



रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड  
(भारत सरकार का एक उपक्रम)

**RAILTEL CORPORATION OF INDIA LIMITED**  
(A Govt. of India Undertaking)  
(CIN: U64202DL2000GOI107905)

**“अखिल भारतीय आधार पर रेल कर्मियों के लिए मोबाइल संचार सेवाओं का प्रावधान”  
निविदा दस्तावेज**

**TENDER DOCUMENT**

**FOR**

**“Provision of Mobile Communication Services for Railway  
personnel on All India Basis.”**

**OPEN TENDER**

**खुली-E-निविदान: RailTel/Tender/OT/CO/DNM/2017-18/CUG/426**

**Open E-Tender No. RailTel/Tender/OT/CO/DNM/2017-18/CUG/426**

**निविदा दस्तावेज की कीमत: रु. 11,800/- (टैक्स सहित)  
Cost of Tender Document: Rs. 11,800/- (Including Taxes)**

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## RailTel/Tender/OT/CO/DNM/2017-18/CUG/426

### 1. Preamble:

1	Date of Issue of Open Tender	14.09.2018
2	Last date for receipt of clarification requests from bidders on this RFP document	20.09.2018
3.	Pre-Bid Meeting	25.09.2018 at 15:30 Hrs
4.	Closing date and time of Sale of Tender Document	16.10.2018 till 14:00 Hrs
5.	Last date and time of receipt of offers	16.10.2018 till 15:00 Hrs
6.	Date and time of opening of Bid.	16.10.2018 at 15:30 Hrs.
7.	Place of submission and opening of offers	RailTel Corporation of India Ltd. Plot No. 143, Institutional Area, Sector-44, Gurgaon-122003.
8.	Address for communication	Executive Director/DNM, RailTel Corporation of India Ltd. Plot No. 143, Institutional Area, Sector-44, Gurgaon-122003.
9.	Earnest Money Deposit (EMD) in favour of RailTel Corporation of India Limited payable at New Delhi in the form of a demand draft from a reputed bank	Rs. 52.31 Lakhs Only as per clause 2.3.1 of Chapter-2.
10.	Cost of Tender Document	Rs. 11800/- Including Tax (Eleven Thousand Eight Hundred Only)  If, the Tender document is down loaded from the Internet Website, a Demand draft of Rs. 11800/- in favour of RailTel Corporation of India Ltd., payable at New Delhi is required to be included along with the offer.

**Back Ground and Introduction**

**1. Background:**

RailTel Corporation of India Limited, a Government of India Undertaking, under Ministry of Railways has been nominated by Ministry of Railways to provide 3G/4G and above based Mobile (Cellular) Connections in nationwide CUG configuration for Railway officers & supervisors on All India basis.

It is worth mentioning here that Indian Railways is presently using an existing CUG, provided by M/s Bharti Airtel Limited. The same subscriber numbering scheme of all users shall be required to be continued, as per provisions of Mobile Number Portability in all the telecom circle.

**2. Introduction:**

Request for Proposal (RFP) is being invited for selecting a service provider to provide about 3,78,000 no. of 3G/4G and above based Mobile Communication Services for Railway personnel on All India Basis for a period of 3 years with the provision for further extension by one more year.

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## **CHAPTER-I**

### **ELIGIBILITY CRITERIA**

#### **1.1 Eligibility Criteria:**

The bidder must have the following:

- i) Operator should have PAN India presence to cover all Divisions, Zones, Production Unit, PSUs and other associated offices of Indian Railways.
- ii) Must be operational with 3G/4G and above technology based Cellular Services in all the 23 telecom Circles of India.

#### **1.2 Terms and Conditions:**

- i) Uniform numbering scheme should be adopted. As the mobile number portability is in vogue, all existing existing mobile numbers should be retained in case of change in service provider. The bidder should give compliance to be capable to use the existing mobile numbers along with the existing numbering scheme, as per provisions of Mobile Number Portability without any extra cost to the Purchaser.
- ii) Post contract activities like coverage issues, billing and payment should be handled by respective Railways directly.
- iii) Quality of service should be as per TRAI guidelines.
- iv) Emphasis shall be given to select Telecom Service provider, which has the sufficient overall coverage on IR. Telecom Service Provider should also undertake with in a time bound period to improve track coverage where the same is in-adequate. In case of non-compliance to improve network coverage, penalty will be imposed as per tender.

##### **a. Coverage of Cities / Towns – Appendix G**

The bidders should have 100% network coverage at Railway Board, all Railway Zones & Divisional Headquarters and 90% on other important locations where the mobile connections are proposed to be supplied. Bids of tenderers not complying to 100% network coverage at Railway Board, all Railway Zonal & Divisional Headquarters and 90% on other important locations as detailed above will not be considered technically suitable.

Details of all such Cities/Towns where coverage is required is enclosed as Appendix G. Availability of coverage at all the locations is required to be submitted as per format in Appendix G. The purchaser shall be free to verify any coverage data and same shall be arranged by the bidder on short notice.

##### **b. Coverage along the Railway Track. – Appendix F**

Details of coverage along various track sections should be submitted as per format in Appendix – F. The network coverage along the railway track should not be less than 80%, averaged over all the sections of Indian Railways, failing which the bid shall not be considered for evaluation.

