>27</b>
6.1	SCOPE OF WORK (FOR SOR-A).....	27
6.1.1	<i>Supply of Unified Communication based mail messaging solution .....</i>	<i>28</i>
6.1.2	<i>Hardware sizing .....</i>	<i>29</i>
6.1.3	<i>Implementation services .....</i>	<i>30</i>
6.1.4	<i>Operations and maintenance services .....</i>	<i>33</i>
6.1.5	<i>Exit management scope.....</i>	<i>36</i>
6.1.6	<i>Governance structure .....</i>	<i>37</i>

# RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

6.2	SCOPE OF WORK (FOR SOR-B) .....	38
6.2.1	<i>Supply of Basic mail messaging solution</i> .....	39
6.2.2	<i>Hardware sizing</i> .....	40
6.2.3	<i>Implementation services</i> .....	41
6.2.4	<i>Operations and maintenance services</i> .....	44
6.2.5	<i>Service Window</i> .....	47
6.2.6	<i>Exit management scope</i> .....	47
6.2.7	<i>Governance structure</i> .....	48
<b>7</b>	<b>EVALUATION PROCESS</b> .....	<b>49</b>
7.1	OBJECTIVE OF EVALUATION PROCESS .....	49
7.2	DETAILED TECHNICAL EVALUATION PROCESS .....	49
7.2.1	<i>Pre-qualification bid evaluation</i> .....	49
7.2.2	<i>Technical bid evaluation</i> .....	50
7.2.3	<i>Commercial bid evaluation (applicable for both SOR-A and SOR-B)</i> .....	56
7.2.4	<i>Selection of winning bidder (applicable for both SOR-A and SOR-B)</i> .....	57
<b>8</b>	<b>SERVICE LEVEL AGREEMENT</b> .....	<b>58</b>
8.1	SERVICE LEVELS & PENALTIES .....	58
8.2	PENALTIES FOR DELAYED IMPLEMENTATION .....	60
8.3	AT-RISK AMOUNT .....	61
<b>9</b>	<b>TERMS AND CONDITIONS</b> .....	<b>61</b>
9.1	UNDERTAKING .....	61
9.2	BIDDER CLARIFICATION AND RAILTEL'S RESPONSES .....	62
9.3	AMENDMENTS TO RFP .....	62
9.4	EARNEST MONEY DEPOSIT .....	62
9.5	RAILTEL'S RIGHT TO TERMINATE THE PROCESS .....	63
9.6	DEFAULTS AND DELAYS .....	63
9.7	PENALTIES FOR DELAYS IN COMPLETION .....	64
9.8	DISQUALIFICATION .....	64
9.9	TERMINATION OF CONTRACT OWNING TO DEFAULT OF BIDDER .....	66
9.10	RIGHT OF RAILTEL AFTER TERMINATION OF CONTRACT OWING TO THE DEFAULT OF BIDDER .....	67
9.11	CONFLICT OF INTEREST .....	67
9.12	GOVERNMENT RESTRICTIONS .....	68
9.13	TAXES .....	68
9.14	INSURANCE .....	68
9.15	INSURANCE OF MATERIALS AND INSTALLATIONS .....	68
9.16	FORCE MAJEURE .....	69
9.17	SETTLEMENT OF DISPUTES AND ARBITRATION .....	69
9.18	INTELLECTUAL PROPERTY RIGHTS .....	69
9.19	SUB-LETTING OF WORK .....	70
9.20	VARIATION IN QUANTITIES .....	70
9.21	AWARD OF CONTRACT .....	70
9.21.1	<i>Notification of award</i> .....	70
9.21.2	<i>Agreement</i> .....	70

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging  
Solution

9.21.3	<i>Signing of contract</i> .....	70
9.21.4	<i>Performance Bank Guarantee</i> .....	71
9.21.5	<i>Contract finalization &amp; award</i> .....	71
9.21.6	<i>RailTel's right to accept any proposal and to reject any or all proposals</i> .....	71
9.21.7	<i>Liquidated damages</i> .....	72
9.21.8	<i>Failure to agree with terms &amp; conditions of the RFP</i> .....	72
9.22	PAYMENT SCHEDULE.....	72
9.22.1	SOR-A .....	72
9.22.2	SOR-B.....	73
9.23	PAYMENT TERMS .....	73
<b>10</b>	<b>ANNEXURE.....</b>	<b>75</b>
10.1	ANNEXURE 1A: FUNCTIONAL AND TECHNICAL SPECIFICATIONS .....	75
10.2	ANNEXURE 1B: FUNCTIONAL AND TECHNICAL SPECIFICATIONS.....	76
10.3	ANNEXURE 2: TECHNICAL BILL OF MATERIAL .....	77
10.3.1	<i>Software</i> .....	77
10.3.2	<i>Environmental/supplementary software</i> .....	77
10.4	ANNEXURE 3A: BANK GUARANTEE PERFORMA FOR EARNEST MONEY DEPOSIT (EMD).....	78
10.5	ANNEXURE 3B: TECHNICAL BID FORMAT .....	80
10.6	ANNEXURE 3C: COMMERCIAL COMPLIANCE CERTIFICATE.....	82
10.7	ANNEXURE 3D: PROPOSED AGENCY PROFILE .....	84
10.8	ANNEXURE 3E: CONFIRMATION OF TERMS AND CONDITIONS .....	85
10.9	ANNEXURE 3F: TENDER OFFER COVER LETTER .....	86
10.10	ANNEXURE 3G: PROPOSED TEAM PROFILE .....	88
10.11	ANNEXURE 3H: MANUFACTURER'S AUTHORIZATION FORM.....	89
10.12	ANNEXURE 3I: PERFORMANCE BANK GUARANTEE FORMAT .....	91
10.13	ANNEXURE 4: SUBMISSION CHECK LIST .....	93
10.14	ANNEXURE 5A: CONFIRMATION OF ELIGIBILITY .....	94
10.15	ANNEXURE 5B: CONFIRMATION OF ELIGIBILITY .....	96
10.16	ANNEXURE 6A: COMMERCIAL BILL OF MATERIALS .....	98
10.16.1	<i>Cost Sheet – Unified communication based mail messaging solution</i> .....	98
10.16.2	<i>Table 1</i> .....	98
10.16.3	<i>Table 2 Environmental Software cost break-up</i> .....	100
10.16.4	<i>Table 3 Applicable taxes</i> .....	100
10.17	ANNEXURE 6B: COMMERCIAL BILL OF MATERIALS .....	104
10.17.1	<i>Cost Sheet – Basic mail messaging solution</i> .....	104
10.17.2	<i>Table 1</i> .....	104
10.17.3	<i>Table 2 Environmental Software cost break-up</i> .....	106
10.17.4	<i>Table 3 Applicable taxes</i> .....	106
10.18	ANNEXURE 7: PRE BID QUERY FORMAT .....	109
10.19	ANNEXURE 8: BID UNDERTAKING LETTER .....	110
10.20	ANNEXURE 9: UNDERTAKING BY SYSTEM INTEGRATOR.....	112
10.21	ANNEXURE 10: RESOURCE DEPLOYMENT PLAN DURING IMPLEMENTATION PHASE .....	113
10.22	ANNEXURE 11: MAIL MESSAGING SOLUTION VENDOR UNDERTAKING.....	114

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging  
Solution

10.23 ANNEXURE 12: REQUIREMENTS FROM RAILTEL ..... 115

10.24 ANNEXURE 13: CONFLICT OF INTEREST ..... 116

10.25 ANNEXURE 14: UNDERTAKING ON HARDWARE SIZING CERTIFICATION BY OEM ..... 117

10.26 ANNEXURE 15A: MASKED COMMERCIAL BID..... 118

10.27 ANNEXURE 15B: MASKED COMMERCIAL BID ..... 119

## 1 List of Abbreviations & Interpretations

Acronym/ Term	Description/ Interpretation
<b>AM</b>	Approach & Methodology
<b>AMC</b>	Annual Maintenance Contract
<b>ATS</b>	Annual Technical Support
<b>B2B</b>	Business to Business
<b>BG</b>	Bank Guarantee
<b>Bidder</b>	Organization that would implement the solution & qualify the first section in prequalification criteria (applicable both 4.1 & 4.2) - “for system integrator/ bidder”
<b>BOM</b>	Bill of Material
<b>CA</b>	Chartered Accountant
<b>CB</b>	Commercial Bid
<b>COTS</b>	Commercial Off The Shelf
<b>DC</b>	Data Center (Primary)
<b>DD</b>	Demand Draft
<b>DNS</b>	Domain Name Server
<b>DR</b>	Disaster Recovery
<b>EMD</b>	Earnest Money Deposit
<b>Environmental Software</b>	Any software/ application required to meet the functional and technical requirements and specifications for the envisaged mail messaging solutions mentioned in the RFP
<b>FTR</b>	Functional and Technical Requirements
<b>GOI</b>	Government of India
<b>IPR</b>	Intellectual Property Rights
<b>ISP</b>	Internet Service Provider
<b>LD</b>	Liquidated Damages
<b>LDAP</b>	Lightweight Directory Access Control
<b>OEM</b>	Original Equipment Manufacturer
<b>PDC</b>	Primary Data Center
<b>PSU</b>	Public Sector Undertaking
<b>QCBS</b>	Quality and Cost Based Selection
<b>RDBMS</b>	Relational Database Management System
<b>RFP</b>	Request for Proposal
<b>RPO</b>	Recovery Point Objective
<b>RTO</b>	Recovery Time Objective
<b>SLA</b>	Service Level Agreement
<b>SMTP</b>	Simple Mail Transfer Protocol
<b>Successful Bidder</b>	Bidder that shall be declared as the winner at the end of the evaluation process stated in this RFP
<b>VPN</b>	Virtual Private Network

## 2 Invitation for Tender Offer

RailTel Corporation of India Ltd. (hereafter referred as “RailTel”) invites **separate** sealed tenders for technical bid(offline) and commercial bid(offline) from eligible bidders to supply, implement, install, commission and maintain the Unified Communication based mail messaging solution(SOR-A) and Basic mail messaging solution(SOR-B) as per the requirements mentioned in this RFP. The eligible bidders (as per the pre-qualification criteria mentioned in the RFP) may submit bids for SOR-A or SOR-B or both.

In this RFP, the term “bidder” refers to the primary bidder together with other entities responsible for delivering products/ services mentioned in the “scope of work” in this RFP in SOR-A or SOR-B or both.

The bidders are advised to note the following:

1. Representatives of bidders who attend the pre-bid meeting are required to carry an authorization document of the company and an identity card for attending the meeting.
2. Bidders are required to submit Bank Guarantee towards Earnest money Deposit (EMD). It should be submitted as stated in Section 3.8 of this RFP. For more details on EMD please refer to Section 9.4.
3. Tender offers will be opened in the presence of the bidder’s representatives who choose to attend the opening of the responses at the specified date, time and place. The representatives are required to carry an authorization document of the company and an identity card for attending the meeting.
4. Technical Specifications, Bill of Material documents, Terms and Conditions and various formats for submitting the tender offer are described in this tender document and Annexure.

### 2.1 Purpose of this RFP

RailTel wishes to procure a Unified Communication based (SOR-A) as well as a basic(SOR-B) mail messaging solution in order to provide B2B mail messaging services to other corporate customers (educational institutions, government departments, PSU organizations etc.). RailTel shall partner with the successful bidder to offer the envisaged B2B mail messaging services. Accordingly, RailTel invites technical and commercial proposals from eligible bidders, having proven past experience and competency in providing mail messaging solutions. The scope of work for SOR-A and SOR-B are mentioned in Section 6.1 and 6.2 respectively.

### 2.2 Disclaimer

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between RailTel and any successful bidder as identified by RailTel after completion of the evaluation process detailed in the RFP.

The information contained in this RFP document or any information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of RailTel, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by RailTel to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the

formulation of their proposals. While effort has been made to include all information and requirements of RailTel with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where ever necessary obtain independent advice. RailTel makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. RailTel may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

This is not an offer by RailTel but only an invitation to bid in the selection process initiated by RailTel. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of RailTel and the Bidder.

### 2.3 Duration of contract

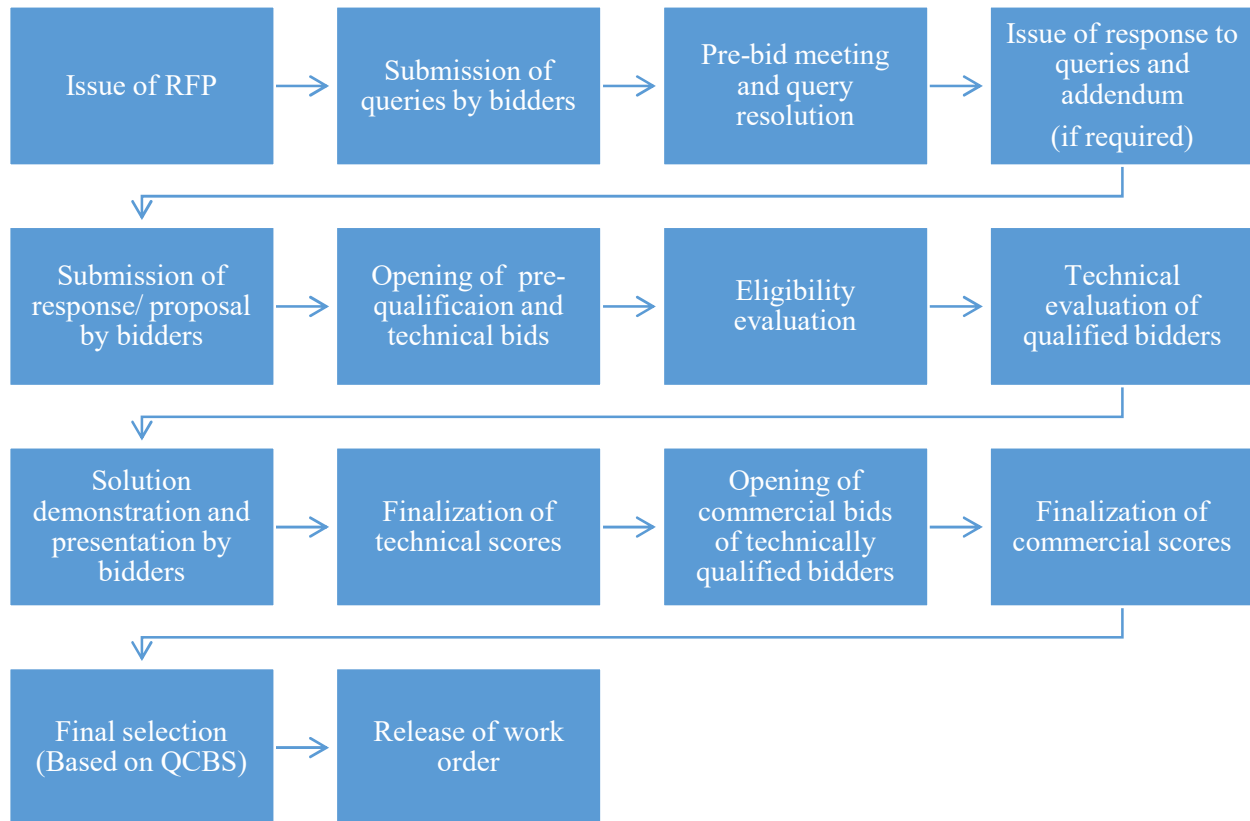
The contract period for SOR-A and SOR-B will commence from the date of issuance of the purchase order. The term of the contract shall be valid for an initial period of 1 year (after the completion of implementation phase including stabilization phase) which may be extendable for up to 5 years in which contract renewal shall be done on an year on year basis at the sole discretion of RailTel. Hence, the duration of engagement is planned to be of 43 months (4 months (implementation) + 3 months (stabilization/ handholding) + 12 months (support)) for SOR-A and SOR-B.



### 3 Instruction to Bidder

#### 3.1 Bid process

The bid process shall comprise of following stages:



#### 3.2 Bid data-sheet

The following is an indicative timeframe for the overall bidding process. RailTel reserves the right to vary this timeframe at its absolute and sole discretion and without providing any reasons thereof. However changes to the timeframe will be communicated to the affected respondents/ bidders during the process.

Particulars	Details
Tender Number	RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319
Tender Title	Request For Proposal for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution
Bid Security Deposit (EMD) for SOR-A	Rs. 2, 25, 000/- (Rs. Two Lakh and Twenty-Five Thousand Only)
Bid Security Deposit (EMD) for SOR-B	Rs. 65,000/- (Rs. Sixty Five Thousand

# RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Particulars	Details
	Only)
Tender Participation Fee	Rs. 10,000/- (Rs. Ten Thousand Only)
Date of Publishing of RFP	15/07/2016
Place of availability of Tender Documents (RFPs)	Tender document can be downloaded from Website of RailTel - <a href="http://www.railtelindia.com">www.railtelindia.com</a>
Pre-bid queries must be mailed to	<a href="mailto:pawan@railtelindia.com">pawan@railtelindia.com</a>
Last date for submission of pre-bid query for SOR-A and SOR-B	29/07/2016 at 11:30 hrs
Pre bid meeting date and time for SOR-A	29/07/2016 at 14:30 hrs
Pre bid meeting date and time for SOR-B	29/07/2016 at 16:00 hrs
Documents download end date & time	16/08/2016 at 14:00 hrs
Bid submission last date & time for SOR-A and SOR-B	16/08/2016 at 15:00 hrs
Pre-qualification criteria and technical bid opening date & time for SOR-A and SOR-B	To be notified later
Technical presentation date & time	To be notified later
Commercial bid opening date & time for SOR-A and SOR-B	To be notified later
Place of opening of bids	RailTel's Corporate office at Gurgaon
Contact person for any clarifications/ submission of bids	Mr. Pawan Kumar Sharma
Contact numbers	9717644497
Nature of bid process	Two Stage bidding: 1) Pre-qualification & Technical Bid opening 2) Commercial Bid opening
RFP response documents	Mode of submission: Offline <i>Note: The bidder should submit 1 Original set + 1 Copy set + 2 CD Sets</i>
Consortium	Not Allowed

### 3.3 Bid validity period

The proposal submitted (for SOR-A and SOR-B) along with commercials shall indicate that it is a firm and irrevocable offer and shall remain valid for a period of not less than 6 months from the date of bid submission. All the responses including the quotes would be binding on the bidder for the specified time period.

### 3.4 RailTel's right to accept any bid or reject all bids

Notwithstanding anything to the contrary contained herein, RailTel reserves the right to accept or reject any Bid and to annul the bidding process and reject all bids at any time prior to award of Purchase Order, without thereby incurring any liability to the affected bidder or bidders or of any obligation to inform the affected bidder or bidders of the grounds for RailTel's rejection.

### 3.5 Signing Authority

Bidders should ensure that the tender documents/ self-declaration(s)/offer has been signed by appropriate/authorized representative of the bidder. Withdrawal of offer/non-acceptance of orders placed based on the offers submitted by bidders on their letter head, will not be allowed on the ground that offer was not signed by authorized person.

### 3.6 Two-stage bidding process

The bids in response for each SOR-A and SOR-B must be submitted in three parts, i.e. Confirmation of Eligibility Criteria (along with the EMD), 'Technical Bid' (TB) and 'Commercial Bid' (CB)

The mode of submission of Confirmation of Eligibility Criteria, Technical Bid (TB) and Commercial Bid (CB) shall be "offline" only.

Relevant documents for Confirmation of Eligibility Criteria (with the EMD) and the technical bid must be submitted together on or before the schedule given above. Receipt of the bids shall be closed as mentioned in the bid schedule. Bids received after the scheduled closing time will not be accepted by RailTel under any circumstances.

Earnest Money Deposit must accompany all tender offers as specified in this tender document. Bank Guarantee Performa for EMD should accompany the "Confirmation of Eligibility Criteria" (Annexure 5A for SOR-A and Annexure 5B for SOR-B) and should not be mixed with the Technical Bid.

All schedules, formats and annexures should be stamped and signed by an authorized official of the bidder's company.

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in rejection of the bid.

Offers with insufficient information are liable to be rejected.

The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the bidder. In such cases, the person(s) signing the bid should initial such corrections.

Bidders are permitted to submit only one technical bid and relevant commercial bid for SOR-A and only one technical bid and relevant commercial bid for SOR-B. The technical and commercial bid for SOR – A and SOR- B should be in separate envelopes.

More than one technical and commercial bid should not be submitted either for SOR-A or SOR-B. In case a bidder submits more than one bid either for SOR-A or SOR-B, RailTel may at its own discretion, choose to reject all such bids.

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

The technical bid should be complete in all respects and contain all information asked for, except prices/ commercials/ quotes. The technical bid should include all items asked for in Annexure 4: Submission Check List and other formats present in the annexure to this RFP. The technical bid should be complete to indicate that all products and services asked for are quoted and should give all required information.

The bidder should provide a compliance statement for all the specifications of technical requirements against each item. In case any non-compliance or partial compliance, the same must be highlighted along with the pros and cons stated in separate columns. RailTel may, at its sole discretion, accept or reject the bid with technical deviations/ variance. All relevant product information such as user manuals, technical specifications sheet etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification of the bid.

RailTel, at its discretion, may not evaluate a technical bid in case of non-submission or partial submission of technical details.

It is mandatory to provide the response in the exact format as explained in this RFP document. The offer may not be evaluated by RailTel in case of non-adherence to the format or non-submission/ partial submission of technical details per the format given in the tender. RailTel will not permit changes in the technical specifications once submitted.

### 3.7 Commercial bid

The commercial bid for SOR-A and SOR-B should be submitted separately in physical form as per Annexure 6A: Commercial Bill of Material and Annexure 6B: Commercial Bill of Material respectively and should be without any conditions. In case there is a deviation required by the bidder on the commercial bid format, the same should be intimated to RailTel in writing before the last date for submission of queries. RailTel reserves the right to accept or reject the alternate commercial bid format proposed by the bidder.

### 3.8 Submission of bids

RailTel expects the bidders to carefully examine all instructions, terms and conditions mentioned in this RFP document before submitting its unconditional compliance as part of the RFP. Failure to furnish all information required or submission of an RFP not substantially responsive to the RFP in every respect will be at the bidder's risk and may result in the rejection of its response.

#### 3.8.1 Structure of bid

Bid Component	SOR-A	SOR-B
<b>Sealed Envelope A (for bid amount submission)</b>		
DD for EMD / Bank Guarantee for EMD	Yes	Yes
DD for Tender Participation Fee	Yes	Yes
<b>Sealed Envelope B (for confirmation of eligibility criteria)</b>		
Annexure 3A: Bank Guarantee Performa for Earnest Money <b>Deposit (EMD)</b>	Annexure 3A	Annexure 3A
Confirmation of eligibility criteria	Annexure 5A	Annexure 5B
Documents supporting the response provided for Annexure 5	Yes	Yes
Any other documents deemed relevant by the bidder	If required	If required

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Bid Component	SOR-A	SOR-B
<b>Sealed Envelope C (Technical Bid)</b>		
Write up on the solution proposed by the bidder as a response to this RFP	Yes	Yes
Certifications available with the bidder at organization level as well as for the proposed locations	Yes	Yes
Functional and Technical Specifications	Annexure 1A	Annexure 1B
Technical Bid format	Annexure 3B	Annexure 3B
Proposed Agency Profile	Annexure 3D	Annexure 3D
Confirmation of Terms and Conditions	Annexure 3E	Annexure 3E
Tender offer Cover Letter	Annexure 3F	Annexure 3F
Proposed Team Profile	Annexure 3G	Annexure 3G
Manufacturer's authorization form	Annexure 3H	Annexure 3H
Performance Bank Guarantee Format	Annexure 3I	Annexure 3I
Submission checklist	Annexure 4A	Annexure 4B
Confirmation of Eligibility	Annexure 5A	Annexure 5B
Bid Undertaking Letter	Annexure 8	Annexure 8
Undertaking by System Integrator	Annexure 9	Annexure 9
Resource Deployment Plan during Implementation Phase	Annexure 10	Annexure 10
Mail Messaging Solution Vendor Undertaking	Annexure 11	Annexure 11
Requirements from RailTel	Annexure 12	Annexure 12
Conflict of Interest	Annexure 13	Annexure 13
Undertaking on hardware sizing certification by OEM	Annexure 14	Annexure 14
Masked Commercial Bid	Annexure 15A	Annexure 15B
Any other documents deemed relevant by the bidder	If required	If required
<b>Envelope B and C should be placed inside a master Sealed Envelope D</b>		
<b>Sealed Envelope E (Commercial Bid)</b>		
Commercial Compliance Certificate	Annexure 3C	Annexure 3C
Commercial Bill of Materials	Annexure 6A	Annexure 6B
Envelopes A, B, C, D and E should have the following inscriptions: <ul style="list-style-type: none"> <li>• Top left corner: Contents</li> <li>• Top right corner: Bid Reference Number and Due Date</li> <li>• Centre: Address of RailTel as stated below</li> <li>• Bottom left corner: Name, address, contact number and e-mail ID of bidder</li> <li>• Bottom right corner: SOR-A or SOR-B</li> <li>• In case the bidder wishes to submit bids both for SOR-A and SOR-B, separate envelopes should be submitted</li> </ul>		

The bidder must prepare a table of content with proper referencing (such as serial number, page number, heading etc.) for each document submitted as part of the proposal (pre-qualification, technical and commercial).

