

# **RailTel Corporation of India Ltd**

**(A Mini Ratna PSU under Ministry of Railways)**



## **NOTICE INVITING EXPRESSION OF INTEREST (EOI),**

**EOI No. RCIL/CO/2018/Mktg/RailWire/Empanelment of NGO for RailWire  
Saathi/0192/Vol-1**

**Expression of Interest (EOI) for Empanelment of National/State level NGOs, Trusts, Social NonProfit organizations and Section-8 (earlier Section-25) companies as a Program Manager for RailWire Saathi-A Digital Entrepreneur Program.**

**Issued by:**

**RailTel Corporation of India Ltd**

**(A Mini-Ratna PSU under Ministry of Railways)**

**Enterprise Business, Corporate Office,**

**Plot No. 143, Institutional Area, Sector-44,**

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**<https://www.railtelindia.com>**

# **RailTel Corporation of India Ltd**

**(A Mini Ratna PSU under Ministry of Railways)**

## **NOTICE INVITING EXPRESSION OF INTEREST (EOI),**

**Subject:** Empanelment of National Empanelment of National/State level NGOs, Trusts, Social Non-Profit organizations and Section-8 (earlier Section- 25) companies as a Program Manager for RailWire Saathi-A Digital Entrepreneur Program

RailTel Corporation of India Limited invites application from the reputed and qualified National/State Level NGOs, Trusts, Social Non-Profit Organization and Sector -8 (earlier section -25) Companies for empanelment as Program Manager for purpose of deploying skilled & trained unemployed youth at RailWire Saathi Kiosk at Railway Stations (list attached) to participate into sustainable entrepreneurship Digital Inclusion program. More details of RailWire Saathi entrepreneurship program are enclosed at Section 2, Eligibility conditions at Annexure-A and details required from those wishing to undertake the above-mentioned work which need to be submitted at Annexure-B & C.

**RailTel Corporation of India Limited will not contribute any fund to empanelled agencies for the program. Interested Organization, who are already working in field of Livelihood Development/Skill & Training/Income Generation Project for underprivileged community (especially in rural area) may respond to the EOI.**

To download the EOI Document visit [www.railtelindia.com](http://www.railtelindia.com) from 16-01-2019 to 14-02-2019 and submit EOI in a sealed envelope by 15:00 Hrs. Date 15-02-2019 at Plot No. 143, Institutional Area, Sector-44, Gurugram -122003.

**Executive Director (Enterprise Business)**

**RailTel Corporation of India Ltd**

**Disclaimer**

RailTel Corporation of India Ltd. (herein after called the RailTel) has prepared this Expression of Interest (EOI) document solely to assist Interested Organizations in making their decision of whether or not to bid.

While the RailTel has taken due care in the preparation of information contained herein and believes it to be accurate, neither the RailTel or any of its Authorities or Agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. This information is not intended to be exhaustive and interested parties are required to make their own inquiries and do site visits that it may require in order to submit the EOI. The information is provided on the basis that it is non-binding on RailTel, any of its authorities or agencies or any of their respective officers, employees, agents or advisors. The RailTel reserves the right not to proceed with the bidding/EOI process at any stage without assigning any reasons thereof, or to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the EOI further with any party submitting an EOI. No reimbursement of cost of any type will be paid to persons or entities submitting the EOI.

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**SCHEDULE OF EVENTS**

1	EOI Document Availability	EOI document can be downloaded from website <a href="http://www.railtelindia.com">http://www.railtelindia.com</a> from 16-01-2019 onwards till last date of submission of the EOI.
2	Cost of the Empanelment Fees (including GST@18%) to be submitted along with EOI (non-refundable)	Rs. 1000/- (Rupees One Thousand Only) in the form of Demand Draft (DD) drawn on any scheduled bank in favour of RailTel Corporation of India Limited. payable at New Delhi.
3	Earnest Money Deposit (EMD) to be submitted along with EOI	Rs. 50,000/- (Rupees Fifty Thousand only) in the form of Demand Draft (DD) drawn on any scheduled bank in favour of RailTel Corporation of India Limited. payable at New Delhi.
2	Last date for requesting clarifications	<p>Up to 18:00 Hrs on 25-01-2019</p> <p>All communications regarding queries if any requiring clarifications shall be sent through email or given in writing to following official:</p> <p>Name: Rajat Singh Designation: Manager (Mktg) Contact: +91-124 – 2714000 ext: 2277 Email: <a href="mailto:rajat.singh@railtelindia.com">rajat.singh@railtelindia.com</a></p> <p><u>In case of difficulties:</u></p> <p>Name: Vineet Kushwaha Desgn.: AGM (Mktg.) Contact: +91-124 - 2714000 Ext: 2218 Email: <a href="mailto:vkushwaha@railtelindia.com">vkushwaha@railtelindia.com</a></p>
3	Briefing Session/Pre – bid Meeting at the address for Communication given below	At 11:30 Hrs on 01-02-2019
4	Last date of submission of response to EOI	15:00 Hrs on 15-02-2019
5	Date & Time of Opening of EOI	15:30 Hrs on 15-02-2019
6	Address for Communication and submission of Bid	<p>Executive Director Enterprise Business RailTel Corporation of India Ltd Plot No. 143, Sector-44, Institutional Area, Gurugram – 122 003. (Haryana)</p>

Note: RailTel reserves the right to change the above dates at its discretion.

## 1. About RailTel Corporation of India Limited

RailTel Corporation of India Ltd (RailTel) is one of the largest neutral telecom infrastructure providers in the country owning a Pan-India optic fiber network on exclusive Right of Way (ROW) along Railway track. The OFC network presently reaches to over 4500 towns & cities of the country including several rural areas. With its Pan India high capacity network, RailTel is working towards creating a knowledge society at various fronts. During the year, RailTel has launched a project to provide Wi-Fi service at 400 stations in country by 2019 and has planned to provide an integrated railway display network at 2000 stations providing necessary passenger information at stations. The portfolio of services provided by RailTel includes Data center & DR services, Tele-presence as a service, NLD services, IP-1 services, Internet and Broadband services on a pan-India basis.

