

**Roll out of Broadband Service (RailWire) by RailTel**

**“Selection of Managed Service Provider (MSP) for RailWire”**



**RFP Document**

**RFP Notice No. RailTel/RFP/OT/CO/Mktg/2017-18/RailWire/MSP/382**

**Dated: 12.06.2017**

रेलटेल  
RAILTEL

**RailTel Corporation of India Limited**

**(A Government of India Enterprise)**

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



## RailTel Corporation of India Ltd.

Plot No 143, Sector 44,

Institutional Area, Opposite to Gold Souk, Gurgaon, Haryana 122003

### Request for Proposal (RFP) Notice

**RFP Notice No. RailTel/RFP/OT/CO/Mktg/2017-18/RailWire/MSP/382 Dated: 12.06.2017**

RailTel Corporation of India Ltd. (RailTel) invites bids in sealed covers from reputed firms to select the Managed Service Provider (MSP) for launching RailWire Service (a retail Broadband Service of RailTel). The details of the RFP is as follows:

a)	Date of issue of RFP document	12.06.2017
b)	Pre-bid meeting	04.07.2017 (11.30AM)
c)	Due date of submission of queries for pre-bid meeting	03.07.2017 (6PM)
d)	End of issue of RFP document	20.07.2017(6 PM)
e)	Due date of submission of bids	21.07.2017 (3PM)
f)	Opening of bids	21.07.2017 (3.30PM)
g)	Place of Sale of document, submission of document, pre-bid conference and opening of offers.	RailTel Bhavan, Plot No 143, Sector 44, Institutional Area, Opposite to Gold Souk, Gurgaon, Haryana- 122003
h)	EMD	Rs 2,00,000/- (Two Lakhs only) in the form of Demand Draft in favour of RailTel Corporation of India Limited payable at New Delhi.
i)	Cost of The RFP Document.	Rs 10,000/- in the form of Demand Draft in favour of RailTel Corporation of India Limited payable at New Delhi.

The document would be available on RailTel's website ([www.railtelindia.com](http://www.railtelindia.com)) w.e.f 12.06.2017 The same can be down loaded free of cost. However, Demand Draft for Rs. 10,000/- in favour of RailTel Corporation of India Ltd. payable at New Delhi shall have to be submitted along with the submission of offer.

(AGM/Mktg)

### Contents

S/No	Para Number	Description	Page Number
1	1.0	Objective of RFP	4
2	1.1	Introduction to Project	4
3	2.0	General Requirement	4
4	2.1	Elibility Requirement	4-5
5	2.2	Consortium Bid	6
6	3.0	Evalaution Method	7-9
7	4.0	Details of Circles	10
8	5.0	Brief of RailTel	10-12
9	6.1	Brief about RailWire Services	12-13
10	6.2	Vision of RailWire Services	13-14
11	6.3	Opportunities & Business Projections	14
12	7.0	Proposed Responsibilities of MSP	14-20
13	8	Service Level Agreement	20-23
14	9.0	Termination Clause	23
15	10.0	Divison of Circles	23-24
16	11.0	Revenue Share	24
17	12.0	JWG & RCWG	24
18	13.0	RailTel Responsibilities & Obligation	24-26
19	14.0	Roles & Responsibilities of Access Network Providers	26
20	15.0	Other General Terms & Conditions	26-29
21	Annexure A	Compliance Statement	30
22	Annexure B	Bidder's Profile	31
23	Annexure C	Eligibility Criterion Compliance	32-35
24	Annexure D	Check List Compliance	36

## 1.0 Objective of RFP

RailTel through this RFP will select Managed Service Provider (MSP) for Eight Circles of India for managing RailWire Services (a retail Broadband Service of RailTel).

The intent of the RFP is to invite eligible firms (who meet the qualification criteria as defined in Para 2.0 below) for selection of Managed Service Provider (MSP) for RailWire Services.

Duration of Agreement with selected MSP will be 7 (seven years) and can be extended by further 3 years.

### **1.1 Introduction of Project-**

‘RailWire’ is a retail broadband service of RailTel for extending broadband and application services to the public including remote areas (in association with Access Network Providers by utilizing their last mile). RailTel desires to extend broadband and application services to the masses through the RailWire platform and requires Managed Services Provider (MSP) to enable RailTel to launch RailWire service PAN India.

RailWire focuses on pure play broadband and VPN services. RailWire offers content & application driven network, flexibility and affordable pricing – all in one. RailWire aims to become a hub of local information and a tool for rendering communication, infotainment, education, health and community services to the masses.

RailTel aims to provide Broadband & Value added services in retail sector, Education sector, Health, Spiritual Life style etc.

### **2.0 General Requirement-**

#### **2.1 Eligibility Requirement for Bidder**

**2.1.1** The Bidder Company should be an Indian registered company or a subsidiary of a Global company, incorporated under the Indian Companies Act.

**2.1.2** The bidder or their promoters having equity stake or operating partnership, should not be holding valid UASL License /ISP License/MSO License of government of India .

**2.1.3** Bidder Company should be working for minimum last three years at the time of submitting proposal in any of following related business domain :-

- Channel Partner/Franchisee of any telecom operator/ISP for marketing of Broadband Services.
- Managing End Broadband Customers through own/ shared infrastructure/ last mile access like fiber to the building (FTTB), Fiber to the Home (FTTH) or similar technology.
- Managing any Telecom Service Operations of Telecom Service Provider/MSO.
- Network Service Management which includes Consulting, Marketing & Sales, Business Model Operation, Service Rollout, end partner management,

Customer Relationship Management etc.

- Managed Support Services for Internet Broadband Services.
- Managed Service Partner for Telecom customer support center, back office management, billing, collection etc.

Bidder must submit the documentary evidence.

- 2.1.4** The Bidder Company should have cumulative total turnover of Rs 20 Crores during last three financial years. Bidders must submit audited balance sheet of the company for the last 3 financial years.

As the North East area is underserved, it is the focus area for RailTel. To accelerate the pace of socio-economic development of North East Region (Detail of circles defined in Para 4), bidders applying for North East Circle should have cumulative turnover of Rs 5 Crores during last three financial years. Bidders must submit audited balance sheet of the company for the last three years. (Preference will be given to the bidder registered & working in the NE Area).

- 2.1.5** The Bidder should have an office in applied Circle and submit documentary evidence/ verifiable reference (name, address, telephone no.). Bidders have to mention the name of the applied Circle & Region in their offer (Structure of Circle & Region is defined in Para 2.4 of this RFP).
- 2.1.6** One Bidder is allowed to apply for more than one circle, fulfilling the criteria of having an office in each Circle and accordingly total cumulative turnover (Rs 40 Crores for applying in two circles /Rs 60 Crores for three circles and so on) for the last three financial years.
- 2.1.7** Bidders applying for more than one circle should submit separate bid for each circle along with required Earnest Money Deposit (as per Clause 15.4) separately for each circle.
- 2.1.8** Consortium bids are also allowed. In case of consortium bid:-
- (a) Total turnover of consortium may be considered for required turnover in last three consecutive years. Bidders must enclose the audited balance sheet of all Consortium partners. For further details of Consortium Bids, refer Clause 2.2.
  - (b) Clause no 2.1.1 and 2.1.2 must be met by all consortia partners.
  - (c) Lead bidder must comply eligibility criterion mentioned in clause 2.1.3.
  - (d) The maximum number of Consortium partners may go up to 02 (two) excluding the lead bidder.