Bids duly sealed should be submitted at the below address on or before the last date and time for bid submission. Any other mode of submission, e.g. by courier, fax, e-mail etc. will not be accepted.

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

### 3.9 Late bids

Any bid received after the due date and time for receipts of bids as prescribed in this RFP will be rejected and returned unopened to the bidder.

### 3.10 Opening of bids

Bids received within the prescribed closing date and time will be opened in the presence of bidders' representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document. The bidder's representatives present shall sign a register of attendance and minutes and therefore should be authorized by their respective companies to do so. A copy of the authorization letter should be brought by the bidder's representative for RailTel to verify.

The bids shall be opened in 2 phases:

In Phase 1, the confirmation of eligibility criteria and the technical bid will be opened, as per the schedule given in the RFP, by technical bid opening committee of RailTel appointed for the purpose, in the presence of bidder(s) who choose to attend the meeting and sign a register evidencing their attendance. However, the technical bid will be evaluated only for the bidders who satisfy the pre-qualification criteria mentioned in this RFP in entirety.

In Phase 2, commercial bids of only those bidders who meet the technical evaluation cut-off shall be opened in the presence of bidders' representatives who choose to attend, at the time, on the date, and at the place that will be communicated to them. The bidders' representatives who are present shall sign a register evidencing their attendance.

The bidders' names, bid modifications or withdrawals, bid prices, discounts, and the presence or absence of the requisite bid security and such other details RailTel, at its discretion, may consider appropriate, will be announced at the commercial bid opening.

RailTel reserves the right to take the services of any one or more external agencies for the evaluation of the proposal submitted by the bidder. However, the final decisive parameters would be at the sole discretion of RailTel and RailTel is not liable to disclose either the criteria or the evaluation report/ reasoning to the bidder(s).

### 3.11 Clarification of bids

During the bid evaluation, RailTel may, at its discretion, ask the bidders for clarifications with respect to their bids. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted. RailTel has the right to disqualify the bidder(s) whose clarifications are found not suitable for the requirement according to the scope of the work.

### 3.12 Address for Communication

<b>Point of Contact:</b>	<b>Group General Manager</b>
<b>Address:</b>	Group General Manager/ DNM RailTel Corporation of India Ltd. Plot No. 143, Institutional Area, Opposite-Gold Souk, Sector-44, Gurgaon-122003
<b>Email Id:</b>	asablania@railtelindia.com

### 3.13 Technical proposal content

Sr.	Section	Content
1	General Information and mandatory Forms	<ul style="list-style-type: none"> <li>• Cover Letter (Annexure 3F: Tender Offer Cover Letter)</li> <li>• List of Deviation (Annexure 3E: Confirmation of Terms and Conditions)</li> <li>• Manufacturer Authorization Form (Annexure 3H: Manufacturer's authorization form)</li> <li>• Confirmation by Mail Messaging solution(s)' OEMs for adequate sizing (Annexure 14: Undertaking on hardware sizing certification by OEM)</li> <li>• Declaration by Mail Messaging solution(s)' OEM on commitment to do performance testing at successful bidder's cost</li> </ul>
2	Proposed Solution	<ul style="list-style-type: none"> <li>• Solution details for proposed mail messaging solution (Unified Communication based and/ or basic) including the proposed modules or components of the proposed solution(s) or any other solution component required to meet RailTel's functional and technical requirements</li> <li>• Diagrammatic/ pictorial representations: The bidder should provide complete details of the hardware, software and network architecture of the proposed mail messaging solution(s).</li> <li>• Functional coverage of the solution and one-to-one mapping of RailTel's functional requirement with the mail messaging solution modules/components proposed. Details of any third party solution, their description and purpose (if proposed).</li> <li>• Functional and technical requirement compliance sheet as per Annexure 1A: Functional and Technical Specifications</li> <li>• Technical coverage of solution(s) (Servers, Database, Test environment etc.) including the proposed IT landscape. Bidder should mention any specific requirements related to the proposed solution(s) (Network bandwidth, security components etc.)</li> <li>• Bill of Material for proposed mail messaging solution(s) and hardware components as per Annexure 15A: Masked Commercial Bid</li> </ul>
3	Past Experience	<ul style="list-style-type: none"> <li>• Bidder is expected to provide a comprehensive understanding</li> </ul>

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Sr.	Section	Content
		<p>of best practices related to similar implementation projects from their past experience (Preferably pertaining to public sector clients)</p> <ul style="list-style-type: none"> <li>• Bidder is expected to provide client details as per format in Past Experience sheet (Annexure 1A for SOR-A and Annexure 1B for SOR-B)</li> </ul>
4	Project Approach and Methodology	<ul style="list-style-type: none"> <li>• Bidder is expected to provide their approach and methodology for implementation of this project.</li> <li>• Project methodology should contain, but not be limited to, following: <ul style="list-style-type: none"> <li>○ Overall implementation methodology (objective of phases, deliverables at each phase, etc.)</li> <li>○ Methodology for performing business design</li> <li>○ Methodology for quality control and testing of configured system</li> <li>○ Methodology of internal acceptance and review mechanism for deliverables by the bidder.</li> <li>○ Proposed acceptance criteria for deliverables</li> <li>○ Methodology and approach along with proposed tools and processes which will be followed by the bidder during project implementation</li> <li>○ Change management and training plan</li> <li>○ Risk and quality management plan</li> </ul> </li> <li>• Bidder should propose a comprehensive project plan for supplying, implementing, installing, commissioning and maintaining the required mail messaging solution(s)(Bidder may propose a timeline equal to or lesser than that mentioned in the RFP)</li> <li>• Bidder should articulate as to how the proposed approach and methodology, proposed project plan, proposed teams, subject matter expertise and specific capabilities deployed shall contribute to satisfying RailTel's requirements.</li> <li>• Bidder should also propose a go-to-market strategy and the operational model to offer the envisaged mail messaging services to prospective clients.</li> </ul>
5	Project Governance	<ul style="list-style-type: none"> <li>• Bidder should mention the proposed governance structure including designation of representatives in the governance structure for the project</li> <li>• Bidder should provide an escalation matrix and interaction frequency with RailTel stakeholders.</li> <li>• Bidder should propose frequency of meetings while considering the governance structure proposed and the sample progress report that would be shared at various levels.</li> </ul>
6	Resource Deployment	<ul style="list-style-type: none"> <li>• Details of the team members and their profiles highlighting past experience, educational qualification etc. as per Annexure 10: Resource Deployment Plan during Implementation Phase and</li> </ul>



Sr.	Section	Content
		<p>Annexure 3G: Proposed Team Profile</p> <ul style="list-style-type: none"> <li>• Resource mobilization and deployment plan as per project plan shared</li> <li>• Roles and responsibility of deployed team members</li> <li>• Bidders can propose any additional role and profile as per their experience in same format</li> <li>• Replacement mechanism to bring new team members due to attrition or reasons beyond the control of successful bidder</li> </ul>
7	Warranty, AMC/ATS and Support and Maintenance Services	<ul style="list-style-type: none"> <li>• Overview of support methodology offered in warranty, AMC/ATS and support &amp; maintenance phase</li> <li>• Detailed bill of services offered for warranty, AMC/ATS and support and maintenance services</li> <li>• Detailed support model for services under support and maintenance</li> <li>• Sample SLA reports and other reports to be shared with RailTel during support &amp; maintenance phase</li> </ul>
8	Optional Supplementary Information	<ul style="list-style-type: none"> <li>• Additional information directly relevant to the scope of work, mentioned in Section 6 of the RFP, may be submitted to accompany the proposal.</li> </ul>

### 3.14 Non-transferable tender

This tender document is not transferable.

### 3.15 Soft copy of tender document

The tender document/ RFP shall be made available on RailTel's website. However, RailTel shall not be held responsible in any way, for any errors/ omissions/ mistakes in the downloaded copy.

### 3.16 Pre-bid meeting

For clarification of doubts of the bidders on issues related to this RFP, RailTel intends to hold a pre-bid meeting on the date and time as indicated in the RFP.

For any clarification with respect to this RFP, the bidder may send an email to [pawan@railtelindia.com](mailto:pawan@railtelindia.com). The format to be used for seeking clarification is mentioned in Annexure 7: Pre Bid Query Format. It may be noted that all queries, clarifications, questions etc., relating to this RFP, technical or otherwise, must be in writing only and should be sent to the designated e-mail ID stated earlier.

Written requests for clarification may be submitted to RailTel at least 2 days prior to pre-bid meeting and clarifications for such queries shall be provided by RailTel or its representative in the meeting. It may be noted that no queries of any bidder shall be entertained after the last date for submission of queries mentioned in this RFP. Only two authorized representatives of a bidder shall be allowed to attend the meeting.

### 3.17 Rejection of bids

RailTel reserves the right to reject any or all the bids or scrap the bidding process at any stage without assigning any reason. The Earnest Money Deposits in such event will be returned by RailTel.

### 3.18 Legal compliance

1. The successful bidder here to agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations here under, including procurement of license, permits and certificates and payment of taxes where required. If at any time during the term of this agreement, RailTel identifies or information comes to RailTel's attention that the successful bidders so may be in violation of any law, ordinance, regulation, or code (or if it is so decree do rad judged by any court, tribunal or other authority), RailTel shall be entitled to terminate this agreement with immediate effect.
2. The successful bidder shall maintain all proper records, particularly but without limitation accounting records, required by any law, code, practice or corporate policy applicable to it from time to time including records, returns and applicable documents under the labour legislation.
3. The successful bidder shall ensure payment of minimum wages to persons engaged by it as fixed from time to time under the Minimum Wages Act, 1948. In case the same is not paid, the liability under the act shall solely rest with the successful bidder.

### 3.19 Amendment of contract

No variation in or modification of the conditions of the contract shall be made except by written amendment signed by the parties.

## 4 Pre-Qualification Criteria

RailTel will evaluate the bidders on each pre-qualification criteria (criteria for SOR-A and SOR-B is mentioned below) separately and satisfy itself beyond doubt on the bidder's ability/position to meet the criteria. Only those bidders who qualify in the pre-qualification criteria in ENTIRETY for a particular SOR i.e. SOR-A/ SOR-B shall be considered for technical evaluation phase of the bids received for that particular SOR.

Those bidders who do not fulfill all the pre-qualification criteria requirements mentioned in this section shall not be considered for any further evaluation. The EMD money (as detailed in table in Section 3.2 of this document) in respect of such bidders will be returned on completion of the RFP process. RailTel, therefore, requests that only those bidders, who are sure of meeting all the pre-qualification criteria, respond to this RFP process.

Evaluation of pre-qualification criteria will be as per the information/response provided by the bidder against the pre-qualification criteria and the supporting documents as mentioned in the table below.

Only those bidders who fulfil the criteria mentioned in the table below shall be eligible for technical evaluation. Offers received from the bidders who do not fulfil any of the following pre-qualification criteria are liable to be rejected.

### 4.1 Pre-qualification criteria for SOR-A

S.No.	Pre-Qualification Criteria Requirements	Supporting Document Required
<b>For System Integrator/ Bidder</b>		
1	The bidder should be a registered company under Companies Act India	Certificate of Incorporation
2	The bidder should have been in existence in India for a minimum period of 5 years	Certificate of Incorporation
3	The bidder should have a cumulative turnover of INR 100 crores over last three financial years from the IT services segment/ system integration of the company	Audited Financial statements for the financial years 2012-13, 2013-14, 2014-15
4	The bidder should have a positive net worth in each of the last 3 financial years	CA Certificate for the financial years 2012-13, 2013-14, 2014-15
5	The bidder should not have been black-listed by any government organization or institution/ public sector undertaking/ statutory body/ any regulator. Bidder must certify to that effect.	Self- Declaration
6	The bidder should be an OEM or authorized partner of OEM for supply of licenses/commercial support and solution implementation and maintenance support under warranty/ AMC/commercial support, for the products required to implement the messaging solution. The OEM should provide an authorization letter undertaking to abide by the purchase terms agreed	Authorization letter by OEM

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

S.No.	Pre-Qualification Criteria Requirements	Supporting Document Required
	by the bidder.	
7	The bidder should have a technical support center* operational in India.	An undertaking to this effect (specifying the location and contact number of such center(s)) must be submitted on bidder's letterhead.
8	The bidder should have successfully completed 1 implementation of Unified Communication based mail messaging solution for at least 2000 users per organization <b>OR</b> The bidder should have successfully completed multiple implementations of Unified Communication based mail messaging solution for at least 5000 users (cumulative).	Implementation Certificate from the clients
9	The bidder should not have NLD or ISP license from the Department of Telecommunications (DoT).	Self - Declaration
<b>For Unified Communication based mail messaging solution/ OEM vendor</b>		
1	The OEM vendor for Unified Communication based mail messaging solution should be a registered company under Companies Act India.	Certificate of Incorporation
2	The OEM vendor should have been in existence in India for a minimum period of 5 years.	Certificate of Incorporation
3	The OEM vendor (global entity/ Indian entity) should have a cumulative turnover of INR. 1000 crores over last three financial years.	Audited Financial statements for the financial years 2012-13, 2013-14, 2014-15 *OEM must submit consolidated financial statements, if applicable
4	The OEM vendor should not have been black-listed by any government organization or institution/ public sector undertaking/ statutory body/ any regulator. OEM must certify to that effect.	Self – Declaration from the OEM
5	The proposed Unified Communication based mail messaging solution must be implemented in at least 2 organizations in India for at least 5000 live users per organization.	Implementation Certificate from the clients
6	The proposed Unified Communication based mail messaging solution must have been implemented in at least 2 organizations globally with at least 20000 live users in each organization.	Implementation Certificate from the clients
7	The OEM vendor should have at least 10 implementation partners for the proposed Unified Communication based mail messaging solution in India.	Copy of certificates/ letter issued to the implementation partners by the OEM indicating the period of validity
8	The OEM vendor should have at least 1 support center for providing on-site support services for the proposed Unified Communication based mail	Self-Declaration from OEM

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

S.No.	Pre-Qualification Criteria Requirements	Supporting Document Required
	messaging solution.	

Note:

- a. *Purchase orders without relevant organization's confirmation through a credential letter will not be considered as implementation certificate from the client.*
- b. *Proposed application implementation experience need not be on the current product version proposed.*
- c. *If an SI submits a bid on behalf of the OEM of mail messaging solution, the same SI shall not submit another bid on behalf of another OEM of mail messaging solution.*
- d. *An OEM can partner with up to 3 system integrators/ bidders for participating in this RFP.*
- e. *If any financial statement is submitted by the bidder in order to substantiate the pre-qualification criteria mentioned above, the currency conversion rate as on the date of bid submission (mentioned in section 3.2) shall be used to derive the corresponding figure in INR (Indian Rupee).*
- f. *For global client credentials where NDA has been signed, the bidder may submit the corresponding NDA document along with a self-declaration confirming the requirements of the pre-qualification criteria for which the NDA is being submitted.*
- g. *Unified communication based mail messaging solution refers to a mail messaging solution along with the UC features (instant messaging features or video conferencing features).*

*\* Technical Support Centre: The technical support center should have at least 50 technical resources and should have a dedicated team for catering to mail messaging solutions.*

### 4.2 Pre-qualification criteria for SOR-B

S.No.	Pre-Qualification Criteria Requirements	Supporting Document Required
<b>For System Integrator/ Bidder</b>		
1	The bidder should be a registered company under Companies Act India	Certificate of Incorporation
2	The bidder should have been in existence in India for a minimum period of 5 years	Certificate of Incorporation
3	The bidder should have a cumulative turnover of INR. 100 crores over last three financial years from the IT services segment/ system integration of the company	Audited Financial statements for the financial years 2012-13, 2013-14, 2014-15
4	The bidder should have a positive net worth in each of the last 3 financial years	CA Certificate for the financial years 2012-13, 2013-14, 2014-15
5	The bidder should not have been black-listed by any government organization or institution/ public sector undertaking/ statutory body/ any regulator. Bidder must certify to that effect.	Self- Declaration
6	The bidder should be an OEM or authorized partner of OEM for supply of licenses/commercial support and solution implementation and maintenance support under warranty/ AMC/commercial support, for the products	Authorization letter by OEM

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

S.No.	Pre-Qualification Criteria Requirements	Supporting Document Required
	required to implement the messaging solution. The OEM should provide an authorization letter undertaking to abide by the purchase terms agreed by the bidder.	
7	The bidder should have a technical support center* operational in India.	An undertaking to this effect (specifying the location and contact number of such center(s)) must be submitted on bidder's letterhead.
8	The bidder should have successfully completed 2 implementations of/ providing (or provided) support for basic mail messaging solution for at least 5000 users per organization <b>OR</b> The bidder should have successfully completed multiple implementations of/ providing (or provided) support for basic mail messaging solution for at least 15000 users (cumulative).	Implementation Certificates from the clients
9	The bidder should not have NLD or ISP license from the Department of Telecommunications (DoT).	Self - Declaration
<b>For basic mail messaging solution/ solution's owner organization</b>		
1	The proposed basic mail messaging solution must have been in existence for a minimum period of 3 years	Certificate of Incorporation/ Self-Declaration
2	The proposed basic mail messaging solution must have been successfully implemented in at least 2 organizations in India for at least 5000 live users per organization.	Implementation Certificate from the clients
3	The proposed basic mail messaging solution must have been implemented in at least 2 organizations globally with at least 20000 live users in each organization.	Implementation Certificate from the clients
4	Commercial support for the proposed basic mail messaging solution must be available in India	Self - Declaration

Note:

- a. Purchase orders without relevant organization's confirmation through a credential letter will not be considered as implementation certificate from the client.
- b. Proposed application implementation experience need not be on the current product version proposed.
- c. *If an SI submits a bid on behalf of the OEM of mail messaging solution, the same SI shall not submit another bid on behalf of another OEM of mail messaging solution.*
- d. *An OEM can partner with up to 3 system integrators/ bidders for participating in this RFP.*
- e. *If any financial statement is submitted by the bidder in order to substantiate the pre-qualification criteria mentioned above, the currency conversion rate as on the date of bid submission (mentioned in section 3.2) shall be used to derive the corresponding figure in INR (Indian Rupee).*

*f. For global client credentials where NDA has been signed, the bidder may submit the corresponding NDA document along with a self-declaration confirming the requirements of the pre-qualification criteria for which the NDA is being submitted.*

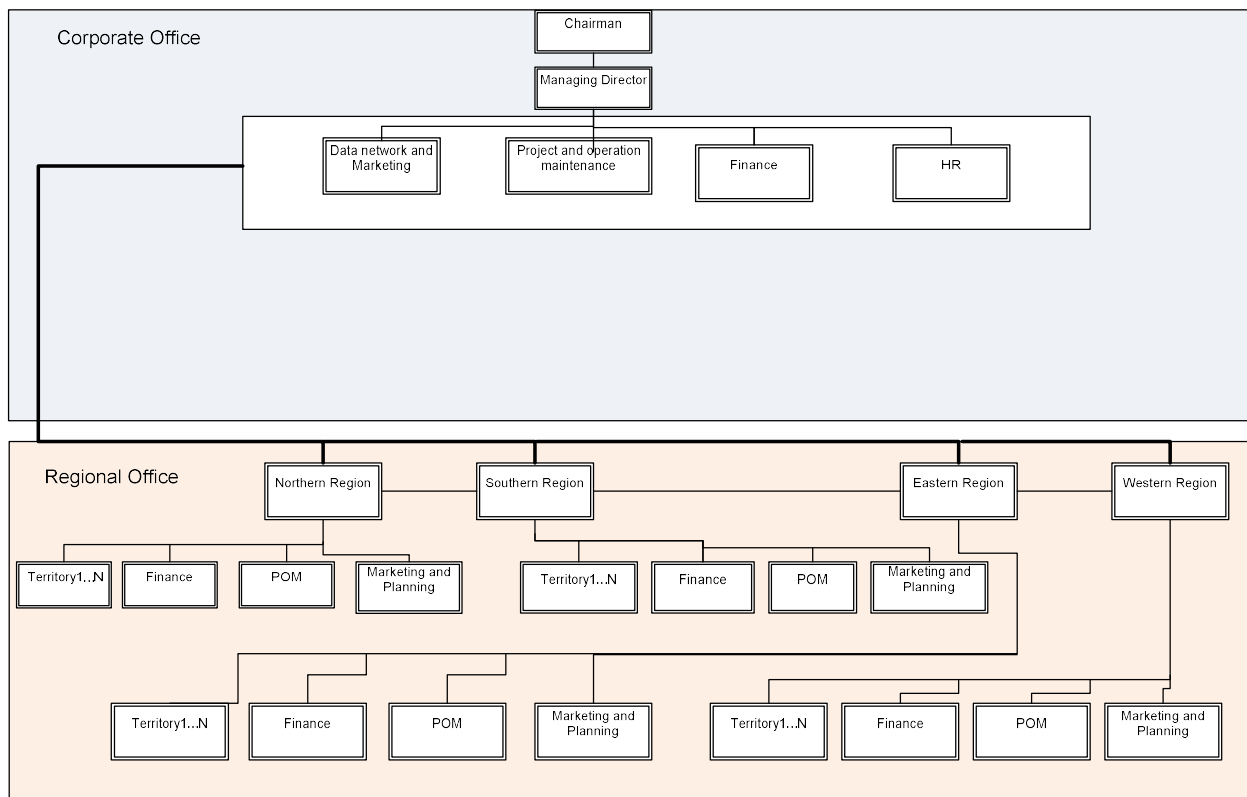
*\* Technical Support Centre: The technical support center should have at least 50 technical resources and should have a dedicated team for catering to mail messaging solutions.*

## 5 RailTel's background

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways. The total revenue receipts (unaudited) of RailTel in FY 2013-14 are INR. 537 Crores with net profit of INR. 137 Crores.

### 5.1 Organization structure

Corporate Office of RailTel is based out of Gurgaon. For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Regional General Managers and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, Pune and Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.



### 5.2 RailTel's service offering

RailTel's business service lines can be categorized into three heads namely B2G (Business to Government), B2B (Business to Business) and B2C (Business to customers):



## **Licenses & Services**

Presently, RailTel holds IP-1, NLD and ISP (Class-A) licenses under which the following services are being offered to various customers:

### **1. Carrier Services**

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- Dark Fiber/Lambda: Leasing to MSOs/ Telcos along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

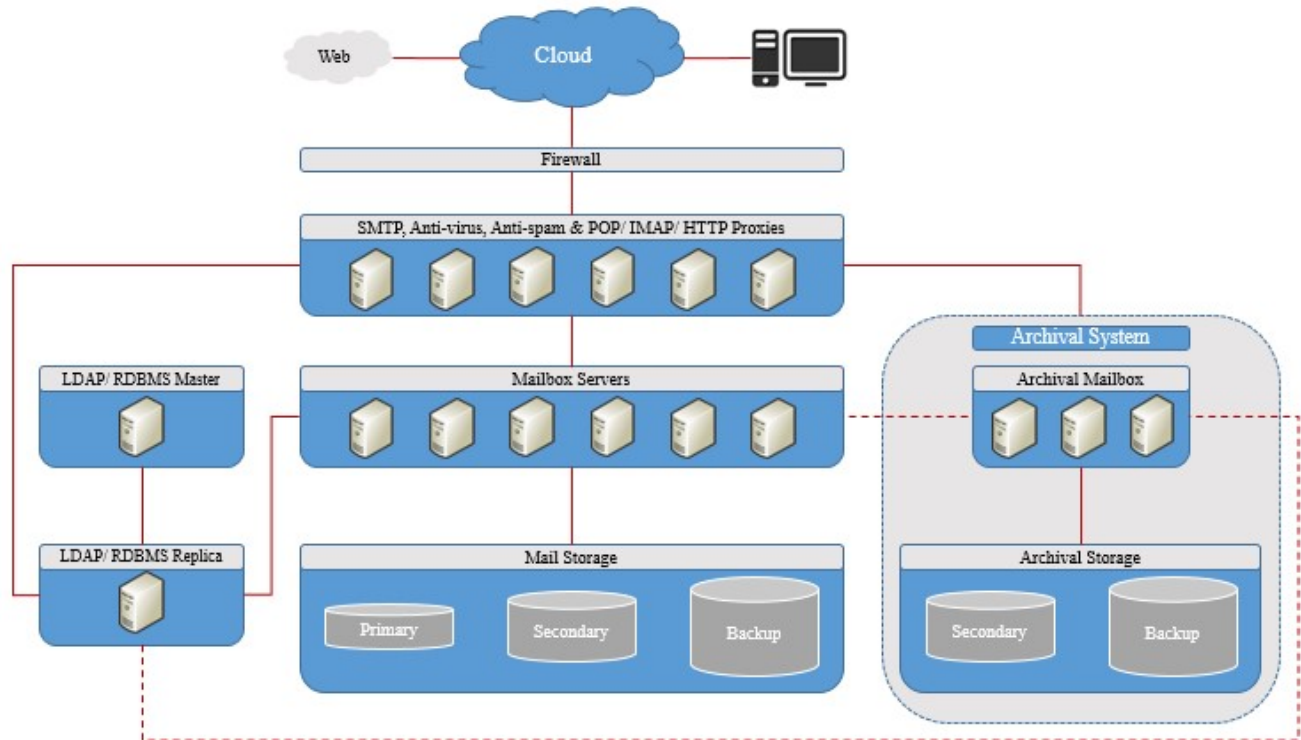
### **2. Enterprise Services**

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 64 Kbps to nx64 Kbps, 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2mbps to 155mbps

### **3. Retail Services**

- Rail wire: Triple Play Broadband Services for the Masses. It is a pilot project undertaken by RailTel and currently services are offered out of Bangalore and nearby places

### 5.3 Envisaged architecture



Note: The envisaged architecture illustrated above is indicative. The bidder should include the detailed architecture for deployment of mail messaging solution(s) in its technical proposal.