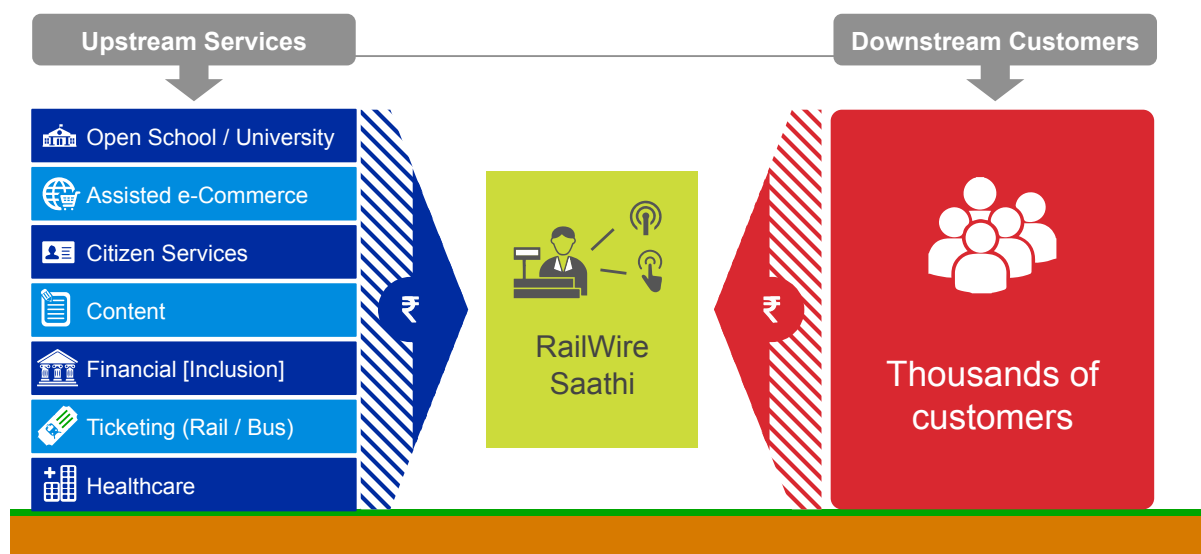
RailTel being a “**Mini Ratna (Category-I)**” PSU is steaming ahead in the enterprise segment with the launch of various services coupled with capacity augmentation in its Core network. RailTel is equipped with an ISO 9001, 20000-1:2011 & 27000 certification.

More detail on RailTel Profile, its initiative towards Digital India, Major Projects of Govt of India, Other Service Offering etc can be found at [www.railtelindia.com](http://www.railtelindia.com).

## 2. Introduction to RailWire Saathi Program

- 2.1. RailTel Corporation of India Ltd (RailTel) an ICT arm of Indian Railways has initiated in creating a Digital Entrepreneurship program known as “RailWire Saathi” aiming to build a sustainable way to create Wi-Fi hotspots at Railway Stations across India. Through the RailWire Saathi model unemployed youth can be trained and supported to set up a kiosk with high speed internet connectivity, Wi-Fi hotspot and provide a platform to provide an array of Digital services which will make the business sustainable and provide access to the community.
- 2.2. Access to e-Governance, credit facilities, identity services, tickets etc. are all available online and yet the population which actually transact online is very less specially in Rural areas. In India 390 M people online but only 40% of users perform online transactions. Around 54 M users stop online transactions after first trail. In Rural India, around 65% Internet users are non-users of online transactions and majority of non-users are from Rural India. This RailWire Saathi will promote the population to go “Digitally”, to perform online transactions and to avail maximum no. of Government services through online mode. They will assist in spreading the Digital Literacy mainly in Rural India. **By providing the Digital services to the masses, RailWire Saathi will earn by providing Digital services to the masses. By this RailWire Saathi will be a self-sustainable model for Saathis and they will become “Digital Entrepreneurs”.**
- 2.3. Women are ideal Digital Entrepreneurs as they are diligent, empathetic and approachable for all sections of rural communities. The ability to provide a variety of digital services to the community and earn a livelihood using modern technology will lead to women empowerment and community development besides providing a platform for upstream businesses and services to reach hinterland
- 2.4. The kiosk will be designed to setup at Railway Stations because Railway stations are ideal because of the availability of power, high speed connectivity, central location and covered secure space.
- 2.5. The RailWire Saathi will be trained to manage the services with remote handholding support by RailTel. A RailWire Saathi is expected to earn Rs 5000 to 15000 a month after an initial gestation period of 6-12 months depending on the population served and may increase as more services are enabled.

# Sustainable Digital Inclusion Platform



## Indicative List of Services

1. **Citizen services:** Scheme Eligibility - Collecting the citizen personal / family profile and identifying all the eligible state and central schemes. This is 100% match - not approximate- against ALL the eligibility criteria mentioned in these schemes using RailWire's AI based platform.
  - a. Document application - Applying for documents like Aadhaar, PAN etc. and managing the updates like change of address etc.
  - b. Scheme application - Applying for various schemes: Though the platform is capable of automatic form filling and pushing to the Govt. portals through APIs , most of the Govt. department portals do not support it. Platform assists in filling these fields, attaching the right kind of documents, exceptions in case of missing documents etc.
  - c. Financial Literacy- To create awareness to access and manage online accounts. Handholding towards electronic transactions. Support in accessing credits and managing repayments.
  - d. Wallet management - Private wallet for the VLEs which is linked to multiple services like automatic deduction, refilling, revenue splitting etc. and connected with various payment gateways.
  - e. Loan eligibility check - reviewing the citizen profile to match with the loan eligibility criteria of different MFIs. Actual loan disbursement and collection will be handled by the MFIs - this service only provides a screening and passing the eligible profiles to MFIs who will contact the citizen and take it forward.
  - f. Health screening - Screening of the citizens for specific health conditions based on any given protocols.
2. **RailWire Wi-Fi services:** in small denominations like Rs 10 for 30/60 min access and monthly plans like Rs 50/100.
3. **Assisted e-Commerce:** There is an aspiration to avail the supply chain efficiencies in e-commerce, but online payments are a hurdle. RailWire Saathi can be the nodal point for ordering as well as delivery through the RailWire wallet arrangement with the app automating and tracking last mile transactions. Conversely rural producers can be assisted with market information and potential buyers.
4. **Ticketing services:** Rail and bus ticketing. All RailWire Saathi's can be made Rail Ticketing agents including UTS ticketing and reduce pressure on counters

5. Utility bill payments.
6. Mobile ,DTH recharge, cable and MFI payments
7. Financial Inclusion ( banking correspondent)
8. Insurance
9. RailWire Kiosks can also become the extension counters for NIOS (National Institute of Open Schooling) and virtual skill development programs where a tablet café can be created especially power and shelter are available by GP.