- c. Bidder should enhance the coverage by 92.5% in 0-6 months (Phase-I), and up to 95% in 7-12 months (Phase-II). Bidder should submit the undertaking for enhancement on company's letter head as per format (Appendix-I). Network Enhancement along with Railway track/ Railway area shall be monitored at Zonal Railways level and in case service provider fails to provide target coverage of 92.5% in Phase-I, 95% in Phase-II, then penalty of 5% after Phase-I and 10% after Phase-II shall be imposed on monthly basis, till the Network Enhancement as per terms and condition of contract is achieved. Maximum penalty should be 15% (of the monthly billed amount) only for network coverage related issues.
- v) In case of BSNL, it would be BSNL's responsibility to co-ordinate with MTNL to provide the services in Mumbai & Delhi as per the accepted terms & conditions of the contract and a certificate to this effect from MTNL must form part of BSNL's offer.
- vi) **State of art Network Management Center and Network Operation Center.**

The bidder must have facility for providing customer support and troubleshooting round the clock at locations where the Mobile Connections are required to be provided. Address and contact telephone numbers of the Contact/Customer Care Centre for the same should be provided along with the offer so that user can log their complaint directly to the TSP call centers.

### **1.3 Scope of work:**

#### **1.3.1 Mobile (cellular) Connections in CUG configuration:**

- i) Indian Railways require CUG scheme based on 3G/4G and above technology for Mobile (cellular) Connections under CUG facility for employees of Indian Railways at its various offices on All India basis. The bidder shall provide SIM Cards at all the locations of Indian Railways on all India basis as per the Bill Plan decided by M/s RailTel. Number of Connections will be to the tune of 3,78,000 +/- 30% considering requirement of Railway officials on All India Basis. The requirement will be distributed in 3 different categories based on requirements of Senior, Middle & Lower level Management as per tentative distribution as indicated in Appendix-B. Actual distribution may vary on different Zonal Railways.
- ii) The CUG Services should be based on 3G/4G and above.
- iii) Telecom Service Provider (TSP) should provide Data Plan bundled with Data per day or monthly basis with free unlimited Local and STD voice incoming & outgoing calls, Roaming and 100 SMS daily local & National.

No extra charges whatsoever would be applicable for various services including Voice Calls, SMSs & Roaming, within India other than bundled Data.

- iv) The only differentiation would be basis the quantity of Data bundled in each plan category.

#### **1.4 Essential Requirements of Railways:**

**i) Closed User Group facility:**

All the 3G/4G and above technology Based Mobile Connections to be procured from the bidder needs to be have All Incoming & Outgoing calls to any other number at any operator in India free. Likewise, SMS and other facilities available will also be free for CUG users. The bidders should specify the other available facilities proposed to be offered for the CUG users in their offer.

**ii) Call Conferencing:**

Indian Railways needs this facility so that the CUG subscribers of Indian Railways can talk to multiple users simultaneously in conference with cascading.

**iii) Roaming Facility:**

The bidder needs to have the desired nos of interconnect with other operators both on National & International basis for providing National & International Roaming to other networks.

The bidders are required to submit details of National Operators & Countries covered as well as the tie-ups with International operators for National/International Roaming in their bid offer.

**iv) High Speed Data Connectivity:**

The bidder needs to have the facility to provide the high speed Data connectivity to the CUG users of Indian Railways on all India basis

**v) For Network enhancement in isolated/remote Railways areas:**

RailTel shall pursue with Ministry of Railways for erecting of Tower/Mast/Pole Mount on Railway areas against license fees for improvement of CUG coverage in these Railway areas/sections to meet the requirement of Railways.

- vi) The last 4 digits of the CUG Mobile Connections from 0000 to 9999 should be kept reserved for Railways, to the extent possible, in which Railway will select their numbers as per the Numbering Scheme prevalent in each Telecom circle in India. Railways would be provided contiguous numbers in each circle.

Final numbering scheme will be decided at time of implementation of the scheme based on mutual consent. The telecom operator selected through the bidding process, would be required to port all existing CUG numbers to their network.

- vii) The ISD facility on the Mobile Phones/ Connections should be activated by the Service Provider within one hour of the logging of the request for the same. Firm will also furnish ISD rates in Appendix-H.

- viii)** Any subscriber of PSTN network or any other cellular, fixed network should have access to any of the subscribers of the CUG & vice versa.
- ix)** Caller Line Identification shall be provided to all connections free of charge.
- x)** As call charges for Telecom facilities are under review from time to time, the benefits of the same shall be passed on to subscribers of the Closed User Group.
- xi)** National Incoming & Outgoing Roaming facility should be available on all connections and would be unlimited free.
- xii)** Other standard facilities available in the network like barring of calls etc. to a certain group of subscribers as requested by Railways from time to time should be possible to be provided.
- xiii)** The SIM cards for activation of the mobile connections shall be provided by the bidder free of cost. No activation charges, registration charges and security deposits shall be paid by the Railways.
- xiv)** It should be possible for each user to see his/her bill details on the website of the service provider using a password.
- xv)** Billing accuracy will be of utmost importance. In case of surrender /closure of any SIM account or handover to another user for want of change of user, the bill on settlement has to be full and final till the period of use. No supplementary bills for the period settled will be entertained under any circumstances and the service provider has to bear the losses, if any, for want of transfer of billing details from various participating circles.
- xvi)** The ringback tone on the CUG phones shall have message/caller tune advised by Railways without any additional charges.
- xvii)** Number series with sufficient numbers to accommodate future expansions in various categories should be allotted by the service provider.
- xviii)** Coordination meeting at Railway Board, Zonal HQ, Division HQ, PU's & other offices should be held every Quarter. RailTel and Telecom Service provider (TSP) should nominate officails for coordination with each unit within the first week of issuance of acceptance letter to TSP.
- xix)** TSP should provide information regarding user-wise accrued charges & details of voice call & data usage both through online and through app for easy access by each CUG user and coordinators. Railway coordinator should be able to access billing details of all users under his accounting unit for complete period of contract.
- xx)** Incoming & Outgoing Call Data Record (CDR) of crew (LP/ALP & Guards) should be shared in excel format by Telecom Operators, as and when required by Railways for accident enquiries.



