



RAILTEL CORPORATION OF INDIA LTD.

(A Govt. of India Enterprise)

**Plot No 143, Sector 44, Institutional Area,
Gurgaon, Haryana 122003**

**Expression of Interest for
Selection of an IT Systems Integrator & Implementation Partner
For
Centralized Monitoring System of
Chhattisgarh Excise Department (CED)**

**Open for participation only to RailTel-empaneled Business Partners, System
Integrators & Managed Service Partners**

No: RCIL/CO/2016/MKTG/CB/BO/016/Vol-1

NOTICE

RailTel Corporation of India Ltd.

Plot No.-143, Sector 44,
Institutional Area,
Opposite to Gold Souk,
Gurgaon, Haryana - 122003

EOI No. RCIL/CO/2016/MKTG/CB/BO/016/Vol-I

RailTel Corporation of India Ltd., (hereafter referred to as RailTel) invites EOIs in sealed covers from empaneled firms for selection of an IT Systems Integrator & Implementation Partner who will implement *Centralized Monitoring System of Cameras and Server and its accessories under Chhattisgarh Excise Project* that RailTel undertakes or who will work as a consortium partner with RailTel for such projects. The details are as under:

| | | |
|---|---|-------------------------|
| 1 | Downloading of EOI Documents from RailTel's website | 14.12.2016 |
| 2 | Submission of EOI documents | 19.12.2016 by 14:00 hrs |
| 3 | Opening of EOI documents | 19.12.2016 by 15:00 hrs |

All queries, if any, in connection with this EOI shall be sent to following officials (in word format) & hard copy by post to RailTel Corporation of India Limited, 143, Institutional Area, Sector-44, Gurgaon - 122003.

Prospective bidders are required to direct all communications related to this EOI, through the Nominated Point of Contact persons:

Contact : SH. SHAHWAZ BEG
Position : MANAGER/MARKETING
Email : SBEG@RAILTELINDIA.COM
Telephone : +91-9717644177
Fax : +124-4236084

In case of difficulties-

Contact : SH. VINEET KUSHWAHA
Position : ASST.GENERAL MANAGER/MKTG
Email : VKUSHWAHA@RAILTELINDIA.COM
Telephone : +91-9717644444
Fax : +124-4236084

Table of Contents

| | |
|---|-----------|
| 1. RailTel – Introduction..... | 5 |
| 2. Scope of Work..... | 6 |
| 2.1 Preamble..... | 6 |
| 2.2 Roles and Responsibility of the SI Partner..... | 6 |
| 2.3 Prequalification Criteria | 7 |
| 2.4 Selection Criteria | 9 |
| 3. Evaluation Method..... | 10 |
| 3.1 Payment Terms:..... | 10 |
| 4. Information to Applicants | 10 |
| 4.1 Guideline for preparation of response to this EoI | 10 |
| 4.2 Amendment to the information document..... | 11 |
| 4.3 Arbitration | 11 |
| 4.4 Force Majeure Clause..... | 11 |
| 5. Terms and Conditions..... | 12 |
| 6. Annexures..... | 13 |
| 6.1 Annexure 1: EoI Format | 13 |
| 6.2 Annexure 2: Cover Letter Format | 13 |

1. RailTel – Introduction

RailTel Corporation of India Limited is an ISO 9001:2008 certified Public Sector Undertaking under the Ministry of Railways, Govt. of India, and is a national telecom service provider having NLD, IP2 and ISP licenses and IP1 registration. The Corporation was formed in year 2000 with the objectives to create nation-wide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to significantly contribute to realization of goals and objective of national telecom policy 1999.

It has built a nation-wide optical fiber network. RailTel's objective is to create a nation-wide broadband telecom and multimedia network.

RailTel is building state of the art multimedia telecom network using SDH/DWDM based transmission systems and high end MPLS-IP routers. RailTel has extensive expertise in building telecom networks. Moreover, RailTel draws its manpower from signal and telecom branch of Indian Railway which has been in the business of construction, operation and maintenance of telecom systems for more than 50 years.

RailTel has created countrywide state of the art SDH/DWDM back bone optical transport network using latest technology. More than 400 cities covering over 42,000 RKMs across the country are connected on the network with multiple STM-64 connectivity. RailTel has also implemented ultra-high capacity DWDM network over 35,000 RKM to provide 800 Gbps.