Special Focus on Digital Payments can be achieved:

1. RailWire Saathi's can be trained to evangelize digital payments and services of SBI and other PSU banks.
2. M-POS facility available on the Railwire Saathi platform can facilitate the utility of Rupay card in remote locations.

### **3. OTHER GENERAL TERMS & CONDITIONS OF THE EOI:**

#### **3.1 INDEMNITY:**

The Program Manager shall indemnify, defend and hold RailTel harmless from and against any losses, costs, expenses, damages of whatsoever nature which may be incurred or suffered by RailTel which arises out of or as a result from any breach of contract, warranty, tort (including negligence) or otherwise of Program Manager's obligation or agreement contained herein.

#### **3.2 FORCE MAJEURE:**

- a) If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligations under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restriction, strikes, lockouts or act of God (Hereinafter referred to as events) provided notice of happenings, of any such eventuality is given by the either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this and contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the RailTel as to whether the deliveries have been so resumed or not shall be final and conclusive, 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 for a period exceeding 60 days either party may, at its option terminate the contract.
- b) Provided also that if the contract is terminated under this clause, the RailTel shall be at liberty to take over from the Program Manager at a price to be fixed, if any by the Purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacturer in possession of the Program Manager at the time of such termination of such portions thereof as the purchaser may deem fit excepting such materials / bought out components and stores as the contractor may with concurrence of the purchaser elect to retain.

#### **3.3 TERMINATION FOR DEFAULT:**

Any of the following events shall constitute an event of default by the Bidder entitling the Competent Authority to terminate the concessions granted to the Bidder:



- a) The RailTel may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Program Manager, terminate this contract in whole or in part.
  - i. If the Program Manager fails to deliver services within the time period(s) specified in the Contract, or any extension thereof granted by the RailTel.
  - ii. If the Program Manager fails to perform any obligation(s) under the Contract; and
  - iii. If the Program Manager, in either of the above circumstances, does not remedy his failure within a period of 30 days (or such longer period as the RailTel may authorize in writing) after receipt of the default notice from the RailTel.
- b) Upon occurrence of any of the defaults, the RailTel would follow the procedures of issuing time bound Notice/Show Cause before deciding on termination of the agreement. The decision of the RailTel shall be final and binding on the Bidder.
- c) In such case the RailTel shall intimate the selected bidder in writing about all issues where performance is below the expected level or is not satisfactory and the selected bidder shall be given 90 days to rectify the same. Failure to rectify the same shall result in termination of the contract.
- d) The contract shall not be terminated for failure to discharge responsibilities due to force majeure situations or failure by RailTel to meet conditions precedent.

### **3.4 TERMINATION FOR INSOLVENCY:**

The RailTel may at any time terminate the contract by giving written notice to the Program Manager, without compensation to the Program Manager, if the Program Manager becomes unwilling, bankrupt or otherwise insolvent.

### **3.5 GOOD FAITH NEGOTIATION:**

- a) The parties shall endeavor, in the first instance to resolve any dispute, disagreement arising out of or in connection with this agreement through Good Faith and Negotiation.
- b) For the purpose of conducting Good Faith Negotiations, each party shall within 15 days of the commencement of the agreement designate in writing to the other party a representative who shall be authorized to negotiate on its behalf with a view to resolve any dispute. Each such representative shall remain so authorized until his replacement has been designated in writing to the other party by the part he represents.
- c) The Dispute shall not be referred to Arbitration unless and until the provisions of this clause have been complied with.
- d) The representative of the party which considers that a dispute has arisen shall given to the representative of the other party, a written notice setting out the material particulars of the Dispute in issue, in short a Dispute Notice shall be served upon by the representative of the party which considers that a dispute has arisen to the representative of the other party.
- e) Within 30 days or such longer period as may be mutually agreed to, of the Dispute Notice, having been delivered to the other party, the representatives of both parties shall meet in person at either of the registered office of the parties or at any designated place to attempt in good faith, and using their cost endeavors at all times to resolve the dispute. Once the dispute is resolved, the terms of the settlement shall be reduced in writing and signed by the Representatives of the parties( the settlement).

- f) If a settlement is not reached within thirty days after Negotiation on date, such dispute shall be referred to Arbitration.

### **3.6 ARBITRATION**

- a) The parties shall attempt to resolve through good faith and consultation in their behalf, disputes arising in connection with this agreement, and such consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.
- b) Without prejudice to the provisions hereof, in the event of any dispute, difference, conflict or question arising between the parties hereto relating to or concerning or arising out of this agreement, the same shall be referred to arbitration, which shall be held in New Delhi. The arbitration proceedings shall be in accordance with the provision of the arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. Arbitrator shall be appointed by CMD/RailTel. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in the English language. Each party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the parties unless the award otherwise provides.

### **3.7 Disclaimer:**

RailTel is not committed either contractually or in any other way to the applicants whose applications are accepted. The issue of this Request for EOI does not commit or otherwise oblige the RailTel to proceed with any part or steps of the process.

Subject to the applicable legal provisions, RailTel and its directors /officers /employees /contractors /agents and advisors disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reasons of any person using the information and whether caused by reasons of any error, omission or misrepresentation in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this Request for EOI document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of RailTel or any of its officers, employees, contractors, agents or advisors.

**Annexure -A****ELIGIBILITY CONDITIONS FOR RESPONDANTS:**

The interested applicant who intend to participate in the EOI must fulfill following criterion mentioned below:

**1. General Eligibility:**

For the purpose of this EOI, Respondents can be **National/State level NGOs, Trusts, Social Non-Profit organizations and Section-8 (earlier Section- 25)** companies under relevant acts and in order to support this, bidder has to submit valid legal document like Certificate of Incorporation/ Registration Certificate as issued by Competent Authority and has to be registered under the same name with any one Government tax authority or import export code or bank account in name of the Respondents or PAN Card or any other legal registration document. Participation of individual will not be considered.