2.1.9 The bidders who are applying for more than one circle should clearly indicate the order of preference of circles.

**The Bidders shall submit necessary documentary proof showing that they meet the eligibility criteria along with their bid. All documents submitted shall also be self-attested by the Bidder.**

## **2.2 Consortium Bids**

2.2.1 In view of nature of work covered in the RFQ Documents, it is anticipated that some of the intending bidders will pool their resources and experience to form consortia.

2.2.2 Consortia of bidders, if any, must clearly define role/scope of work of each partner/member. Further the legal agreement for a consortium must accompany the bid and should clearly define the leader of such a consortium who will be the MSP and will be responsible for MSP Operations in respective states, if awarded.

2.2.3 Qualification documents, details etc. must however be provided for each member firm complete in all respects.

2.2.4 In case of consortium bids by Indian Company with foreign Company as one of the consortium partner, Lead Bidder must be Indian registered company, incorporated under the Indian Companies Act, 1956.

2.2.5 An individual bidder or a member of Consortium cannot be a member of another Consortium or a JV partner and participate in this tender.

2.2.6 Firms should submit the affidavit (As per Form-1) & Consortium Agreement (As per Form-2) along with the bid/offer.

2.2.7 Bidders shall maintain the eligibility score or exceeding it during the course of contract i.e. edibility score shall not be diluted due to any change in consortium during the contract.

## **3. Evaluation method:-**

The evaluation will be done broadly in 6 parameters with weightage as defined below:-

### **A) Cumulative Turnover of last three financial years:-**

SN	Cumulative turn over in last 3 years in Crores (Rs.)	Marks
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1	20-25	5
2	25-30	6
3	30-35	7
4	35-50	9
5	More than 50	10

Weightage of cumulative turnover of last three financial years for bidders applying for NE Circle shall be as follows:

SN	Cumulative turn over in last 3 years in Crores (Rs.)	Marks
1	5-10	5
2	10-15	6
3	15-20	7
4	20-25	9
5	More than 25	10

**B) Profile of Leader: Member of Board of Directors/Partner/CEO/Upper Management:**

SN	Years of Experience in Telecom & IT Domain	Marks
1	2-5 Years	11
2	5-10 Years	14
3	10-15 Years	17
4	More than 15 Years	20

**C) Additional Qualifications:** Channel Partner/Franchisee/Managing the telecom services of TSP/MSO in India or similar operations outside India: - Bidder must provide the Certificate issued by operators.

SN	Years of Experience in Managed Services to Telecom operators/MSOs	Marks
1	2-3 Years	11
2	Between 3-4 Years	14
3	Between 4-5 Years	17
4	More than 5 Years	20

**D) Additional Experience :** Documented access to a number of potential customers through agreements with LCO or access network providers as on 31.03.2017:-

SN	Documented access to customers/Agreement with LCOs	Marks
1	up to 15,000 / 25 LCOs	10
2	15,001-40,000 / 26-50 LCOs	12
3	40,001-80,000 / 51-100 LCOs	14
4	80,001- 1,60,000 /101-150 LCOs	16
5	1,60,001- 3,00,000 / 151-200 LCOs	18
6	More than 3,00,000 / above 200 LCOs	20

Bidder must provide the documentary proof/Copy of Agreements.

**E) Direct/Associated Employee base (Sales/Marketing professionals) :-**

SN	Strength of employees	Marks
1	Up to 10	5
2	10-25	6
3	25-50	7
4	50-75	8
5	More than 75	10

- F) Bidders should submit *their individual business plan in terms of strategy for business acquisition, team sizing, responsibilities, projection, investment, technology/solutions etc* for RailWire business. Evaluation will be done by RailTel & weightage will be given as per ranking of Business Plan.

SN	Ranking of Business Plan	Marks
1	Excellent	20
2	Very Good	17
3	Good	14
4	Fair	11

Bidders may require to make a presentation of their business plans to RailTel evaluation committee.

The bidders must produce documentary evidence for above all evaluation criterion.

Merit list will be prepared based on the marks obtained on evaluation criteria mentioned above on circle wise and highest scorer bidder will be selected as Managed Service Provider (MSP) for launching of RailWire Services for a particular circle.

In case of tie of evaluation marks, preference will be given as per following criterion:

- (i) For NE region, preference will be given to firm registered & working in the North East Region.
- (ii) Firm managing the similar services & having more customer base will be preferred.
- (iii) Firm having more experience in managing the broadband customers will be preferred.

In case any Circle is unrepresented, RailTel has the right to assign additional circles to any other bidder based on his merit/expertise.

#### 4. Details of Circles & Region –

S/No	States/Circle	Region
1	North East 1 (Meghalaya, Tripura, Mizoram)	Eastern Region
2	North East 2 (Manipur, Arunachal Pradesh, Nagaland)	
3	Chhattisgarh	
4	Orissa	

5	Himachal Pradesh & Jammu Kashmir	Northern Region
6	Gujarat	Western Region
7	Madhya Pradesh	
8	Telangana	Southern Region

## 5. **Brief of RailTel-**

RailTel Corporation of India Limited, a Public Sector Undertaking under the Ministry of Railways, Govt. of India, and is a national telecom service provider having NLD, ISP and IP1 licenses and have built nation-wide optical fiber network. RailTel's objective is to create a nation-wide broadband telecom and multimedia network.

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 significantly contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

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 Circle of the art SDH/DWDM backbone optical transport network using latest technology. More than 600 cities covering more than 45,000 RKMs across the country are connected on the network with multiple STM-16 (n x 2.5 Gbps) connectivity. RailTel has also implemented ultra-high capacity DWDM network over 10,500 RKM to provide 400 Gbps which is further upgradable to 800 Gbps in future.

RailTel's backbone Transport Network has been configured in multiple 'Self-Healing' Ring architectures which provide for redundancy by automatically redirecting and switching traffic from failed/ degraded routes for an uninterrupted service ensuring maximum up time and service reliability. The network supports multiple ring protection schemes. The network has been designed in such a way that full redundancy is available for bandwidth between any two points.

The whole network is managed by centralized network management/ operation system (NMS) centrally located at New Delhi with back up facilities at Secundrabad / Kolkata / Mumbai. RailTel has got unique advantage to offer the best quality service (QOS) from a

single unified network with PAN India presence. This Circle of art network enables point and click provisioning of the bandwidth and other services from anywhere to anywhere in the country. It enables provisioning of traffic in any granularity from 2 MBPS to multiple of Gbps (n x Gbps) from its country wide strong backbone network.