One of the objectives of formation of RailTel was to spread telecom revolution in the remote and backward areas of the country by building state of the art multimedia network. In this process, RailTel has implemented countrywide MPLS-IP backbone network to provide whole range of VPN & Internet services. The network has been built using high end routers. The network support services like Layer3 and Layer2 VPN services, broadband internet access, multicast services etc. The MPLS network has POPs at multiple cities across the country and is in process of being extended to several important cities/ towns also. RailTel is now entrusted with transformational agenda by the Government of India with various strategic projects which are of national importance. Some of such projects are:

- 1 National Broad Band Network
- 2 National Knowledge Network
- 3 Alternative Network For National Security
- 4 Intelligent Network Infrastructure for Smart City Communications
- 5 Rural Broad Band
- 6 Citywide High Quality Gigabit Wi – Fi

7 National Infrastructure Disaster Response Management

8 Public Safety and Security

9 Technological Innovation and Invention

2. Scope of Work

2.1 Preamble

RailTel intends to expand its service portfolio and one of the potential means for such expansion is identified to be aggressive entering into the Project Business. The objective remains extending RailTel's market share into various technology offerings (such as Tele presence, Maintenance of SWAN, Cloud services, Content Delivery Platforms, Storage and Server, Telecom Networking, Data Center, Transmission Network, Data Network etc.) and building up its formidable presence in telecom and IT industry in order to fulfill its objective of multi-fold growth in its turnover and profitability.

RailTel is planning to participate in Chhattisgarh Excise Department tender on "Supply and Installation of Centralized Monitoring System of Cameras and Server and its accessories under CG Excise Project". RailTel has already empaneled a group of business partners through a tender process. Now RailTel is planning to select one Business Associate who will be RailTel's System Integration & Implementation partner for the tender of "Supply and Installation of Centralized Monitoring System of Cameras and Server and its accessories under CG Excise Project" tenders based on the prequalification criteria as set forth in this EOI.

2.2 Roles and Responsibility of the SI Partner

- i. To prepare the technical solution for tender submission.
- ii. Identification of Partners/ OEMs.
- iii. To supply, install and test all hardware operations within defined time and accomplish all adjustments necessary for successful and continuous operation of the CMS and Server & its accessories at all the installation sites.
- iv. To submit the necessary documents, as per tender requirements.
- v. Have to comply with all the terms & conditions of the tender.
- vi. Any other important/relevant information regarding the Tender.

If Tender will be allotted to RailTel, the BA will responsible for supply and installation of CMS and Server & its accessories as per the minimum Technical Specifications and other terms and conditions mentioned in Tender document. The warranty for CMS and Server & its accessories shall be 12 months from the date of installation and commissioning at site.

The faulty Hardware should be replaced/ repair immediately after diagnose.

The BA will be responsible for all unpacking, assemblies, installations, cabling between hardware units and connecting to main power supplies. The Selected Business Associate will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the CMS and Server & its accessories at all the installation sites.

Above requirements are only indicative in nature and are only for the guidance of the consultant to assess the quantum of work. The BAs are required to apply their expertise to fulfil the required objective.

2.3 Prequalification Criteria

| SI No | Particulars | Criteria | Proof/Documents Required |
|-------|------------------------------|--|---|
| 1 | Empaneled partner of RailTel | SI Partner must already be an empaneled Business Partner/System Integrator/Managed Service Provider of RailTel. Further BA/SI/MSP, who have breached contract or engaged in legal dispute with RailTel shall not be eligible for the Bid. | Letter from RailTel selecting bidder as an empaneled channel partner/Business Partner. |
| 2 | Existence in Chhattisgarh | The bidder must be in existence in Chhattisgarh for at least last 3 years, as on date of submission of bid. | The Bidder shall provide the registration Certificate for Registered Companies, Partnership Deed for Partnership Firms/VAT or Service Tax Registration Certificate for Sole Proprietorship Firms. |
| 3 | Turn Over | The Bidder must have a minimum Average annual turnover of at least Rupees 5 Crore in each of the last two audited financial years (FY 14-15, FY 15-16) in India and should not be a loss making entity. | Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 2 audited financial years |
| 4 | Blacklisting | SI Partner should not have been blacklisted by the Government of India or any state government or any of its agencies or PSUs for any reasons whatsoever and SI Partner should not have been blacklisted by Central / any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices. | Undertaking from the Company Secretary or the Managing Director of the Partner |

| | | | |
|---|--------------------|--|---|
| 5 | Project Experience | SI Partner should have the experience of supply and installation of CMS and Server & its accessories or similar work experience. | Proof of work done/Copy of PO/Agreement copy/ testimonials and completion certificate within last 03 years. |
|---|--------------------|--|---|

** Minimum Technical Specification for submission of bid is mentioned in Annexure-B of the CED tender documents available at website, partners shall comply all the required specifications.