**2. Mandatory Criteria:**

- a. The Applicant should have an average gross turnover inclusive of Grants/donations and others of Rs. 25 Lakhs over the last three consecutive financial years for which audit has been completed.
- b. The Applicant must be a legally registered entity in India and should have a minimum of five years of proven track record of Planning, Designing and Implementing Livelihood development/Income generation projects for the underprivileged communities and unemployed women (specially in Rural ares). Applicants should also have experience of developing/strengthening SHG/Cooperative/ Producers' Company etc. at state or national level.
- c. The Applicant should have presence and experience in imparting Digital skills and creating employable youth.
- d. The bidder shall submit relevant experience with the bids

S. No.	Pre-Qualification Criteria	Documentary Evidence Required
1	1.1.2. A National/State level NGOs, Trusts, Social Non-Profit organizations and Section-8 (earlier Section- 25)	Memorandum and Article of Association, Valid legal document like Certificate of Incorporation / Registration Certificate as issued by Competent Authority and has to be registered under the same name with any one Government tax authority or import export code or bank account in name of the Respondants or PAN Card or any other legal registration document. True copy of MOA/ Bye Laws/ Partnership Deed / Proprietary Deed etc. True copy of MoU/ agreement/ any documentary evidence of working for projects on livelihood development income generation for underprivileged categories funded by Central/State Govt. and International development and funding agencies such as UN, World Bank etc. in the last three financial years. Publications such as Newsletters, Case

		Studies, if any;
2	The Program Manager should have Cumulative turnover of at least INR 25 Lakhs in last 3 years in India as per the standalone financial statements.	Copy of audited relevant financial statements for the last 3 years
3	The Program Manager should not have been blacklisted by any of the Government Organizations / PSUs for the past 2 years.	Self-Declaration
4	Program Manager should furnish a list of its Partners/Directors and a declaration that such Partners/Directors have no interest in any other bidder(s) in respect of this EoI	Self-Declaration
5	The Program Manager have completed and manage employed generation project for national/state level organization/PSUs	Attach work orders/Certificates specifying “completion” or “satisfactory work in progress” OR Reference Details on Program Manager’s letter head with contact details for reference.

- e. The respondent shall submit necessary documentary proof showing that they meet the eligibility criteria along with their EOI bid. All documents submitted will also be self-attested by the person authorized by the business entity members (Annexure D).

### 3. EVALUATION PROCESS:

The submitted proposals would be evaluated based on following marking:

S. No.	Minimum Technical Criteria	Points	Max. Points
1	The Agency should have experience of working in Rural areas for last 5 years for education, Youth & Development, and employment generation	1 Marks for each year	5
2	Nature of Program conducted by Agency	Digital Skilling-5 Employment Generation-5	10
3	No. of professional working with Agency on full time basis	>50=10 >25-50= 7 <-25=5	10
5	Project Proposal, approach and work plan including (a) listing of information needed to address the issues outlined, (b) details of	Criteria, adequacy and appropriateness of the project proposal and	25

	activities proposed specifically outlining specific information and proposed sequencing of those interventions (c) time lines for each activities proposed and (d) any other relevant details to develop greater understanding of Programme.	work plan w.r.t scope of work	
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Minimum Qualifying marks will be 60%. In case not enough respondents are qualifying within these criteria, then the competent authority may relax the qualifying marks.

**Annexure-B****SCOPE OF WORK: BROAD TERMS OF EMPANELMENT**

1. Scope of Empaneled Respondent as program manager includes end to end delivery and management of the RailWire Saathi program.
  - a. Program Manager will select the RailWire Saathi for the locations attached as Annexure-E. The RailWire Saathi will be unemployed youth.

An unemployed youth should possess minimum qualification of 10<sup>th</sup>/SSC/Matric and the age limit should be 18 to 40 years.
  - b. The Program Manager will dovetail RailWire Saathi training requirements into their existing skill development programs at their locations.
  - c. After successful skill development training to all the Saathi, Program Manager will deploy the Saathi at their respective kiosks. They will also handhold the RailWire Saathi to conduct operations smoothly for the first 3 months.
  - d. Program Manager will monitor and manage the initial kickoff of the RailWire Saathi program and provide all the essential support to Saathi.
  - e. Program Manager in association with RailTel will create awareness about the RailWire Saathi Program at all the locations where the kiosk will be installed. (This is particular to create awareness among the population)
  - f. If, at any location the RailWire Saathi is not able to perform or is not willing to be part of this program, then Program Manager must have candidates on standby (equipped with all the essential training) so the network operations will not be affected for more than 5 days.
  - g. The RailWire Saathi is expected to be available at the kiosk from 9:00 AM to 5:00 PM to provide the services. The Saathi can keep the kiosk open earlier or later depending on trains and the community's requirements.
  - h. The RailWire Saathi's performance will be monitored through a Balance Scorecard based on their punctuality, logging hours, carrying out transactions and completing assigned tasks. RailTel will specify the minimum score expected from the Saathi based on the location/services etc. The Saathi is expected to improve on the performance on a notice is given to Saathi. If the Saathi is not able to improve the score for 2 consecutive months then RailTel may request the Program Manager for a change of RailWire Saathi.

## 2. ROLES AND RESPONSIBILITIES of RailTel

RailTel shall provide all support and enforcement to help execution of the RailWire Saathi Program for the period of contract and all approvals etc as may be required for execution of the said program. This shall include but not limited to the following:

- 2.1 RailTel shall provide a conducive organizational atmosphere for the set up to operate the RailWire Saathi Program.
- 2.2 RailTel shall take all the necessary approvals and permissions from the Railway authorities and other related authorities to carry out the works related to RailWire Saathi Program. This will also include the entry of Program Manager's Nodal Officer and RailWire Saathi at Railway premises.
- 2.3 RailTel will fabricate & install the RailWire Saathi kiosks at all the Railway Stations mentioned at Annexure-F along with all the necessary IT H/W and infrastructure to operate and manage the kiosk.

## 3 Allocation of the Locations (Railway Stations)

After successful empanelment of the Program Managers through EoI, Program Managers shall identify the locations (among the locations mentioned at Annexure-F) and submit the list of preferred locations for putting trained and skilled RailWire Saathi. The allocation of the locations will be on the basis of FCFC (First Come, First Serve).