One of the objectives of formation of RailTel was to spread telecom revolution in the remote and backward areas of the country by building Circle of the art multimedia network. In this process, RailTel has implemented country wide MPLS-IP backbone network with core on 10G capacity to provide whole range of VPN & Internet services. The network has been built using high end routers of Juniper network. The network support services like Layer 3 and Layer 2 VPN services, broadband internet access, and multicast services etc. The MPLS NOC is also equipped with Dorado Redcell and Infovista for network provisioning and performance management.

RailTel is now entrusted with transformational agenda by the Government of India with various strategic projects which are of national importance.

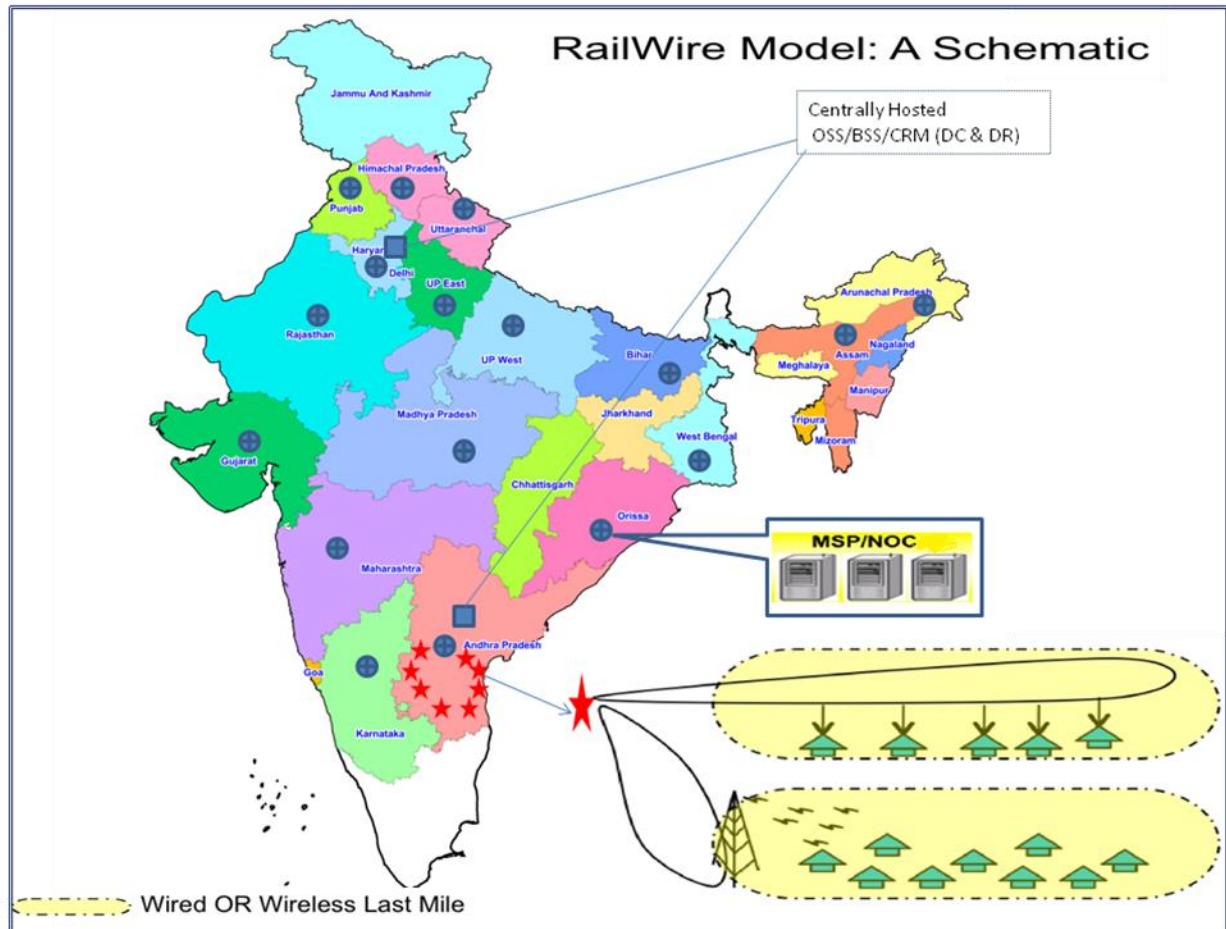
- National Broad Band Network
- National Knowledge Network
- Alternative Network For National Security
- Intelligent Network Infrastructure for Smart City Communications
- Rural Broad Band
- National Infrastructure Disaster Response Management
- Public Safety and Security
- Technological Innovation and Invention

RailTel is perhaps the only pan-India operating ISP who doesn't have to slow down with the burden of legacy network pile-on. With several BSO's and cellular operators availing RailTel's NLD services. Its initial market presence was felt as a "carrier's carrier". Subsequently it started serving several corporate business houses for their (VPN) connectivity requirements and now retail - with RailWire.

## **6. RailWire Service-**

### **6.1 Brief about RailWire Services**

RailTel needs to find ways to leverage its considerable infrastructure and presence so that new services and revenue streams can be generated. RailWire is one such idea based on collaborative business, which is described below.



RailWire retail broadband is currently serving more than 1,00,000 home-users in 19 Circles across India.

RailWire is a retail broadband initiative where RailTel will be able to provide broadband and a slew of services with the last mile available with Access Network Providers (ANP)/Facilitators/ Local Cable Operator (LCO) and the IT infrastructure and resource required for the back-office services.

As per the RailWire business model, MSPs will provide customer support, partner support, evangelize and market RailWire services on behalf of RailTel on a revenue sharing basis. Network ANPs/Facilitators mostly cable operators will provide access network and local presence while managed service providers carry out network operations, customer service and centralized marketing services.

Thus, RailWire leverages RailTel's existing infrastructure to create a profitable, sustainable revenue model.

Since the network has no legacy baggage, symmetrical high-speed broadband service with capabilities of content delivery can be rolled out. Education, health and entertainment will be the primary verticals to be rolled out in the Content Delivery Network. Since the rollout will harness the entrepreneurial energies of thousands of network operators and as many MSPs as

required, this model can scale and spread very fast to achieve the broadband penetration targeted by the government.

## 6.2 Vision of RailWire Services

The Indian government's aim is that by 2020, India will be among the world's leading digital economies driven by the high penetration of broadband which shall accelerate the national GDP growth, drive new innovations and inventions through increased collaboration and most importantly reduce the carbon emission.

The digital economy is essential to India's innovation productivity, global competitiveness and improved social wellbeing. Greater digital engagement can boost social, economic and environmental productivity. It can collapse the time space paradigm and accelerate service delivery for regional and rural Indians. It can improve educational and health outcomes allow for better management of the country's precious resources, promote social inclusion and facilitate more environmentally sustainable management of the built and natural environment. To ensure that these benefits are properly realized, it is important to ensure that Indian households and businesses have high speed Broadband.