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- xxi)** TSP should submit report regarding improvement in network one week before the quarterly coordination meetings. In addition, TSP should also provide details \* as given under.

SN	Detail of CUG Numbers	To be Submitted at
1.	PAN India	Railway Board
2.	Zonal & Divisional	Zonal HQ
3.	Divisional	Divisional HQ
4.	PU's	Pus
5.	Training Institutes	Training Institutes
*Details should also include unit-wise average revenue per user and other details as desired by Railway coordinator.		

- xxii)** Sixteen (16) dedicated Service executives as single point of contact (SPOC) to be nominated in 16 zones of Indian Railways across India. They have to ensure and lead all pre-service, Sales & Network Related issues, attending monthly review meetings at Railways division/zone. They may be seated at Railway Zonal HQ for proper coordination.
- xxiii)** Two (2) senior manager level dedicated Single Point of Contact (SPOC) to be nominated for national support for coordinating with Railway Board level and RailTel (1 at Railway Board & 1 at RailTel) for all pre & post service support related issues across across India and updating the same at Board Level/Railtel HQ at agreed time period/interval. He should also lead all pre and post service related monthly review at Railtel/Railway board with agenda of discussion from Railtel. The service issues led by national SPOC of service provider must include pre on board, post on board and network related issues. He may be seated at one of the assigned Railtel offices in Delhi/NCR as per requirement of Railways/RailTel.
- xxiv)** Safe custody of backup SIMs, if taken by Railway zone/division should be valid for minimum of 3 months.
- xxv)** As per TRAI regulation, 100 SMSs /day or a maximum of 3000 SMSs /month should be allowed. However, any change in TRAI guidelines on above would apply on services provided under this contract.
- xxvi)** It shall be possible to send group messages to CUG subscribers at PAN India level, Zonal Level, Divisional Level, PU's Level, Training Institute Level etc. as per Railways requirement.
- Note:** Railway will continuously monitor health of system from network point and customer satisfaction.

### 1.5 Issue of Purchase Order:

Against Requirement of Railway Board, Zonal HQ, Division HQ, PU's, PO will be issued from RailTel. Firm will not entertained requirement forwarded from other than RailTel.

## CHAPTER-II

### GENERAL GUIDELINES FOR BIDDING

#### 2. General Bidding Guidelines:

RailTel seeks to identify a bidder for provision of Mobile Communications Facility - CUG for Indian Railways on All India basis, by way of the Bidding Process undertaken in terms of this RFP and all other Bidding Documents.

##### 2.1 RFP Response / Deviation Statement:

The bidder shall go through the entire document and must comply with all the terms and conditions. A compliance statement in form of **Complied or Not-Complied** shall be given against each item and specification of the tender document. The compliance statement should be supported by authentic documentation. In this regard, Bidders shall give an undertaking on to the effect of its compliance with the aforesaid and confirming the authenticity of the supporting documents. All information desired vide various clauses of the RFP should be submitted along with the Technical Offer.

Please note that any deviation from the laid down requirements/specifications shall be brought out separately in a **Deviation statement** to be attached. In case of no non-compliance/deviation, the deviation sheet shall be crossed with NIL Deviation mark diagonally. Each page of the bid and cutting/corrections shall be duly signed and stamped by the bidder. Failure to comply with these requirements may result in the bid being rejected. The format of Deviation Sheet is at Appendix D. Bidders should sign on each page of this RFP document and submit the same along with their offers in token of having read each and every clause of the RFP.

##### 2.2 Technical Literature and Brochure:

One set of detailed technical literature shall be submitted in English along with the bid. The literature shall contain detailed specification and information about all the modules of the service. The technical literature will be used to compare the specifications of the offered services vis-à-vis the required specification mentioned in this tender.

##### 2.3 Submission of Proposals:

The proposals shall be submitted in sealed single packet super-scribed as **Response to RFP for Provision of Mobile Communications Facility - CUG for Indian Railways on All India basis** as details given under:-

###### 2.3.1 EMD and Tender Fee:

- a. Bidder should submit Earnest Money Deposit (EMD) amount of Rs. 52.31 Lakhs (Rs. Fifty-Two Lakhs Thirty-One Thousand Only). EMD shall be furnished in form of a Demand Draft (DD) in favour of RailTel Corporation of India Limited payable

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at New Delhi from a reputed bank. Any bid not accompanied with the EMD will be summarily rejected.

- b. The EMD shall be returned to unsuccessful bidders after awarding of contract to successful bidder and EMD of successful bidder shall be returned after the submission of PBG in the manner as set out in this RFP, after execution of the Agreement.
- c. The Bidder agrees that the EMD amount is interest-free and shall be refundable to the unsuccessful Bidders without any accrued interest thereon.
- d. The EMD shall be forfeited as Damages without prejudice to any other right or remedy that may be available to RailTel under the Bidding Documents and/ or under the Agreement, or otherwise, if:
  - i. a Bidder submits a non-responsive Bid;
  - ii. a Bidder engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as specified in this RFP;
  - iii. a Bidder withdraws its Bid during the period of Bid validity as specified in this RFP and as extended by mutual consent of the respective Bidder(s) and RailTel; and
  - iv. the Successful Bidder fails within the specified time limit:
    - ☐ to sign and return the duplicate copy of LOA; or
    - ☐ to execute the Agreement; or
    - ☐ to furnish the PBG within the period prescribed therefore in the Agreement.
- i. the Successful Bidder, having executed the Agreement, commits any breach thereof prior to furnishing the PBG.