Link for CED Tender document:

https://excise.cg.nic.in/Uploads/Revised_Tender%20for%20excise%20IT%20Project.pdf

2.4 Selection Criteria

1. Bidders will be selected on basis of Final Score arrived by considering following Factors

Final Score= Technical Score X Partnership Factor X Lead Factor.

The partners who wishes to submit their response are requested to share the following details along with confirmation letter.

Partnership Factor

| Type of Partner | Value of BA business done with RailTel (in INR) considering confirmed PO in Current Year and Last 3 Years | Partnership factor |
|-----------------|---|--------------------|
| Platinum | >5Cr | 1.15 |
| Gold | <5Cr but >=3 Crore | 1.10 |
| Silver | <3 Cr but >=1Crore | 1.05 |
| Normal | <1Crore | 1.00 |

Lead Factor

The following table denotes the Lead Factor based on Level of involvement of BA:

| Level of Involvement | Lead Factor |
|---|-------------|
| Active Support throughout the lead cycle | 1.20 |
| Identified the lead and passes to RailTel | 1.10 |
| No Support | 1.00 |

Technical Score

| Particulars/Score | 1.00 (0.25 each) | 0.80 (0.20 each) | 0.60 (0.15 each) | 0.40 (0.10 each) | Document required |
|---|------------------|----------------------------|----------------------------|------------------|--|
| Financial Capability (Average Turn Over of last 2 years) | > 50 Cr | <50 Cr and More than 30 Cr | <30 Cr and More than 15 Cr | <15 Cr | Audited Financial statement of last 2 years |
| Manpower & Skill Available (No of Professionals employed on roll of bidder) | >50 | <50 and More than 30 | <30 and More than 15 | <15 | Undertaking from the Company Secretary or the Managing Director of the Partner |

| | | | | | |
|---|-------------|--------------------|--------------------|-------------------|--|
| Penetration/Impact of BA with Client (Involved in Project with CED) | Yes | - | - | NO | NA |
| Past experience of implementing similar services | >5 Projects | <5 and More than 3 | <3 and More than 1 | 3. Project | Work completion report/ Work Order of the past 3 years. |

Empaneled SI/BAs would be evaluated on the first three parameters.

3. Evaluation Method

Bidder scoring maximum points in evaluation will be selected as SI partner for the project. In case more than one SI/BA satisfy all the above requirements, priority would be given to BA with highest partnership factor.

In the event the project is awarded to RailTel, RailTel shall sign an agreement with the partner based on the terms and conditions given in the EOI & project requirement and may require to submit EMD/security deposit.

The partner who are participating in the EOI should ready with the commercial offer of the tender, the same shall required to be submitted after opening of the EOI on the same day as the time to submit the tender is very limited. On the basis of quote submitted and selection criteria, RailTel will select a primary Partner and a Stand by Partner. In case adequate support is not provided by Primary Partner or Rates are not appropriate or found non-cooperative during award/kick off (early stage), RailTel may decide to go with secondary partner for partial or full work.

3.1 Payment Terms:

RailTel will make payment to the partner on back to back basis.

4. Information to Applicants

4.1 Guideline for preparation of response to this EoI

Applicants are requested to follow the below guidelines while preparing their responses to EoI.

1. The EoI should be in the format provided in Annexure. Any EoI not found responsive to the details mentioned in this document may be rejected.
2. The applicant is requested to review the response before submission as the submitted response shall

be considered final and revisions may not be permitted, unless there are genuine reasons for such revision.