The government's commitment to build the enabling infrastructure for the digital economy, in particular the commitment to improve Broadband parameter, will allow India to participate in and enjoy the benefits of the global digital economy. RAILTEL plan to connect every cable connected home. It will support high speed symmetrical services giving more people access to new tools to manage their business or receive education services. It will also offer greater stability and reliability of broadband services to support a growing number of critical applications, such as health.

## 6.3 Opportunities and Business Projections

As per GOI, providing affordable and reliable **broadband-on-demand by the year 2015 and to achieve 175 million broadband connections by the year 2017 and 600 million by the year 2020 at minimum 2 Mbps download speed and making available higher speeds of at least 100 Mbps on demand.**

Government is committed towards e-governance in key sectors like health, education, skill development, employment, governance, banking etc. to ensure equitable and inclusive growth.

*Government is also focusing to provide high speed and high quality broadband access to all village panchayats through a combination of technologies to all villages and habitations by 2020.*

Currently there are approx 100 million cable homes in India, numbers of cable homes will grow further after digitalization. The Broadband expectations are considered at 40% homes. **RailTel along with MSP can safely target 10% of Cable home subscribers.**

The average revenue per subscriber approx. Rs.800 per month i.e. Rs.9600 per year. Revenue projections in next 5 year are as under:-

Year	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Subscriber	1.25 Lakhs	2.25 Lakhs	3.25 Lakhs	4 Lakhs	10Lakhs
Year wise Revenue	90 Crores	130 Crores	180 Crores	200 Crores	360 Crores

## **7.0 Proposed Responsibilities and Obligations of Managed Services Providers (MSP)**

Proposed responsibilities of MSP are as under:-

### **7.1 Managing ANP/ Facilitators**

MSP will coordinate with the ANPs (LCOs/MSOs/Service Providers) in the allotted circle and be responsible for the following:

- Evangelise RailWire, identify & enroll the ANP/Facilitators to sign-up for RailWire for rolling out RailWire Services and also shall facilitate signing of agreement(s) between RailTel and ANPs.
- Support and train ANP/Facilitators in promoting and marketing RailWire services to apartments, associations or builders and SMEs (Small & Medium Business Enterprises).
- Educate ANP/Facilitators on the design rules of RailWire network that must be followed while rolling out their Aggregation, Edge Network and in-building network for RailWire. For this purpose, MSP should employ adequate staff, trained in networking skills on its rolls at all times.
- Educate ANP/Facilitators for the collection of signed CAF with supporting documents by each of RailWire Subscribers as needed for KYC Data as per DOT Guidelines and forwarding them to MSP for activation. MSP shall verify CAF documents, ensure activation & continuation of RailWire Subscribers as per guidelines of RailTel.
- Ensure the submission of all Documents to RailTel nominated SPOC for safe keeping in first week of every month.
- Jointly work with RailTel in drawing a City/Town, District and Circle wise plan and if needed, phasing the launch of RailWire Services based on the feasibility of network.
- As part of the marketing and evangelization efforts, RailTel shall facilitate access network equipment/CPE/Ethernet-over-coaxial cable modems/EPON/GPON/Radio Equipment at competitive rates to Access Network Providers (ANP)/Facilitators. MSP may coordinate the requirements from ANP/Facilitators and also set up a Demo

Lab/Training Lab for the access equipment, network and associated services which can be used for training the technical team of ANPs periodically.

- h. MSP may also coordinate for approval of RailWire Core Working Group (RCWG) for technical suitability of any new technology/equipment being deployed in access bandwidth by ANP/LCO/ Facilitator.
- i. Shall coordinate with RailTel in obtaining feasibility for connecting the ANP/ Facilitators and convey the timelines to ANP/Facilitators for providing end to end connectivity.
- j. MSP will ensure that it has adequate trained /expert technical resources in place to support ANP/Facilitators to roll out of RailWire services as per approved design template .The technical resource base must also be able to support resolution of customer problems / putting right a connection including isolation of ANP/ Facilitators.

In case special category customer (bulk customers like e-Gov, Banks, Panchayat, Financial inclusive kiosks etc as defined by RailTel) connectivity fails and ANP is unable to support or withdraws from the RailWire program whereas RailTel intends to continue the services, MSP shall be able to handle operation till further arrangement. The cost of material used for such an emergency by MSP will stand reimbursed by RailTel based on prior written approval of RailWire SPOC.

However resolution of such a situation is essential and unavoidable part of MSP responsibilities .If the MSP fails to resolve such an issue attributable to the ANP/Facilitators network in 72 hrs of email / telephonic escalation/logging onto incident management portal by RailWire SPOC, under conditions of no law and order concerns at field level to the satisfaction of RailTel, this may invoke penalty @ 1% per day of delay beyond 72 hrs, maximum upto 10% of the monthly payment due to MSP.

## **7.2 OSS/BSS/CRM Operations**

Following are the responsibilities that MSP has to perform with respect to OSS/BSS/CRM:

- a. RailTel will maintain and host all OSS/BSS/CRM related infrastructures at the RailTel Data Centre. MSP will manage the ANP/Facilitators networks, billing and customer support through centrally hosted OSS/BSS/CRM IT solution. The MSP shall have full access to RailTel OSS/BSS/CRM solution required to perform its duties in this regard.
- b. MSP will arrange the requisite infrastructure along with IT accessories like PC, laptops, servers and related IT and network equipment at its own cost in the premises provided by RailTel for accessing the OSS/BSS/CRM solutions hosted by RailTel for routine operations.
- c. Other supporting infrastructure for accessing OSS/BSS/CRM solutions like air-conditioning, power, alternate power source, UPS battery sets, space, staff etc. shall also be managed by the MSP.

- d. The functionality details of OSS/BSS/CRM are described in Annexure 4 and MSP has to discharge the responsibilities and functions as contained therein.
- e. The MSP will ensure that the access provided to the hosted OSS/BSS/CRM will be always used by authorized personnel of MSP and the MSP should ensure that access is protected from virus, malware and unauthorized use. MSP representative will be authorized by RailTel so that he can be regularly have access to the system.

### **7.3 Reconciliation of Accounts**

MSP has to perform the following responsibilities with respect to payments

- a. Shall advice & educate ANP/Facilitators for payment through Payment Gateway, established by RailTel.
- b. In the unlikely event of inaccessibility of payment gateway, payment through Account Payee Cheque/DDs may be collected in favour of RailTel. Collection from Facilitators /ANP/LCO's shall be deposited into the designated RailTel collection account under intimation to RailTel and the same shall be reconciled with RailTel at the end of the month.
- c. No cash payment shall be allowed for any of the services rendered, security deposit or any other payment.
- d. The MSP records shall undergo a periodic audit by RailTel or any third party engaged by RailTel for above aspects.
- e. The MSP shall ensure the submission of Facilitator/ANP/AGNP Bills to the Regional Finance/SPOC by 7th of each month, failing which RailTel may invoke penalty @1% per day beyond 7th day of month, maximum upto 10% of the monthly due to MSP.
- f. Since RailWire Billing is based on fully automated billing system, MSP shall ensure the correct mapping of AGNPs, Facilitators & Subscribers in billing system. In case, wrong mapping is found out, Railtel may invoke penalty @ 1% per instance, maximum 10% of the monthly due to MSP.