## 6 Scope of Work

### 6.1 Scope of Work (for SOR-A)

RailTel invites bids from bidders/ system integrators to supply, implement, install, commission and maintain a Unified Communication based mail messaging solution.

**RailTel intends to further provide above mail messaging solution as a service to its B2B customers.**

Bidders must consider the following points while proposing the Unified Communication based mail messaging solution:

Solution Requirements	Unified Communication based mail messaging solution
<b>Functional and Technical requirements</b>	Basic, advanced and Unified Communication requirements mentioned in Annexure 1A: Functional and Technical SpecificationsAnnexure 1A: Functional and Technical Specifications
<b>Architecture</b>	Multi-tier architecture with separate layers <ul style="list-style-type: none"> <li>• Client layer</li> <li>• Application layer</li> <li>• Middleware</li> <li>• Database layer</li> </ul> Both, production and test environment must be proposed The architecture of the Unified Communication based mail messaging solution must be vetted and approved by the product OEM vendor of the Unified Communication based mail messaging solution proposed
<b>Virtualization</b>	Compulsory (COTS product with virtualization manager feature should be offered )
<b>Accessibility</b>	The solution should allow users to access their mails using either POP, IMAP or web browser
<b>Hosting</b>	The solution has to be implemented at data center located at Gurgaon (or any other site as suggested by RailTel) and DR site would be at Secunderabad.
<b>Availability</b>	High availability (Active-Active) with no single point of failure at PDC and no high availability at DR site
<b>RTO and RPO</b>	RTO = 30 Min RPO = 30 Min Solution should be capable of host based and storage based replication
<b>Scalability</b>	Solution proposed should be scalable to 2, 00,000 users.
<b>Cloud compatibility</b>	The solution proposed should be able to integrate with major cloud solutions available.
<b>Hardware compatibility</b>	The solution proposed should be compatible to both SAN & NAS storage systems. The solution proposed should be compatible to CISC based architecture
<b>Support Model</b>	All the components offered should have commercial support available. Onsite/ hybrid support is allowed, provided SLAs are met. However, complete remote support is not allowed. In case of hybrid support model, connectivity from bidder premises to RailTel shall be provided by the bidder and should be included in the bid cost.

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

*Note: The bidder shall be responsible for the solution proposed to be operational in the RailTel environment. The bidder is expected to carry out the necessary due diligence to assess the current state of IT environment at RailTel before submitting the bid. The bid must clearly mention the requirements to be provided by RailTel to operationalize the solution (such as bandwidth requirements etc.) as per Annexure 12: Requirements from RailTel.*

The broad scope of work includes the following:

1. Supply of Unified Communication based mail messaging solution, including environmental applications such as database, middleware, virtualization software etc., warranty/ ATS for messaging solution, or any other related as required in the proposed solution
2. Hardware sizing and installation, configuration, testing and commissioning of suggested hardware at both DC and DR for the proposed solution
3. Planning, design, implementation, installation & commissioning of Unified Communication based mail messaging solution at primary data centre and DR site
4. Operations and Maintenance Support Services for the proposed Unified Communication based mail messaging solution

*Note: Supply of hardware is out of scope.*

### 6.1.1 Supply of Unified Communication based mail messaging solution

The bidder should consider the following pertaining to the Unified Communication based messaging solution:

1. Latest version of the Unified Communication based messaging solution and of any other supplementary software such as database, OS, virtualization software, replication solution, backup solution etc. must be proposed. Beta versions of messaging solution or of any supplementary software/ solution shall not be accepted.
2. The Unified Communication based mail messaging solution must meet the requirements mentioned in Annexure 1A: Functional and Technical Specifications. Unified Communication Solution. The requirements are categorized as basic, advanced and Unified Communication.
3. RailTel envisages to procure the Unified Communication based messaging solution on a “Pay per use” model. It implies that per user cost will be passed on to the successful bidder once services are being availed by the RailTel’s B2B customers (frequency of such payments shall be mutually agreed with the successful bidder). Per user cost should include ATS/ support cost also.

Initially RailTel shall procure the Unified Communication based mail messaging solution (including environmental solution(s)) for 5000 users along with one year warranty (this commitment is valid for first year of contract only. Year 2 onwards, RailTel shall procure Unified Communication based messaging solution solely on a “Pay per use” model.)

. 5000 users would constitute the following:

- 1000 users for basic + advanced + unified communication requirements
- 2000 users for basic + advanced requirements
- 2000 users for basic requirements

Warranty shall start after the go-live of the solution. The support for 5000 users shall start after the completion of warranty period. As the solution is to be extended to other business users, possibility for

configuring logical/physical separation of different domains should be incorporated in the architecture.. Commercial support/ATS shall start after the completion of warranty period. The 5000 user base may include RailTel's internal users as well as users from other B2B customers of RailTel.

4. The bidder shall consider 1 GB mail box size per user and transaction of 100 mails per day per user with average mail size of 100 kb. (However, the solution must be adhere to all functional and technical requirements mentioned in this RFP).
5. The bidder should also supply a self-provisioning portal for the future customers. The portal should be self-sufficient across the order to pay cycle. Detailed functional requirements pertaining to the self-provisioning portal have been mentioned in the Annexure 1A: Functional and Technical Specifications.
6. The ATS/ support for the Unified Communication based mail messaging solution (including environmental software) should include the following:
  - All major and minor version upgrades at no extra cost
  - Program updates, patches, fixes and critical security alerts as required
  - Compliance of Indian taxation regulation and mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities etc.)
  - Documentation updates
  - 24\*7 support for mail messaging solution related malfunctions with related SLAs and ability to log requests online

#### 6.1.2 Hardware sizing

Bidder shall provide the hardware sizing (as per Annexure) and configuration details considering the requirements as well as service level agreement mentioned in section 8. Bidder may consider leveraging the hardware for which rate contract is available with RailTel. RailTel may or may not accept all the requirements or change certain requirements in agreement with the successful bidder.

The bidder shall provide the confirmation from the mail messaging OEM vendor that the sizing and the configuration proposed is adequate to meet RailTel's requirements.

The supply of hardware is out of scope however, successful bidder shall be responsible for handling, installation, configuration, testing, commissioning and integration of hardware components at DC and DR site. The bidder must provide size and configuration details of hardware for production environment and development & testing environment.

The hardware sizing and configuration details must include following:

1. SMTP-in and SMPT-out servers
2. Anti-virus and Anti-spam servers
3. Mailbox servers
4. Mail access servers (POP/IMAP/Web servers)
5. DNS servers
6. Client data servers (LDAP or RDBMS)

7. Storage servers
8. SAN Box (for secondary storage-archival purposes)
9. Firewall/UTM device
10. Other network and security components
11. Any other hardware component part of the solution

While proposing the hardware, the bidder should consider a user base of 25,000 for Unified Communication based mail messaging solution. In case of any increase in the number of users (for Unified Communication based mail messaging solution), the solution architecture components should be horizontally scalable to accommodate such an increase.

#### 6.1.3 Implementation services

The implementation scope refers to implementation and associated services to be provided by the bidders to operationalize the Unified Communication based mail messaging solution at the primary data center and DR site.

##### 6.1.3.1 Functional scope

The successful bidder should implement Unified Communication based mail messaging solution in-line with Functional and Technical requirements of the RFP as provided in Annexure 1A: Functional and Technical Specifications.

##### 6.1.3.2 Geographical scope

The solution has to be implemented at data center located at Gurgaon (or any other site as suggested by RailTel) and DR site would be at Secunderabad.

##### 6.1.3.3 Implementation timelines

The successful bidder is expected to abide by the following timelines for implementing the mail messaging solution:

1. Go Live: 4 Months from the commencement of the project. It shall mean Go-Live of Unified Communication based solution.
2. Stabilization Phase: 3Months post Go-Live

##### 6.1.3.4 Project preparation

Project charter should include detailed project plan indicating all activities along with resources required, their roles and responsibilities and timeline for deliverables. The timeline should be prepared at the start of the project and submitted to RailTel for approval.

1. The project charter should also contain brief project description, approach and methodology, milestones, project organization, project risks and dependencies if any.

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

2. The project charter should include a detailed program for installing and implementing the mail messaging solution covered under this RFP. The program should be in the form of a bar chart/ master network identifying key phases in various stages of the project.
3. The bidder should ensure that the OEM (for Unified Communication based mail messaging solution) shall put an effort of at-least 20 man-days at the time of implementation.
4. The SI shall form a project team as per the table below:

S. No.	Project Team	Minimum Number
1	Project Manager	1
2	Unified Communication based solution consultants	1
3	Technical Resource (Server and Storage)	2
4	Technical Resource (Network and security)	2

*Note: The above team size is the minimum requirement. Bidder should independently size the RFP requirements and propose the team size accordingly. At least 50% of the project team members (during the implementation phase) should be deployed onsite till completion of stabilization period.*

Successful Bidder is expected to mobilize the team and set-up Project Management Office within 15 days from the date of “work order” for commencement of work.

Commencement of work would mean reporting of successful bidder’s resources at the designated RailTel locations for project. Kick-off meeting shall happen within 7 days after the project team is mobilized. An indicative profile and minimum requisite work-experience is mentioned in Annexure 3G: Proposed Team Profile. Bidders must ensure 100% compliance to the same while proposing resources.

### 6.1.3.5 Configuration and customization

The Successful Bidder shall be responsible for installation of Unified Communication based mail messaging solution, as per RailTel’s requirements.

Successful Bidder shall conduct an elaborate study of RailTel’s technical and functional requirements and then make the necessary system configurations, design modifications and thereafter implement the solution to meet RailTel’s requirements laid down in this RFP. However the customized/ modified solution shall be tested, accepted and approved by RailTel.

Also, RailTel reserves the right to seek customization to meet its unique requirements and validate the design or findings suggested as custom development by the System Integrator. RailTel team shall be fully associated with the proposed project team for the configuration/ customization of the mail messaging solution, thereby enabling complete knowledge transfer.

### 6.1.3.6 Testing

1. The successful Bidder shall provide detailed reports for tests being carried out during the solution’s implementation (e.g. including conference room pilots, system integration tests and final user acceptance test.)

2. Successful Bidder shall prepare a testing plan document, schedules, approach and methodology for the tests to be performed and recommend as to how the approval process should be carried out.
3. Successful Bidder must ensure deployment of necessary resources and tools during the testing phases.

#### 6.1.3.7 Data migration

The successful bidder shall migrate all the existing data from the current system to the new system with zero end user impact during the process with zero data loss. In the migration process the password of the different users of the mailboxes, along with the account structure (ex. Folder Structure, Mail Filters, Calendars, address books, passwords) should be intact. The successful bidder shall create a migration plan and get the same validated from RailTel prior to initiating the migration process. Data migration will include migration of current user IDs and associated details and mail boxes of current clients (approximately  $1000 \pm 50\%$  users) from their current mail messaging solution.

#### 6.1.3.8 System acceptance

The successful bidder shall develop methodology/ procedure for acceptance test and get it approved from RailTel. The purpose of acceptance test is to ensure conformance to the required process operations, response times and integrity of the software post-installation, and to eliminate operational bugs, if any. Acceptance testing has to be conducted in a test system/ testing environment with migrated data.

The acceptance test shall indicatively include fine tuning of the software, ensuring all required related software components are installed. The acceptance tests should be carried out before Go-Live of the solution. The implementation of the messaging solution shall be considered complete for migration and Go-live only once the acceptance test gets concluded as per RailTel's satisfaction.

#### 6.1.3.9 Training and change management

Successful bidder is required to train the team identified by RailTel. This team shall primarily comprise of administrators and members of infrastructure support team. The approximate size of this team shall be 50. The successful bidder is required to design a role-specific training module.

Successful bidder has to perform following as a part of training & change management scope:

1. An assessment of level/ depth of training for identified trainees (administrators, infrastructure support team and any other staff members), as a component of process improvement and change management.
2. Continuously, refine and reconfirm training needs with the RailTel's project manager as the project progresses and should ensure full knowledge transfer to RailTel's team as and when required basis their roles and responsibilities

All training provided by the successful bidder as part of the scope will be hands-on, class room or on-the-job training. Successful bidder shall provide specific functional and technical trainers to conduct training for the identified trainees.



#### 6.1.3.10 Project deliverables

The successful bidder shall submit a detailed project delivery schedule while considering milestones and deliverables identified in the table below. The successful bidder shall be responsible for abiding by the proposed and finalized project plan and timelines for submission of deliverables. The successful bidder should furnish details of each deliverable that it plans to submit at various stages of project delivery. Following is an indicative list of key milestones and deliverables for implementing the mail messaging solution(s) at RailTel.

Phase No.	Phase	Deliverables
1	Project Preparation	<ul style="list-style-type: none"> <li>• Project Kick-Off</li> <li>• Project Charter and Project Plan</li> <li>• Resource Deployment Plan</li> </ul>
2	Configuration and Customization	<ul style="list-style-type: none"> <li>• Configuration document for all processes and modules consisting of system setting and parameters</li> <li>• Customization-design, development and technical documents</li> </ul>
3	Testing	<ul style="list-style-type: none"> <li>• Testing Strategy document -Testing Plan, Test data and results.</li> <li>• Test cases</li> <li>• Load testing report</li> <li>• System Acceptance testing report</li> <li>• Issue log for all testing</li> </ul>
4	Data Migration	<ul style="list-style-type: none"> <li>• Data migration strategy report</li> <li>• Control reports before and after migration</li> </ul>
5	Go-Live	<ul style="list-style-type: none"> <li>• Go-Live plan</li> <li>• Standard Operational Procedure (SOP) manuals</li> <li>• Helpdesk Manual</li> <li>• Full system documentation</li> <li>• System Administration Manuals</li> <li>• Toolkit guides and troubleshooting guides</li> <li>• User manuals including system instructions and use cases, how to run a program to perform specific task in the system with sample reports, screen formats etc.</li> <li>• Teasers and sample mailers for intended for end-users</li> </ul>
6	Post Go-Live stabilization phase	<ul style="list-style-type: none"> <li>• Issue logs</li> <li>• Updated user and configuration manuals</li> </ul>
7	Operation and Maintenance	<ul style="list-style-type: none"> <li>• Issue logs</li> <li>• SLA reports</li> <li>• Reports related to operations</li> </ul>

#### 6.1.4 Operations and maintenance services

The successful bidder shall be responsible for managing all application, server and database level problems that are identified during the contract period and shall provide all the necessary support in order to repair the problems thereby ensuring smooth operations and conformation to SLAs identified in this RFP and provide backup services in adherence to back-up policy of RailTel..

The bidder should deploy at least 2 L1 resources on-site at RailTel's primary data centre (or any other location as decided by RailTel) for providing application management/ solution administration/ infrastructure management services. The resource would be deployed from 9:00 AM to 6:00PM from Monday to Saturday.

#### 6.1.4.1 Application management services

The following is an indicative list of activities that are expected to be performed as a part of application management services. The scope of work shall be inclusive of but not limited to the activities mentioned under this category.

1. Performing vendor/OEM interaction for resolving application related issues
2. Performing performance tuning of applications
3. Performing Access Management (new user creation, user deletion, user access rights' review etc.)
4. Performing patch updates and software updates for in-scope application
5. Supporting Disaster Recovery activities for the in-scope applications.
6. Performing any other day-to-day administration and support activities
7. Resolving L1, L2 and L3 issues
8. Providing and using online tool for logging and tracking issues and reporting SLAs
9. Log tickets in cases where client is not able to raise a ticket
10. The support window for this service shall be 24\*7

#### 6.1.4.2 Change and release management services

The following is an indicative list of activities that are expected to be performed as a part of change and release management services. The scope of work shall be inclusive of but not limited to the activities mentioned under the service category.

1. Planning and scheduling change and release request as per defined SLA norms
2. Ensuring all changes made are approved and adhere to strict Request for Change (RFC) policies
3. Centralizing change-related information from all identified stakeholders into a unified change management database
4. Managing and tracking changes from the moment they are proposed, through implementation in the live environment, to the evaluation of the end result
5. Determining business and technical impact, including the impact on other services, the effect of not implementing the change, and the resources required and take approval from Change Advisory Board (CAB) (if required)
6. Maintaining and updating trusted configurations to ensure a smooth release process
7. Performing Impact analysis, create test plan, and rollback plans
8. Testing and implementation of patches and upgrades
9. Performing post implementation review and documented closure for all changes and tracking all changes implemented
10. Performing virus pattern updation within agreed time period of new release at the vendor site and cleaning of end user systems
11. Implementing advisory/alerts from vendors, OEM, expert/special interest groups, across in-scope hardware and software, reported.

#### 6.1.4.3 Data migration and mail administration services

RailTel may require successful bidder's assistance in data migration (mailboxes, archived mails, mail directory etc.) and mail administration of the new customers acquired by RailTel during the contract period (post stabilization phase). The bidder should mention the rate for resources that shall assist in data migration and mail administration in Annexure 6A: Commercial Bill of Material. The bidder shall deploy a "technical resource" (refer Annexure 3G: Proposed Team Profile) for providing these services. RailTel shall have the right to accept/reject the proposed resource.

#### 6.1.4.4 Server management services

The following table provides indicative activities under Server Management Services. The scope of work shall be inclusive of but not limited to the activities mentioned under the service category.

- 1 Perform management of Server Infrastructure (corresponding to in-scope Solution) which includes Server operating system for Windows/ SUN Solaris/ Linux, SAN (Storage area network)
- 2 Perform review of key monitoring parameters from availability point of view i.e. System performance monitoring, tuning, server utilization, scheduling and optimizing the services running on the server etc. and archival and review of logs
- 3 Perform capacity planning based on historical usage patterns and providing projections including replacement planning for obsolescence and end of life scenarios.
- 4 Manage physical system elements (servers, backup devices) including configuration and maintenance tasks and logical system components such as OS
- 5 Maintain asset register for all server equipment (corresponding to in-scope Solution) along with critical and consumable spares. Record information such as serial number, asset code, warranty, AMC details etc.
- 6 Maintain database of server configurations and records of all hardware, software installation, movement, upgrade, addition and change (IMAC) in the configuration database.
- 7 Perform change, release management and upgrades to ensure compatibility with the overall environment
- 8 Bi-monthly reporting, to ensure continued compliance with service level agreements. Bi-monthly dashboard on monitoring coverage, alerts generated/ closed, alerts escalated and other hits/ misses
- 9 Troubleshoot server and operating system disruptions to resolve the issues. For Hardware related issues, the successful bidder should work with hardware OEM to resolve the issues.
- 10 If required, perform Server re-installations and decommissioning; Re-installation of the operating systems, configuration and hardening; and Re-installation and support of specified middleware
- 11 Grant RailTel access to the server management system from all applicable locations where the services are performed, and allowing RailTel to monitor and view the knowledge database on an ongoing basis
- 12 Perform preventative and scheduled maintenance:
  - Plan and execute maintenance in conjunction with the application maintenance, approved time frames and support service line
  - Coordinate urgent maintenance activities
- 13 Implement and manage as per security rules and manage access authorities including user management, periodic review of accesses and privileges, password parameters
- 14 Handle the backup of all the servers and DR activities for critical servers
- 15 Create, manage and remove administrative scripts, login scripts, user and group policies, security groups etc. as necessary

#### 6.1.4.5 Database management services

It includes management of in scope applications database environment. The following table provides indicative activities under Database Management Services. The scope of work shall be inclusive of but not limited to the activities mentioned under the service category.

- 1 Perform database maintenance
- 2 Define and install the physical database design (log files, rollback segments, table-spaces, database descriptors) and also monitor and recommend storage requirements
- 3 Create definitions of logical data structures, tables, views, indexes, program specification blocks, stored procedures and define their relationships
- 4 Set data storage parameters for storage associated with the physical elements of the database
- 5 Install, maintain and monitor the health and performance of RDBMS and ensure Minimal/ Zero system disruptions/ performance issues/ outages.
- 6 Analyze alerts and logs including
  - trace files (including data block corruptions, Enqueue resources, internal errors and I/O read-write failures)
  - database changes
  - background job status
  - operating system logs
- 7 Set up and implement database reorganizations as well as patches and upgrades
- 8 Implement and manage security rules and access authority/ privileges as per security policy

#### 6.1.5 Exit management scope

Following shall be covered as part of the exit management at the end of contract period or in the event of termination:

1. If any other agency or service provider is selected by RailTel for providing in-scope solutions/ services, the bidder selected through this RFP shall provide support for necessary handholding, transition, sharing of information and relevant documents and other related support to the complete satisfaction of RailTel. In case RailTel observes the lack of willingness to manage transit/ sharing of information or lack of support from the bidder selected through this RFP, RailTel shall have absolute discretion to requisite penalties and deduct the amount from its billing or from performance bank guarantee.
2. The successful bidder shall provide the necessary transition for a period of 3 months. However, this period of transition could vary depending on the need of RailTel and the same shall be communicated to the successful bidder.
3. During transition phase, the successful bidder shall not change or remove its key resources deployed at RailTel premises in order to ensure the successful transition. In case the successful bidder is found to violate this condition, RailTel shall have the right to penalize the successful bidder appropriately.
4. During transition phase, the successful bidder shall deploy a dedicated Transition Manager to enable the successful transition.
5. During the exit management process, the successful bidder shall ensure that the in-scope solution/ services are handed over to RailTel in a complete operational condition to the satisfaction of RailTel. In case the successful bidder is unable to address such issues, RailTel may levy penalty or invoke the performance bank guarantee of the successful bidder.

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

6. During the contract period, the successful bidder shall ensure that all the documentation including diagrams, policies, procedures, asset registers, configuration documents, procurement documentation, original licenses and all other documents in relation to the works as per the agreed terms are kept up to date and all such documentation is handed over to RailTel during the exit management process.
7. The ownership of the assets (including soft and hard components existing and procured through this RFP) except for those which are taken as a service, at any point of time during the term of the contract or expiry of the Contract, shall rest with RailTel. In addition, any information/ data gathered or generated by the successful bidder during the term of the contract would be the property of RailTel and the same should be handed over to RailTel in native format at the end or termination of the contract.
8. In case RailTel decides to withdraw any solution component/ service components from the successful bidder's scope of work during the contract period, the successful bidder has to facilitate the transition of that solution component/ service components in compliance with above clauses.

### 6.1.6 Governance structure

The successful bidder shall develop and implement a governance mechanism to institutionalize an effective approach towards planning, organizing, delivering, and implementing, the proposed mail messaging solution, proposed environmental software etc., during the implementation phase as well as during operations and maintenance phase. The following table captures an indicative governance structure. The bidder should propose a detailed governance structure, for implementation phase and support/ operations & maintenance (O&M) phase separately, as a part of the technical proposal. It should clearly indicate the name and designation of the mentioned participants from the bidder's side.