4.2 Amendment to the information document

RailTel may, for any reason, whether at their own initiative or in response to a clarification requested by an interested applicant, modify this document through amendment. In such case, the following rules will apply:

1. Any amendment shall be issued in writing through addenda.
2. Addenda shall be hosted on RailTel's website. Any Applicant who wishes to receive the addenda via email can send an email to the email address indicated in the Notice section requesting for the same.
3. Any such modification will overrule the original version and previously modified version.
4. RailTel, at its discretion, may extend the deadline for submission of EoI, after considering the materiality of the amendment.

4.3 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. The place of arbitration shall be New Delhi and the language used shall be English.

4.4 Force Majeure Clause

If at any time, during the continuance of this contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earthquakes, explosions, strikes, epidemics, quarantine restrictions, lockouts, any statute, statutory rules/ regulations, order of requisitions issued by any Government Department or Competent Authority of acts of God (here-in-after referred to as event) then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall, by reason of such event, be entitled to terminate this Contract nor shall either party have any claim for damage against the other in respect of such non- performance or delay in performance, and the obligations under the Contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, PROVIDED FURTHER that if the performance in whole or part of any obligation under this Contract is prevented or delayed by

reason of any such event beyond a period as mutually agreed to by the Railways and the Contractor after any event or 60 days in the absence of such an agreement whichever is more, either party may at its option terminate the Contract provided also that if the contract is so terminated under this clause the Railways may at the time of such termination take over from the Contractor at prices as provided for in the contract, all works executed or works under execution.

5. Terms and Conditions

- a) RailTel will enter into an agreement, incorporating technical specifications, financial conditions, service levels and related terms and conditions. The bidder needs to sign an NDA with RailTel as per RailTel's policy.
- b) RailTel reserves the right to accept or reject any or all application(s) without assigning any reason whatsoever. RailTel's decision in this regard shall be binding and final.
- c) If any of the information, furnished by the applicant, is found incorrect at a later stage, the selected company shall be liable to be barred from participating in current and subsequent opportunities with RailTel. RailTel reserves the right to verify the particulars furnished by the applicant independently.
- d) If empaneled partner do not respond to the enquiries on three different occasion or express their inability to quote for enquiries, RailTel reserves the right to cancel its empanelment.
- e) Wherever required, specific MoU/agreement will be signed with respective partner for specific business opportunity (RFP/Tender/Bid).
- f) The applicant after submitting the response to this EoI, agree with RailTel for honoring all aspects of fair trade practices.
- g) The applicant shall bear all cost associated with the preparation and submission of the response to this EoI.

6. Annexures

6.1 Annexure 1: EoI Format

The response to the EoI needs should cover following and should reach RailTel before the submission deadline. RailTel reserves the right to reject any response received after the mentioned deadline.

1. The cover letter in the format mentioned in Annexure 2 should be part of the expression of interest being submitted.
2. The applicants need to provide all the reference details/documentary evidences required to fulfill the criteria as applicable. The applicant are expected to submit evidences to meet all the criteria mentioned.
3. The applicants need to provide the details of the point of contact who shall be contacted from RailTel for any matter pertaining to the empanelment or the EoI process in the future.

The format in which the details are to be furnished is mentioned below: (PLEASE
USE BLOCK LETTERS TO FILL THE TABLE BELOW)

| DETAILS OF POINT OF CONTACT | | |
|----------------------------------|-----------|--|
| First Name | Last Name | |
| Designation | | |
| Official Address | | |
| | | |
| Contact Number (Office Landline) | | |
| Mobile Number | | |
| Official Email ID | | |

6.2 Annexure 2: Cover Letter Format

COVERING LETTER

(to be on company letter head)

Offer Reference No: _____

Date:

To,

EoI In-charge,

RailTel

Railtel Address,

Dear Sir,

SUB: Selection of Business Partner for Chhattisgarh Excise department tender.

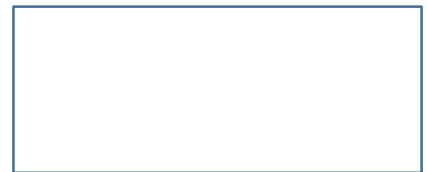
Having examined EoI document bearing the reference number RCIL/CO/2016/MKTG/CB/BO/016/Vol-1, dated 14.12.2016 released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to empanel our organization as a Systems Integrator in conformity with the said EoI.

If our offer is accepted, we undertake to abide by all the terms and conditions mentioned in the said EoI over the period of empanelment.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said EOI, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

Date:

Signature with seal –



(In the box)

Name:

Designation: _____