If more than one organisations are having some common preferred locations at the same time, then the locations will be allotted to the organisation who will have the higher marks during the evaluation process.

The lockin period for the particular location will be 3 months, if in these 3 months the Program Manager will not be able to deploy the RailWire Saathi at the location then it will be transferred to the other program manager who gave preference for this location earlier (if more than one organisation will be there then the preference will be given to the organisation having higher marks).

## 4 EXCLUSIVITY/BASIC PRINCIPLES FOR FUTURE ADAPTATIONS

- 4.1 The relationship is on non-exclusive basis for both the parties.
- 4.2 Though Non-exclusive but RailTel visualizes very long-term relationship through this EOI. The initial period of empanelment under this EOI is three (03) years, unless terminated earlier, and it can be extended on mutual terms and conditions.

## 5 VALIDITY OF THE EMPANELMENT

Empanelment shall remain in force initially for a period of Three (03) years on non-exclusive basis from the date of award of work and can be extended further with mutual consent. This agreement shall be valid for its full term unless revoked as per the clauses and mechanism defined in this Agreement.

## 6 EXIT CLAUSE

The Program Manager may exit from this business or prematurely revoke this empanelment by giving Six (06) months written notice to RailTel after one-year lock in period. Similarly, RailTel can also exit prematurely from this agreement after giving Six (06) months written notice to Partner after one-year lock in period. This shall be done without any claim of liability on each other.

## **7 TRANSFER AND TERMINATION OF AGREEMENT:**

- 7.1 Program Manager shall not transfer its rights and obligations under this agreement to any other party. In case of a merger or amalgamation of Program Manager or RailTel with any other entity, the rights and obligations under this agreement will stand transferred to the merged entity.
- 6.2 That if there is a change in the constitution of the Program Manager or RailTel, its successor body shall be bound by the agreement and service related commitments during its validity period.
- 6.3 RailTel reserves the right to terminate the agreement for
- (i) Any breach or non-observance or non-fulfillment of agreement conditions related to service deliverables.
  - (ii) Any other violation of clauses of this EOI / agreement
  - (iii) RailTel may suspend / terminate the agreement with 30 days' notice. In case of the case leading to termination then further action will be taken as per exit clause of this EOI document.
- 6.4 Neither party shall intentionally or otherwise commit any act (s) as would make a third party to believe that the other party is still the former Party's service provider; as the case may be.
- 6.5 The expiration or termination of the agreement for any reason whatsoever shall not affect any obligation of either party having accrued under this agreement prior to the expiration or termination shall be without prejudice to any liabilities of either party to the other party existing at the date of expiration or termination of the agreement in relation to services which are already operational.

## **7 RIGHT TO INSPECT**

Both parties will provide the necessary facilities for continuous monitoring of the services under implementation, at its own cost, when required by RailTel or any Statutory Authority empowered to do so. The inspection will ordinarily be carried out after reasonable notice except in circumstances where giving such a notice before may defeat the very purpose of the inspection, a notice after such inspection shall be provided, also assigning reason for such exceptional circumstances.

After deployment of project, Impact Assessment by an independent agency shall be conducted to ascertain the efficiency and utility of the pilot projects which would provide input for the further deployment and expansion of last mile solutions to provide services in GPs and villages.

## **8 LIABILITY:**

Except as provided in this agreement, hereinabove, neither party shall be liable to other party or any other party by virtue of termination of this agreement for any reason whatsoever for any claim for loss or profit or on account for any expenditure, investment, leased, capital improvements or any other commitments made by the other party in connection with their business made in reliance upon or by virtue of this agreement.



**Annexure - C**

**BIDDER INFORMATION SHEET  
EMPANELMENT OF PROGRAM MANAGER FOR RAILWAIRE SAATHI**

S. No.	PART A	GENERAL INFORMATION
1.	Name of the Organization/Agency	
2.	Type of Incorporation [National/State level NGOs, Trusts, Social Non-Profit organizations and Section-8 (earlier Section- 25)]	
3	Year Incorporated	
4	Address for communication	
5	Name of Contact Person	
6	Designation	
7	Phone No.	
8	FAX NO.	
9	Mobile No.	
10	Email address	
<b><i>PART B1: Details of EOI Document Fee</i></b>		
1	Amount of Draft	Rs
2	Issue Date	
3	D.D. No.	
4	Name of the bank	
5	Branch	
<b><i>PART B2: Details of EMD</i></b>		
1	Amount	Rs
2	Issue Date	
3	EMD No	
4	Name of the bank	
5	Branch	

**PART C: APPLICATION DETAILS**

Sl.No	Required Information	Filled in Details	Documents to be attached in Annexure
1	Name and address of the Person Signing the document.		a) Power of Attorney attested by Notary or b) Copy of the board Resolution certified by the Company secretary for appointing the Power of Attorney as annexure F.
2	Whether the company is National/State level NGOs, Trusts, Social NonProfit organizations and Section 8 (earlier section 25) companies		a) Certificate of Incorporation b) Memorandum and Article of Associations c) True copy of MOA/ Bye Laws/ Partnership Deed / Proprietary Deed
3	Name of the Directors with DIN Numbers		d) True copy of MoU/ agreement/ any documentary evidence of working for projects on livelihood development income generation for underprivileged categories funded by Central/State Govt. and International development and funding agencies such as UN, World Bank etc. in the last three financial years
4	Area of Social Welfare Domain (Health/ Education/ Sanitation/ Environment/ Women Rights Issues/ Employment Generation/ Child Safety & Education, Youth & development and Digital Skilling)		e) Proof of Listing f) Latest Annual report
5	EOI cover letter- Bid Form		As per <b>ANNEXURE-G</b>
6	Annual Turnover for last three years	2015-156:Rs  2016-17:Rs  2017-18:Rs	Balance sheet, Profit & Loss Account & ITR for the financial Years (a) 2015-16 (b) 2016-17 (c) 2017-18
8	Sales / Service TAX / GST Registration No.		Copy of the Sales / Service Tax / GST Registration
9	Income TAX PAN No.		Copy of PAN

**Signature:****Name & Designation:**

**ANNEXURE - D**

**AUTHORISATION ON THE LETTERHEAD OF THE BIDDER**

**TO WHOMSOEVER IT MAY CONCERN**

This is to state that for the purpose of the **Expression of Interest for Empanelment of National level NGOs, Trusts, Social NonProfit organizations and Section 25 companies as a Program Manager for RailWire Saathi-A Digital Entraprenuer Program**, we have hereby authorized Sh/Ms ..... working in capacity of ..... with M/s ..... to execute all documents for the above said EOI.

