

RAILTEL ENTERPRISES LTD.

(A fully owned subsidiary company of RailTel Corporation of India Limited)

**Corp. off: Plot No 143, Sector 44,
Institutional Area,
Opposite to Gold Souk Mall,
Gurgaon, Haryana 122003**

Regd. Off: 6th Floor, IIIrd Block,
Delhi Technology Park, Shastri
Park, Delhi-110053

Selection of Partner(s)

for

Providing Manpower, SMS Pack and AMC of Vendor Application of RDSO-QAM

EOI No: RailTel/EOI/CO/DNM/2018-19/RDSO-QAM/01 dated 5-02-2019

NOTICE Inviting
Expression Of
Interest.(EOI)

RailTel Enterprises Ltd.
Plot No.-143, Sector 44,
Institutional Area,
Opposite Gold Souk Mall,
Gurgaon, Haryana 122003

Notice No: **RailTel/EOI/CO/DNM/2018-19/RDSO-QAM/01**

dated 5.02.2019

RailTel Enterprises Ltd., (hereafter referred to as RailTel) invites EoIs (Single Packet) from the firms, for participating in the process for Partner(s) selection for Providing Manpower, SMS Pack and AMC of Vendor Application of RDSO.-QAM.

The details are as under:

1	Last date for submission of EoIs by bidders	20/2/2019 before 15:00 Hrs.
2	Opening of bidder EoIs	20/2/2019 at 15:30 Hrs.
3	Number of copies to be submitted for scope of work	One
4	EMD	N/A
5	Tender Document cost	N/A

Prospective Bidders are required to direct all communications related to this Invitation for EoI document, through the following Nominated Point of Contact persons:

1st Level Contact: Rohit Singh

Position: Manager/IT

Email: rohit.s@railtelindia.com

Telephone: +91 124 2714000

Mobile: +91 9717644423

Fax: +91 124 4236084

2nd Level Contact: Srinivas M (Vasu)

Position: Addl.-GM-DC&Mktg

Email: sri@railtelindia.com

Telephone: +91 124 2714000

Mobile: +91 9717644479

Fax: +91 124 4236084

NOTE: All firms are required to submit hard copy of their EoI submissions, duly signed by Authorized Signatories with Company seal.

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1. RailTel Enterprises Limited – Introduction

RailTel Enterprises Limited” (REL) is a wholly owned subsidiary Company of RailTel Corporation of India Limited- a "Mini Ratna (Category-I)" PSU Keeping in view the expanding activities in project execution works for telecom and signaling, RailTel incorporated a wholly owned subsidiary Company in August, 2014 by the name “RailTel Enterprises Limited” (REL).

In line with the future business plan of RailTel it was felt to diversify into ICT project segment as a System Integrator. Hence, to have clear focus on project execution works, REL has been setup. Also this shall help RailTel make a clear distinction between RailTel’s existing core activities viz-a-viz project works ensuring resource and accountable separation thereby making REL as a separate profit center. This would also facilitate the Company in proper and suitably reflecting the operational results in a more transparent manner and activity wise.

The aim is to exploit the capabilities and experience gained by RailTel from execution of number of small to large national level projects like National Knowledge Network (NKN), National Optical Fiber Network (NOFN), NE-I & NE-II projects under USOF, and various projects for many other Govt and private agencies. In recent years, RailTel has been expanding its portfolio of services in the areas of Data Centre, Cloud, Telepresence, Retail Broadband (Rail wire), etc. With the creation of REL, RailTel aims to be one of the leading System Integrator in the country working in the field of ICT.

REL shall be taking up turnkey project work for creation, management and operation in the areas of IT, Telecom, networking, Data Center and Railway’s ICT and S&T projects. With a dedicated focus and organization suited to executing projects in the areas of expertise, REL is poised to become a key driver of growth and innovation for RailTel as well

2. Scope of Work

To accomplish the aforesaid objectives, RailTel Enterprises Limited (REL) desires to select a partner for the work of Providing Manpower, SMS Pack and AMC of Vendor Application of RDSO-QAM Vendor Application work.

Detailed Scope of Work as per Annexure-1

3. Language of Proposals

The proposal and all correspondence and documents shall be written in English. The hardcopy version will be considered as the official proposal.

4. Period of Association

- For RDSO
 - The period of association will be from (16/03/19 to 19/05/2020) for RDSO-QAM. Any extension in contract as conveyed by the customer beyond the MOU date as mentioned above, will be given to the incumbent vendor at existing rates and terms and conditions as per this EOI.
- The period of association, however will be based on the period of association of REL with RDSO-QAM. In case the association of RDSO-QAM expires or is terminated with REL, the order from the bidder will be withdrawn.