**e. Tender Processing Fee:**

Bidder shall submit tender fee of Rs. 11800/- (Eleven Thousand Eight Hundred Only including tax) along with EMD.

If, the Tender document is down loaded from the Internet Website, a Demand draft of Rs. 11800/- in favour of RailTel Corporation of India Ltd., payable at New Delhi is required to be included along with the offer.

### **2.3.2 Technical Requirement:**

- a) The Bid shall contain the documentary proof for eligibility criteria and complete technical proposal. The bid should include technical proposal with full details including description of hardware/equipments and services so as to enable technical

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assessment of the proposal. This shall also include a categorical clause wise compliance statement. The technical bid must be submitted in a structured manner. No **brochures/leaflets etc.** should be submitted in loose form. The technical portion of the proposal should comprise of the following in that order: -.

- i) A letter of authority duly signed by an authorized signatory.
  - ii) A brief covering the technical specifications of the service provider's / operator's network. (i.e. executive summary.) A detailed document on the service provider's network in terms of reliability & efficiency must also be submitted along with the bid.
  - iii) Technical documentation i.e. Product brochures, leaflets, manuals etc.
  - iv) Delivery and implementation schedule.
  - v) Deviation / Nil Deviation Certificate as per Appendix D.
  - vi) Address and contact telephone numbers of the Contact/Customer Care Centres for the services proposed to be provided to Railways.
  - vii) A copy of SLA signed with any other organization along with a list of customers for similar type of services.
  - viii) The original RFP document issued by this office duly signed on each page.
  - ix) **Quality of Service:** Quality of Service parameters as stipulated by TRAI should be submitted as per details in **Appendix A**.
  - x) All technical information required to be submitted against various clauses of the RFP.
- b) Detailed information on the bidder's experience in establishment/management of the services requested in this RFP should be provided. Incomplete proposal would be summarily rejected.
  - c) The proposal shall be signed by the authorized person with the seal of the company on each page.
  - d) One softcopy of the Technical Bid shall be submitted along with the bid. The soft copy of Appendix F & G should be in excel format only.

### 2.3.3 Price:

- a. All prices should be quoted in Indian National Rupee (INR) and foreign Bidders should comply with all the rules and regulation of RBI, and the relevant Government instrumentality at their own cost.
- b. RailTel may at its sole discretion and in accordance with the terms of this RFP, declare the Bidder quoting the lowest Price Bid as the lowest bidder ("**L1 Bidder**").

- c. RailTel shall reserve the right to negotiate with the L1 Bidder for further reduction of the price.
- d. In the event of any difference between figures and words, the amount indicated in words in the Price Bid shall be considered.
- e. The price should be exclusive of all taxes which would be extra as per actuals.

#### **2.4 Other conditions:**

- a) Bid received after due date and time shall neither be opened nor considered and returned as it is.
- b) Proposals by e-mails or fax shall be out rightly rejected.
- c) The outer cover in which sealed covers are placed shall be addressed to Executive Director/DNM, RailTel Corporation of India Limited, 143, Institutional Area, Sector-44, Gurgaon-122003. This cover must be super-scribed with **Response to RFP for provision of Cellular Phones under CUG Configurations for Railway personnel on All India Basis.**
- d) Bids not containing complete information/documents in their technical bids are liable to be rejected.

#### **2.5 Changes in the Tender Document:**

- 2.5.1 At any time, prior to the Bid Due Date, RailTel may for any reason, whether on its own initiative or as a result of a request for clarification by a Bidder, modify the Bidding Documents by issuing an addendum in accordance with the provisions contained in this Clause.
- 2.5.2 In case any modification is made to the Bidding Document or any clarification is issued which materially affects the terms contained in the Bidding Document, RailTel shall publish such modification or clarification in the same manner as the publication of the initial Bidding Document.
- 2.5.3 In case, a clarification or modification to the Bidding Document is issued, RailTel may, prior to the Bid Due Date, extend such time limit in order to allow the Bidder sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.
- 2.5.4 Provided, the Bid last submitted or the Bid as last modified by the Bidder shall be considered for evaluation.

#### **2.6 Download of Tender Documents:**

The Bidding Documents shall be available at RailTel website and bidder shall be permitted to download the bidding document from the website [www.railtelindia.com](http://www.railtelindia.com) or [www.tcil-india-electronictender.com](http://www.tcil-india-electronictender.com).

**2.7 Validity of Bids:**

- 2.7.1 The bid shall be valid for a period of 60 days from the date of opening of the bid.
- 2.7.2 Prior to expiry of the period of validity of Bid, RailTel may request the Bidders to extend the validity of the Bid for an additional specified period.