Signature with seal:

**ANNEXURE:E****EOI COVER LETTER – BID FORM**

Ref:

Date:

To,

Executive Director / Enterprise Business

RailTel Enterprise Limited,

143, Sector-44,

Gurugram-122003

**REF: Expression of Interest for Empanelment of National/State level NGOs, Trusts, Social Non-Profit organizations and Section-8 (earlier Section- 25) as a Program Manager for RailWire Saathi.**

Dear Sir,

1. I/We, the undersigned, having carefully examined the referred EOI offer to participate in the same, in full conformity with the said EOI and all the terms and conditions thereof.
2. We agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical Proposals, for a period of 90 days from the date fixed for submission of Proposals as stipulated in the EOI and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. I/ We acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Program Manager for the aforesaid Service, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Proposal are true copies of their respective originals.
4. I/We have enclosed towards EOI fees a Bankers Cheque/ Demand Draft No. .... dated ..... drawn on ..... for Rs 1,000/- (Rupees One Thousand Only) that has been enclosed with this letter.
5. We undertake, if our Bid is accepted, to commence our services as per scope of work as specified in the contract document.
6. Until a formal LOE is prepared and executed, this Bid together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
7. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.
8. That Sh. .... working in the capacity of ..... on behalf of our Company is hereby authorized to sign all EOI documents.

Signature

Name

Designation

**ANNEXURE - F****LIST OF RAILWAY STATIONS ACROSS INDIA FOR KIOSK SETUP**

S.No	Station	Station Code	Railway	Division	Region	Category	State
1	Geratpur	GER	WR	BRC	WR	E	Gujarat
2	Gothaj	GTE	WR	BRC	WR	E	Gujarat
3	Kanij	KANJ	WR	BRC	WR	E	Gujarat
4	Kanjari Boriyavi	KBRV	WR	BRC	WR	E	Gujarat
5	Mahemdavad Kheda Road	MHD	WR	BRC	WR	D	Gujarat
6	Maninanagar	MAN	WR	ADI	WR	D	Gujarat
7	Utarsanda	UTD	WR	BRC	WR	E	Gujarat
8	Vatva	VTA	WR	ADI	WR	E	Gujarat
9	Ambli Road	ABD	WR	ADI	WR	E	Gujarat
10	Barejadi Nandej	BJD	WR	BRC	WR	E	Gujarat
11	Chandoliya	CLDY	WR	ADI	WR	E	Gujarat
12	Charodi	CE	WR	ADI	WR	E	Gujarat
13	Jakhawada	JKA	WR	ADI	WR	E	Gujarat
14	Sabarmati	SBT	WR	ADI	WR	D	Gujarat
15	Sanand	SAU	WR	ADI	WR	E	Gujarat
16	Gosalpur	GSPR	WCR	JBP	WR	E	Madhya Pradesh
17	Manidideep	MDDP	WCR	BPL	WR	D	Madhya Pradesh
18	Obaidullaganj	ODG	WCR	BPL	WR	E	Madhya Pradesh
19	Sihora Road	SHR	WCR	JBP	WR	D	Madhya Pradesh
20	Barkheda	BJA	WCR	BPL	WR	E	Madhya Pradesh
21	Budhni	BNI	WCR	BPL	WR	E	Madhya Pradesh
22	Deori	DOE	WCR	JBP	WR	E	Madhya Pradesh
23	Dundi	DDCE	WCR	JBP	WR	E	Madhya Pradesh
24	Misrod	MSO	WCR	BPL	WR	E	Madhya Pradesh
25	Niwar	NWR	WCR	JBP	WR	E	Madhya Pradesh
26	Powarkheda	PRKD	WCR	BPL	WR	E	Madhya Pradesh
27	Sleemnabad	SBD	WCR	JBP	WR	E	Madhya Pradesh

28	Athmal Gola	ATL	ECR	DNR	ER	E	Bihar
29	Barh	BARH	ECR	DNR	ER	B	Bihar
30	Banka Ghat	BKG	ECR	DNR	ER	E	Bihar
31	Fatuha Junction	FUT	ECR	DNR	ER	D	Bihar
32	Gulzarbagh	GZH	ECR	DNR	ER	D	Bihar
33	Kanhaipur	KNHP	ECR	DNR	ER	F	Bihar
34	Khusropur	KOO	ECR	DNR	ER	D	Bihar
35	More	MOR	ECR	DNR	ER	E	Bihar
36	Phulwari Sharif	PWS	ECR	DNR	ER	E	Bihar
37	Punarakh	PHK	ECR	DNR	ER	E	Bihar
38	Punpun	PPN	ECR	DNR	ER	E	Bihar
39	Dildar Nagar*	DLN	ECR	DNR	ER	B	Uttar Pradesh
40	Zamania*	ZNA	ECR	DNR	ER	D	Uttar Pradesh
41	Kadipur	KDQ	NER	BCY	NR	E	Uttar Pradesh
42	Raja Talab*	RTB	NER	BCY	NR	E	Uttar Pradesh
43	Syedpur Bhitri*	SYH	NER	BCY	NR	E	Uttar Pradesh
44	Ahalyapur	AHLR	NER	BCY	NR	E	Uttar Pradesh
45	Ahimanpur	AHM	NER	BCY	NR	E	Uttar Pradesh
46	Allahabad City	ALY	NER	BCY	NR	D	Uttar Pradesh
47	Ankuspur	AKS	NER	BCY	NR	E	Uttar Pradesh
48	Aunrihar Jn.	ARJ	NER	BCY	NR	D	Uttar Pradesh
49	Baitalpur	BALR	NER	BCY	NR	E	Uttar Pradesh
50	Bakulha	BKLA	NER	BCY	NR	E	Uttar Pradesh
51	Bansdih Road	BCD	NER	BCY	NR	E	Uttar Pradesh
52	Bhatni	BTT	NER	BCY	NR	B	Uttar Pradesh
53	Bhiti	BYH	NER	BCY	NR	E	Uttar Pradesh
54	Chauri Chora	CC	NER	BCY	NR	D	Uttar Pradesh
55	Chit Baragaon	CBN	NER	BCY	NR	E	Uttar Pradesh
56	Daraganji	DRGJ	NER	BCY	NR	E	Uttar Pradesh
57	Dhondha Dih	DDD	NER	BCY	NR	E	Uttar Pradesh
58	Dulahpur*	DLR	NER	BCY	NR	D	Uttar Pradesh
59	Gauri Bazar	GB	NER	BCY	NR	E	Uttar Pradesh
60	Gorakhpur Cantt	GKC	NER	LJN	NR	E	Uttar Pradesh
61	Gyanpur Road	GYN	NER	BCY	NR	D	Uttar Pradesh
62	Handiakhas	HDK	NER	BCY	NR	E	Uttar Pradesh
63	Hardattpur	HDT	NER	BCY	NR	E	Uttar Pradesh
64	Indara	IAA	NER	BCY	NR	D	Uttar Pradesh
65	Jakhania*	JKN	NER	BCY	NR	D	Uttar Pradesh
66	Jangiganj	JGG	NER	BCY	NR	E	Uttar Pradesh
67	Jhusi	JI	NER	BCY	NR	E	Uttar Pradesh
68	Kacchwa Road	KWH	NER	BCY	NR	E	Uttar Pradesh
69	Karimuddinpur	KMDR	NER	BCY	NR	E	Uttar Pradesh
70	Katka	KFK	NER	BCY	NR	E	Uttar Pradesh
71	Kirahrapur	KER	NER	BCY	NR	D	Uttar Pradesh
72	Kushmi	KHM	NER	BCY	NR	E	Uttar Pradesh