Governance Layer	Governance Participants		Responsibilities	Review frequency
	RailTel	Successful Bidder		
<b>Steering Committee</b>	Executive Sponsor	Executive Sponsor	<ul style="list-style-type: none"> <li>Define strategic objectives</li> <li>Performance reporting</li> <li>Issue resolution (Final escalation level)</li> <li>Resource allocation</li> </ul>	<b>Monthly</b> (during implementation phase) <b>Quarterly</b> during O&M phase
<b>Project/ Program Management</b>	Head-Mail Messaging Services	Project/ Program Manager	<ul style="list-style-type: none"> <li>Account management</li> <li>Monitor product/ service delivery</li> <li>Single point of contact for issue escalation</li> <li>Issue resolution (Intermediate escalation)</li> <li>Plan, track and review SLAs</li> </ul>	<b>Weakly</b> during implementation phase <b>Weekly/ Fortnightly</b> during O&M phase
<b>Operations Management</b>	Service Owners/ Operations Managers	Service Delivery Managers	<ul style="list-style-type: none"> <li>Issue resolution and escalation</li> <li>Manage people issues</li> <li>Plan and track time lines</li> </ul>	<b>Ad-hoc</b> <b>Daily</b>

The bidder should provide an escalation matrix for both implementation phase and O&M phase.

## 6.2 Scope of Work (for SOR-B)

RailTel invites bids from bidders/ system integrators to supply, implement, install, commission and maintain the basic mail messaging solution as per the requirements laid out in the RFP:

**RailTel intends to further provide basic mail messaging solution as a service to its B2B customers.**

Bidders must consider the following points while proposing the mail messaging solution:

Solution Requirements	Basic messaging solution
<b>Functional and Technical requirements</b>	Basic and additional requirements mentioned in Annexure 1B: Functional and Technical Specifications
<b>Architecture</b>	Multi-tier architecture with separate layers <ul style="list-style-type: none"> <li>• Client layer</li> <li>• Application layer</li> <li>• Middleware</li> <li>• Database layer</li> </ul> Both, production and test environment must be proposed. The architecture of the proposed basic mail messaging solution must be vetted and approved by the product OEM vendor/ commercial support provider (in case of open source solution) of the basic mail messaging solution proposed
<b>Virtualization</b>	Compulsory (Open source solution with virtualization manager feature can be offered)
<b>Accessibility</b>	The solution should allow users to access their mails using either POP, IMAP or web browser
<b>Hosting</b>	The solution has to be implemented at data center located at Gurgaon (or any other site as suggested by RailTel) and DR site would be at Secunderabad.
<b>Availability</b>	High availability (Active-Active) with no single point of failure at PDC and no high availability at DR site
<b>RTO and RPO</b>	RTO = 30 Min RPO = 30 Min Solution should be capable of host based and storage based replication
<b>Scalability</b>	Solution proposed should be scalable to 2, 00,000 users.
<b>Cloud compatibility</b>	The solution proposed should be able to integrate with major cloud solutions available.
<b>Hardware compatibility</b>	The solution proposed should be compatible to both SAN & NAS storage systems. The solution proposed should be compatible to CISC based architecture
<b>Support Model</b>	All the components offered should have commercial support available. Onsite/ hybrid support is allowed, provided SLAs are met. However, complete remote support is not allowed. In case of hybrid support model, connectivity from bidder premises to RailTel shall be provided by the bidder and should be included in the bid cost.

*Note: The bidder shall be responsible for the solution proposed to be operational in the RailTel environment. The bidder is expected to carry out the necessary due diligence to assess the current state of IT environment at RailTel before submitting the bid. The bid must clearly mention the requirements to be provided by RailTel to*

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

*operationalize the solution (such as bandwidth requirements etc.) as per Annexure 12: Requirements from RailTel.*

The broad scope of work includes following:

1. Supply of basic mail messaging solution, including environmental applications such as database, middleware, virtualization software etc., warranty/ ATS for messaging solution, or any other related as required in the proposed solution
2. Hardware sizing and installation, configuration, testing and commissioning of suggested hardware at both DC and DR for the proposed solution
3. Planning, design, implementation, installation & commissioning of basic mail messaging solution at primary data centre and DR site
4. Operations and Maintenance Support Services for the proposed basic mail messaging solution

*Note: Supply of hardware is out of scope.*

### 6.2.1 Supply of Basic mail messaging solution

The bidder should consider the following points pertaining to the basic mail messaging solution:

1. The proposed basic mail messaging solution is expected to be catered to B2B customers.
2. RailTel envisages to procure the Basic mail messaging solution on a “Pay per use” model. It implies that per user cost will be passed on to the successful bidder once services are being availed by the RailTel’s B2B customers (frequency of such payments shall be mutually agreed with the successful bidder). Per user cost should include ATS/ support cost and cost for environmental software also. Warranty shall start after the go-live of the solution. The support for users shall start after the completion of warranty period. As the solution is to be extended to other business users, possibility for configuring logical/physical separation of different domains should be incorporated in the architecture. Commercial support/ATS shall start after the completion of warranty period. The user base may include RailTel’s internal users as well as users from other B2B customers of RailTel.
3. The solution proposed should meet the functional requirements mentioned in Annexure 1B: Functional and Technical Specifications.
4. The basic mail messaging solution and other supplementary software (database, virtualization solution, middleware, replication solution, backup solution etc.), should be open source to the extent possible. Commercial support for all such open source component proposed must be available in the market.
5. As the solution is to be extended to other business users, possibility for configuring logical/ physical separation of different domains should be incorporated in the architecture.
6. The bidder shall consider 1 GB mail box size per user and transaction of 100 mails per day per user with average mail size of 100 kb. (However, the solution must be adhere to all functional and technical requirements mentioned in this RFP).
7. The bidder should also supply a self-provisioning portal for the future customers. The portal should be self-sufficient across the order to pay cycle. Detailed functional requirements pertaining to the self-provisioning portal have been mentioned in the Annexure 1B: Functional and Technical Specifications.
8. The bidder is expected to provide one time setup cost and one year’s warranty for the basic mail messaging solution including environmental software. The bidder shall provide per user rate for commercial support



for 5 years after completion of warranty period. The warranty period shall start after go-live of the solution. Commercial support/ ATS shall start after the completion of warranty period.

9. The commercial support/ warranty/ ATS for the basic mail messaging software (including environmental software) should include the following:
- All major and minor version upgrades at no extra cost
  - Program updates, patches, fixes and critical security alerts as required
  - Compliance of Indian taxation regulation and mandates (legal guidelines of GOI as per Gazette of India, regulatory authorities etc.)
  - Documentation updates
  - 24\*7 support for mail messaging solution related malfunctions with related SLAs and ability to log requests online.

#### 6.2.2 Hardware sizing

Bidder shall provide the hardware sizing (as per Annexure 12: Requirements from RailTel) and configuration details considering the requirements as well as service level agreement mentioned in section 8. Bidder may consider leveraging the hardware for which rate contract is available with RailTel. RailTel may or may not accept all the requirements or change certain requirements in agreement with the successful bidder.

The bidder shall provide the confirmation from the mail messaging OEM vendor that the sizing and the configuration proposed is adequate to meet RailTel's requirements.

The supply of hardware is out of scope however, successful bidder shall be responsible for handling, installation, configuration, testing commissioning and integration of hardware components at DC and DR site. The bidder must provide size and configuration details of hardware for production environment and development & testing environment.

The hardware sizing and configuration details must include following:

1. SMTP-in and SMPT-out servers
2. Anti-virus and Anti-spam servers
3. Mailbox servers
4. Mail access servers (POP/IMAP/Web servers)
5. DNS servers
6. Client data servers (LDAP or RDBMS)
7. Storage servers
8. SAN Box (for secondary storage-archival purposes)
9. Firewall/UTM device
10. Other network and security components
11. Any other hardware component part of the solution



While proposing the hardware, the bidder should consider a user base of 25,000 for basic mail messaging solution. In case of any increase in the number of users (for basic mail messaging solution), the solution architecture components should be horizontally scalable to accommodate such an increase.

### 6.2.3 Implementation services

The implementation scope refers to implementation and associated services to be provided by the bidders to operationalize the basic mail messaging solution at the primary data center and DR site.

#### 6.2.3.1 Functional scope

The successful bidder should implement basic mail messaging solution in-line with Functional and Technical requirements of the RFP as provided in Annexure 1B: Functional and Technical Specifications.

#### 6.2.3.2 Geographical scope

The solution has to be implemented at data center located at Gurgaon (or any other site as suggested by RailTel) and DR site would be at Secunderabad.

#### 6.2.3.3 Implementation timelines

The successful bidder is expected to abide by the following timelines for implementing the mail messaging solution:

1. Go Live: 4 Months from the commencement of the project. It shall mean Go-Live of basic solution
2. Stabilization Phase: 3Months post Go-Live

#### 6.2.3.4 Project preparation

Project charter should include detailed project plan indicating all activities along with resources required, their roles and responsibilities and timeline for deliverables. The timeline should be prepared at the start of the project and submitted to RailTel for approval.

1. The project charter should also contain brief project description, approach and methodology, milestones, project organization, project risks and dependencies if any.
2. The project charter should include a detailed program for installing and implementing the mail messaging solution covered under this RFP. The program should be in the form of a bar chart/ master network identifying key phases in various stages of the project.
3. The bidder should ensure that the OEM (for basic mail messaging solution) shall put an effort of at-least 20 man-days at the time of implementation.
4. The SI shall form a project team as per the table below:

S. No.	Project Team	Minimum Number
1	Project Manager	1
2	Basic solution Consultants	1
3	Technical Resource (Server and Storage)	2
4	Technical Resource (Network and security)	2

*Note: The above team size is the minimum requirement. Bidder should independently size the RFP requirements and propose the team size accordingly. At least 50% of the project team members (during the implementation phase) should be deployed onsite till completion of stabilization period.*

Successful Bidder is expected to mobilize the team and set-up Project Management Office within 15 days from the date of “work order” for commencement of work.

Commencement of work would mean reporting of successful bidder’s resources at the designated RailTel locations for project. Kick-off meeting shall happen within 7 days after the project team is mobilized. An indicative profile and minimum requisite work-experience is mentioned in Annexure 3G: Proposed Team Profile. Bidders must ensure 100% compliance to the same while proposing resources.

#### 6.2.3.5 Configuration and customization

The Successful Bidder shall be responsible for installation of basic mail messaging, as per RailTel’s requirements.

Successful Bidder shall conduct an elaborate study of RailTel’s technical and functional requirements and then make the necessary system configurations, design modifications and thereafter implement the solution to meet RailTel’s requirements laid down in this RFP. However the customized/ modified solution shall be tested, accepted and approved by RailTel.

Also, RailTel reserves the right to seek customization to meet its unique requirements and validate the design or findings suggested as custom development by the system integrator. RailTel team shall be fully associated with the proposed project team for the configuration/ customization of the mail messaging solution, thereby enabling complete knowledge transfer.

#### 6.2.3.6 Testing

4. The successful Bidder shall provide detailed reports for tests being carried out during the solution’s implementation (e.g. including conference room pilots, system integration tests and final user acceptance test.)
5. Successful Bidder shall prepare a testing plan document, schedules, approach and methodology for the tests to be performed and recommend as to how the approval process should be carried out.
6. Successful Bidder must ensure deployment of necessary resources and tools during the testing phases.

#### 6.2.3.7 Data migration

The successful bidder shall migrate all the existing data from the current system to the new system with zero end user impact during the process with zero data loss. In the migration process the password of the different users of the mailboxes, along with the account structure (ex. Folder Structure, Mail Filters, Calendars, address books, passwords) should be intact. The successful bidder shall create a migration plan and get the same validated from RailTel prior to initiating the migration process. Data migration will include migration of current user IDs and associated details and mail boxes of current clients (approximately 5,000  $\pm$  50% users) from their current mail messaging solution.

#### 6.2.3.8 System acceptance

The successful bidder shall develop methodology/ procedure for acceptance test and get it approved from RailTel. The purpose of acceptance test is to ensure conformance to the required process operations, response times and integrity of the software post-installation, and to eliminate operational bugs, if any. Acceptance testing has to be conducted in a test system/ testing environment with migrated data.

The acceptance test shall indicatively include fine tuning of the software, ensuring all required related software components are installed. The acceptance tests should be carried out before Go-Live of the solution. The implementation of the messaging solution shall be considered complete for migration and Go-live only once the acceptance test gets concluded as per RailTel's satisfaction.

#### 6.2.3.9 Training and change management

Successful bidder is required to train the team identified by RailTel. This team shall primarily comprise of administrators and members of infrastructure support team. The approximate size of this team shall be 50. The successful bidder is required to design a role-specific training module.

Successful bidder has to perform following as a part of training & change management scope:

1. An assessment of level/ depth of training for identified trainees (administrators, infrastructure support team and any other staff members), as a component of process improvement and change management.
2. Continuously, refine and reconfirm training needs with the RailTel's project manager as the project progresses and should ensure full knowledge transfer to RailTel's team as and when required basis their roles and responsibilities

All training provided by the successful bidder as part of the scope will be hands-on, class room or on-the-job training. Successful bidder shall provide specific functional and technical trainers to conduct training for the identified trainees.

#### 6.2.3.10 Project deliverables

The successful bidder shall submit a detailed project delivery schedule while considering milestones and deliverables identified in the table below. The successful bidder shall be responsible for abiding by the proposed and finalized project plan and timelines for submission of deliverables. The successful bidder should furnish details of each deliverable that it plans to submit at various stages of project delivery. Following is an indicative list of key milestones and deliverables for implementing the mail messaging solution at RailTel.

Phase No.	Phase	Deliverables
1	Project Preparation	<ul style="list-style-type: none"><li>• Project Kick-Off</li><li>• Project Charter and Project Plan</li><li>• Resource Deployment Plan</li></ul>
2	Configuration and Customization	<ul style="list-style-type: none"><li>• Configuration document for all processes and modules consisting of system setting and parameters</li><li>• Customization-design, development and technical documents</li></ul>
3	Testing	<ul style="list-style-type: none"><li>• Testing Strategy document -Testing Plan, Test data and results.</li></ul>

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Phase No.	Phase	Deliverables
		<ul style="list-style-type: none"> <li>• Test cases</li> <li>• Load testing report</li> <li>• System Acceptance testing report</li> <li>• Issue log for all testing</li> </ul>
4	Data Migration	<ul style="list-style-type: none"> <li>• Data migration strategy report</li> <li>• Control reports before and after migration</li> </ul>
5	Go-Live	<ul style="list-style-type: none"> <li>• Go-Live plan</li> <li>• Standard Operational Procedure (SOP) manuals</li> <li>• Helpdesk Manual</li> <li>• Full system documentation</li> <li>• System Administration Manuals</li> <li>• Toolkit guides and troubleshooting guides</li> <li>• User manuals including system instructions and use cases, how to run a program to perform specific task in the system with sample reports, screen formats etc.</li> <li>• Teasers and sample mailers for intended for end-users</li> </ul>
6	Post Go-Live stabilization phase	<ul style="list-style-type: none"> <li>• Issue logs</li> <li>• Updated user and configuration manuals</li> </ul>
7	Operation and Maintenance	<ul style="list-style-type: none"> <li>• Issue logs</li> <li>• SLA reports</li> <li>• Reports related to operations</li> </ul>

### 6.2.4 Operations and maintenance services

The successful bidder shall be responsible for managing all application, server, database level problems that are identified during the contract period and shall provide all the necessary support in order to repair the problems thereby ensuring smooth operations and conformation to SLAs identified in this RFP and provide backup services in adherence to back-up policy of RailTel..

The bidder should deploy at least 2 L1 resources on-site at RailTel's primary data centre (or any other location as decided by RailTel) for providing application management/ solution administration/ infrastructure management services. The resource would be deployed from 9:00 AM to 6:00PM from Monday to Saturday.

#### 6.2.4.1 Application management services

The following is an indicative list of activities that are expected to be performed as a part of application management services. The scope of work shall be inclusive of but not limited to the activities mentioned under this category.

1. Performing vendor/OEM interaction for resolving application related issues
2. Performing performance tuning of applications
3. Performing Access Management (new user creation, user deletion, user access rights' review etc.)
4. Performing patch updates and software updates for in-scope application
5. Supporting Disaster Recovery activities for the in-scope applications.

6. Performing any other day-to-day administration and support activities
7. Resolving L1, L2 and L3 issues
8. Providing and using online tool for logging and tracking issues and reporting SLAs
9. Log tickets in cases where client is not able to raise a ticket
10. The support window for this service shall be 24\*7

#### 6.2.4.2 Change and release management services

The following is an indicative list of activities that are expected to be performed as a part of change and release management services. The scope of work shall be inclusive of but not limited to the activities mentioned under the service category.

1. Planning and scheduling change and release request as per defined SLA norms
2. Ensuring all changes made are approved and adhere to strict Request for Change (RFC) policies
3. Centralizing change-related information from all identified stakeholders into a unified change management database
4. Managing and tracking changes from the moment they are proposed, through implementation in the live environment, to the evaluation of the end result
5. Determining business and technical impact, including the impact on other services, the effect of not implementing the change, and the resources required and take approval from Change Advisory Board (CAB) (if required)
6. Maintaining and updating trusted configurations to ensure a smooth release process
7. Performing Impact analysis, create test plan, and rollback plans
8. Testing and implementation of patches and upgrades
9. Performing post implementation review and documented closure for all changes and tracking all changes implemented
10. Performing virus pattern updation within agreed time period of new release at the vendor site and cleaning of end user systems
11. Implementing advisory/alerts from vendors, OEM, expert/special interest groups, across in-scope hardware and software, reported.

#### 6.2.4.3 Data migration and mail administration services

RailTel may require successful bidder's assistance in data migration (mailboxes, archived mails, mail directory etc.) and mail administration of the new customers acquired by RailTel during the contract period (post stabilization phase). The bidder should mention the rate for resources that shall assist in data migration and mail administration in Annexure 6B: Commercial Bill of Material. The bidder shall deploy a "technical resource" (refer Annexure 3G: Proposed Team Profile) for providing these services. RailTel shall have the right to accept/reject the proposed resource.

#### 6.2.4.4 Server management services

The following table provides indicative activities under Server Management Services. The scope of work shall be inclusive of but not limited to the activities mentioned under the service category:

- 1 Perform management of Server Infrastructure (corresponding to in-scope Solution) which includes Server operating system for Windows/ SUN Solaris/ Linux, SAN (Storage area network)
- 2 Perform review of key monitoring parameters from availability point of view i.e. System performance monitoring, tuning, server utilization, scheduling and optimizing the services running on the server etc. and archival and review of logs
- 3 Perform capacity planning based on historical usage patterns and providing projections including replacement planning for obsolescence and end of life scenarios.
- 4 Manage physical system elements (servers, backup devices) including configuration and maintenance tasks and logical system components such as OS
- 5 Maintain asset register for all server equipment (corresponding to in-scope Solution) along with critical and consumable spares. Record information such as serial number, asset code, warranty, AMC details etc.
- 6 Maintain database of server configurations and records of all hardware, software installation, movement, upgrade, addition and change (IMAC) in the configuration database.
- 7 Perform change, release management and upgrades to ensure compatibility with the overall environment
- 8 Bi-monthly reporting, to ensure continued compliance with service level agreements. Bi-monthly dashboard on monitoring coverage, alerts generated/ closed, alerts escalated and other hits/ misses
- 9 Troubleshoot server and operating system disruptions to resolve the issues. For Hardware related issues, the successful bidder should work with hardware OEM to resolve the issues.
- 10 If required, perform Server re-installations and decommissioning; Re-installation of the operating systems, configuration and hardening; and Re-installation and support of specified middleware
- 11 Grant RailTel access to the server management system from all applicable locations where the services are performed, and allowing RailTel to monitor and view the knowledge database on an ongoing basis
- 12 Perform preventative and scheduled maintenance:
  - Plan and execute maintenance in conjunction with the application maintenance, approved time frames and support service line
  - Coordinate urgent maintenance activities
- 13 Implement and manage as per security rules and manage access authorities including user management, periodic review of accesses and privileges, password parameters
- 14 Handle the backup of all the servers and DR activities for critical servers
- 15 Create, manage and remove administrative scripts, login scripts, user and group policies, security groups etc. as necessary

#### 6.2.4.5 Database management services

It includes management of in scope applications database environment. The following table provides indicative activities under Database Management Services. The scope of work shall be inclusive of but not limited to the activities mentioned under the service category.

- 1 Perform database maintenance
- 2 Define and install the physical database design (log files, rollback segments, table-spaces, database descriptors) and also monitor and recommend storage requirements
- 3 Create definitions of logical data structures, tables, views, indexes, program specification blocks, stored procedures and define their relationships
- 4 Set data storage parameters for storage associated with the physical elements of the database

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

- 5 Install, maintain and monitor the health and performance of RDBMS and ensure Minimal/ Zero system disruptions/ performance issues/ outages.
- 6 Analyze alerts and logs including
  - trace files (including data block corruptions, Enqueue resources, internal errors and I/O read-write failures)
  - database changes
  - background job status
  - operating system logs
- 7 Set up and implement database reorganizations as well as patches and upgrades
- 8 Implement and manage security rules and access authority/ privileges as per security policy

### 6.2.5 Service Window

Below is the expected Service Window. However, bidder is expected to serve as per business need of RailTel

Service	Service Window
Server Management Services	24 x 7 x 365
Database Management Services	24 x 7 x 365
Backup, Restore and Archival Management Services	24 x 7 x 365
Change and Release Management Services	9am to 7 pm (Business days)
Application Helpdesk Management Services	24 x 7 x 365

### 6.2.6 Exit management scope

Following shall be covered as part of the exit management at the end of contract period or in the event of termination:

1. If any other agency or service provider is selected by RailTel for providing in-scope solutions/ services, the bidder selected through this RFP shall provide support for necessary handholding, transition, sharing of information and relevant documents and other related support to the complete satisfaction of RailTel. In case RailTel observes the lack of willingness to manage transit/ sharing of information or lack of support from the bidder selected through this RFP, RailTel shall have absolute discretion to requisite penalties and deduct the amount from its billing or from performance bank guarantee.
2. The successful bidder shall provide the necessary transition for a period of 3 months. However, this period of transition could vary depending on the need of RailTel and the same shall be communicated to the successful bidder.
3. During transition phase, the successful bidder shall not change or remove its key resources deployed at RailTel premises in order to ensure the successful transition. In case the successful bidder is found to violate this condition, RailTel shall have the right to penalize the successful bidder appropriately.
4. During transition phase, the successful bidder shall deploy a dedicated Transition Manager to enable the successful transition.
5. During the exit management process, the successful bidder shall ensure that the in-scope solution/ services are handed over to RailTel in a complete operational condition to the satisfaction of RailTel. In case the successful bidder is unable to address such issues, RailTel may levy penalty or invoke the performance bank guarantee of the successful bidder.
6. During the contract period, the successful bidder shall ensure that all the documentation including diagrams, policies, procedures, asset registers, configuration documents, procurement documentation, original licenses



and all other documents in relation to the works as per the agreed terms are kept up to date and all such documentation is handed over to RailTel during the exit management process.

7. The ownership of the assets (including soft and hard components existing and procured through this RFP) except for those which are taken as a service, at any point of time during the term of the contract or expiry of the Contract, shall rest with RailTel. In addition, any information/ data gathered or generated by the successful bidder during the term of the contract would be the property of RailTel and the same should be handed over to RailTel in native format at the end or termination of the contract.
8. In case RailTel decides to withdraw any solution component/ service components from the successful bidder's scope of work during the contract period, the successful bidder has to facilitate the transition of that solution component/ service components in compliance with above clauses.

#### 6.2.7 Governance structure

The successful bidder shall develop and implement a governance mechanism to institutionalize an effective approach towards planning, organizing, delivering, and implementing, the proposed mail messaging solution, proposed environmental software etc., during the implementation phase as well as during operations and maintenance phase. The following table captures an indicative governance structure. The bidder should propose a detailed governance structure, for both implementation phase and support/ operations & maintenance (O&M) phase separately, as a part of the technical proposal. It should clearly indicate the name and designation of the mentioned participants from the bidder's side.

Governance Layer	Governance Participants		Responsibilities	Review frequency
	RailTel	Successful Bidder		
<b>Steering Committee</b>	Executive Sponsor	Executive Sponsor	<ul style="list-style-type: none"> <li>Define strategic objectives</li> <li>Performance reporting</li> <li>Issue resolution (Final escalation level)</li> <li>Resource allocation</li> </ul>	<b>Monthly</b> (during implementation phase) <b>Quarterly</b> during O&M phase
<b>Project/ Program Management</b>	Head-Mail Messaging Services	Project/ Program Manager	<ul style="list-style-type: none"> <li>Account management</li> <li>Monitor product/ service delivery</li> <li>Single point of contact for issue escalation</li> <li>Issue resolution (Intermediate escalation)</li> <li>Plan, track and review SLAs</li> </ul>	<b>Weakly</b> during implementation phase <b>Weekly/ Fortnightly</b> during O&M phase
<b>Operations Management</b>	Service Owners/ Operations Managers	Service Delivery Managers	<ul style="list-style-type: none"> <li>Issue resolution and escalation</li> <li>Manage people issues</li> <li>Plan and track time lines</li> </ul>	<b>Ad-hoc</b> <b>Daily</b>

The bidder should provide an escalation matrix for both implementation phase and O&M phase.