**2.8 Clarifications:**

- 2.8.1 The Bidder shall ensure that its queries prior to the submission of Bid, should reach RailTel by e- mail (in .xls / .doc format only) on or before last date for sending queries by the authorized representative of the Bidder only.
- 2.8.2 RailTel shall endeavor to provide timely response to the queries. However, RailTel does not guarantee as to the completeness or accuracy of any response made in good faith, nor does RailTel undertake to answer all the queries that have been posed by the Bidders. RailTel shall endeavor to respond to the queries within the period specified therein, but no later than 10 (Ten) days prior to the Bid Due Date.
- 2.8.3 At any time prior to the last date for receipt of Bids, RailTel may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP by way of a corrigendum. The corrigendum (if any) and clarifications to the queries from all Bidders will be posted on RailTel and TCIL website i.e. [www.railtelindia.com](http://www.railtelindia.com) & [www.tcil-india-electronicstender.com](http://www.tcil-india-electronicstender.com). Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, RailTel may, at its sole discretion, extend the last date for the receipt of Bids.
- 2.8.4 Any queries or request for additional information concerning this RFP shall be submitted in writing by speed post/ courier/ special messenger or by e-mail so as to reach the designated officer of RailTel by the specified date in the Preamble. Any request for clarification received thereafter may not be entertained/ replied. The envelopes/ communication shall clearly bear the following identification/ title: “Queries/Request for Additional Information: RFP for “Provision of Mobile Communications Facility - CUG for Indian Railways on All India basis”. All relevant clarifications sought will be addressed during the pre-bid meeting.
- 2.8.5 RailTel shall endeavour to respond to the questions raised or clarifications sought by the Bidders. However, RailTel reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring RailTel to respond to any question or to provide any clarification.
- 2.8.6 RailTel may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by RailTel shall be deemed to be part of the Bidding Documents. Verbal clarifications and

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information given by RailTel or its employees or representatives shall not in any way or manner be binding on RailTel.

- 2.8.7 Notwithstanding anything contained herein, RailTel shall not be responsible for receipt of queries from the Bidders, it shall be the sole responsibility of the Bidder.

All queries, if any, in connection with this tender shall be sent to flowing officilas (in .xls/.doc format) & hard copy by post to RailTel Corporation of India Limited, 143, Institutional Area, Sector-44, Gurgaon-122003.

Prospective bidders are required to direct all communications related to this RFP, through the following nominated Point of Contact persons:

Contact	:	Rajeev Kumar
Position	:	Sr. Manager (Data Network and Marketing)
Email	:	rajeevkumar@railtelindia.com
Telephone	:	+91 – 124-4497268/69
Fax	:	+91 – 124-4236084

In case of difficulties-

Contact	:	A. K. Sablaania
Position	:	Executive Director /DNM
Email	:	asablaania@railtelindia.com
Telephone	:	+91 – 124-4497268/69
Fax	:	+91 – 124-4236084

## **2.9 Disqualification of Bidder:**

- 2.9.1 A Bidder shall be liable for disqualification and forfeiture of the EMD submitted by it, if any legal, financial or technical adviser of RailTel in relation to the Project is engaged by the Bidder, its members or any Associate thereof, as the case may be, in any manner for matters related to or incidental to such Project during the Bidding Process or subsequent to the (i) issuance of the LOA or (ii) execution of the Agreement.
- 2.9.2 In the event any such adviser is engaged by the Successful Bidder or the Contractor, as the case may be, after issuance of the LOA or execution of the Agreement for matters related or incidental to the Project, then notwithstanding anything to the contrary contained herein or in the LOA or the Agreement and without prejudice to any other right or remedy of RailTel, including the forfeiture and appropriation of the EMD or PBG, as the case may be, the LOA and/or the Agreement shall be liable to be terminated without RailTel being liable in any manner whatsoever to the Successful Bidder or Contractor for the same.
- 2.9.3 For the avoidance of doubt, this disqualification shall not apply where such adviser was engaged by the Bidder, its member or Associate in the past but its assignment expired or was terminated prior to the Bid Due Date.

**2.10 Rejection and Return of Bids:**

**2.10.1** RailTel reserves the right to reject any or part of the bid without assigning any reason. The documentation submitted by the bidder shall not be returned. RailTel also reserves the right, at its sole discretion, not to award any order under the present RFP. RailTel shall not pay any costs incurred towards preparation and submission of the bid or any other expenditure incurred on this account. If a bidder gives wrong information in their bid, RailTel reserves the right to reject such bid at any stage or cancel the contract, if awarded, and forfeit the Earnest Money Deposit / Performance Bank Guarantee / Security Deposit.

**2.10.2** Canvassing in any form in connection with the tender is strictly prohibited and the bids submitted by the bidders who resort to canvassing are liable to be rejected.

**2.10.3** Should a bidder have a relation or relations employed in RailTel, the authority inviting the bids shall be informed of the fact along with the offer, failing which RailTel, at its sole discretion, may reject the bid or cancel the contract and forfeit the Earnest Money Deposit / Performance Bank Guarantee / Security Deposit.

**2.11 Site Visit and Varification of Information:**

**2.11.1** Bidder are encouraged to submit their respective Bids after visiting the sites relevant for the purposes of completion of Scope of Work of the Project and ascertaining for themselves the site conditions, location, surroundings, climate, availability of power, water and other utilities for construction, access to site, handling and storage of materials, weather data, regulations and any other matter considered relevant by them.

**2.11.2** It shall be deemed that by submitting a Bid, the Bidder has:

- i. made a complete and careful examination of the Bidding Documents;
- ii. received all relevant information requested from RailTel;
- iii. accepted the risk of inadequacy, error or mistake in the information provided in the Bidding Documents or furnished by or on behalf of RailTel relating to any of the matters referred to in Clause 2.11.1 above;
- iv. satisfied itself about all matters, things and information including matters referred to in Clause 2.11.1 hereinabove necessary and required for submitting an informed Bid, execution of the Scope of Work of Project in accordance with the Bidding Documents and performance of its obligations/compliance with all of the requirements, as set out under the Bid Documents;
- v. acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the Bidding Documents or ignorance of any of the matters referred to in Clause 2.11.1 hereinabove shall not be a basis for any claim for compensation, Damages, extension of time for performance of its obligations, loss



of profits etc. from RailTel, or a ground for termination of the Agreement by the Contractor;

- vi. acknowledged that it does not have a Conflict of Interest; and
- vii. agreed to be bound by the undertakings provided by it under and in terms hereof.