73	Lar Road	LRD	NER	BCY	NR	D	Uttar Pradesh
74	Madho Singh	MBS	NER	BCY	NR	E	Uttar Pradesh
75	Mahpur	MHO	NER	BCY	NR	E	Uttar Pradesh
76	Manduadih*	MUV	NER	BCY	NR	B	Uttar Pradesh
77	Nandganj	NDJ	NER	BCY	NR	E	Uttar Pradesh
78	Nigatpur	NTU	NER	BCY	NR	E	Uttar Pradesh
79	Nunkhar	NRA	NER	BCY	NR	E	Uttar Pradesh
80	Phehpna Jn.	PEP	NER	BCY	NR	E	Uttar Pradesh
81	Pipri Dih	PPH	NER	BCY	NR	E	Uttar Pradesh
82	Rajwari	RJI	NER	BCY	NR	E	Uttar Pradesh
83	Ramnathpur	RTR	NER	BCY	NR	E	Uttar Pradesh
84	Sadat	SDT	NER	BCY	NR	E	Uttar Pradesh
85	Sagarpali	SVI	NER	BCY	NR	E	Uttar Pradesh
86	Sahatwar	STW	NER	BCY	NR	D	Uttar Pradesh
87	Saidabad	SDC	NER	BCY	NR	E	Uttar Pradesh
88	Salempur	SRU	NER	BCY	NR	B	Uttar Pradesh
89	Sardar Nagar	SANR	NER	BCY	NR	E	Uttar Pradesh
90	Sarnath*	SRNT	NER	BCY	NR	E	Uttar Pradesh
91	Shahbaz Kuli	SBK	NER	BCY	NR	E	Uttar Pradesh
92	Suraimanpur	SIP	NER	BCY	NR	B	Uttar Pradesh
93	Tajpur Dehma	TJD	NER	BCY	NR	E	Uttar Pradesh
94	Taraon	TRN	NER	BCY	NR	E	Uttar Pradesh
95	Varanasi City*	BCY	NER	BCY	NR	D	Uttar Pradesh
96	Yusufpur*	YFP	NER	BCY	NR	D	Uttar Pradesh
97	Sewapuri*	SWPR	NR	LKO	NR	E	Uttar Pradesh
98	Balia Kheri	BAE	NR	MB	NR	E	Uttar Pradesh
99	Chodiala	CDL	NR	MB	NR	E	Uttar Pradesh
100	Tapri	TPZ	NR	DLI	NR	D	Uttar Pradesh
101	Aithal	ATMO	NR	MB	NR	E	Uttarakhand
102	Ikkar	IKK	NR	MB	NR	E	Uttarakhand
103	Iqbalpur	IQB	NR	MB	NR	E	Uttarakhand
104	Jwalapur	JWP	NR	MB	NR	D	Uttarakhand
105	Pathri	PRI	NR	MB	NR	E	Uttarakhand
106	Asthal Bohar	ABO	NR	DLI	NR	E	Haryana
107	Asaudah Todran	ASE	NR	DLI	NR	E	Haryana
108	Babarpur	BBDE	NR	DLI	NR	E	Haryana
109	Bazida Jatan	BZJT	NR	DLI	NR	E	Haryana
110	Diwana	DWNA	NR	DLI	NR	E	Haryana
111	Gannaur	GNU	NR	DLI	NR	D	Haryana
112	Gharaunda	GRA	NR	DLI	NR	E	Haryana
113	Kharawar	KRZ	NR	DLI	NR	E	Haryana
114	Nilokheri	NLKR	NR	DLI	NR	E	Haryana
115	Sandal Kalan	SLKN	NR	DLI	NR	E	Haryana
116	Smalkha	SMK	NR	DLI	NR	D	Haryana
117	Tarori	TRR	NR	DLI	NR	E	Haryana