### **7.4 Customer Service Support**

The responsibilities of MSP with respect to customer service support:

- a. RailTel desires to maintain one or multiple (Circle-wise) customer support telephone numbers for customer service in different regions. MSP shall maintain a customer care centre at its own cost, which shall have an interface with RailTel Computer Telephony System for handling queries, complaints and for extended maintenance support to the RailWire customers. For this purpose, CRM and associated Computer Telephony systems will be hosted at RailTel's datacenter.

- b. MSP shall make arrangements for resolving direct queries of the customers through e-mails addressed to the webmaster/helpdesk/email published on the web.
- c. MSP shall arrange operation of customer care centre along with the requisite skilled manpower on 24x7x365 basis for RailWire customers. MSP shall provide Helpdesk support to subscribers through its customer care centre. In case of a problem pertaining to the RailTel network, the complaint shall be registered with the RailTel Regional NOC. MSP should monitor the dockets and ensure that the complaint is resolved at the earliest.
- d. MSP shall also provide the Level 1 (L1) support i.e. network support on technical issues in the access network. For providing L1 support, MSP shall maintain skilled manpower, possessing qualifications like CCNA, CCNP or similar on its roll at all times. Coverage of detailed issues under L1 support shall be mutually discussed by RailTel and MSP and are subject to change as and when required.
- e. MSP has to maintain minimum expected infrastructure for customer care centre operations. Additionally MSP shall budget for minimum manpower in accordance with the range of subscribers mentioned below:

<b>Subscriber Base</b>	<b>Call Centre Agents providing Level 1 Support during Peak Hours</b>	<b>Call Centre Agents providing Level 1 Support during Non-Peak Hours</b>	<b>Call Centre Agents providing Level 2 Support</b>
<b>0-500</b>	2	1	1
<b>501-1000</b>	2	1	1
<b>1001-2000</b>	2	1	1
<b>2001-3000</b>	3	2	1
<b>3001-5000</b>	3	2	1
<b>5001-7000</b>	3	2	2
<b>7001-9000</b>	4	2	2
<b>9001-11000</b>	5	3	2
<b>11001-15000</b>	6	4	3
<b>15001-20000</b>	7	5	4
<b>20001-25000</b>	8	6	4

<b>25001-35000</b>	10	7	5
<b>35001-50000</b>	12	8	6

The minimum manpower to be maintained by MSP for customer care in each shift is as above. However, in order to maintain good customer experience, the MSP may be required to augment the same, if situation warrants.

Indicative peak hours are defined below which may be redefined according to local customer habits and customer diversity.

Peak Hours: 5 PM to 9 PM

Non-Peak Hours: 9PM to 5PM

RailTel also reserves the right to review the minimum expected infrastructure on a periodic basis to assess if the same can support the RailWire operations. RailTel reserves the right to recommend additional infrastructure or manpower for smooth operations and will reserve the right to impose adequate penalties in case the MSP fail to deploy the same within agreed timelines.

The manpower deployed by MSP will be interviewed & credentials verified by RailTel SPOC/GM (Mktg). If MSP fails to deploy the minimum expected Infrastructure, RailTel may invoke monthly penalty equivalent to salary of unavailable staff.

## 7.5 Marketing

- a. MSP shall maintain the customer experience of RailWire brand as defined by RailTel in such a way that customers perceive a responsive and satisfactory quality of service. RailTel shall issue guidelines as and when required to that effect to all MSPs. While interacting with partners & subscribers, MSP may use the RailTel/RailWire Logo on their business card in the manner prescribed by RailTel for brand building exercise & to avoid confusion of multiple entities. Further, RailTel reserves the right to inspect or audit operations of MSP to ascertain that the guidelines are being followed.
- b. MSP has to pursue targets fixed by RailWire Core Working Group and to deploy necessary resources for branding, marketing and sales of RailWire services.
- c. MSP shall take necessary actions by way of outdoor advertisements (Banners, Leaflets etc.) , road shows at residential complexes, telemarketing calls, SMS (as per TRAI Guidelines) etc. at its own cost so as to meet its target of acquiring subscriber and partner numbers. RailTel will provide the creative inputs for brand building and campaign advertisements. MSP will keep the RailTel informed of activities undertaken.
- d. RailTel will regularly publish success stories of RailWire services that can be used for all the MSPs across the country for competitive positioning. RailTel will provide referrals,

articles, ads, marketing report, sales presentation, technology partner intros to MSPs for helping them to build the brand.

- e. MSP shall provide the marketing staff for identification, evangelization and enrollment of new Facilitators. Each Facilitators & AGNP shall be allocated dedicated account manager for coordination on day to day issues. Yardstick of 1 Marketing Staff per 25 Facilitators & respective AGNPs shall be maintained by MSP, failing which Railtel may invoke penalty equivalent to salary of unavailable staff.

## **7.6 Compliance**

MSP shall ensure, at all times, compliance with various laws prevailing in India. Following are the responsibilities of MSP with respect to maintaining compliance:

- a. MSP shall ensure that all legal obligations mandated by DoT for an ISP in terms of keeping Know Your Customer ('KYC') data are fulfilled. This shall also include any new guidelines prescribed by DoT in future.
- b. MSP shall make available all the records and processes for an inspection by RailTel or any third party engaged by RailTel or DoT officials. The scope of the inspection shall include IT audit of the Hardware, Software and Networking assets in control of the MSP.
- c. If the input GST is not shown/uploaded in electronic ledger (GSTN), which is paid by RailTel as per tax compliances, then the tax amount will be deducted from the MSP payment. This would not be compensated against ceiling limit of maximum 10% penalty.

## **7.7 Transition and Hand Over**

After completion of contract or in the event of premature termination when a new MSP is appointed in the circle, it shall be the responsibility of the existing MSP to assist the new MSP in smooth transitioning and hand-over during the Transitioning Period finalized by RailTel. Following is an indicative but non-exhaustive list of responsibilities that an existing MSP has to perform with respect to transitioning and handover:

- a. It shall be the responsibility of the existing MSP to help, support and assist the new MSP selected by the RailTel during the Transitioning Period, subject to a maximum period of 3 months. The existing MSP shall transfer existing knowledge about operations, infrastructure, customers, ANPs and shall share all documents and related records with the new MSP.
- b. If required, the existing MSP shall also make available the service of its employees and make best effort to arrange for support from associated third parties like its contractors, suppliers, vendors and providers to the new MSP during the Transition Period.