2.11.3 RailTel shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to the Bidding Documents or the Bidding Process, including any error or mistake therein or in any information or data given by RailTel.

## **2.12 Verification and Disqualification:**

**2.12.1** RailTel reserves the right to verify all statements, information and documents submitted by the Bidder in response to the Bidding Documents and the Bidder shall, when so required by RailTel, make available all such information, evidence and documents as may be necessary for such verification. Any such verification, or lack of such verification, by RailTel shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of RailTel hereunder.

**2.12.2** RailTel reserves the right to reject any Bid and forfeit & appropriate the EMD if:

- a. at any time, a material misrepresentation is made or uncovered, or
- b. L1 expresses its desire to or does withdraw its Bid, or
- c. The bidder does not provide, within the time specified by RailTel, the supplemental information sought by RailTel for evaluation of the Bid within a reasonable time as determined by RailTel in its sole discretion.

**2.12.3** Such misrepresentation/ improper response/intent to withdraw shall lead to the disqualification of the bidder. If the bidder is a consortium, then the entire consortium may be disqualified/rejected.

**2.12.4** In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the qualification conditions have not been met by the Successful Bidder/Contractor (as may be the case), or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the successful bidder/contractor shall be disqualified forthwith if not yet appointed as the Contractor either by issue of the LOA or entering into of the Agreement, and if the Successful Bidder has already been issued the LOA or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing, by RailTel to the Successful Bidder/Contractor, as the case may be, without RailTel being liable in any manner whatsoever to the Successful Bidder or Contractor. In such an event, RailTel shall be entitled to forfeit and appropriate the EMD or PBG, as the case may be, as Damages,

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without prejudice to any other right or remedy that may be available to RailTel under the Bidding Documents and/ or the Agreement, or otherwise.

- 2.12.5** Bidder are advised to study all instructions, forms, terms, requirements, appendices and other information in the RFP carefully. Online submission of the Bid shall be deemed to have been done after careful study and examination of the RFP with full understanding of its implications and failure to comply with the requirements of the RFP, in addition to submission of all the documents as required hereunder, may render the Bid non-compliant and the same may be rejected

### **2.13 Bid Due Date:**

- 2.13.1** Bids should be submitted as per the details mentioned in tender documents/ issued corrigendum in the manner and form as detailed in this RFP.
- 2.13.2** RailTel may, at its sole discretion, extend the Bid Due Date by issuing a corrigendum to this effect uniformly for all Bidders.

### **2.14 Modifications/ Substitution/ Withdrawal of Bids:**

The bidder may modify, substitute or withdraw its bid prior to the bid due date. No bid shall be modified, substituted or withdrawn by the bidder on or after the bid due date.

### **2.15 Termination by RailTel:**

- 2.15.1** Notwithstanding anything contained herein, RailTel reserves the right to terminate this RFP at any time, without assigning any reasons whatsoever. In this regard, in the event of such termination, RailTel shall not be liable to return the Bid Processing Fees.
- 2.15.2** Further, in the event that the RFP has been terminated on account of any default of the Bidder/Successful Bidder, RailTel reserves the right to encash the EMD and/or PBG to the extent required to make good the losses suffered by it on account of such default having been committed by the Bidder.
- 2.15.3** This RFP does not constitute an offer by RailTel. The Bidder's participation in the Bidding Process may result RailTel selecting the Bidder to engage towards execution of the Scope of Work of the Project.

## **CHAPTER-III**

### **EVALUATION OF BIDS**

#### **3. Evaluation of Bids:**

##### **3.1 Evaluation Committee**

- 3.1.1 RailTel shall constitute an evaluation committee for evaluation of the Bids, in addition to and including, all the documents submitted by the Bidders in support of/along with their Bids ("**Evaluation Committee**"). The Evaluation Committee shall evaluate the bids on the basis of the criteria provided under this RFP
- 3.1.2 The decision of the Evaluation Committee shall be final and no correspondences shall be entertained from the Bidder in this regard, except as provided under this Clause.
- 3.1.3 The Evaluation Committee shall be entitled to call for meetings with the Bidders to seek any clarification required in order to examine and evaluate the Bids.
- 3.1.4 The Evaluation Committee reserves the right to reject any or all the Bids on the grounds for rejection as set out under this RFP, including on account of any deviations from the technical, commercial or financial specifications as set out herein.

##### **3.2 Opening of Bids:**

- 3.2.1 The Bids received from the Bidders shall be opened on due date and time. The opening of the Bids shall be carried out in the physical presence of the designated representatives of RailTel and the Bidders. However, this RFP does not mandate the physical presence of the Bidders. The absence of the physical presence of the Bidders shall in no way affect the outcome of the evaluation of the Bids. During bid opening, only two authorized representative of each bidder shall be allowed to be present.
- 3.2.2 RailTel shall subsequently examine and evaluate the Bids in accordance with the provisions set out in this Chapter.
- 3.2.3 To facilitate evaluation of Bids, RailTel may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Bid.