5. Payment terms

- Payment will be made quarterly, at the end of quarter and successful and satisfactory completion of services and submission of attendance sheet of Resources duly verified and signed by RDSO-QAM officials and submission of sent SMS report.
- Payment will be on back to back, i.e. payment will be released only after receiving the tax invoice for the work and after RailTel receives the payment from RDSO-QAM for the said work

6. Time for completion of work:

The resources to be placed, and services to be provided should be started within 7 days of issuance of LOA/ Start of Contract period

- 1) For RDSO
 - a. Contract period for RDSO will start from 16-03-2019 for all the items including AMC, SMS pack and Manpower.

7. Penalty:

All penalty clause will be back to back, Penalty charged by RDSO to REL will be passed on to the bidder.

8. Format of Schedule of Rates (SOR)

8.1 Rates for RDSO

S.No	Item Description	Qty (Col 1)	Unit Rate (INR) (Col 2)	Total Cost (INR) (Col3 = Col 1 * Col 2)	Total GST (INR) (Col 4 = Col 3 * tax rate/100)	Total Amount (INR) (Col 5= Col 3 + Col 4)
1	SMS	100000				
2	Manpower (offsite)	1				
3	Manpower (onsite)	3				
4	AMC of application	1				
5	Total Cost per year					
6	Total Cost for Period of association as per Para 4.0 above					

Total Amount in words:

- Notes: 1. Total Number of items 4 (Four only).
2. Unit Rate of SMS will be the cost of 1 SMS.
3. Unit rate of Manpower will be the cost of per resource per Year
4. Unit Rate of AMC of application will be the cost of AMC of One year

9. Evaluation Criteria:

- Evaluation will be done on basis commercials only, the firm with the lowest offer (L-1) will be designated as the successful bidder.

10. Special Terms and Condition:

1. Bidders are requested to quote their best prices considering the fact that price negotiation, if required with the vendor will be passed on to the selected bidder.
2. Unless otherwise specified all prices quoted must remain firm except for statutory variation in taxes and duties during contractual delivery period. Any increase in taxes and duties after expiry of the delivery period will be to vendor account.
3. Quotations should preferably be typewritten and any correction or over- writing should be avoided. Rates to be indicated both in words and figures.
4. The bidders should furnish a list of its Partners/Directors and a declaration that such Partners/Directors have no interest in any other bidders in respect of the same tender.
5. Sealed quotations in envelope super scribing tender reference number and due date of opening must be sent by Registered or Speed Post or to be dropped in the Tender Box specified for the purpose. Quotations received after specified date and time are liable to be rejected
6. Quotation should be valid for a minimum period of 180 days from the date of opening of tender.
7. Printed conditions on the back side of the offers will be ignored.
8. If the tenderer is unable to quote against the Enquiry, Regret letter must be sent. Failure to do so repeatedly may result in deletion of tenderer's name from the approved list of BA/SI.
9. GST Registration Number, if any, may be indicated.
10. Unless otherwise specified, the materials may be inspected by REL after implementation at sites. REL may have option to carry out stage inspection/pre-dispatch inspection at Supplier's works.
11. Any increase in taxes and duties after expiry of the delivery period will be to supplier's account. This will be without prejudice to the rights of REL for any other action including termination.

12. REL shall have the right to terminate the contract by giving 60 days' notice without assigning any reasons thereof. However, in the event of any breach of terms and conditions of the contract, REL will have right to terminate the contract by written notice to the Seller.
13. FORCE MAJEURE: Any delay or failure to perform the contract by either party caused by acts of God or acts of Government or any direction or restriction imposed by Government of India which may affect the contract or the public enemy or contingencies like strikes, riots wetc. shall not be considered as default for the performance of the contract or give rise to any claim for damage. Within 7 days of occurrence and cessation of the event(s), the other party shall be notified. Only those events of force majeure which impedes the execution of the contract at the time of its occurrence shall be taken into cognizance.
14. In case of any dispute or difference arising out of the contract which cannot be resolved mutually between REL and vendor, it shall be referred to a Sole Arbitrator to be appointed by the CMD, REL,
15. The Arbitration and Conciliation Act, 1996 and rules made there under shall apply to the Arbitration Proceedings.
16. The contract shall be governed by and construed according to the laws in force in India and subject to exclusive jurisdiction of the Courts of Delhi only.
17. Offers received should be strictly as per the EoI document, in case the SOR is not as per the format given in Para 8, the offers will be summarily rejected.