## **7.8 Other Responsibilities**

Other responsibilities of MSP shall include:

- a. MSP shall be responsible for paying duties/taxes pertaining to its area of activity. The MSP shall ensure compliance to all labour law and will be required to give a certificate to this effect with invoice claim.
- b. MSP may enter into independent agreements with financial institutions, on a need basis, to offer loan facilities to subscribers for bundled offerings from RailWire for hardware and/or third party licensed software. RailTel will not be a party of this agreement.
- c. MSP shall support providing all pertinent details required by RailTel regarding the background of any issues which is disputed by a subscriber or any other RailWire provider in the court of law. For any such legal cases, the MSP will be bound to support RailTel and provide all necessary documentation and details.
- d. The MSP will not discriminate between the ANPs and will not show bias or favour a particular LCO. In case a complaint to that effect is received by RailTel, it shall be the responsibility of the MSP to extend full cooperation to the investigation initiated by RailTel. The decision taken by the RailTel in this regard will be final and will be accepted by the MSP.
- e. MSP shall maintain requisite skilled manpower for Help Desk & L1 Support. RailTel reserves the right to call the employees of MSP for a test or interview. RailTel also reserves the right to inspect the mark sheets/score cards, degree or certifications of such employees.

## 8. Service Level Agreement

The MSP shall ensure compliance to SLAs. These SLAs shall be reviewed & revised on an monthly basis by RCWG. Key areas for evaluation of Service Level will be as follows:

S/No	Key Areas	Weightage
1	Customer Service Management	40
2	Partner Support	30
3	Marketing	30
	Total	100

Monthly Assessment & Rating System will be as follows:-

### a. Customer Service Management

S. No.	Area/Metric	Complaint Type	Description	Service Level	Score	Max Score
1	Customer	Compliance of	Minimum L1	Complied	5	5

	Complaints resolution	Minimum Expected Infrastructure	Support and L2 Support Executives	Not Complied	0	
		Opening of Customer Trouble Ticket and follow up till closure	Opening of Trouble Ticket & routing to concern fault level and follow up till closure	95% <= 6 hrs	5	5
				95% <=12 hrs	3	
		Resolving tickets which are in the scope of MSP	Resolving issues of customer support which can be resolved by the MSP	95% <= 3 Hrs	5	5
				95% <=6 hrs	3	
		Evaluation of recordings of customer service agents	Evaluation will done towards customer sensitivity, Ethics, Transparency etc.	will be rated on a Scale of 1 to 10		
2	Helpdesk Management	Average Hold Time Per Call	The average time elapsed from the moment the call enters a queue until a qualified Help Desk analyst answers the call	95% <= 45 Seconds	5	5
				95% = 45- 59 Seconds	3	
				95% = 60-90 Seconds	1.5	
		Call Back Time	If call is not answered in 90 seconds and the customer opts for call back, percentage of call-backs(out of the unanswered calls) made within an hour	90-100%	5	5
				75%-89%	3	
				60%-74%	2	
				50-59%	1	
3	On-Boarding		Timeframe for getting customer on boarded after the submission of the CAF form.	98%<=24 Hours	3	5
				100%< = 24 Hours	5	

**b. Partner Support Management**

S. No	Area/Metric	Description	Service Level	Score	Max Score
1	Partner Support Management	Resolving Partner support tickets which are in the scope of MSP	Resolving issues of partner support which can be resolved by the MSP	95% <= 2 Hrs	10
				95% <= 6 hrs	3
		Percentage of tickets to be resolved by MSP and exceeding 12 hrs for closure	1%	10	10
			2%	6	
			4%	2	
2	ANP's support feedback	ANP's Feedback on MSP support based on survey conducted by RailTel or 3rd Party: Excellent : 5, Very Good : 4, Good : 3, Average: 2	Cumulative % score >80	10	10
			Cumulative % score >70	7.5	
			Cumulative % score >60	5	
			Cumulative % score >50	2.5	

### C. Marketing Metrics

S. No.	Area/Metric	Description	Achievement	Marks	Max Score
1	Customer Acquisition Targets	Percentage of targets achieved	90-100%	20	20
			80 - 89%	16	
			70-79%	12	
			60-69%	8	
2	Partner Acquisition Targets	Percentage of targets achieved	90-100%	10	10
			80 - 89%	8	
			70-79%	6	
			60- 69%	4	

- Most of the above metrics will be measured from the CRM system and performance data will be visible to the MSPs
- RailTel will fine tune the rating system annually in consultation with the MSPs with the aim of improving the service offering of RailWire so as to stay competitive in the market.
- The MSP will be legible for a performance incentive of 2 % of revenue share on a monthly score of 75% and above and a performance incentive of 1% on monthly of 60% and above.

## 9. Termination of agreement

Termination of contract may also happen in case of below mentioned breach of SLAs:

- a. If the Monthly score is below 60% on two consecutive months, the JWG will analyze the problem and recommend measures to improve the same.
- b. If the monthly score remains below 60% for the 3<sup>rd</sup> month then a written notice that “if the service level is immediately not improved then the agreement is liable to terminated” will be issued to MSP by the RailTel Office.
- c. If the score still does not improve above 60%, even in the 4<sup>th</sup> month then Termination notice will be served. The ED of the region can give one month grace period before termination if there are exceptional reasons beyond MSP’s control.

## 10. Division of Regions/Circles with Multiple MSPs

RailTel reserves the right to divide a region/circle and award the divided region/circle to another MSP if RailTel is convinced that:

- a. The MSP is active in only certain parts of the region/circle and is not pursuing in other parts of the region/circle.
- b. The region/circle is too big for a single MSP to handle.
- c. RailTel may also consider division of a region or a circle, if the MSP doesn’t meet the SLA requirements continuously for three months.

RailTel’s decision shall be final in this regard.

## 11. Revenue Share

- i. Fixed MSP Service Revenue Share : 10% of AGR
- ii. Startup Compensation/Promotional Revenue Share (additional): 3% for 1<sup>st</sup> Year, 2% for 2<sup>nd</sup> Year ,1% for 3<sup>rd</sup> Year and Nil from 4<sup>th</sup> year onwards
- iii. Performance incentive upto 2% (additional) based on monthly SLA.
- iv. Aggregated Revenue (AGR) shall be arrived at as per the calculations explained in below table:

Calculation Steps	AGR Calculation Logic	Amount

Step-1	Deduct Service Tax (including cess) from Gross Revenue	14.50% Equivalent OR As applicable
Step-2	Deduct DoT License Fee(8%) from Balance from Step-1	8% for DoT share as applicable from time to time
AGR = Summation of balance amount from Step-2		

## 12. Joint Working Group (JWG) & RailWire Core Working Group (RCWG)

RailTel shall constitute a Joint Working Group for each circle which will include representative of RailTel and one representative from the MSP. The Joint working group will basically review Operational issues, Marketing issues and Rollout targets. This forum will also be the first level of escalation for resolving complaints/disagreements by both RailTel and MSPs.