##### **3.3 Test of responsiveness:**

- 3.3.1 Prior to evaluation of Bids, RailTel shall determine whether each Bid is responsive to the requirements of this RFP. A Bid shall be considered responsive if:

- a. it is received as per the relevant format set out under this RFP.;
- b. it is received by the Bid Due Date including any extension thereof pursuant to the terms of this RFP;
- c. it is accompanied by the EMD as specified in this tender;
- d. it is accompanied by the power(s) of attorney as relevant to a Single Bidder or a Consortium (as may the case be) as per the terms of this RFP;
- e. it contains all the information (complete in all respects) as requested in this RFP and/or Bidding Documents (in formats same as those specified);
- f. it does not contain any condition or qualification limiting or affecting the manner or substance of performance of obligations of the Bidder under this RFP, unless specifically required as per the terms of this RFP;
- g. Provided, if a Bidder imposes conditions, which is in addition to or in conflict with the conditions mentioned herein, its Bid shall be liable to be summarily rejected. In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the LOA of the Bid issued by RailTel;
- h. It does not contain any suppression of information or facts as required to be furnished by the Bidder under this RFP or as may be relevant to be furnished by the Bidder in relation to the Project;
- i. It does not comprise any incomplete information, subjective / conditional / contingent / partial offers;
- j. is valid for a period of 60 (Sixty days); and
- k. it is not non-responsive as per any other terms of this RFP.

**3.3.2** RailTel reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by RailTel in respect of such Bid.

#### **3.4 Selection of Bidder:**

**3.4.1** The Evaluation Committee shall prepare a list of responsive Bidders, in accordance with the compliance by such responsive Bidders of the terms and conditions set out under this RFP. All eligible Bids shall be considered for further evaluation by the Evaluation Committee, whose decision in this regard shall be final and binding.

**3.4.2** Evaluation committee will examine the Bids to determine whether they are complete, whether any computational errors have been made, and whether the Bids are generally in order.

**3.4.3** The Bids shall be opened in the presence of Bidders' authorized representatives who chose to attend the Bid- opening meeting at their own cost. The Bidders' representatives who are present shall sign a register giving evidence of their attendance.

**3.4.4** RailTel reserves the right to accept any Bid for the purposes of evaluation and determination of the Successful Bidder, notwithstanding the fact that such Bid may not necessarily be the lowest; and further also reserves the right to reject any Bid without assigning any reasons.

### **3.5 Contact during the bid Evaluation:**

Bids shall be deemed to be under consideration immediately after they are opened and until such time RailTel makes official intimation of award/ rejection to the Bidders. While the Bids are under consideration, Bidders and/ or their representatives or other interested parties are advised to refrain, save and except as required under the Bidding Documents, from contacting by any means, RailTel and/ or their employees/ representatives on matters related to the Bids under consideration

### **3.6 Evaluation Process:**

**3.6.1** The bids would be evaluated based on quoted price against plans as given in the sample calculation below:

<b>SN</b>	<b>Tariff Plans</b>	<b>Quantity (in No.)</b>	<b>Unit Rate Exclusive of Tax (In Rs.)</b>	<b>Total Rate Exclusive of TAX (in Rs.)</b>
1.	Plan A	7560	225	1701000
2.	Plan B	98280	200	19656000
3.	Plan C	272160	150	40824000
4.	Plan D	7200	100	720000
Total Price (Exclusive of Tax)				62901000

Note: i. Projected no of user are approx. 3.78 Lakh and approx 7200 for Plan D  
ii. The rates across different plans will not very more than 50% of minimum data rates quoted in any of the plan.  
**ii. The above table is for illustrative purpose only.**

The lowest technically suitable offer will be selected as successful bidder. In case of tie between two lowest offers, the operators having better coverage along the sections (as per information given in Appendix F) will be selected as successful bidder.

**3.6.2** The technical evaluation process may include demonstration of the Mobile Connectivity, reference calls, and site visits to selected customers with comparable configurations.

**3.6.3** The bidders should submit an undertaking along with their proposed Road map, section wise, along with a definite time frame for further improvement of coverage upto 95% with a continuous dark zone of not more than 500 Mtrs. in each section along the Railway track. In the absence of the above, the bid shall not be considered for evaluation.

**3.6.4** The bidder shall quote as per details (Price Bid format) indicated in Appendix B.

RailTel may engage 3<sup>rd</sup> Party Audit team for the assessment of quality of service provided by selected Telecom Service Provider on the similar lines as being done by TRAI. Parameters to be measured by the audit team will be defined by RailTel in consultation with Railway Board at the time of audit. Network coverage should be taken across the complete zone.

### **3.7 Contract Management:**

On completion of the selection process, RailTel will enter into a contract agreement with the selected bidder(s). The contract entered with RailTel would be operated by RailTel. A Joint Working Order (JWO) on mutually agreed terms would be entered into between RailTel, Railways & the successful bidder. Broadly RailTel's responsibilities would be overall operation of the contract including liaisoning with the selected bidder(s) for rate adjustments, matters related to QoS etc. Railway's responsibility would be limited to deal with the successful bidder/their representative(s) for requirement of CUG connections, payment of bills & other day to day matters etc.

The following documents would form part of the agreement between RailTel & the successful bidder: -

- i) This Request for Proposal and all the issued addendum/ corrigendum.
- ii) The bidder's proposal in response to this RFP and clarifications made in course of evaluation, including all Appendixes and supporting documents.
- iii) The implementation plan identifying the tasks to be completed, the assigned responsibilities and the scheduled completion dates.