11. Annexure-1 (Detailed Scope of Work)

(i) FOR RDSO-QAM

1. **AMC:** The bidder will be responsible for AMC of the Vendor registration portal of RDSO-QAM hosted at RailTel Data Centre Gurugram. The portal can be accessed through the URL <http://www.rdsoggn.rcil.gov.in>. The roles and responsibilities of Bidder during AMC will be as follows:

S.No	Duties Enlisted
1.	Should be able to guide the vendor to identify the directorate, provide details of item like specification, drawing & STR and guide the vendor to apply online for Fresh vendor registration and to do e-payment to RDSO for handling Online Vendor Registration for the following directorates: <ol style="list-style-type: none"> 1. QA (Mechanical) consisting of QA-Mech, Motive power, Wagon, Carriage and Metallurgical & Chemical directorates 2. QA (Civil) consisting of - QA (Civil), Track design1, TD2, Track Machine & Monitoring and Bridges & Structures directorates. 3. QA(S & T) for QA (S&T), Signal and Telecom Directorates. 4. QA-Electrical for TI, Electrical loco and PS&MU, Energy Management Directorate
2.	Should be able to verify e-payment for online application forms received at RDSO with Bank details. That is reconciliation of financial data to be verified so as to confirm the transaction done by concerned Vendor
3.	Should be able to handle queries of RDSO directorates and all remote locations of vendors across India through Telephonic, Email and remote support by software like team viewer to all users
4.	Should be able to reply to vendor for their queries on status of application and other related issue with the reference ID provided by the software at the time of applying for fresh vendor registration to RDSO
5.	Should provide support / guide RDSO staff and their inspectors in communicating deficiencies to the firm etc. via online mode
6.	Should update Item Master and Vendor Master regularly, incorporate amendments in Vendor Directory on real-time basis and correct the records of Online Vendor Directory
7.	Should synchronise with online Support portal. Fetch calls received on support portal, get it rectified at local end / through back-end team & notifying it back for closure of call
8.	Should maintain a Record Register of all the support activities done like Call details of Vendors, subsequent redressal of complaints along with its MIS reports
9.	Should be able to handle various miscellaneous allied unforeseen activities desired for effective & smooth management of application
10.	Should provide day to day support to vendors and directorate's HQ staff in smooth running of online PIMS at various directorates of RDSO. Should take back up of the Database on periodic basis so that in the event of any data loss, outage the same can be restored.

11	Should provide support to Zonal offices of RDSO's - <ul style="list-style-type: none"> • QA-Mech at Delhi, Mumbai, Bangalore, Kolkatta • QA-S&T – Delhi and Jaipur • QA-Electrical directorate at BHEL-Bhopal & Jhansi through Telephone, Email, Chat and remote support to all users of online PIMS.
12	Should provide training to New Vendors for usage of PIMS
13	Should regularly update Item Master and Vendor Master, incorporating amendments in Vendor Directory on real-time basis.
14	Should be able to do corrections in Records of Online Vendor Directory and keeping it up to date
15	Creating vendor login and passwords for placing of inspection call and generation of case file no.
16	Should be able to maintain Register of all the support activities done like Call details of Vendors contacting RDSO, acceptance of written letters for any correctness made in data of PIMS etc, providing vendors with complaint No.'s for future reference and subsequent redressal of complaints.
17	Should be able to act as an interface between vendors and QA directorates of RDSO and assist Directorates in monitoring of inspection calls throughout the Indian Railways.
18	Should be able to make online corrections of call data in case of errors after receiving orders from competent authority of concerned directorate & reporting of bugs and other inputs to Software development team for smooth running of software.
19	Should be able to provide support to directorates for generation of customized reports as per need from time to time
20	Should be able to support various miscellaneous / unforeseen activities desired for effective & smooth management at respective directorates.

2. **SMS Pack:** The bidder has to provide and integrate the SMS pack with the application, for sending notification SMS, as per the functionality of the Application. The bidder has to submit the quarterly report of SMS sent duly verified by RDSO official. The payment of the SMS will be on the basis of actual SMS sent in case the number of SMS sent is less than 1 lakh per year. However if the number of SMS sent are more than 1 lakh per year, the payment will be made for 1 lakh SMS as per the quoted rates.
3. **Manpower:** The bidder has to provide the trained IT resources both Onsite and offsite. The bidder had to submit quarterly the attendance sheet of the onsite resources duly verified and signed by RDSO officials. The duties and qualifications of the resources are

a. Resources

i. Duties:

1. Onsite resources are to be posted at the office of RDSO in Lucknow, the timings of the resources will be 9:00AM to 6:00 PM Monday to Saturday, However during any important Business activity the

resource need to extend the office hours or work on Sunday, in such case no extra allowance will be paid.