118	Bhodwal Majri	BDMJ	NR	DLI	NR	E	Haryana
119	Bahadurgarh	BGZ	NR	DLI	NR	B	Haryana
120	Sampla	SPZ	NR	DLI	NR	D	Haryana
121	Ghevra	GHE	NR	DLI	NR	E	Delhi
122	Jamtara	JMT	ER	ASN	ER	D	Jharkhand
123	Badampudi	BPY	SCR	BZA	SR	E	Andhra Pradesh
124	Bhimadolu	BMD	SCR	BZA	SR	E	Andhra Pradesh
125	Chagallu	CU	SCR	BZA	SR	E	Andhra Pradesh
126	Chebrol	CEL	SCR	BZA	SR	E	Andhra Pradesh
127	Denduluru	DEL	SCR	BZA	SR	E	Andhra Pradesh
128	Duggirala	DIG	SCR	BZA	SR	E	Andhra Pradesh
129	Gannavaram	GWM	SCR	BZA	SR	E	Andhra Pradesh
130	Godavari	GVN	SCR	BZA	SR	D	Andhra Pradesh
131	Gunadala	GALA	SCR	BZA	SR	F	Andhra Pradesh
132	Kovvur	KVR	SCR	BZA	SR	D	Andhra Pradesh
133	Krishna Canal Jn.	KCC	SCR	BZA	SR	E	Andhra Pradesh
134	Mangalagiri	MAG	SCR	BZA	SR	D	Andhra Pradesh
135	Mustabada	MBD	SCR	BZA	SR	E	Andhra Pradesh
136	Nambur	NBR	SCR	BZA	SR	E	Andhra Pradesh
137	Nidadavolu Jn.	NDD	SCR	BZA	SR	B	Andhra Pradesh
138	Nuzvid	NZD	SCR	BZA	SR	E	Andhra Pradesh
139	Pedda Avutapalle	PAVP	SCR	BZA	SR	E	Andhra Pradesh
140	Peddavadlapudi	PVD	SCR	BZA	SR	E	Andhra Pradesh
141	Pulla	PUA	SCR	BZA	SR	E	Andhra Pradesh
142	Sangamjagarlamudi	SJL	SCR	BZA	SR	E	Andhra Pradesh
143	Telaprolu	TOU	SCR	BZA	SR	E	Andhra Pradesh
144	Vejendla	VJA	SCR	BZA	SR	E	Andhra Pradesh



145	Akanapet	AKE	SCR	HYB	SR	E	Andhra Pradesh
146	Bhiknur	BKU	SCR	HYB	SR	E	Andhra Pradesh
147	Bolaram	BMO	SCR	HYB	SR	D	Andhra Pradesh
148	Cavalary Barracks	CVB	SCR	HYB	SR	E	Andhra Pradesh
149	Charlapalli	CHZ	SCR	HYB	SR	E	Andhra Pradesh
150	Dichpalli	DHP	SCR	HYB	SR	E	Andhra Pradesh
151	Gollapalli	GLY	SCR	HYB	SR	E	Andhra Pradesh
152	Gundla Pochampalli	GDPL	SCR	HYB	SR	E	Andhra Pradesh
153	Indalvai	IDL	SCR	HYB	SR	E	Andhra Pradesh
154	Janakampet	JKM	SCR	HYB	SR	E	Andhra Pradesh
155	Malkajgiri	MJF	SCR	HYB	SR	D	Andhra Pradesh
156	Manoharabad	MOB	SCR	HYB	SR	E	Andhra Pradesh
157	Masaipet	ME	SCR	HYB	SR	E	Andhra Pradesh
158	Medchal	MED	SCR	HYB	SR	E	Andhra Pradesh
159	Mirzapalli	MZL	SCR	HYB	SR	E	Andhra Pradesh
160	Moulali	MLY	SCR	HYB	SR	D	Andhra Pradesh
161	Navabpalem	NBM	SCR	BZA	SR	E	Andhra Pradesh
162	Powerpet	PRH	SCR	BZA	SR	D	Andhra Pradesh
163	Talmadla	TMD	SCR	HYB	SR	E	Andhra Pradesh
164	Upplavai	UPW	SCR	HYB	SR	E	Andhra Pradesh
165	Vatlur	VAT	SCR	BZA	SR	E	Andhra Pradesh
166	Wadiaram	WDR	SCR	HYB	SR	E	Andhra Pradesh
167	Dekargaon	DKGN	NFR	RNY	ER	F	Arunachal Pradesh
168	Naharlagun	NHLN	NFR	RNY	ER	F	Arunachal Pradesh

169	Goalpara Town	GLPT	NFR	RNY	ER	D	Assam
170	Kokrajhar	KOJ	NFR	APDJ	ER	B	Assam
171	Mariani Jn.	MXN	NFR	TSK	ER	B	Assam
172	Bhojo	BOJ	NFR	TSK	ER	D	Assam
173	Chaparmukh	CPK	NFR	LMG	ER	D	Assam
174	Dudhnoi	DDNI	NFR	RNY	ER	E	Assam
175	Furkating	FKG	NFR	TSK	ER	D	Assam
176	Lanka	LKA	NFR	LMG	ER	D	Assam
177	Numaligarh	NMGY	NFR	TSK	ER	E	Assam
178	Rangapara	RPAN	NFR	RNY	ER	D	Assam
179	Birporusottampur	BRST	ECOR	KUR	ER	E	Odisha
180	Delang	DEG	ECOR	KUR	ER	E	Odisha
181	Malatipatpur	MLT	ECOR	KUR	ER	E	Odisha
182	Motari	MWQ	ECOR	KUR	ER	E	Odisha
183	Retang	RTN	ECOR	KUR	ER	E	Odisha
184	Sakhigopal	SIL	ECOR	KUR	ER	B	Odisha
185	Barang Jn.	BRAG	ECOR	KUR	ER	E	Odisha
186	Barpali	BRPL	ECOR	SBP	ER	D	Odisha
187	Jujumura	JUJA	ECOR	SBP	ER	E	Odisha
188	Lingaraj Temple Road	LGTR	ECOR	KUR	ER	F	Odisha
189	Mancheswar	MCS	ECOR	KUR	ER	E	Odisha
190	Muniguda	MNGD	ECOR	SBP	ER	D	Odisha
191	Rairakhol	RAIR	ECOR	SBP	ER	D	Odisha
192	Kamareddi	KMC	SCR	HYB	SR	B	Telangana
193	Agartala	AGTL	NFR	LMG	ER	B	Tripura
194	Dharamanagar	DMR	NFR	LMG	ER	D	Tripura
195	Panisagar	PASG	NFR	LMG	ER	E	Tripura
196	Jirania	JRNA	NFR	LMG	ER	E	Tripura
197	Kumarghat	KUGT	NFR	LMG	ER	D	Tripura
198	Falakata	FLK	NFR	APDJ	ER	D	West Bengal
199	Jalpaiguri Road	JPE	NFR	APDJ	ER	D	West Bengal
200	Sevok	SVQ	NFR	APDJ	ER	E	West Bengal