## 7 Evaluation Process

### 7.1 Objective of evaluation process

The objective of the evaluation process is to evaluate the bids received in response to this RFP in order to select an effective and best fit solution at a competitive price. The evaluation by RailTel will be undertaken by an Internal Committee formed by RailTel. RailTel may consider recommendations made by external experts/ consultants on the evaluation. The decision of the committee formed by RailTel shall be final.

RailTel will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the required format.

RailTel may call for any clarifications/ additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.

RailTel reserves the right to call for presentation(s), product walkthrough(s), on the features of the solution offered etc., from the bidders based on the technical bids submitted by them. Based upon the final technical scoring, eligible bidders would be shortlisted for final Techno-commercial evaluation.

Independent evaluation process would be carried out for bids for SOR-A & bids for SOR-B. The bid evaluation will be based on QCBS evaluation method – Quality and cost based selection - with weightage to technical and commercial Scores in the ratio of 70:30 for both SOR-A and SOR-B. The final evaluated score shall be the sum of weighted technical score and weighted commercial score.

### 7.2 Detailed technical evaluation process

The technical evaluation process shall consist of four stages. Only those bidders which qualify the previous stage shall be eligible for the next stage. The four stages shall be as follows:

1. Pre-Qualification Bid evaluation
2. Technical Evaluation
3. Commercial Evaluation
4. Selection of Bidder

Only the 'Technical Bids' submitted by the eligible bidders shall be opened, evaluated and a technical score would be arrived at. The bidder scoring the highest technical score will be ranked as T1.

#### 7.2.1 Pre-qualification bid evaluation

RailTel shall scrutinize the pre-qualification bid submitted by the bidder. A thorough examination of support documents shall be conducted to determine whether the bidder is eligible or not. Technical evaluation shall happen for only those bidders who qualify the pre-qualification criteria laid out in the RFP.

### 7.2.2 Technical bid evaluation

The technical proposals of only those bidders shall be opened who have satisfied the pre-qualification criteria. As part of technical bid evaluation, the proposal submitted by the bidders shall be evaluated basis the following parameters:

1. Functional and Technical Requirements (FTR)
2. Overall Solution demonstration and Presentation (SP)
3. Approach and Methodology (AM)
4. Past Experience (PE)

The bidders shall be evaluated on the parameters mentioned above on the basis of evaluation approach as outlined below. Each parameter has been assigned a maximum score a bidder can earn for that parameter. The scores for each parameter shall be summed up to determine the technical score of the bidder.

#### 7.2.2.1 Scoring methodology for functional & technical requirements

##### 7.2.2.1.1 SOR-A

The minimum functional and technical specifications for mail messaging solution corresponding to SOR-A is given in Annexure 1A: Functional and Technical Specifications. In case the bidder responds to any “mandatory” requirement as “Non-compliant”, RailTel may at its discretion reject the bid and not consider the same for further evaluation. Bidder shall indicate the availability of each requirement as fully compliant (F), customization (C) and non-compliant (N). The functional and technical requirements have been classified as follows:

1. Basic Requirements
2. Advanced Requirements
3. Unified Communication Requirements

Bidders should secure at-least 65% of the maximum marks for the functional requirements listed in “Unified Communication Solution” sheet of Annexure 1A: Functional and Technical Specifications.

Marks will be awarded as per the table below:

Bidder's Response	Score
<b>Fully Compliant (F)</b>	10
<b>Customization (C)</b>	5
<b>Non-Compliant (N)</b>	0

Where,

Fully Compliant (F): The proposed solution currently supports this function either in native form or through existing parameterization without further enhancement or the use of either programming or user tools, i.e. included in the base package.

Customization (C): The function is not available in the proposed solution and it would require customization by the bidder and the bidder shall provide these features at no additional cost before the beginning of the User Acceptance Test.

Non-Compliant (N): The function is not available in the proposed solution and cannot be provided even after customization

Please note that all the requirements mentioned in Specifications are critical for the envisioned mail messaging solution. RailTel may at its sole discretion ask any/ all the bidders to justify “Non-Compliant (N)” response identified against any requirement. Any unreasonable non-compliance/ deviations to functional or technical requirements may lead to disqualification of the bid at sole discretion of RailTel. The bidder should also provide documentary proof for each functional and technical requirement mentioned in Annexure 1A: Functional and Technical Specifications. Marks would be given for only those requirements for which documentary proof is submitted by the bidder.

#### 7.2.2.1.2 SOR-B

The minimum functional and technical specifications for mail messaging solution corresponding to SOR-B is given in Annexure 1B: Functional and Technical Specifications. In case the bidder responds to any “mandatory” requirement as “Non-compliant”, RailTel may at its discretion reject the bid and not consider the same for further evaluation. Bidder shall indicate the availability of each requirement as fully compliant (F), customization (C) and non-compliant (N). The functional and technical requirements have been classified as follows:

1. Basic Requirements
2. Additional Requirements

Bidders should secure at-least 65% of the maximum marks for the functional requirements listed in “Basic Solution” sheet of Annexure 1B: Functional and Technical Specifications individually.

Marks will be awarded as per the table below:

Bidder’s Response	Score
<b>Fully Compliant (F)</b>	10
<b>Customization (C)</b>	5
<b>Non-Compliant (N)</b>	0

Where,

Fully Compliant (F): The proposed solution currently supports this function either in native form or through existing parameterization without further enhancement or the use of either programming or user tools, i.e. included in the base package.

Customization (C): The function is not available in the proposed solution and it would require customization by the bidder and the bidder shall provide these features at no additional cost before the beginning of the User Acceptance Test.

Non-Compliant (N): The function is not available in the proposed solution and cannot be provided even after customization

Please note that all the requirements mentioned in Annexure 1B: Functional and Technical Specifications are critical for the envisioned mail messaging solution. RailTel may at its sole discretion ask any/ all the bidders to justify “Non-Compliant (N)” response identified against any requirement. Any unreasonable non-compliance/ deviations to functional or technical requirements may lead to disqualification of the bid at sole discretion of RailTel. The bidder should also provide documentary proof for each functional and technical requirement mentioned in Annexure 1B: Functional and Technical Specifications. Marks would be given for only those requirements for which documentary proof is submitted by the bidder.

#### 7.2.2.2 Scoring for overall solution demonstration & bid presentation

Overall solution demonstration & bid presentation is applicable for evaluation of both SOR-A and SOR-B bids.

All eligible bidders will be required to make presentations to supplement their bids and showcase the capabilities of solution(s) proposed. RailTel will schedule presentations and communicate the date, time and venue to the eligible bidders. Failure of a bidder to complete a scheduled presentation to RailTel may result in rejection of the proposal. The following table captures the broad agenda for the solution demonstration & bid presentation.

S. No.	Presentation Agenda	Details
1	Introduction to Organization	Brief introduction of the organization and its background
2	Proposed mail messaging solution and its components (functionalities, supplementary software, etc.)	Detailed presentation on solution'(s) in-scope components as per the functional and technical requirements
3	Project implementation plan	Proposed project approach which would ensure smooth implementation of the mail messaging solution(s)
4	Go-to-Market Strategy	Operational and marketing model
5	Key value propositions	Key differentiators/ value-add presented by the bidder
6	Project team and skills	Project team profiles and credentials
7	Relevant implementation case studies	Relevant case studies where requirements similar to those of RailTel have been met

The eligible bidders would be evaluated basis their presentation (which should be based on the agenda captured in the table above), response to queries raised by RailTel's evaluation committee at the time of the presentation. These queries would primarily focus on checking the bidders' understanding of RailTel's requirements and the clarity on the proposed solution(s).

#### 7.2.2.3 Scoring for approach & methodology

“Approach and methodology” is applicable for evaluation of both SOR-A and SOR-B bids.

The bidder is expected to provide, as a part of the technical bid, a detailed document that explains the approach and methodology proposed by the bidder for the implementation of the proposed solution.

The “Approach and Methodology” adopted for implementation would be evaluated by RailTel and should at the minimum cover the following:

1. Solution overview & architecture
2. Team strength
3. Project management
4. Training

#### 7.2.2.3.1 Solution overview & architecture

The bidder is expected to provide, as a part of the technical bid, a detailed document that explains the general architecture of the proposed solution(s). The response should also include details of the hardware required and environmental software(s) proposed. The solution architecture must be approved by the respective OEM vendor.

#### 7.2.2.3.2 Team strength

For team strength, the bidders would be evaluated basis the response submitted in Annexure 3G: Proposed Team Profile. The bidder should ensure that the proposed team members above the role of the Team Lead should have worked on similar projects earlier. All members identified as team lead or above should also have a named responsibility in the project.

#### 7.2.2.3.3 Project management

For project management, the bidders would be evaluated basis the response submitted in Annexure 1A: Functional and Technical Specifications in sheet named “Project Management Methodology” for SOR-A and in Annexure 1B: Functional and Technical Specifications in sheet named “Project Management Methodology” for SOR-B. The bidder should provide explanation on the project management process that is proposed for RailTel’s mail messaging initiative. The bidder should include as to how the same project management process was applied in a similar project.

#### 7.2.2.3.4 Training

The bidder will be responsible for training RailTel’s employees on parameterization, operations, management, error handling, system administration, infrastructure support etc. of the proposed mail messaging solution.

For “training”, the bidders would be evaluated basis the response submitted in Annexure 1A: Functional and Technical Specifications in sheet named “Training” for SOR-A and in Annexure 1A: Functional and Technical Specifications in sheet named “Training” for SOR-B. This sheet primarily pertains to the training techniques, course details provided by the bidder and the educational qualifications and experience of the trainers.

#### 7.2.2.3.5 Go-To-Market Strategy

The bidder is expected to submit its go-to-market strategy. The strategy should, at minimum include, the operational model and the marketing model. The bidder should include the possible options for positioning the offering to prospective clients and suggest recommended model and prices for offering to the market.

# RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

## 7.2.2.4 Past experience

### 7.2.2.4.1 SOR-A

The bidder should provide details of past experience in implementing the Unified Communication based mail messaging solution in Annexure 1A: Functional and Technical Specifications in the sheet named “Past Experience”. The bidder’s past experience shall be evaluated and scored basis the table below:

S. No.	Past Experience	Score	Max Score
A1*	Bidder should have implemented <b>“Unified Communication based mail messaging solution with at least 2000 users per organization”</b>		40
	More than 8 Implementations	40	
	5-8 Implementations	30	
	2-4 Implementations	20	
	1 Implementation	15	
A2*	Bidder should have implemented <b>“Unified Communication based mail messaging solution”</b>		40
	Greater than 15000 users	40	
	10001 – 15000 users	30	
	5000 – 10000 users	20	
B	The offered Unified Communication based solution should have been implemented with 5000 users per organization in India		30
	More than 8 Implementations	30	
	5-8 Implementations	25	
	3-4 Implementations	20	
	2 Implementations	15	
C	The offered Unified Communication based solution should have been implemented with 20000 users per organization globally		30
	More than 8 Implementations	30	
	5-8 Implementations	25	
	3-4 Implementations	20	
	2 Implementations	15	
TOTAL		100	

\* Note: Higher of the score obtained for category A1 and A2 identified in the table above would be added to the total for evaluating past experience of the bidder for SOR-A

### 7.2.2.4.2 SOR-B

The bidder should provide details of past experience in implementing basic mail messaging solution in Annexure 1B: Functional and Technical Specifications in the sheet named “Past Experience”. The bidder’s past experience shall be evaluated and scored basis the table below:

S. No.	Past Experience	Score	Max Score
A1**	Bidder should have implemented <b>“ Basic mail</b>		40

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

S. No.	Past Experience	Score	Max Score
	<b>messaging solution with at least 5000 users per organization OR</b> provided (or providing) support for <b>Basic mail messaging solution for least 5000 users per organization</b>		
	More than 8 Implementations	40	
	5-8 Implementations	30	
	2-4 Implementations	20	
	1 Implementation	15	
A2**	Bidder should have implemented <b>“Basic mail messaging solution/</b> provided (or providing) support for <b>“Basic mail messaging solution</b>		40
	Greater than 45000 users	40	
	30001 – 45000 users	30	
	15000 – 30000 users	20	
B	The offered basic solution should have been implemented with 5000 users per organization in India		30
	More than 8 Implementations	30	
	5-8 Implementations	25	
	3-4 Implementations	20	
	2 Implementations	15	
C	The offered basic solution should have been implemented with 20000 users per organization globally		30
	More than 8 Implementations	30	
	5-8 Implementations	25	
	3-4 Implementations	20	
	2 Implementations	15	
TOTAL		100	

*\*\*Note: Higher of the score obtained for category B1 and B2 identified in the table above would be added to the total for evaluating past experience of the bidder for SOR-B*

#### 7.2.2.5 Technical bid evaluation – scoring

The following table is applicable to evaluation of both SOR-A’s and SOR-B’s bids.

S. No.	Technical & Functional Evaluation Phase	Max Weight
1	Functional and Technical Requirements evaluation	50%
2	Overall Solution, Presentation and Product Demonstration	10%
3	Approach & Methodology	15%
4	Past Experience	25%
	TOTAL	100%

#### 7.2.2.6 Disqualification parameters in technical bid evaluation

The following disqualification criteria is applicable for both SOR-A’s and SOR-B’s bids.

Bidders scoring more than 75 percent of the total score and scoring more than 65% of the maximum score form functional & technical requirements, as mentioned above, shall be considered technically qualified.

In third stage, commercial bids shall only be opened for technically qualified bidders. The bidder with the highest technical score shall be ranked as T1.

### 7.2.3 Commercial bid evaluation (applicable for both SOR-A and SOR-B)

The Commercial Proposals of only those bidders shall be opened who have been technically qualified on the basis of the technical proposal. Representatives of such of the technically qualified bidders may choose to witness the opening of price bids on the specified date and time. The Discounted Cash Flow (DCF) method will be used to compare different payment terms, including advance payments and progressive stage payments to the bidders so as to bring them to a common denomination for determining lowest bidder.

RailTel will evaluate the offers received by adopting Discounted Cash Flow (DCF) method with a discounting rate consonance with the existing government borrowing rate. The DCF is defined in the Glossary of Management and Accounting Terms, published by the Institute of Cost and Works Accountants of India.

Detailed modalities for applying DCF technique are as below:

- 1 Net Present Value (NPV) will be used for evaluation of the Price offered. The Net Present Value of a contract is equal to the sum of the present values of all the cash flows associated with it. The formula for calculating NPV of a Commercial Offer is illustrated below.
- 2 RailTel will evaluate the offers received by adopting Discounted Cash Flow (NPV) method with a discounting rate of 12%.
- 3 NPV will be calculated on the annual cash outflows.

Standard software for example 'Excel', 'Lotus1-2-3' or any other spreadsheet, which comes preloaded as part of a personal computer will be used for NPV analysis.

The NPV will be calculated using the formula below:

$$NPV = C_0 + C_1 / (1+r)^1$$

Where,

- 1  $C_0 \dots C_8$  are the yearly cash outflows as illustrated below
- 2  $C_0$  is the Sum of the below components:
  - One time set up cost including 1 year warranty in case of basic mail messaging solution and one time set up cost in case of Unified Communication based mail messaging solution
  - Environmental software cost
- 3  $C_1 - C_8$  is sum of Cost of Comprehensive Annual Technical Support and support cost for the 1<sup>st</sup> year onwards
- 4  $r$  is the annual discounting rate



#### 7.2.3.1 TCO calculation for SOR-A

TCO for SOR-A would be derived by taking the NPV for **table 1** in Annexure 6A: Commercial Bill of Material. In order to calculate NPV, rates exclusive of taxes would be considered. Inputs for rate cards in Annexure 6A: Commercial Bill of Material shall not be considered while calculating TCO.

The Bid having the lowest TCO shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Financial score of other bidders will be calculated on the basis of the following formula:

Commercial score of bidder= ((TCO of lowest bidder x100)/ (TCO of the bidder))

#### 7.2.3.2 TCO calculation for SOR-B

TCO for SOR-B would be derived by taking the NPV for **table 1** in Annexure 6B: Commercial Bill of Material. In order to calculate NPV, rates exclusive of taxes would be considered. Inputs for rate cards in Annexure 6B: Commercial Bill of Material shall not be considered while calculating TCO.

The Bid having the Lowest TCO shall be termed as the Lowest Evaluated Bid and will be awarded 100 marks. Financial score of other bidders will be calculated on the basis of the following formula:

Commercial score of bidder= ((TCO of lowest bidderx100)/ (TCO of the bidder))

#### 7.2.4 Selection of winning bidder (applicable for both SOR-A and SOR-B)

Total Score = (Final Technical Score \*0.7) + (Final Commercial Score \*0.3)

The bidder whose bid has secured the highest “Total Score” as per the formula mentioned above will be considered as successful bidder. In case of tie, bidder scoring the higher technical score shall be selected.

Example scoring for a sample system integrator:

Sr. No	Parameter	Weightage	Rating% (Total Score)	Normalized Score
1	Technical Evaluation	70%	92.95	65.06
2	Commercial Evaluation	30%	100	30.00
	<b>Total Score</b>	<b>100%</b>		<b>95.06</b>

## 8 Service Level Agreement

This section includes the SLAs which RailTel requires the successful bidder to manage as key performance indicators for the fulfilling the scope of work. The objective of SLA is to clearly define the levels of services (pertaining to the scope of this RFP) expected by RailTel from the successful bidder. The SLA reporting shall be on monthly basis. **The SLA's mentioned in this section are application for both SOR-A and SOR-B.**

### 8.1 Service levels & penalties

Sr.	Parameter	Description	Target / Service Level	Penalty	Validation tools / Method
1	Availability of solution	Availability of solution Solution availability is the time that each application is available for use, measured in minutes and calculated by (a) System Scheduled Uptime minus Scheduled Downtime minus Unscheduled Downtime, divided by (b) System Scheduled Uptime minus Scheduled Downtime with the result expressed as a percentage to two decimal places.	99.9%	If availability is between 99.9% to 99.8%, penalty shall be 2% of the monthly pay-out for Support services Below 99.8%, penalty shall be 1% of the Monthly pay-out for services for drop of 0.1%	To be recorded by tool or from incident reports
2	Server Availability	Server availability is the time that each server is available for use, measured in minutes and calculated by (a) System Scheduled Uptime minus Scheduled Downtime minus Unscheduled Downtime, divided by (b) System Scheduled Uptime minus Scheduled Downtime with the result expressed as a percentage to two decimal places.	99.5%	If availability is between 99.5% to 99%, penalty shall be 0.5% of the monthly pay-out for Support services Below 99%, penalty shall be 1% of the Monthly pay-out for services for drop of 0.5%	
2	Response time for support services	This Service Level measures the number of all category calls per month that get responded within the response time defined divided by the total number of calls that get logged in per month. Response to an incident call will include sending a notification to the person raising the call, either through email or on phone, acknowledging the call and informing him/her of the	98%	96% to 98%: 0.5 % of the monthly pay-out for support services Below 96%: For each 1% drop in service level, 0.5% of the monthly pay-out for support services shall be applicable as Penalty	All category calls per month that get responded within the response time divided by the total number calls that get logged in per month.

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Sr.	Parameter	Description	Target / Service Level	Penalty	Validation tools / Method
		expected resolution time for the call. Response to call tickets is calculated on respective service window. Response time : 30 min			
3	Incident Resolution Time	This Service Level measures the number of incidents per month resolved within the time lines agreed divided by the total number of incidents reported per month. Incident resolution shall be updated on the helpdesk tool either by the bidder or the service desk staff with intimation to the resolver as well as the user. Resolution of incident tickets is calculated for respective service window.	98%	95% to 98%: 0.5 % of the monthly pay-out for support services Below 95%: For each 1% drop, 0.5% of the monthly pay-out for support services shall be applicable as Penalty	Incidents per month resolved within the time lines divided by the total number of incidents reported per month  *Severity I – 4 hrs. Severity II – 8 hrs. Severity III – 24 hrs.
4	Problem Resolution successful closure	- This service level measures the successful closure of all the problem tickets raised, post the root cause analysis having been carried out, the necessary corrective action taken and the RailTel management having given the signoff expressing their satisfaction on the problem management activities undertaken.	85%	80% to 85%: 0.5 % of the monthly pay-out for support services Below 80%: For each 2% drop 0.5% of the monthly pay-out shall be applicable as Penalty for support services	Dividing the total number of successful closure of problem tickets by the total number of problem tickets raised in the Helpdesk tool Time for closure of each problem ticket shall mutually agreed
5	Adherence to Backup schedule. It includes both	Number of successful Backups adhered to/Total scheduled and requested backups	98%	96% to 98%: 0.5 % of the monthly Support and AMC/Warranty cost	Number of successful Backups adhered to/Total

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Sr.	Parameter	Description	Target / Service Level	Penalty	Validation tools / Method
	backup scheduled and backup requested.			Below 96%: For each 1% drop in service level, 0.5% of the monthly Support and Warranty/AMC cost shall be applicable as Penalty	scheduled and requested backups To be measured using tool
6	Change request Resolution - successful closure	Measure of successfully implementing change management.	95%	93% to 95%: 0.5 % of the monthly pay-out for support services Below 93%: For each 1% drop, 0.5% of the monthly pay-out for support services shall be applicable as Penalty	Dividing the total number of successful closure of change request tickets by the total number of change request tickets raised in the Helpdesk tool

*Severity	Urgency		Impact		
			Critical (I1)	High (I2)	Medium (I3)
	Critical (U1)		SI	SI	SII
	High (U2)		SI	SII	SIII
	Medium (U3)		SII	SIII	SIII

$$S_x = f(I_x, U_x) \text{ where } I_x - \text{Impact} \quad U_x - \text{Urgency} \quad S_x - \text{Severity}$$

Severity Type	Priority Definition	Example
<b>SI</b>	Interruption making a critical functionality inaccessible or a severe impact on services availability or unavailability of any reports which is urgently required for compliance purpose. There is no possible alternative.	Service is unavailable in any of the locations
<b>SII</b>	Critical functionality, degraded or unusable, having a severe impact on services availability. No acceptable alternative is possible.	Service is unavailable for a function or department
<b>SIII</b>	Non critical function or procedure, unusable or hard to use having an operational impact, but with no direct impact on services availability. A workaround is available.	Single user is impacted

## 8.2 Penalties for Delayed Implementation

- The successful bidder must strictly adhere to the implementation timelines (including delivery dates and go-live dates as mentioned in this RFP). Failure to meet these timelines, unless it is due to reasons entirely attributable to RailTel, may constitute a material breach of the Bidder's performance. As a deterrent for

delays during implementation, RailTel may levy penalties for delays attributable to the successful bidder. The reasons like non-familiarity with the site conditions and/ or existing IT infrastructure will not be considered as a reason for delay.

- 2 Penalty based on following table will be levied for every week's delay in meeting any milestone agreed as part of project plan. If two separate milestones (running parallel) are defaulted then the penalty for all such delays shall be aggregated. Minimum 5 milestones need to be agreed as part of the project plan.
- 3

Delay	Penalty
Up to 1 Week	Grace Period. No penalty
1 – 2 Weeks	0.5% X
2 – 3 Weeks	1% of X
3 – 4 Weeks	2% of X
4 – 5 Weeks	3% of X
5 – 6 weeks	4% of X
<b>6 weeks or more</b>	<b>5% of X for each of delay</b>

Where, X is one time set-up cost including support cost of 5000 users in case of UC based mail messaging system and one time set-up cost in case of basic mail messaging solution.

For a delay of more than 6 weeks in implementation, RailTel will have the option of looking at more severe options like cancelling the awarded contract.

### 8.3 At-risk amount

The total At-Risk amount shall be 10% of the annual pay-out for the support services.

All SLAs pertaining to different categories are defined above. Successful Bidder shall submit the SLA report on monthly basis. Penalty won't be imposed on those Service Level breaches where cause(s) of the breach is beyond the control of successful bidder. Penalty amount of higher value shall be applicable if same incident caused breach of two or more different Service Levels.

Note: The A-Risk amount does not include the penalty defined in section 8.2

## 9 Terms and Conditions

Following terms and condition are applicable for bidders participating for SOR-A or SOR-B or both.

### 9.1 Undertaking

The bidders intending to submit the RFP documents shall submit an undertaking to RailTel along with the bid proposal , in the format provided in Annexure 9: Undertaking by System Integrator.