2. The offsite resource, shall be posted at the office of the bidder, however the working hours and other conditions shall remain the same as that of onsite resources.
3. Guiding the vendor to identify the directorate, providing the details of the item like specification, drawing & STR and guiding the vendor to apply online for Fresh vendor registration and to do e-payment to RDSO for handling Online Vendor Registration for the following directorates:
 - a. QA (Mechanical) consisting of QA-Mech, Motive power, Wagon, Carriage and Metallurgical & Chemical directorates
 - b. QA (Civil) consisting of - QA (Civil), Track design1, TD2, Track Machine & Monitoring and Bridges & Structures directorates.
 - c. QA(S & T) for QA (S&T), Signal and Telecom Directorates.
 - d. QA-Electrical for TI, Electrical loco and PS&MU, Energy Management Directorate
4. Verification of e-payment for online application forms received at RDSO with Bank details. That is reconciliation of financial data to be verified so as to confirm the transaction done by concerned Vendor
5. Handling queries of RDSO directorates and all remote locations of vendors across India through Telephonic, Email, Chat and remote support by software like team viewer to all users
6. Replying to vendor queries on status of application and other related issue with the reference ID provided at the time of applying for fresh vendor registration to RDSO
7. Providing support to RDSO staff in processing of application for fresh registration by guiding the inspectors in communicating of deficiencies to the firm etc. via online mode

8. Providing day to day support to vendors and directorate staff in smooth running of online Vendor Registration at RDSO and all Zonal offices across India (remote locations) through Telephonic, Email, Chat and remote support to all users / vendors
9. Regular Updating of Item Master and Vendor Master, incorporating amendments in Vendor Directory on real-time basis and corrections in Record of Online Vendor Directory and keeping it up to date
10. Data Synchronization and back up. Data Synchronization with support portal. Fetching calls received on support portal, getting rectification done at local end / through back-end team & notifying it back
11. Maintaining a Record Register of all the support activities done like Call details of Vendors, providing vendors with complaint No.'s for future reference and subsequent redressal of complaints along with its MIS reports
12. Reporting of bugs and other inputs to Software provider for smooth running of software. Online correction of Vendor Registration data in case of errors and reporting of bugs and other inputs to Software team for smooth running of software & compilation / generation of error-free directory
13. Various miscellaneous / unforeseen activities desired for effective & smooth management at respective directorates.
14. Providing day to day support to vendors and directorate's HQ staff in smooth running of online PIMS at various directorates of RDSO
15. Providing support to Zonal offices of RDSO's - • QA-Mech at Delhi, Mumbai, Bangalore, Kolkata • QA-S&T – Delhi and Jaipur • QA-Electrical directorate at BHEL-Bhopal & Jhansi through Telephone, Email, Chat and remote support to all users of online PIMS.
16. Providing new vendor with training for usage of PIMS
17. Regular Updating of Item Master and Vendor Master, incorporating amendments in Vendor Directory on real-time

basis and corrections in Record of Online Vendor Directory and keeping it up to date as PIMS calls can only be placed by registered vendors, whose names appear in current (approved) Online Vendor Directory.

18. Creating vendor login and passwords for placing of inspection call and generation of case file no.
19. Maintaining of Record Register of all the support activities done like Call details of Vendors contacting RDSO, acceptance of written letters for any correctness made in data of PIMS etc., providing vendors with complaint No.'s for future reference and subsequent redressal of complaints.
20. Acting as an interface between vendors and QA directorates of RDSO and assisting Directorates in monitoring of inspection calls throughout the Indian Railways.
21. Online correction of call data in case of errors after receiving orders from competent authority of concerned directorate & reporting of bugs and other inputs to Software development team for smooth running of software.
22. Providing support to directorates for generation of customized reports as per need from time to time 10. Various miscellaneous / unforeseen activities desired for effective & smooth management at respective directorates.

ii. Qualifications:

1. The resources shall have the basic qualification from the below as follows
 - a. MCA/BE/B.Tech/B.Sc (Engineering) or equivalent candidates
- OR
- b. Diploma in relevant field with minimum 1 years of experience

12. Annexure -2 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 REL in this EOI including all annexure, addendum and corrigendum

Signature and Seal of the Bidder

We certify that the product offered by us for tender conforms to the Technical specifications stipulated by you with the following deviations

List of deviations

- 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 the Bidder

13. Annexure -3 Format for COVERING LETTER

COVERING LETTER
(To be on company letter head)

EoI Reference No RailTel/EOI/CO/DNM/2018-19/RDSO-QAM/01 dated 5.02.2019

Date:

To,

The Addl-GM-DC
Corporate Office,
RailTel Enterprises Ltd.
Plot No. 143, Sector 44, Gurgaon – 122 003

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the reference number _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

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

Date:

Name: _____

Designation:

14. Annexure-4 Bidder's Information

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and email address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	GSTN and HSN code of the items Quoted	
7.	GSTIN, PAN number and Bank Account Details. (Bank Branch Name, IFSC Code and A/c No)	

15. Annexure -5 Checklist Compliance

Sr. No.	Documents	Submitted in Bid (Yes/No)
1	Cover Letter	
2	Compliance statement.	
3	Bidders Information	
4	Schedule of Rates	
5	Resume of the resources to be placed, stating the educational qualifications of the Resources.	