RailWire Core Working Group (RCWG) shall be constituted at RailTel Corporate level and will issue policy and guidelines on tariff, brand building and marketing strategy and relationship management and evolving the business model as required by market conditions. The RCWG will also set quarterly and yearly targets for MSP's and regions.

## 13. RailTel's Responsibilities and obligations-

### 13.1 Network and IT Infrastructure

It shall be the responsibility of RailTel to create Network Infrastructure to support RailWire business. Following are the responsibilities of RailTel with respect to Network Infrastructure:

- c. RailTel shall provide & manage Network Infrastructure required to support RailWire business.
- d. Further RailTel shall also augment capacity and plan a resilient network to handle RailWire traffic as per business projections.
- e. RailTel shall provide 24x7 support at Network Operation Centre to facilitate rollout and support of network for RailWire.
- f. RailTel shall provide sufficient upstream Internet Bandwidth and high speed MPLS capacity to feed RailWire Services.

- g. RailTel shall provide multiple redundancies for Internet Bandwidth to achieve 99.5% up-time of core Network.

### **13.2 Accounting, Reconciliations and Settlement**

- a. RailTel shall be responsible for accounting related to RailWire Business.
- b. RailTel shall make revenue share settlement of MSP by the 7<sup>th</sup> day of each following calendar month.
- c. In case of offline transactions handled by MSP, necessary reconciliation will be carried by RailTel on Monthly basis.

### **13.3 Marketing**

- a. RailTel may take up all necessary marketing & branding activities to establish & position “RailWire” as a brand.
- b. RailTel may float promotional schemes for the benefit of customers from time to time.

### **13.4 Customer Feedback**

RailTel may at its discretion take feedback from customers about MSP’s service. For this purpose, RailTel may engage its internal QA team or any third party to collect feedback from the customers and ANP/ Facilitators.

### **13.5 Other Responsibilities**

RailTel shall pay relevant duties/taxes of Central/State governments concerning to RailTel's activity in Rail Wire Business and license fees to DOT/Railways.

### **13.6 Payments and other obligations**

- a. Entire revenue collection from RailWire operations shall be credited in the RailTel collection accounts (opened separately for RailWire).
- b. Both parties would implement adequate safety/security measures to prevent unauthorized access to and use of confidential information of each other and wherever necessary, obtain confidential/secrecy/non-disclosure agreements from its employees.
- c. Both parties would ensure compliance with all prevalent and applicable laws and all liabilities arising there in would be to their respective accounts.

## **14. Roles and Responsibilities of Facilitators/ Access Network Providers (Local Cable Operators)**

- a. ANP/Facilitators will build and maintain the access network from RailWire Pop to customer premises using EOC, Metro Ethernet, GPON/EPON or Wi-Fi as per the design guidelines of RailTel with the support of Managed Service Providers (MSP). ANP shall maintain sufficient spares & ensure warranty conditions in place to maintain committed network uptimes.
- b. Arrange permission from respective association representatives or building owners to carry out the cabling task in the campus as well as inside the building during initial setup or during operations & maintenance.
- c. ANP/ Facilitators will ensure that approved devices are used and the wiring is done in as per standards in a robust manner. ANP/ Facilitators will make arrangement for Uninterrupted Power Supply for common network elements so as to ensure high availability for end subscribers.
- d. Set up in-building wired /wireless infrastructure as per business requirement which includes but not limited to Racks, UPS for minimum 6 to 8 hours, Gigabit fiber POE switches (8/12/24 ports), floor switches, Wi-Fi Access Points, CAT5 Cables, RJ45 Rosette boxes, patch cable etc. for customer use, as per network design approved by RailTel.
- e. Maintain customer and network support technicians to respond to trouble ticket raised by RailWire Support Desk.

## **15. Other General Terms and conditions-**

### **15.1 Response to RFP**

The response to RFP should be submitted at 15:00 hours on 26.05.2017 in a sealed cover which will be opened at 26.05.2017 15:30 hours on in front of representatives of bidders.

Separate bid for each circle shall be submitted and the response should also include detail compliance/ non-compliance of requirements listed in RFP as per Annexure- A, B, C & D.

### **15.2 Period of Validity**

Offer shall remain valid for a period of four months from the date of opening of the bids.

### **15.3 Submission of Bids**

The bidder will have to submit the bid in sealed envelope, duly super scribing “**RFP for Selection of Managed Service Provider (MSP) for RailWire**”. It will also contain all the documents and Annexures mentioned in the RFP along with supporting documents. All the documents, annexures and supporting documents should be duly signed and sealed.

The technical bid should consist of the following:-

- 1) Earnest Money Deposit and Cost of RFP as specified in this document.
- 2) A letter on bidder's letterhead mentioning the following:
  - (i) Details of EMD submitted, technical competence and experience of the bidder.
  - (ii) Certifying that the period of the validity of the bids is 4 months from the date of submission of bid.
- 3) Letter of Authority on bidder's letter head from Authorized Signatory of the company to sign and submit the bid, along with the Board Resolution. Power of attorney in favour of the signatory duly authorizing the signatory shall be enclosed in the offer / bid.
- 4) Compliance Statement as per Annexure A on bidder's letter head.
- 5) Bidders Profile Information as per Annexure B on bidder's letter head along with supporting documents.
- 6) Eligibility Criteria Compliance along with supporting documents as per Annexure C.
- 7) Each and every page of offer / RFP document should be marked with numerical numbers and signed by authorized representative of the bidder.

The envelope shall be addressed to RailTel at the following address:

**General Manager (Mktg)**  
**RailTel Corporation of India Limited**  
RailTel Bhavan, Plot No 143,  
Sector 44, Institutional Area,  
Opposite to Gold Souk,  
Gurgaon, Haryana 122003

The envelope shall bear name of the RFP, the RFP no. and the words "DO NOT OPEN BEFORE" (due date & time).

#### **15.4 Bid Earnest Money, Security deposit & RFP document fees-**

Bidder has to submit the bid earnest money of Rs 2,00,000/- (Rs Two Lakh) in the form of Demand Draft favouring **RailTel Corporation of India Limited** payable at New Delhi.

The document would be available on RailTel's website ([www.railtelindia.com](http://www.railtelindia.com)) w.e.f. 24.04.2017. The same can be down loaded free of cost. However, Demand Draft for Rs. 10,000/- in favour of RailTel Corporation of India Ltd. payable at New Delhi shall have to be submitted along with the submission of offer.

Bidder should submit the separate bid document for each circle along with separate Bid Earnest Money for each circle.

### **15.5 Late Bids**

Any bid received by RailTel after the deadline for submission of bids will be rejected and/or returned unopened to the bidder, if so desired.

### **15.6 Signing of Contract**

The successful bidder shall require to sign a comprehensive managed service agreement with RailTel within 30 days of award of letter of acceptance. Duration of agreement will be 7 (seven) years and can be extended by further 3 years.