## 9.2 Bidder clarification and RailTel's responses

All clarifications from the bidders relating to this RFP must be submitted in writing exclusively to the contact person before the last date for receipt of clarifications as specified in the Tender Notification Table in the format specified in Annexure 7: Pre Bid Query Format. The mode of delivering written questions would be through post and email. In no event will RailTel be responsible for ensuring that bidders' clarifications have been received by them.

## 9.3 Amendments to RFP

1. Bids once submitted will be treated as final and no modification will be permitted. No correspondence in this regard will be entertained.
2. No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.
3. In case of the successful bidder, he will not be allowed to withdraw or back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed.
4. If RailTel deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue amendments to this RFP. Such amendments would be uploaded on RailTel website on time to time basis. Any such amendments shall be deemed to be incorporated by this reference into this RFP.
5. At any time prior to the deadline (or as extended by RailTel) for submission of bids, RailTel, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, RailTel may modify the RFP document by issuing amendment(s). Such amendments would be uploaded on RailTel website on time to time basis, and these will be binding on all the bidders.
6. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, RailTel, at its discretion, may extend the deadline for the submission of bids.

## 9.4 Earnest Money Deposit

1. Bidders shall submit, along with their Bids, EMD (amount specified in the tender notification table), in the form of a Account Payee Demand Draft in favour of M/s RailTel Corporation of India Limited payable at New Delhi from SBI or a Nationalized Bank or a schedule Commercial Bank operating in India and valid for 210 days from the last date of the bid submission. Bid security in any other form will not be accepted.
2. The Earnest Money receipt shall be incorporated in the original copy of the tender document. Other copies of the offer shall contain true copies of Earnest Money receipt.
3. The bid security is interest free.
4. The bid security, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Guarantee. The bid security of all unsuccessful bidders will be refunded by RailTel within one month of the contract signing and submission of the PBG by the successful bidder.
5. The bid submitted without bid security, mentioned above, will be liable for rejection without providing any further opportunity to the bidder concerned.
6. The bidder shall extend the validity of the offer and EMD on request by RailTel
7. The bid security may be forfeited:
  - a. If a bidder withdraws its bid during the period of bid validity.

- b. In case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions.
8. The earnest money of unsuccessful SI will save as herein before provided, be returned within reasonable time to the unsuccessful SI but RailTel shall not be responsible for any loss or depreciation that may happen to the security for the due performance of the above stipulation to keep offer open for the period specified in the tender documents or to the Earnest Money while in their possession nor be liable to pay interest thereon.
9. If the SI proposal is accepted, the amount of Earnest Money will be held as security deposit for due and faithful fulfilment of contract. The Earnest Money of successful SI will be returned after the Contract Performance Guarantee (Security Deposit) as required under performance bank guarantee clause and formal contract duly signed is received by the purchaser.
10. Bid response not accompanied by Earnest Money as mentioned above will be summarily rejected.
11. Bid response not accompanied by Tender Participation fees (in case of RFP download from website), will be summarily rejected.

### 9.5 RailTel's right to terminate the process

1. RailTel reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for actions taken by RailTel.
2. RailTel makes no commitments, express or implied, that this process will result in a business transaction with anyone.
3. This RFP does not constitute an offer by RailTel. The bidder's participation in this process may result in RailTel selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by RailTel to execute a contract or to continue negotiations. RailTel may terminate negotiations at any time without assigning any reason.
4. RailTel reserves the right to annul the procurement process for SOR-A or SOR-B or both or any component of SOR-A or SOR-B.

### 9.6 Defaults and delays

1. The Bidder shall execute the work with due diligence and expedition, keeping to the approved time schedule. Should he refuse or neglect to comply with any reasonable orders given to him in writing by the Purchaser's Engineers in connection with the work or contravene the provision of the Contract or the progress of work lags persistently behind the time schedule due to his neglect, the Purchaser shall be at liberty to give seven days' notice in writing to the Bidder requiring him to make good the neglect or contravention complained of and should the Bidder fail to comply with the requisitions made in the notice within seven days from the receipt thereof, it shall be lawful for the purchaser to take the work wholly or in part out of the Contractor's hands without any further reference and get the work or any part thereof, as the case may be, completed by other agencies without prejudice to any other right or remedy of the Purchaser.
2. Whenever the Bidder is unable to complete the work and contract is rescinded.
3. The security deposit & PBG shall be forfeited and the balance work shall be got done independently without risk & cost of the failed Bidder. The failed Bidder shall be debarred from participating in the Tender for executing the balance work.

4. The work shall be treated as sufficiently completed when the Provisional Acceptance Certificate (PAC) have been issued for the work under consideration.

### 9.7 Penalties for delays in completion

1. If the Bidder fails to execute and complete the work within the time specified in the Agreement or within the period of extension granted under Section 9.8 for reasons attributable to bidder, the Bidder shall accept reduction in the total amount payable to him by the purchaser at the rate of 0.5% per week or part thereof ( rounded off to the nearest whole number ) of the total value of the contract for the actual delay occasioned beyond the appointed time by which the work shall have been completed under the contract.
2. The total value of penalty on account of above shall be limited to maximum of 10% (Ten percent) of the total contract value.
3. Such reduction shall be accepted by the purchaser in full satisfaction of the Bidder's liability arising from delay only. This penalty for delay in completion will be applicable separately for each stage of completion of work when two or more stages of completion are specified in the contract. In the event of failure of the Bidder, the purchaser shall be at liberty to take action in accordance with provisions in Section 9.8.

**NOTE:** For purpose of this section the value of work shall be calculated on the basis of prices included in price schedule.

### 9.8 Disqualification

The proposal submitted by the bidder is liable to be disqualified if one or more of the following conditions occur:

1. Violation of the bid submission process.
2. Commercial Proposal, Technical proposal and Prequalification proposal are not submitted in separate sealed covers.
3. The price information, the pricing policy or pricing mechanisms or any document/information/file indicative of the commercial aspects of the proposal are either fully or partially enclosed or are part of the eligibility criteria documents or Technical -Commercial Proposal.
4. If a bidder submits more than one bid.
5. Non-compliance to the conditions of the bidding process
  - a. The Bid documents are not signed as per guidelines of the RFP.
  - b. The required EMD has not been paid as specified in the RFP.
  - c. The Bid validity period is shorter than the required period.
  - d. The Bid is not submitted in accordance with this document.
  - e. During validity of the Bid, or its extended period, if any, the bidder revises its quoted prices.
  - f. The bidder qualifies their Bid with their own conditions.
  - g. Bid is received in incomplete form.
  - h. Bid is not accompanied by all the requisite documents.
6. Non responsive Content of the proposal



RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

- a. Information submitted in Techno-Commercial offer is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the bids or during the tenure of the contract including the extension period, if any.
  - b. The deliverables as given in the Technical solution should be in consonance with the Price Proposal. Any deviations in the final deliverables between Techno-Commercial and Price proposals shall make the Bid as being unresponsive and may lead to disqualification of the Bid.
7. Inability to respond in accordance with the bidding guidelines
  - a. The successful bidder, invited to sign the contract qualifies the letter of acceptance of the contract with its own conditions.
  - b. The successful bidder fails to deposit the Performance Bank Guarantee or fails to enter into a contract within 21 days of the date of notice of award of contract or within such extended period, as may be specified by RailTel.
8. Fraudulent and corrupt practice
  - a. Bidder tries to influence the proposal evaluation process by unfair/unlawful/corrupt/fraudulent means at any point of time during the bid process defines, for the purposes of this provision, the terms set forth below as follows:
    - i. “corrupt” practice means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
    - ii. “fraudulent” practice means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practices among Bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the purchaser of the benefits of free and open competition;
    - iii. “Unfair trade” practices means supply of goods (computer hardware, software, printers, networking equipment, etc.) different from what is mentioned in the bid documents, and includes change of parts/components, use of refurbished/repaired/substandard/ duplicate parts instead of genuine new parts or change the specifications and/or make of the company for which the supply order was given by Purchaser.
9. Consequences of disqualification
  - a. If a bid or a proposal is disqualified, the bidder will not be eligible to participate in the bidding process initiated by this RFP.
  - b. If the proposal/bid is disqualified, it will not be processed further and the same will be communicated to the bidder through email/fax. No further correspondence from the bidder with RailTel will be entertained.
  - c. Documents submitted as a part of the proposal and which have not been opened will be returned to the bidder.
  - d. Documents submitted as a part of the proposal and which have been opened at the time of disqualification will not be returned to the bidder.
  - e. If the disqualification is for the reasons of fraudulent or corrupt practice, RailTel has the right to initiate action to black list the bidder as per the provisions of the relevant acts/rules.

## 9.9 Termination of contract owing to default of bidder

RailTel may terminate the contract if the bidder:

1. becomes bankrupt or insolvent or
2. makes an arrangement with or assignment in favour of his creditors, or agree to carry out the contract under a committee of inspection of his creditors, or
3. being a Company or Corporation, goes into liquidation (other than voluntary liquidation for the purpose of amalgamation or reconstruction), or
4. has an execution levied on his goods or property on the works, or
5. assigns the contract or any part thereof otherwise than as provided in Terms & Conditions, or
6. abandons the contract, or
7. persistently disregards the instructions of the RailTel's Engineer or contravene any provision of the contract, or
8. fails to adhere to the agreed program of work by a margin of 10% of the Stipulated period, or
9. fails to remove materials from the site or to pull down and replace the work after receiving from the Engineer's notice to the effect that the said materials or works have been condemned or rejected, or
10. fails to supply material and/or carry out the works as per contractual specifications, or
11. promises offer or give any bribe, commission, gift or advantage either himself or through his partner, agent or servant to any officer or employee of RailTel or any person on his or on their behalf in relation to the execution of this or any other contract with RailTel, then and in any of these said cases, the Engineer on behalf of RailTel may serve the Bidder with a notice in writing to that effect and if the Bidder does not, within 7 days after the delivery to him of such notice, proceed to make good his default in so far as the same is capable of being made good and carry on the work or comply with such directions as aforesaid to the entire satisfaction of the Engineer, RailTel shall be entitled after giving 48 hours' notice in writing under the hand of the Engineer to rescind the contract as a whole or in part or parts ( as may be specified in such notice ) and adopt either or both the following courses: A final termination notice will be issued by RailTel after expiry of 48 hrs notice.
12. to carry out the whole or part of the work from which Bidder has been removed by the employment of the required labour and materials, the cost of which shall include lead, lift, freight, supervision and all incidental charges.
13. to measure up the whole or part of the work from which the Bidder has been removed and to get it completed by another Bidder, the manner and method in which such work is completed shall be in the entire discretion of the Engineer whose decision shall be final; and in both cases (a) and (b) mentioned above RailTel shall be entitled (i) to forfeit the whole or such portion of the security deposit as it may consider fit, and (ii) to recover from the Bidder the cost of carrying out the work in excess of the sum which would have been payable according to the certificate of the Engineer to the Bidder if the works had been carried out by the Bidder under the terms of the Contract, such certificate being final and binding upon the Bidder, provided, however, that such recovery shall be made only when the cost incurred in excess is more than the security deposit proposed to be forfeited and shall be limited to the amount by which the cost incurred in excess exceeds the security deposit proposed to be forfeited. The amount thus to be forfeited or recovered may be deducted from any moneys then due which at any time thereafter may become due to the Bidder by RailTel under this or any other contract or otherwise.

Note: Provided always that in any case in which any of the powers conferred upon RailTel by Sub-clause above shall have become exercisable and the same shall not be exercised, the non-exercise thereof shall not constitute a waiver of any of the conditions thereof and such power shall notwithstanding be exercisable in the event of any future case of default by the Bidder for which his liability for past and future shall remain unaffected.

## 9.10 Right of RailTel after termination of contract owing to the default of bidder

In the event of any or several of the courses, referred in Section 9.9 above, being adopted:

1. The Bidder shall have no claim to compensation for any loss sustained by him by reason of his having purchased or procured any materials or entered into any commitments or made any advances on account of or with a view to the execution of the works or the performance of the contract and Bidder shall not be entitled to recover or be paid any sum for any works thereto not actually performed under the contract, unless or until the Engineer shall have certified the performance of such work and the value payable in respect thereof and the Bidder shall only be entitled to be paid the value so certified.
2. The Engineer or Engineer's Representative shall be entitled to take possession of any materials, tools, implements, machinery or buildings on the works or on the property on which these are being or ought to have been executed, and to retain the employ the same in the further execution of the works or any part thereof until the completion of the works without the Bidder being entitled to any compensation for the use and employment thereof or for wear and tear or destruction thereof.
3. The Engineer shall, as soon as may be practicable after removal of the Bidder fix and determine exparte or by or after reference to the parties or after such investigation or enquiries as he may consider fit to make or institute and shall certify what amount (if any) has at the time of termination of the contract been reasonably earned by or would reasonably accrue to the Bidder in respect of the work then actually done by him under the contract what was the value of any unused or partially used materials, any constructional plants and any temporary works upon the site.
4. RailTel shall not be liable to pay to the Bidder any moneys on account of the contract until the expiration of the period of maintenance and thereafter until the cost of completion and maintenance damages for delay in completion (if any) and all other expenses incurred by RailTel have been ascertained and the amount thereof certified by the Engineer. The Bidder shall have no claim to any payment of compensation or otherwise howsoever on account of any profit or advantage which he might have derived from execution of the work in full but he did not derive in consequence of termination of the contract. The Bidder shall then be entitled to receive only such sum or sums (if any) as the Engineer may certify would have been due to him upon due completion by him after deduction of the said amount; but if such amount shall exceed the sum which would have been payable to the Bidder, then the Bidder shall upon demand pay to RailTel the amount of such excess and it shall be deemed a debt due by the Bidder to RailTel and shall be recoverable accordingly.

## 9.11 Conflict of interest

Bidder shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with RailTel. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP.

## 9.12 Government restrictions

In order to discharge the obligations in respect of supply of products and services, it is essential that the bidder undertakes that there are no Government restrictions or sanctions or limitations in the country of the supplier or countries from which products or subcomponents are being procured and/or for the export of any part of the system being supplied. The bidder shall also undertake that the OEMs of products have no right to inspect the end usage of the solution.

## 9.13 Taxes

1. The Bidder and all personnel employed by him shall pay such taxes like Income Tax as are payable under statutory laws of India and the Purchaser **WILL NOT ACCEPT** any liability for the same.
2. Deduction of Income Tax at source as per provisions of Finance Act and Income Tax in force shall be made from the Bidder and the amount so deducted may be credited to the Central Government.
3. Wherever the law makes it statutory for the Purchaser to deduct any amount towards Sales Tax on Works Contract, the same will be deducted and remitted to the concerned authority.

## 9.14 Insurance

The Bidder shall take out and keep in force a policy or policies of insurance against all liabilities of the Bidder or the Purchaser at common law or under any statute in respect of accidents to persons who shall be employed by the contractor in or about the site for the purpose of carrying out the works on the site. The Bidder shall also take out and keep in force a policy or policies of Insurance against all recognized risks to their offices and depots. Such insurance shall in all respects be to the approval of the Purchaser and if he so requires in his name.

## 9.15 Insurance of materials and installations

1. The Bidder shall take out and keep in force a Policy or policies of Insurance for all materials irrespective of whether used up in the portion of work already done or kept for the use in the balance portion of the work until such works are provisionally handed over. For this purpose, the works are deemed to have been provisionally handed over when provisional acceptance certificate is issued for the locations.
2. The Bidder shall not be liable for losses/damages to the materials either used up in the portion of work done or his material kept for use at site, in consequence of Mutiny, or other similar causes over which the Bidder has no control and which cannot be insured. Such losses or damages shall be the liability of the Purchaser and if required by the Purchaser, be made good by the contractor at the cost of the Purchaser.
3. The Bidder should, however, insure the stores brought to site, against risks in consequence of war and invasion, as required under the Emergency Risk (Goods) Insurance Act in force from time to time.
4. It may be noted that the beneficiary of the insurance policy should be RailTel or the policies should be pledged in favour of RailTel. The contractor shall keep the policy/policies current till the installations are provisionally handed over to the purchaser. It may also be noted that in the event of contractor's failure to keep the policy current and alive, renewal of policy will be done by purchaser for which the cost of the premium plus 20% of premium shall be recovered from the contractor.
5. For the purpose of enabling the contractor to take the insurance cover in connection with this contract, the purchaser's Engineer will advise the approximate price of all RailTel supply materials to the Bidder.

## 9.16 Force Majeure

Force majeure shall mean:

1. War, hostilities (whether war be declared or not), invasion, act of foreign enemies
2. Rebellion, revolution, insurrection, or military or usurped power, or civil war, Ionizing radiation, or contamination by radio-activity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
3. Presume waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds
4. Riot, commotion or disorder, unless solely restricted to employees of the SI
5. Loss or damage due to the use or occupation by the Employer of any Section or part of the Permanent Works, except as may be provided for in the Contract
6. Loss or damage due to the extent that it is due to the design of the Works, other than any part of the design provided by the SI or for which the SI is responsible, and
7. Any operation of the forces of nature against which an experienced SI could not reasonably have been expected to take precautions.

## 9.17 Settlement of disputes and arbitration

The parties through respective signatories shall settle any dispute or disagreement with respect to performance, non-performance or defective performance of respective obligation amicably. In the event of disputes remaining unresolved, the parties shall refer the matter to a single arbitrator under arbitration law that may be applicable, whose appointment shall be done by Managing Director, RailTel Corporation of India Limited, 143, Institutional Area, Sector-44, Gurgaon - 122003, NCR (India), The place of arbitration shall be New Delhi and the language used shall be English.

All arbitration proceedings shall be conducted in English. Recourse against any Arbitral award so rendered may be entered into court having jurisdiction or application may be made to such court for the order of enforcement as the case may be.

The Arbitral Tribunal shall consist of the sole Arbitrator appointed by mutual agreement of the parties.

Each of the parties agree that notwithstanding that the matter may be referred to Arbitrator as provided herein, the parties shall nevertheless pending the resolution of the controversy or disagreement continue to fulfill their obligation under this Agreement so far as they are reasonably able to do so.

## 9.18 Intellectual property rights

1. The intellectual property rights in the mail messaging solution/ product and standard materials should remain vested in the owners of such rights. The purchaser will be granted non-exclusive and paid up license to use the mail messaging solution/ products and standard material including modifications thereto purpose agreed upon them.
2. All rights including the intellectual property rights subsisting in any material including any tools, utilities and methodologies belonging to the supplier and used to perform the obligations under this agreement shall

remain vested in the supplier (the supplier properties) and any additional or new inventions made in course of performance of services will belong to RailTel.

### 9.19 Sub-letting of work

No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the contractor directly or indirectly to any person, firm or corporation whatsoever. **Subcontracting of the work is not permitted.**

### 9.20 Variation in quantities

The quantities indicated in Schedule of Requirements are approximate and purport to convey the bidder an idea of the magnitude of the work. The Contract value may vary within +/-25% of the grand total of schedule of requirements as included in the Letter of Acceptance to tender, in case of variation in quantities the contractor shall be bound to carry out the work at the rates agreed in the schedule up to the limit of +/-25% variation in the value of contract and shall not be entitled to any claim or any compensation whatsoever.

The quantities quoted in the Schedule are not firm and may be varied at the time of awarding of the Contract.

For the variation beyond 25 % and up to 50%, negotiations will be held with the contractor and the portion of the work which is beyond such variation will be executed at the mutually acceptable rates.

### 9.21 Award of contract

RailTel will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the best value proposal.

#### 9.21.1 Notification of award

RailTel will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance bank guarantee, RailTel will promptly notify each unsuccessful bidder and return their Bid Security.

#### 9.21.2 Agreement

The successful bidder shall within 15 days after having been called upon by notice to do so be bound to execute an agreement based on accepted rates and conditions, in such form as RailTel may prescribe, and lodge the same with RailTel together with the conditions of contract, specifications and Schedule of prices referred to therein duly completed. The form for agreement shall be shared with the successful bidder. Earnest money of unsuccessful vendors would be refunded.

#### 9.21.3 Signing of contract

1. RailTel shall have the right to annul the award in case there is a delay of more than 30 days in signing of contract, for reasons attributable to the successful bidder.
2. During the period of the contract, RailTel could buy any of those items which are not included in the contract and which are part of the quoted price of the bidder. RailTel will have the right to buy those

services at the same rate for which the bidder was selected as the successful bidder. The Price quote for all the services indicated in the quote will be valid for the complete period of contract.

3. Although the price quoted in the Price proposal by the bidders for implementing the mail messaging solution(s) at RailTel will be a single consolidated figure, RailTel may seek the services of the successful bidder to carry out additional work as part of the implementation project.
4. Once a contract is signed with the successful bidder based on the Price proposal, no adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract.
5. The Contract price arrived at, on the basis of selection of a price of the successful bidder, shall be the only payment, payable by RailTel to the bidder for completion of the contractual obligations by the successful bidder under the Contract, subject to the terms of payment specified as proposed in the techno-commercial proposal or the one agreed between RailTel and the bidder after negotiations. The price would be inclusive of all taxes, duties, charges and levies as applicable.

#### 9.21.4 Performance Bank Guarantee

1. A PBG of 10% of value of the contract would be furnished by the bidder in the form of a Bank Guarantee as per the format provided in this RFP under Annexure 3I from Nationalized Banks. The PBG should be furnished within 15 days from the signing of the contract and should be valid beyond 24 months from the date of issue of Final Acceptance Certificate. In case the bidder does not submit the requisite Bank Guarantee in the stipulated time period, RailTel may charge an interest of 15% per annum on value of PBG.
2. All incidental charges whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. If the project implementation/go-live are delayed, the PBG shall be extended by the bidder for such additional duration. The performance bank guarantee may be discharged/ returned by RailTel upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.
3. In the event of the bidder being unable to service the contract for whatever reason, RailTel would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the bidder's failure to perform/comply its obligations under the contract. RailTel shall notify the bidder in writing of the exercise of its right to receive such compensation within 7 (Seven) days, indicating the contractual obligation(s) for which the bidder is in default.

#### 9.21.5 Contract finalization & award

After completing discussions RailTel shall issue a **Letter of Acceptance** to the selected SI, and promptly notify all SI's who have submitted proposals about the decision taken. The SI is expected to commence the assignment on the date and at the location specified in the Bid Data Sheet.

#### 9.21.6 RailTel's right to accept any proposal and to reject any or all proposals

RailTel reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for RailTel's action.



### 9.21.7 Liquidated damages

In the event of the Bidder's failure to submit the Guarantees and Documents and supply the solution / equipment as per schedule specified in this RFP, RailTel may at its discretion with hold any payment until the completion of the contract. RailTel may also deduct from the Bidder as agreed, liquidated damages to the sum of 0.5% of the contract price for every week of delay or] part of a week, subject to the maximum value of the Liquidated Damages being not more than 10% of the Contract price. This right to claim any liquidated damages shall be without prejudice to other rights and remedies available to RailTel under the contract and law. However liquidated damages will not be claimed for the period of delay solely attributable to RailTel.

### 9.21.8 Failure to agree with terms & conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award.

## 9.22 Payment Schedule

### 9.22.1 SOR-A

Milestones	One Time set up cost (including license cost for 5,000 users with one year warranty for Unified Communication based mail messaging solution)	Environmental software including one year warranty
<b>Supply of software &amp; licenses and installation after due inspection and satisfactory acceptance by GGM/ DNM*</b>	75%	
<b>Supply of software &amp; licenses and installation of environmental software*</b>		75%
<b>Provisional Acceptance Certificate (PAC) post completion of stabilization phase</b>	20%	20%
<b>Final Acceptance Certificate (FAC) of mail messaging solution – 1 year post go-live</b>	5%	5%

*\* Payments shall be made on production of license document which should contain details such as license number, date etc.*

Payments for operations and maintenance (i.e. line 7 in table 1 of Annexure 6A: Commercial Bill of Material), user support cost (i.e. line 2a, 2b and 2c) in table 1 of Annexure 6A: Commercial Bill of Material) shall be paid quarterly on arrear basis on receipt of invoice.

Cost for all optional items (i.e. line 3a, 3b, 3c, 3d, 4a, 4b, 4c, 4d, 5a, 5b, 5c, 5d, 6, 8, 9, 10, 11, 12 and 14 in table 1 of Annexure 6A: Commercial Bill of Material) shall be paid on actuals quarterly on arrear basis on receipt of invoice.



## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

*Note: The user slab for pay-out (as indicated in the table 1 of Annexure 6A: Commercial Bill of Material) shall be selected basis the number of cumulative users (for each type of mailbox i.e. “basic” and “basic + advanced” and “basic + advanced + UC”) in the respective payout period.*

### 9.22.2 SOR-B

Milestones	One Time set up cost including one year warranty support for basic mail messaging solution	Environmental software including one year warranty
<b>Supply of software &amp; licenses and installation of environmental software* with the satisfactory acceptance by GGM/ DNM*</b>		75%
<b>Installation and UAT of mail messaging solution</b>	30%	
<b>Go-live of mail messaging solution</b>	30%	
<b>Provisional Acceptance Certificate (PAC) post completion of stabilization phase</b>	25%	20%
<b>Final Acceptance Certificate (FAC) of mail messaging solution – 1 year post go-live</b>	5%	5%
<b>Two years post Go-Live</b>	10%	

*\* Payments shall be made on production of license document (equivalent document in case of open source solution) which should contain details such as license number, date etc.*

Payments for operations and maintenance (i.e. line 5 in table 1 of Annexure 6B: Commercial Bill of Material), user support cost and cost for all optional items (i.e. line 2a, 2b, 2c, 2d, 3a, 3b, 3c, 3d, 4, 6, 7, 8, 9, 10 and 12 in table 1 of Annexure 6B: Commercial Bill of Material) shall be paid on actuals quarterly on arrear basis on receipt of invoice.

*Note: The user slab for pay-out (as indicated in the table 1 of Annexure 6B: Commercial Bill of Material) shall be selected basis the number of cumulative users (for each type of mailbox i.e. “basic” and “basic + additional”) in the respective payout period.*

### 9.23 Payment Terms

1. All the prices will be in Indian Rupees (in words and figures). In case of discrepancy, the amount in word will prevail.
2. No adjustment of the price quoted in the commercial bill of material shall be made on account of any variations in costs of labor and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract. No clauses for price fluctuations due to fluctuation of the Indian currency against any of foreign currency will be accepted during the period of the contract.
3. The price quoted in the commercial bill of material shall be the only payment, payable by RailTel to the

successful bidder for completion of the contractual obligations by the successful bidder under the contract, subject to the terms of payment specified as in the proposed commercial bill of material or the one agreed between RailTel and the Bidder after negotiations. The price would be inclusive of all taxes, duties, charges and levies as applicable.

4. The prices, once offered, must remain fixed and must not be subject to escalation for any reason what so ever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
5. Bidder should provide all prices, quantities as per the prescribed formats given in Annexure 6A: Commercial Bill of Material for SOR- A and in Annexure 6B: Commercial Bill of Material for SOR-B. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.
6. It is mandatory to provide the break-up of all components in the format specified for commercial bill of material. The commercial bill of material should include the unit price and proposed number of units for each component provided in the Commercial Bill of Material.
7. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable. It should be separately and clearly indicated how the local taxes will be applied for selling these services by a registered entity in India to RailTel which is headquartered at New Delhi.
8. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.
9. All costs incurred due to delay of any sort, shall be borne by the Bidder.
10. If any of the prices of different components are bundled together in the commercial bill of material, unbundling of these prices, i.e. allocating prices for individual components during evaluation ordering signing the contract, if awarded the contract, will not be allowed.
11. Bidder would quote the commercial strictly as per formats given. Any deviation, would lead to rejection.
12. If the price for any of the services is not explicitly quoted in the price bid or mentioned as zero, it is assumed that the price for that particular element is absorbed and some other service element for which a price has been quoted, and RailTel has the right to source services for which no price was quoted or quoted as zero, at no additional price.
13. If taxes or any other applicable charges are not indicated explicitly, they are assumed to be bundled within the prices quoted and unbundling of these charges will not be entertained either during evaluation or while signing the contract.
14. In the event of any increase or decrease of the rate of taxes due to any statutory notifications during the term of the Contract, the consequential effect shall be to the account of bidder.

## 10 Annexure

### 10.1 Annexure 1A: Functional and Technical Specifications

The functional and technical specifications of the required Unified Communication based mail messaging solution(SOR-A) along with the requirements for project management methodology, past experience details and reference site details are mentioned in the file attached as Annexure 1A – Functional and Technical Specifications.

## 10.2 Annexure 1B: Functional and Technical Specifications

The functional and technical specifications of the basic mail messaging solution (SOR-B) along with the requirements for project management methodology, past experience details and reference site details are mentioned in the file attached as Annexure 1B – Functional and Technical Specifications.

### 10.3 Annexure 2: Technical Bill of Material

This annexure needs to be submitted for SOR-A and SOR-B separately.

#### 10.3.1 Software

Sl. No.	Particulars	OEM	Make/Model	Latest Version and Proposed Version	Delivery Model	No of Units	Reference
1	Mail Solution						
2							
3							
4							
	...						

#### 10.3.2 Environmental/supplementary software

Sl. No	Particulars	OEM	Make/Model	Latest Version and Proposed Version	No of Units	Reference
1.1	App1.....					
1.2	App2.....					
1.3	App3.....					
1.4	...					
1.5	...					
2	Database					
2.1	App1.....					
2.2	App2.....					
2.3	App3.....					
2.4	...					
2.5	...					

## 10.4 Annexure 3A: Bank Guarantee Performa for Earnest Money Deposit (EMD)

(To be stamped in accordance with stamp act)

Date:

Bank Guarantee no.:

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

Dear Sir,

In accordance with your proposal reference no. \_\_\_\_\_ dated \_\_\_\_\_  
M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_  
\_\_\_\_\_ herein after called 'bidder') wish to participate in the said proposal for supply, implementation, installation, commissioning and maintenance of mail messaging solution at RailTel Corporation of India Ltd. having its Corporate Office at Plot No. 143, Sector -44, Institutional Area, Gurgaon-122003.

An irrevocable Financial Bank Guarantee (issued by a nationalized / scheduled commercial Bank) against Earnest Money Deposit amounting to Rupees \_\_\_\_\_, Rupees (in words) \_\_\_\_\_ valid up to \_\_\_\_\_ is required to be submitted by the bidder, as a condition for participation in the said bid, which amount is liable to be forfeited on happening of any contingencies mentioned in the proposal document.

M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ has undertaken in pursuance of their offer to RailTel Corporation of India Ltd. \_\_\_\_\_ (hereinafter called as the beneficiary) dated \_\_\_\_\_ has expressed its intention to participate in the said proposal and in terms thereof has approached us and requested us \_\_\_\_\_ Bank \_\_\_\_\_ to issue an irrevocable financial Bank Guarantee against Earnest Money Deposit amounting to Rupees \_\_\_\_\_ valid up to \_\_\_\_\_.

We, the \_\_\_\_\_ Bank at \_\_\_\_\_ having our Head office at \_\_\_\_\_ therefore Guarantee and undertake to pay immediately on first written demand by RailTel Corporation of India Ltd., the amount of Rupees \_\_\_\_\_ Rupees \_\_\_\_\_

\_\_\_\_\_ without any reservation, protest, demur and recourse in case the bidder fails to comply with any condition of the proposal or any default in violation against the terms of the bid, without the beneficiary needing to prove or demonstrate reasons for its such demand. Any such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging  
Solution

This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_. If any further extension of this Guarantee is required, the same shall be extended to such required period (not exceeding one year) on receiving instructions in writing, from (\_\_\_\_\_) on whose behalf guarantee is issued.

In witness whereof the Bank, through its authorized officer has set its hand stamped on this \_\_\_\_\_  
Day of \_\_\_\_\_ 2014 at \_\_\_\_\_

Signed, sealed and delivered by Mr. ....

For and on behalf of the Guarantor to do so and  
to affix the seal of the Bank, in the presence of.

### 10.5 Annexure 3B: Technical Bid format

Particulars to be provided by the bidder in the technical proposal

RFP no. RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319 for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

S. No.	Particulars	Details to be furnished by the bidder
1	Name of the bidder	
2	Year of establishment and constitution Certified copy of “Partnership Deed” or “Certificate of Incorporation” should be submitted as the case may be.	
3	Location of Registered office /Corporate office and address	
4	Mailing address of the bidder	
5	Names and designations of the persons authorized to make commitments to RailTel	
6	Telephone and fax numbers of contact persons	
7	E-mail addresses of contact persons	
8	Description of business and business background Service Profile & client profile Domestic & International presence Alliance and joint ventures	
9	Gross revenue of the bidder (not of the group) 2011-2012 2012-2013 2013-2014	
10	Net Profit of the bidder (not of the group) 2011-2012 2012-2013 2013-2014 Documentary proofs are to be enclosed	
11	Details of the similar assignments executed by the bidder (Name of the Client, time taken for execution of the assignment and documentary proofs from the client are to be furnished)	
12	Details of the bidder’s proposed methodology/approach for providing services to the client with specific reference to the scope of work.	

Declaration:

- 4 We confirm that we will abide by all the terms and conditions contained in the RFP.
- 5 We hereby unconditionally accept that RailTel can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.



RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

- 6 All the details mentioned by us are true and correct and if RailTel observes any misrepresentation of facts on any matter at any stage, RailTel has the absolute right to reject the proposal and disqualify us from the selection process.
- 7 We confirm that this response, for the purpose of short-listing, is valid for a period of 180 days, from the date of expiry of the last date for submission of response to RFP.
- 8 We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that RailTel will have the right to disqualify us in case of any such deviations.

Place:

Date:

Seal & Signature of the bidder

## 10.6 Annexure 3C: Commercial Compliance Certificate

**RFP No:** RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319

Date: dd/mm/2016

To,

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

Dear Sir,

Sub: RFP no. RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319 for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

Having examined the Bidding Documents the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and work as bidder as mentioned in the RFP document & in conformity with the said bidding documents for the same.

I / We undertake that the prices are in conformity with the specifications prescribed.

I / We agree to abide by this bid for a period of 180 (One hundred and eighty only) days after the date fixed for bid opening and it shall remain binding upon us and may be accepted by RailTel, any time before the expiry of this period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive.

I / We agree to the terms & conditions mentioned in the Tender document.

Terms & Conditions:

- 1 The fee quoted shall cover components and services on a fixed price basis inclusive of all costs and taxes like customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of RailTel but exclusive of only applicable (in India) Service Tax and Octroi/ Entry Tax/ equivalent local authority cess, which shall be paid/ reimbursed on actual basis on production of bills. Further, receipts of such payments made to relevant authorities must be produced for equivalent local authority cess. RailTel will not pay any other taxes, cost or charges.
- 2 Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

- 3 Fee is payable only on actual availing of services and no minimum or fixed fees are payable.

Place:

Date:

Seal & Signature of the Bidder

Note:

- The bidder will have to work as per the timing of RailTel
- RailTel reserves the right to renew the contract post completion of the 5 year period at mutually agreed rates

### 10.7 Annexure 3D: Proposed Agency Profile

Sub: RFP no. RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319 for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

S. No.	Particulars	Details to be furnished by the bidders
1	Names and designations of the persons authorized to make commitments to RailTel	
2	Previous organizations where the bidder was associated for similar type of services	
3	Duration of bidder association with that organization	
4	No. of years of experience	

We hereby acknowledge that the information provided by us is true and to the Best of our Knowledge

Place:

Date:

Seal and signature of the bidder

## 10.8 Annexure 3E: Confirmation of Terms and Conditions

To,

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

Dear Sir,

Sub: RFP no. RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319 for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

Further to our proposal dated dd/mm/2015, in response to the Request for Proposal for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution (hereinafter referred to as “RFP”) issued by RailTel Corporation of India Ltd., we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions/ stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by RailTel, provided however that only the list of deviations furnished by us below, which are expressly accepted by RailTel and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. RailTel is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and RailTel’s decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Deviations

S. No.	RFP Reference	Deviation	Bidder Comments
1			
2			
3			
4			
5			
6			
7			

Place:

Date:

Seal and signature of the bidder

## 10.9 Annexure 3F: Tender Offer Cover Letter

**RFP No: RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319**

Dated dd/mm/2015

To,

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

Dear Sir,

Sub: RFP no. **RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319** for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the supply, implementation, installation, commissioning and maintenance of mail messaging solution at RailTel.

We attach hereto the response as required by the RFP, which constitutes our proposal.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to RailTel is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of <<180 DAYS>> from the date fixed for bid opening. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in Annexure 3I: Performance Bank Guarantee Format of this RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging  
Solution

Dated this        Day of 2015

(Signature)(In the capacity of)(Name)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of bidder

Witness Signature:

Witness Name: Witness Address:

CERTIFICATE AS TO AUTHORISED SIGNATORIES

I, ....., the Company Secretary of ....., certify that  
..... who signed the above Bid is authorized to do so  
and bind the company by authority of its board/ governing body.

Date: Signature:

(Company Seal) (Name)

### 10.10 Annexure 3G: Proposed Team Profile

(Please include resource for both Implementation Phase and Support Phase)

Sr. No.	Name of Proposed Project Manager/ Team leaders /Proposed Team members	Position proposed for (Project Manager/Team Leader/Team Member)	Professional qualifications and Certifications/ Accreditations	Total years of experience	Areas of experience in similar projects (please provide details about the projects undertaken including project scope, client name, team member's role and responsibilities on the project etc.)	Number of years of experience in projects pertaining to mail messaging solution (Please provide details about the projects undertaken including project scope, client name, team member's role and responsibilities on the project etc.)

Team Member	Criteria
<b>Project Manager</b>	More than 7 years of experience in similar implementations. Should have implemented at least 2 similar projects as project manager.
<b>Solution Consultant</b>	More than 5 years of experience in similar implementations. Should have implemented at least 1 similar project as team lead and should have implemented at least 2 similar projects overall.
<b>Technical Resource</b>	More than 2 years of experience in similar implementation. Should have implemented at least 1 similar project.

Please enclose documentary proofs to substantiate the claims made.

Place:

Date:

Seal and signature of the bidder



### 10.11 Annexure 3H: Manufacturer's authorization form

**Note:** This authorization letter should be printed on the letterhead of all the original equipment manufacturer (OEM) and should be signed by a competent person having the power of attorney to bind the manufacturer.

RFP Reference No. **RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319** Dated dd/mm/yy

To,

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

Dear Sir,

Sub: RFP no. RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319 for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

We who are established and reputable manufacturers/ producers of \_\_\_\_\_ having factories/ development facilities at (address of factory/ facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of the bidder) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Bidder:

- 1 Such Products as RailTel may opt to purchase from the Bidder, provided, that this option shall not relieve the Bidder of any warranty obligations under the Contract; and
- 2 In the event of termination of production of such Products:
  - Advance notification to RailTel of the pending termination, in sufficient time to permit RailTel to procure needed requirements; and
  - Following such termination, furnishing at no cost to RailTel, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging  
Solution

We further certify that, in case the authorized distributor/ system integrator/ bidder is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items through alternate & acceptable service provider.

Place:

Date:

Seal and signature of the bidder

## 10.12 Annexure 3I: Performance Bank Guarantee Format

(To be stamped in accordance with stamp act)

(To be used by approved scheduled commercial banks)

1. In consideration of RailTel Corporation Of India Ltd, Corporate Office, Plot No. 143, Sector 44, Gurgaon, Haryana -122003 ( Hereinafter called “RailTel”) having agreed to exempt .....(hereinafter called “ the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement No. .... dated ..... made between ..... and ..... for ( hereinafter called “ the said Agreement”) of Mobilization Advance for the due fulfillment by the said contractor(s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. .... ( Rs. .... only). We, .....( indicate the name of the Bank) hereinafter referred to as “ the Bank”) at the request of ..... Contractor(s) do hereby undertake to pay RailTel an amount not exceeding Rs. .... Against any loss or damage caused to or suffered or would be caused to or suffered by RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We, ..... Bank do hereby undertake to pay the amount due and payable under this Guarantee without any demur, merely on demand from RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. ....
3. We, ..... bank undertake to pay to RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.
4. The payment so made by us under this Bond shall be a valid discharge of our liability for payment thereunder and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.
5. We, ..... Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the ..... (1) ..... We shall be discharged from all liability under this Guarantee thereafter.
6. We, ..... ( indicate the name of Bank) Further agree with RailTel that RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by RailTel against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by RailTel to the said Contractor(s) or by any such matter or thing

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

5. This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s).
6. We, ..... (indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of RailTel in writing.

Dated the                      day of                      20012

for .....

(indicate the name of the Bank)

Witness

1.        Signature

Name

2.        Signature

Name

### 10.13 Annexure 4: Submission Check List

Following table is an indicative submission checklist. The bidder has to ensure that the following components have been submitted as a part of the RFP submission process.

Failure to provide any of the documents as detailed below could lead to the disqualification of the bidder from the bid.

Bid Component	SOR-A	SOR-B
DD for EMD / Bank Guarantee for EMD	Yes	Yes
DD for Tender Participation Fee	Yes	Yes
Annexure 3A: Bank Guarantee Performa for Earnest Money <b>Deposit (EMD)</b>	Annexure 3A	Annexure 3A
Confirmation of Eligibility	Annexure 5A	Annexure 5B
Documents supporting the response provided for Annexure 5	Yes	Yes
Any other documents deemed relevant by the bidder	If required	If required
Write up on the solution proposed by the bidder as a response to this RFP	Yes	Yes
Certifications available with the bidder at organization level as well as for the proposed locations	Yes	Yes
Functional and Technical Specifications	Annexure 1A	Annexure 1B
Technical Bill of Material	Annexure 2	Annexure 2
Technical Bid format	Annexure 3B	Annexure 3B
Proposed Agency Profile	Annexure 3D	Annexure 3D
Confirmation of Terms and Conditions	Annexure 3E	Annexure 3E
Tender offer Cover Letter	Annexure 3F	Annexure 3F
Proposed Team Profile	Annexure 3G	Annexure 3G
Manufacturer's authorization form	Annexure 3H	Annexure 3H
Performance Bank Guarantee Format	Annexure 3I	Annexure 3I
Submission checklist	Annexure 4A	Annexure 4B
Confirmation of Eligibility	Annexure 5A	Annexure 5B
Bid Undertaking Letter	Annexure 8	Annexure 8
Undertaking by System Integrator	Annexure 9	Annexure 9
Resource Deployment Plan during Implementation Phase	Annexure 10	Annexure 10
Mail Messaging Solution Vendor Undertaking	Annexure 11	Annexure 11
Requirements from RailTel	Annexure 12	Annexure 12
Conflict of Interest	Annexure 13	Annexure 13
Undertaking on hardware sizing certification by OEM	Annexure 14	Annexure 14
Masked Commercial Bid	Annexure 15A	Annexure 15B
Any other documents deemed relevant by the bidder	If required	If required
Commercial Compliance Certificate	Annexure 3C	Annexure 3C
Commercial Bill of Materials	Annexure 6A	Annexure 6B

## 10.14 Annexure 5A: Confirmation of Eligibility

Following table is the confirmation of eligibility criteria for SOR-A:

S.No.	Pre-Qualification Criteria Requirements	Supporting Document Required	Bidder's Response (Yes/ No)
<b>For System Integrator/ Bidder</b>			
1	The bidder should be a registered company under Companies Act India	Certificate of Incorporation	
2	The bidder should have been in existence in India for a minimum period of 5 years	Certificate of Incorporation	
3	The bidder should have a cumulative turnover of INR 100 crores over last three financial years from the IT services segment/ system integration of the company	Audited Financial statements for the financial years 2012-13, 2013-14, 2014-15	
4	The bidder should have a positive net worth in each of the last 3 financial years	CA Certificate for the financial years 2012-13, 2013-14, 2014-15	
5	The bidder should not have been black-listed by any government organization or institution/ public sector undertaking/ statutory body/ any regulator. Bidder must certify to that effect.	Self- Declaration	
6	The bidder should be an OEM or authorized partner of OEM for supply of licenses/commercial support and solution implementation and maintenance support under warranty/ AMC/commercial support, for the products required to implement the messaging solution. The OEM should provide an authorization letter undertaking to abide by the purchase terms agreed by the bidder.	Authorization letter by OEM	
7	The bidder should have a technical support center* operational in India.	An undertaking to this effect (specifying the location and contact number of such center(s)) must be submitted on bidder's letterhead.	
8	The bidder should have successfully completed 1 implementation of Unified Communication based mail messaging solution for at least 2000 users per organization <b>OR</b> The bidder should have successfully completed multiple implementations of	Implementation Certificate from the clients	

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

S.No.	Pre-Qualification Criteria Requirements	Supporting Document Required	Bidder's Response (Yes/ No)
	Unified Communication based mail messaging solution for at least 5000 users (cumulative).		
9	The bidder should not have NLD or ISP license from the Department of Telecommunications (DoT).	Self - Declaration	
<b>For Unified Communication based mail messaging solution/ OEM vendor</b>			
1	The OEM vendor for Unified Communication based mail messaging solution should be a registered company under Companies Act India.	Certificate of Incorporation	
2	The OEM vendor should have been in existence in India for a minimum period of 5 years.	Certificate of Incorporation	
3	The OEM vendor (global entity/ Indian entity) should have a cumulative turnover of INR. 1000 crores over last three financial years.	Audited Financial statements for the financial years 2012-13, 2013-14, 2014-15 *OEM must submit consolidated financial statements, if applicable	
4	The OEM vendor should not have been black-listed by any government organization or institution/ public sector undertaking/ statutory body/ any regulator. . OEM must certify to that effect.	Self – Declaration from OEM	
5	The proposed Unified Communication based mail messaging solution must be implemented in at least 2 organizations in India for at least 5000live users per organization.	Implementation Certificate from the clients	
6	The proposed Unified Communication based mail messaging solution must have been implemented in at least 2 organizations globally with at least 20000 live users in each organization.	Implementation Certificate from the clients	
7	The OEM vendor should have at least 10 implementation partners for the proposed Unified Communication based mail messaging solution in India.	Copy of certificates/ letter issued to the implementation partners by the OEM indicating the period of validity	
8	The OEM vendor should have at least 1 support center for providing on-site support services for the proposed Unified Communication based mail messaging solution.	Self-Declaration from OEM	

## 10.15 Annexure 5B: Confirmation of Eligibility

Following table is the confirmation of eligibility criteria for SOR-B:

S.No.	Pre-Qualification Criteria Requirements	Supporting Document Required	Bidder's Response (Yes/ No)
<b>For System Integrator/ Bidder</b>			
1	The bidder should be a registered company under Companies Act India	Certificate of Incorporation	
2	The bidder should have been in existence in India for a minimum period of 5 years	Certificate of Incorporation	
3	The bidder should have a cumulative turnover of INR 100 crores over last three financial years from the IT services segment/ system integration of the company	Audited Financial statements for the financial years 2012-13, 2013-14, 2014-15	
4	The bidder should have a positive net worth in each of the last 3 financial years	CA Certificate for the financial years 2012-13, 2013-14, 2014-15	
5	The bidder should not have been black-listed by any government organization or institution/ public sector undertaking/ statutory body/ any regulator. Bidder must certify to that effect.	Self- Declaration	
6	The bidder should be an OEM or authorized partner of OEM for supply of licenses/commercial support and solution implementation and maintenance support under warranty/ AMC/commercial support, for the products required to implement the messaging solution. The OEM should provide an authorization letter undertaking to abide by the purchase terms agreed by the bidder.	Authorization letter by OEM	
7	The bidder should have a technical support center* operational in India.	An undertaking to this effect (specifying the location and contact number of such center(s)) must be submitted on bidder's letterhead.	
8	The bidder should have successfully completed 2 implementations of/ providing (or provided) support for basic mail messaging solution for at least 5000 users per organization <b>OR</b> The bidder should have successfully	Implementation Certificates from the clients	



RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

S.No.	Pre-Qualification Criteria Requirements	Supporting Document Required	Bidder's Response (Yes/ No)
	completed multiple implementations of/ providing (or provided) support for basic mail messaging solution for at least 15000 users (cumulative).		
9	The bidder should not have NLD or ISP license from the Department of Telecommunications (DoT).	Self – Declaration	
<b>For basic mail messaging solution/ solution's owner organization</b>			
1	The proposed basic mail messaging solution must have been in existence for a minimum period of 3 years	Certificate of Incorporation/ Self-Declaration	
2	The proposed basic mail messaging solution must have been successfully implemented in at least 2 organization in India for at least 5000live users per organization.	Implementation Certificate from the clients	
3	The proposed basic mail messaging solution must have been implemented in at least 2 organizations globally with at least 20000live users in each organization.	Implementation Certificate from the clients	
4	Commercial support for the proposed basic mail messaging solution must be available in India	Self - Declaration	

## 10.16 Annexure 6A: Commercial Bill of Materials

This sections pertains to SOR-A. The template for commercial bill of material for this RFP titled supply, implementation, installation, commissioning and maintenance of mail messaging solution dated 15-July-2016 is attached as Annexure 6A - Commercial Bill of Material.

### 10.16.1 Cost Sheet – Unified communication based mail messaging solution

#### 10.16.2 Table 1

S. No.	Item	Quantity	Unit Price	Annual Price	Tax Amount	Grand Total
				(B)*(A)	(From table 3)	(C)+(D)
		(A)	(B)	(C)	(D)	(E)
1	One-time set up cost (operationalization of the solution)	1				
2	Usage charges for mail messaging solution for initial 5000 users. These 5000 users include 1000 users with basic + advanced + UC features, 2000 users with basic + advanced features and 2000 users with basic features					
2a	Usage charges for unified communication based mail messaging solution (with “basic” + “advances” + “unified communication” functional requirements) <b>(per user yearly rate)</b>	1000				
2b	Usage charges for unified communication based mail messaging solution (with “basic” + “advances” functional requirements) including environmental softwares <b>(per user yearly rate)</b>	2000				
2c	Usage charges for unified communication based mail messaging solution (with “basic” functional requirements) including environmental softwares <b>(per user yearly rate)</b>	2000				
3	Usage charges for UC based mail messaging solution (with “basic” + “advanced” + “unified communication” functional requirements) (per user yearly rate)					
3a	1,001-25,000 users	1				
3b	25,001- 50,000 users	1				
3c	50,001 – 1,00,000 users	1				
3d	> 1,00,000 users	1				
4	Usage charges for UC based mail messaging solution (with “basic” + “advanced” functional requirements) <b>(per user yearly rate)</b>					
4a	2001 – 25,000 users	1				

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

S. No.	Item	Quantity	Unit Price	Annual Price	Tax Amount	Grand Total
				(B)*(A)	(From table 3)	(C)+(D)
		(A)	(B)	(C)	(D)	(E)
4b	25,001- 50,000 users	1				
4c	50,001 – 1,00,000 users	1				
4d	> 1,00,000 users	1				
5	Usage charges for UC based mail messaging solution (with “basic” functional requirements) (per user yearly rate)					
5a	2001 – 25,000 users	1				
5b	25,001- 50,000 users	1				
5c	50,001 – 1,00,000 users	1				
5d	> 1,00,000 users	1				
6	Setup cost for scaling the services for additional 25,000 users (beyond the initial setup for 25,000 users)	1				
7	Operations & Maintenance support (Yearly rate)	1				
8	Data migration and Mail administration services (Man-month rates)	12				
9	Man-month rate for L1 resource for Server Management services	12				
10	Man-month rate for L1 resource for Database Management services	12				
11	Man-month rate for L2 resource for Server Management services	12				
12	Man-month rate for L2 resource for Database Management services	12				
13	Multifactor authentication for WWW/IMAP/PoP/ HTTP/ HTTPS/ Active Sync (per soft token)	1000				
14	Multifactor authentication for WWW/IMAP/PoP/ HTTP/ HTTPS/ Active Sync (per hard token)	1000				
	<b>Total of column (E) in words</b>					
	<b>Total of column (E) in words</b>					
<b>Rate cards</b>						

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

S. No.	Item	Quantity	Unit Price	Annual Price	Tax Amount	Grand Total
				(B)*(A)	(From table 3)	(C)+(D)
		(A)	(B)	(C)	(D)	(E)
11	(Please specify name of variant and support rate per user per year)					
12	(Please specify name of variant and support rate per user per year)					
13	(Please specify name of variant and support rate per user per year)					
	... (bidder may add more rows if required)					

10.16.3 Table 2 Environmental Software cost break-up

S. No.	Item	Name, make and version	Per user cost
		(A)	(B)
1	Virtualization software		
2	Back-up solution		
3	(Any other, please specify details)		
4	(Any other, please specify details)		
5	(Any other, please specify details)		
6	(Any other, please specify details)		
7	(Any other, please specify details)		
8	(Any other, please specify details)		
	... (bidder may add more rows if required)		
	<b>Total</b>		

10.16.4 Table 3 Applicable taxes

Sr	Item/Details	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Total tax amount
1	One Time set up cost including one year warranty for 5000 users							

# RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Sr	Item/Details	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Total tax amount
2	Usage charges for mail messaging solution for initial 5000 users							
2a	Usage charges for unified communication based mail messaging solution (with “basic” + “advances” + “unified communication” functional requirements) (per user yearly rate)							
2b	Usage charges for unified communication based mail messaging solution (with “basic” + “advances” functional requirements) including environmental softwares (per user yearly rate)							
2c	Usage charges for unified communication based mail messaging solution (with “basic” functional requirements) including environmental softwares (per user yearly rate)							
3	Usage charges for UC based mail messaging solution (with “basic” + “advances” + “unified communication” functional requirements)							
3a	1,001-25,000 users							
3b	25,001- 50,000 users							
3c	50,001 – 1,00,000 users							
3d	> 1,00,000 users							
4	Usage charges for UC based mail messaging solution (with “basic” + “advances” + functional requirements)							
4a	2,001-25,000 users							

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Sr	Item/Details	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Total tax amount
4b	25,001- 50,000 users							
4c	50,001 – 1,00,000 users							
4d	> 1,00,000 users							
5	Usage charges for UC based mail messaging solution (with “basic” functional requirements)							
5a	2,001-25,000 users							
5b	25,001- 50,000 users							
5c	50,001 – 1,00,000 users							
5d	> 1,00,000 users							
6	Setup cost for scaling the services for additional 25,000 users (beyond the initial setup for 25,000 users)							
7	Operations & Maintenance support (Yearly rates)							
8	Data migration and Mail administration services (Man-day rates)							
9	Man-month rate for L1 resource for Server Management services							
10	Man-month rate for L1 resource for Database Management services							
11	Man-month rate for L2 resource for Server Management services							
12	Man-month rate for L2 resource for Database Management services							
13	Multifactor authentication for WWW/IMAP/PoP/HTTP/ HTTPS/ Active Sync (per soft token)							
14	Multifactor authentication for WWW/IMAP/PoP/ HTTP/ HTTPS/ Active Sync (per hard token)							

## RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Sr	Item/Details	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Total tax amount
	<b>Total</b>							

*\*User may add columns to the table above if the type of taxes applicable are more than 3*

**Note:**

- 1 The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components and services on a fixed price basis as part of the commercial Bid inclusive of all costs and taxes like customs duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of RailTel **but exclusive of only applicable (in India) Sales Tax/VAT, Service Tax and Excise Duty / equivalent local authority cess, which shall be paid / reimbursed on actual basis on production of bills.** Taxes and Duties shall be payable extra on actual. Documentary evidence wherever applicable shall be furnished. The rates as prevailing on the date of submitting tenders shall be specified by parties.
- 2 In case of discrepancy between figures and words, the amount in words shall prevail.
- 3 Per user monthly rate = (corresponding per user yearly rate) / 12
- 4 Quarterly rate for any item (mentioned in the bill of material above) = (Yearly rate for the corresponding item) / 4
- 5 Fields in the tables above which are highlighted in grey color need not be filled by the bidder.
- 6 Quantity mentioned in S. No 3, 3a, 3b, 3c, 3d, 4, 4a, 4b, 4c, 4d, 5, 5a, 5b, 5c, 5d, 6, 8, 9, 10, 11, 12 and 14 in table 1 is for only commercial evaluation purposes. Payment shall be made on actuals (as per usage) and as per the payment terms mentioned in the RFP.
- 7 In column (B) of table 1, inputs for S. No. 3a, 3b, 3c, 3d should not exceed the input for S. No. 2a.
- 8 In column (B) of table 1, inputs for S. No. 4a, 4b, 4c, 4d should not exceed the input for S. No. 2b.
- 9 In column (B) of table 1, inputs for S. No. 5a, 5b, 5c, 5d should not exceed the input for S. No. 2c.
- 10 All prices mentioned in column (B) of table 1 shall be valid for 5 years. In case RailTel decides to extend the contract, RailTel shall negotiate the rates mentioned in column (B) of table 1.
- 11 Inputs for quantities mentioned in S. No 2a, 2b, 2c, 3a, 3b, 3c, 3d, 4a, 4b, 4c, 4d, 5a, 5b, 5c, 5d in table 1 should be **should have the cost input from the OEM ONLY**. RailTel shall negotiate the rates for every requirement in order to submit a competitive proposal to its prospective customers.
- 12 Functional and Technical specifications of variants mentioned under the rate card should be submitted along with the technical proposal

# RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

## 10.17 Annexure 6B: Commercial Bill of Materials

This sections pertains to SOR-B. The template for commercial bill of material for this RFP titled supply, implementation, installation, commissioning and maintenance of mail messaging solution dated 15-July-2016 is attached as Annexure 6B - Commercial Bill of Material.

### 10.17.1 Cost Sheet – Basic mail messaging solution

#### 10.17.2 Table 1

S. No.	Item	Quantity	Unit Price	Annual Price (B)*(A)	Tax Amount (From table 3)	Grand Total (C)+(D)
		(A)	(B)	(C)	(D)	(E)
1	One-time set up cost (operationalization of the solution)	1				
2	Usage charges for basic mail messaging solution (with “basic” + “additional” functional requirements) (per user yearly rate)					
2a	<25,000 users	1				
2b	25,000- 50,000 users	1				
2c	50,001 – 1,00,000 users	1				
2d	> 1,00,000 users	1				
3	Usage charges for basic mail messaging solution (with “basic” functional requirements) (per user yearly rate)					
3a	<25,000 users	1				
3b	25,000- 50,000 users	1				
3c	50,001 – 1,00,000 users	1				
3d	> 1,00,000 users	1				
4	Setup cost for scaling the services for additional 25,000 users (beyond the initial setup for 25,000 users)	1				
5	Operations & Maintenance support (Yearly rate)	1				
6	Data migration and Mail administration services (Man-month rates)	12				



RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

S. No.	Item	Quantity	Unit Price	Annual Price (B)*(A)	Tax Amount (From table 3)	Grand Total (C)+(D)
		(A)	(B)	(C)	(D)	(E)
7	Man-month rate for L1 resource for Server Management services	12				
8	Man-month rate for L1 resource for Database Management services	12				
9	Man-month rate for L2 resource for Server Management services	12				
10	Man-month rate for L2 resource for Database Management services	12				
11	Multifactor authentication for WWW/IMAP/PoP/ HTTP/ HTTPS/ Active Sync (per soft token)	1000				
12	Multifactor authentication for WWW/IMAP/PoP/ HTTP/ HTTPS/ Active Sync (per hard token)	1000				
	<b>Total of column (E) in words</b>					
	<b>Total of column (E) in words</b>					
<b>Rate cards</b>						
11	(Please specify name of variant and support rate per user per year)					
12	(Please specify name of variant and support rate per user per year)					
13	(Please specify name of variant and support rate per user per year)					
	... (bidder may add more rows if required)					

10.17.3 Table 2 Environmental Software cost break-up

S.No.	Item	Name, make and version	Per user cost
		(A)	(B)
1	Virtualization software		
2	Back-up solution		
3	(Any other, please specify details)		
4	(Any other, please specify details)		
8	(Any other, please specify details)		
	... (bidder may add more rows if required)		
	<b>Total</b>		

10.17.4 Table 3 Applicable taxes

Sr	Item/Details	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Total tax amount
1	One Time set up cost including one year warranty for 5000 users							
2	Usage charges for basic mail messaging solution (with “basic” + “additional” functional requirements)							
2a	<25,000 users							
2b	25,000- 50,000 users							
2c	50,001 – 1,00,000 users							
2d	> 1,00,000 users							
3	Usage charges for basic mail messaging solution (with “basic” functional requirements)							
3a	<25,000 users							
3b	25,000- 50,000 users							
3c	50,001 – 1,00,000 users							
3d	> 1,00,000 users							
4	Setup cost for scaling the services for							

# RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Sr	Item/Details	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Tax Detail	Percentage applicable	Total tax amount
	additional 25,000 users (beyond the initial setup for 25,000 users)							
5	Operations & Maintenance support (Yearly rates)							
6	Data migration and Mail administration services (Man-day rates)							
7	Man-month rate for L1 resource for Server Management services							
8	Man-month rate for L1 resource for Database Management services							
9	Man-month rate for L2 resource for Server Management services							
10	Man-month rate for L2 resource for Database Management services							
11	Multifactor authentication for WWW/IMAP/PoP/ HTTP/ HTTPS/ Active Sync (per soft token)							
12	Multifactor authentication for WWW/IMAP/PoP/ HTTP/ HTTPS/ Active Sync (per hard token)							
<b>Total</b>								

*\*User may add columns to the table above if the type of taxes applicable are more than 3*

## Note:

- 1 The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components and services on a fixed price basis as part of the commercial Bid inclusive of all costs and taxes like customs duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of RailTel **but exclusive of only applicable (in India) Sales Tax/VAT, Service Tax and Excise Duty / equivalent local authority cess, which shall be paid / reimbursed on actual basis on production of bills.** Taxes and Duties shall be payable extra on actual. Documentary evidence wherever applicable shall be furnished. The rates as prevailing on the date of submitting tenders shall be specified by parties.
- 2 In case of discrepancy between figures and words, the amount in words shall prevail.

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

- 3 Per user monthly rate = (corresponding per user yearly rate) / 12
- 4 Quarterly rate for any item (mentioned in the bill of material above) = (Yearly rate for the corresponding item) / 4
- 5 Fields in the tables above which are highlighted in grey color need not be filled by the bidder.
- 6 Quantity mentioned in S. No 2, 2a, 2b, 2c, 2d, 3, 3a, 3b, 3c, 3d, 4, 6, 7, 8, 9, 10 and 12 in table 1 is for only commercial evaluation purposes. Payment shall be made on actuals (as per usage) and as per the payment terms mentioned in the RFP.
- 7 All prices mentioned in column (B) of table 1 shall be valid for 5 years. In case RailTel decides to extend the contract, RailTel shall negotiate the rates mentioned in column (B) of table 1.
- 8 Inputs for quantities mentioned in S. No 2a, 2b, 2c, 2d, 3a, 3b, 3c, 3d in table 1 should be **should have the cost input from the OEM/ Solution Owner ONLY**. RailTel shall negotiate the rates for every requirement in order to submit a competitive proposal to its prospective customers.
- 9 Functional and Technical specifications of variants mentioned under the rate card should be submitted along with the technical proposal

## 10.18 Annexure 7: Pre Bid Query Format

**Note:** Bidder's request for Clarification - to be submitted minimum of two days before pre-bid meeting

If, bidder, desiring to respond to RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016 requires any clarifications on the points mentioned in the RFP, it may communicate with RailTel Corporation of India Ltd. using the following format.

All questions received at least two days before the pre-bid meeting will be formally responded to and questions/ points of clarification and the responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, RailTel may at its discretion, answer all such queries in the Pre-bid meeting.

RailTel Corporation of India Limited, Corporate Office Plot No. 143, Sector-44, Gurgaon, Haryana - 122003 Ref: RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319					
<b>BIDDER'S REQUEST FOR CLARIFICATION</b>					
Name of Organization submitting request				Name & position of person submitting request	Full formal address of the Organization including phone, fax and email points of contact
					Tel:
					Fax:
					Email:
S.No.	Section No.	Page No.	Point No.	Content of RFP requiring Clarification	Points of clarification required
1					
2					

---

Name and signature of authorized person issuing this request for clarification	Signature/Date	Official designation
---	----------------	----------------------

---

1. In case of multiple queries, the contact details need not be repeated and only last two rows of the above format (table) are to be furnished for the subsequent queries.
2. Please indicate the preferred method and address for reply.
3. Please use email or softcopy as a preference but forward hard copy confirmations.
4. The name of the organization and the date shall appear in each page of such a document/ email in the header or footer portion.

## 10.19 Annexure 8: Bid Undertaking Letter

To

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

Date dd-mm-yyyy

Dear Sir,

Sub: RFP no. RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319 for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016

Over and above all our earlier conformations and submissions as per your requirements of the RFP, we confirm that,

1. We have quoted for all items as requested by RailTel Corporation of India Ltd. in the RFP and stand committed to deliver to the highest standards and quality as required by RailTel Corporation of India Ltd. to meet the timelines of the project. Our bid submission is in line with the requirements of RailTel Corporation of India Ltd. as stated in the RFP.
2. We confirm that we have factored in all costs and expenses for meeting the complete scope and deliverables of the RFP.
3. We are completely aware of the Service Level requirements and timelines specified by RailTel Corporation of India Ltd. and are committed to adhering to the same. We have also clearly taken note of the service level requirements of RailTel Corporation of India Ltd. and expectations from us and wish to confirm that we have taken care of every aspect to meet the same.
4. We have clearly understood RailTel Corporation of India Ltd.'s requirements and wish to confirm that we abide by the terms and conditions of the RFP issued thereafter.
5. We confirm and understand that all arithmetical totaling errors will be corrected for the purpose of evaluation only and the consideration of that error for payment would be completely according to RailTel Corporation of India Ltd.'s discretion. We also confirm and understand that for all other errors which we have made in the bid, RailTel Corporation of India Ltd. for the purpose of evaluation will take the corrected amount based on the price quoted by us in the price sheets but the payment of such amounts would be completely according to RailTel Corporation of India Ltd.'s discretion.
6. We confirm that we will provide the best of our resources and the people proposed by us will be dedicated to RailTel Corporation of India Ltd. for the sake of resource continuity. Further, we also confirm that RailTel Corporation of India Ltd. may interview the key resources proposed by us and confirm their acceptability. In any event if a resource is found unfit by RailTel Corporation of India Ltd. we agree to change the same and provide RailTel Corporation of India Ltd. with a replacement within reasonable time so as to not affect the services/project timelines.
7. We confirm and understand that RailTel Corporation of India Ltd. has an aggressive rollout schedule and we will adhere to the rollout schedule at no additional cost/burden to RailTel Corporation of India Ltd.

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

8. We confirm that all the proposed solution components are compatible and interoperable with each other and the solution will meet the functional and technical requirements of RailTel Corporation of India Ltd.
9. We confirm that the prices and values quoted by us encompass the complete scope of the project and we will ensure that the quality of deliverables for the project is not affected due to any pricing pressures.
10. We wish to confirm that we have back-to-back arrangements from all the OEMs for the sizing (including CPUs, Memory, Cache and Hard Disk etc.), prices and service level commitments. We would be responsible and committed to ensure that the sizing is adequate and service levels as required by RailTel Corporation of India Ltd. are met and adhered. In case the hardware sizing is found to be inadequate and does not meet the SLA then the hardware upgrades, if any, will be provided without any further additional cost or burden to RailTel Corporation of India Ltd. than what has been specified by us in our commercial bid documents.
11. We will be the single point of contact/reference to RailTel Corporation of India Ltd. RailTel Corporation of India Ltd. will enter into agreement with us only.

Place:

Date:

Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

## 10.20 Annexure 9: Undertaking by System Integrator

(Company letter head) [Date]

To

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

Sir,

**Sub:** RFP no. **RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319** for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

I/We do hereby undertake that we shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party.

I/We do hereby undertake that except with the written consent of the Buyer/ Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information to any third party.

I/We do hereby undertake not to copy the AS-IS documentation in any form Xerox, electronic, or via DMS or any other physical/electronic means, and shall return the AS-IS documentation in original with the BID documents at the time of submission of BID.

I/We do hereby undertake that in case I/We decide not to bid, all purchased documents including AS-IS documentation shall be returned to RailTel.

For and on behalf of the Bidder

\_\_\_\_\_  
(Signature)

(Name of the Authorized Signatory)

Date

Address

Location



## 10.21 Annexure 10: Resource Deployment Plan during Implementation Phase

Bidder should provide the CV of Program Manager and indicative CV of proposed resources.

The Bidder also needs to fill the below Resource Deployment which it plans to deploy during the implementation phase of the project. This should comply with the minimum resource requirement mention in the RFP.

Resource Name	Role	M 1	M 2	M 3	M 4	M 5	M 6	M 7	M 8	M 9	M 10	M 11	M 12	M 13
	Project Manager	F/P												
	Team Leader													
	Business Analyst													
	Developer													
	Tester													

Note:

- F – Full Time
- P – Part Time Resource Deployment Plan during Support Phase

S. No.	Services	Resource Level (L1/L2/L3)	Resource Type (Onsite /Remote)	No. of Resources Year 1	No. of Resources Year 2	No. of Resources Year 3
1	Program Manger					
2	Helpdesk					
3	Application Management					

Note:

- Resource Deployment sheet shall be as per the support model proposed.
- The proposed model shall fulfil minimum requirements outlined in the RFP and as per the Service Window
- Bidder should ensure that support model should meet SLA requirements and Industry best practices

## 10.22 Annexure 11: Mail Messaging Solution Vendor Undertaking

**Note:** This letter of authority should be on the letterhead of the Mail Messaging Solution Vendor and should be signed by a person competent and having the power of attorney to bind the mail messaging solution vendor.

RFP Reference No: RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319      Dated dd/mm/yy

To,

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

Dear Sir,

Sub: RFP no. RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319 for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

We who are established and reputable manufacturers/ producers of \_\_\_\_\_ having factories/ development facilities at (address of factory/ facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of the bidder) to submit a Bid, and sign the contract with you against the above Bid Invitation.

- 1 We hereby confirm that response to functional requirements (As mentioned in the RFP) by the bidder is reviewed and approved by us.
- 2 We hereby confirm that the licenses proposed by bidder for mail messaging solution are adequate to fulfil RailTel's requirement as per RFP.
- 3 We hereby confirm that the hardware proposed by bidder for mail messaging solution is adequate to fulfil RailTel's requirement and is as per the Industry best practices
- 4 We hereby confirm that for setting up of a Disaster Recovery environment, no additional cost would be incurred by RailTel on account of mail messaging solution licenses.
- 5 We hereby undertake that we will conduct performance testing of the proposed solution post its implementation before Go-live of the solution.
- 6 We hereby undertake that the proposed service model/ license model shall allow RailTel to further sell the procured mail messaging services to its B2B customers without any compliance or legal issues.

Yours faithfully,

(Signature)  
(Name of Authorized Signatory)  
(Designation)  
(Date)  
(Name and address of the manufacturer)  
(Company Seal)

RFP for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution

Annexure 12: Requirements from RailTel

Infrastructure/ any other requirements from RailTel to this RFP should be listed in the table below and submitted along with the bid.

S. No.	Item	Description/Specification
1		
2		
3		
4		
5		
6		
7		
....		
....		
....		

## 10.23 Annexure 13: Conflict of Interest

(Company letter head) [Date]

To

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

Sir,

**Sub:** RFP no. **RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319** for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

I/We do hereby undertake that there is absence of, actual or potential conflict of interest on the part of the bidder or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with RailTel.

I/We also confirm that there are no potential elements (time-frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold RailTel harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisors (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals) by RailTel and/or its representatives, if any such conflict arises later.

Yours faithfully, Authorized Signatory Designation

Company Seal

## 10.24 Annexure 14: Undertaking on hardware sizing certification by OEM

(To be submitted on the Letterhead of the Bidder) (Place)

(Date)

To

Group General Manager/DNM  
RailTel Corporation of India Ltd.  
Plot No. 143, Institutional Area,  
Opposite-Gold Souk,  
Sector-44, Gurgaon-122003

**Sub:** RFP no. **RailTel/Tender/OT/CO/DNM/2015-16/Mail messaging Solution/319** for Supply, Implementation, Installation, Commissioning and Maintenance of Mail Messaging Solution dated 15-July-2016.

Sir,

1. We have sized the hardware and all other equipment and software based on RailTel's requirement mentioned in its RFP document and in accordance with the tender and service level requirements and assure RailTel that the sizing is adequate and correct for the locations and departments envisaged in the RFP document.
2. However, if the sizing of any of the proposed solution(s) is found to be inadequate in meeting the tender and the Service Level requirements given by RailTel, then we will upgrade the proposed solution without any additional cost to RailTel.
3. We herewith enclose the detailed bill of material for the hardware proposed for the solution and confirm that it meets the sizing done by us.

Yours faithfully,

Authorized Signatory

Designation

OEM's corporate name

**Enclosures:** Hardware Bill of Material

## 10.25 Annexure 15A: Masked Commercial Bid

This sections pertains to SOR-A. The template for masked commercial bid for this RFP titled supply, implementation, installation, commissioning and maintenance of mail messaging solution dated 15-July-2016 is mentioned in Annexure 6A - Commercial Bill of Material.

The bidder is expected not to fill any field which requires a commercial input and use “x” mark for those fields. Any commercial information present in the masked commercial bid submitted by the bidder may lead to disqualification of the bidder.

## 10.26 Annexure 15B: Masked Commercial Bid

This section pertains to SOR-B. The template for masked commercial bid for this RFP titled supply, implementation, installation, commissioning and maintenance of mail messaging solution dated 15-July-2016 is mentioned in Annexure 6B - Commercial Bill of Material.

The bidder is expected not to fill any field which requires a commercial input and use “x” mark for those fields. Any commercial information present in the masked commercial bid submitted by the bidder may lead to disqualification of the bidder.