### **15.7 Performance Bank Guarantee**

The successful bidder shall submit the Performance Bank Guarantee to RailTel for an amount equal to Rs 5 Lakhs with 30 days of award of letter of acceptance. The Performance Bank Guarantee shall be valid for 6 months beyond the expiry of agreement i.e. 7.5 years.

The Performance Bank Guarantee may be discharged by RAILTEL upon being satisfied that there has been due performance of the obligations of the successful bidder under the agreement. Failure of the successful bidder to comply with the requirement as per the RFP terms and conditions shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in such event RAILTEL may make the award to the best performing MSP or call for new bids.

### **15.8 Clarification**

Recipients are required to direct all communications related to this RFP, through the Nominated Point of Contact persons:

Contact : Vineet Kushwaha  
Position : Asst General Manager (Marketing)  
Email : [vkushwaha@railtelindia.com](mailto:vkushwaha@railtelindia.com)  
In case of difficulty-  
Contact : Shailesh Tiwari

Position : General Manager (Marketing)  
Email : [shailesh@railtelindia.com](mailto:shailesh@railtelindia.com)  
Telephone : +91 – 124- 2714000  
Fax : +91 – 124-4236084

**Disclaimer**

Subject to any law to the contrary and to the maximum extent permitted by law, RailTel and its officers, employees, contractors, agents and advisers disclaim all liability from any loss or damage ( whether foreseeable or not ) suffered by any person acting on or refraining from acting because of any information including forecasts, Circlements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of RailTel or any of its officers, employees, contractors, agents, or advisers.

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**Annexure- A****COMPLIANCE STATEMENT (On Bidder's Letter Head)****DECLARATION**

We hereby undertake and agree to abide by all the terms & conditions and Scope of services stipulated by RAILTEL in the RFP including all annexure, addendum and corrigendum.

Signature and Seal of Bidder

List of deviations if any

1)

2)

3)

4)

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature and Seal of Bidder

**Annexure- B**

**Bidder's Profile Information (on the bidder's letter head)**

S. No.	Particulars	Description
1	Name of the Bidders/Company	
2	Constitution	
3	Date of Establishment/ Incorporation	
4	Address Registered Office Corporate/ Head Office	
5	Telephone Number Fax Number E-Mail Address	
6	Number of Circle applied	
7	Order of Preference for circle applied	
8	Office Address in applied Circles (supporting document to be submitted)	

9	Financial Details	2013-2014	2014-2015	2015-2016
	Turn Over (in Crs)			
	Net Profit (in Crs)			

Company

Signature &amp; Seal of

**Annexure – C****Eligibility Criteria Compliance**

S/No	Eligibility Criterion	Supporting Document to be submitted	Compliance (Yes/No)	Details of Proof Attached
1	The Bidder Company should be an Indian registered company or a subsidiary of a Global company, incorporated under the Indian Companies Act.	The attested copies of Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies is to be submitted.		
2	The bidder or their promoters having equity stake or operating partnership, should not be holding valid UASL License /ISP License/MSO License of government of India.	The attested copies of Self declaration/ Certificate for not having UASL License /ISP License/MSO License of government of India is to be submitted.		
3	Bidder Company should be working for	Bidder must submit the documentary evidence for		

	<p>minimum last two years at the time of submitting proposal in any of following related business domain</p> <ul style="list-style-type: none"> <li>•Channel Partner/Franchisee of any telecom operator/ISP for marketing of Broadband Services.</li> <li>•Managing End Broadband Customers through own/ shared infrastructure/ last mile access like fiber to the building (FTTB), Fiber to the Home (FTTH) or similar technology.</li> <li>•Managing any Telecom Service Operations of Telecom Service Provider/MSO.</li> <li>•Network Service Management which includes Consulting, Marketing &amp; Sales, Business Model Operation, Service Rollout, end partner management, Customer Relationship Management etc.</li> <li>•Managed Support Services for Internet Broadband Services.</li> <li>•Managed Service Partner for Telecom customer support center, back office management, billing, collection etc.</li> </ul>	its experience in the mentioned domains.		
4	<p>The Bidder Company should have cumulative total turnover of Rs 20 Crores during last three financial years.</p> <p>(Bidders applying for</p>	Bidders must submit audited balance sheet of the company for the last 3 financial years.		

	North East Circles should have cumulative turnover of Rs 5 Crores during last three financial years)			
5	The Bidder should have an office in applied Circle	Bidder must submit documentary evidence/ verifiable reference (name, address, telephone no.). Bidders have to mention the name of the applied Circle & Region in their offer		
6	Number of Circles applied	If a bidder is applying for more than one circle should fulfill the criteria of having an office in each Circle and accordingly total cumulative turnover ( Rs 40 Crores for applying in two circles and Rs 60 Crores for three circles) for the last three financial years. Documentary evidence for office location and balance sheet must be submitted by bidder		
7	Bidders applying for more than one circle	Bidder should submit separate bid for each circle along with required Earnest Money Deposit and documents.		
8	In case of consortium bid:-  (a)Total turnover of consortium may be considered for minimum 20 Crores in last three consecutive years for each circle and Rs 5 Crore for NE Circle.  (b)Clause no 2.1.1 and 2.1.2 must be met by all	Bidders must enclose the audited balance sheet of all Consortium partners, Along with all the documents corresponding to clause no. 2.1.1,2.1.2 & 2.1.3		

	consortia partners.  (c)One bidder can apply for maximum three circles either as a single bidder or as a consortium partner.  (d)Lead bidder must comply eligibility criterion mentioned in clause 2.1.3.			
9	The bidders who are applying for more than one circle	The bidder should clearly indicate the order of preference of circles.		

Date: \_\_\_\_\_

Place: \_\_\_\_\_

रेलटेल  
RAILTEL

Signature of Authorised Signatory

Name of Signatory:

Designation:

Seal of Company

**Check List Compliance****Annexure-D**

Sr. No	Documents	Submitted in Bid (Yes/No)
1	Earnest Money Deposit and Cost of RFP document as specified in this document	
2	A letter on bidder's letterhead mentioning the following:  a) Details of EMD submitted, technical competence and experience of the bidder.  b) Certifying that the period of the validity of the bids is four months from the target date of submission of bid.	
3	Letter of Authority/Power of attorney on bidder's letter head from Authorized Signatory of the company to sign and submit the bid, along with the Board Resolution.	
4	Undertakings on bidder's letter head	
5	Compliance Statement as per Annexure A on bidder's letter head	
6	Bidders Profile Information as per Annexure B on bidder's letter head along with supporting documents	
7	Eligibility Criteria Compliance Annexure C	

Signature & Seal of  
Company

Supporting Document for Eligibility Criteria for Bidder

1. Please enclose documentary proof for all the above criteria. In absence of these, the bids will not be considered for further evaluation. No further correspondence will be entertained in this case. Further, those bidders who have not satisfactorily completed any earlier contract with RAILTEL shall not be eligible for participating in this process



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