### **3.8 Unsatisfactory Performance:**

RailTel shall have the sole and discretionary right to assess performance(s) of the system provided by the bidder and RailTel, without any liability whatsoever, either direct or indirect, may reject the system(s) provided by the bidder, in part or in its entirety, without needing to offer any explanation to the bidder, either during the pre and/or post test period should the same be unsatisfactory and not be to the acceptance of RailTel. The bidder covenants to be bound by the decision of RailTel, without any demure in such an eventuality.

### **3.9 Award of Contract:**

A Letter of Intent (LoI) will be issued in writing by RailTel to the successful bidder(s) on the rates accepted. Once the LoI is accepted by the bidder(s), a letter of Acceptance (LOA)

will be issued and agreement signed with the bidder(s). RailTel shall be the sole judge in the matter of award of contract and the decision of RailTel shall be final and binding. The agreement shall be for a period of Three (3) years with the provision for further extension by one more year.

### **3.10 Credencial Verification:**

- 3.10.1** The tenderer shall submit along with the tender document, documents in support of his/their claim to fulfill the eligibility criteria as mentioned in the tender document. Each page of the copy of documents/ certificates in support of credentials, submitted by the tenderer, shall be self-attested/digitally signed by the tenderer or authorized representative of the tendering firm. Self-attestation shall include signature, stamp and date (on each page). Only those documents which are declared explicitly by the tenderer as “documents supporting the claim of qualifying the laid down eligibility criteria”, will be considered for evaluating his/their tender.
- 3.10.2** The tenderer shall submit a notarized affidavit on a non-judicial stamp paper stating that they are not liable to the disqualified and all their statements/documents submitted alongwith bid are true and factual. Standard format of the affidavit to be submitted by the bidder is enclosed as appendix-J. Non-submission of an affidavit by the bidder shall result in summary rejection of his/their bid and it shall be mandatory incumbents upon the tenderer to identify, state and submit the supporting documents duly self-attested by which they/he is qualifying the Qualification Criteria mentioned in the tender document. It will not be obligatory on the part of the RailTel to scrutinize beyond the submitted document of tenderer as far as his qualification for the tender is concerned.
- a.** The RailTel reserves the right to verify all statements, information and documents submitted by the bidder in his tender offer, and the bidder shall, when so required by the RailTel, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the RailTel shall not relieve the bidder of its obligations or liabilities here under nor will it affect any rights of the RailTel thereunder.
  - b.** In case of any wrong information submitted by the tenderer, the contract shall be terminated, Earnest Money Deposit (EMD), Performance Guarantee (PG) and Security Deposit (SD) of contract forfeited and agency barred for doing business on entire RailTel for 5 (five) years.

## CHAPTER-IV

### FRAUD AND CURRUPT PRACTICES

#### 4. Fraud and Currupt Practices:

- 4.1 The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process and subsequent to the issue of the LOA and during the subsistence of the Agreement.
- 4.2 Notwithstanding anything to the contrary contained herein, or in the LOA or the Agreement, RailTel may reject a Bid, withdraw the LOA, or terminate the Agreement, as the case may be, without being liable in any manner whatsoever to the Successful Bidder/Contractor, as the case may be, if it determines that the Successful Bidder/Contractor, as the case may be, has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process. In such an event, RailTel shall be entitled to forfeit and appropriate the EMD or PBG, as the case may be, as Damages, without prejudice to any other right or remedy that may be available to RailTel under the Bidding Documents and/ or the Agreement, or otherwise.
- 4.3 Without prejudice to the rights of RailTel under Clause 4 hereinabove and the rights and remedies which RailTel may have under the LOA or the Agreement, or otherwise if a Bidder/Successful Bidder/Contractor, as the case may be, is found by RailTel to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, or after the issue of the LOA or the execution of the Agreement, such Successful Bidder/Contractor shall not be eligible to participate in any tender or RFP issued by RailTel during a period of 2 (two) years from the date such Bidder/ Contractor, as the case may be, is found by RailTel to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practices, as the case may be.
- 4.4 For the purposes of this Clause 4, the following terms shall have the meaning hereinafter respectively assigned to them:
- 4.4.1 **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of RailTel who is or has been associated in any manner, directly or indirectly, with the Bidding Process or the LOA or has dealt with matters concerning the Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise



ceases to be in the service of RailTel, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) save and except as permitted under this RFP, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical adviser of RailTel in relation to any matter concerning the Project;

- 4.4.2 “fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- 4.4.3 “coercive practice”** means impairing or harming, or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the Bidding Process;
- 4.4.4 “undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by RailTel with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- 4.4.5 “restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

## **CHAPTER-V**

### **GENERAL TERMS AND CONDITIONS**

#### **5. General Terms and Conditions:**

##### **5.1 Time Schedule:**

The bidder will be required to supply SIM Cards as per the following schedule:

- 5.1.1 Existing CUG connections: In case of new service provider, all existing CUG numbers shall be ported within 30 days of issue of date of Purchase Order. In case of existing service provider, services as per new contract shall be enabled within 15 days of issue of LOA.
- 5.1.2 New CUG connections: SIM including enabling of services for new additional CUG connections as per the quantity mentioned in LOA shall be provided within 30 days from the date of placement of Purchase order for the first time. Subsequently, as and when requirement is placed onto the firm, the same shall be provided within three (3) days of placement of order. However, in special circumstances the connection should be provided within 24 hours on Railway's specific request.
- 5.1.3 Order for the CUG connections would be placed by RailTel as per terms & conditions of the contract and the JWO signed between the three parties.
- 5.1.4 Telecom Service Provider shall provide a list of well-defined time frame for various activities like issue of new SIM, activation of various types of services etc. There shall be provision in contract regarding Activation/Deactivation of any type service, only by authorized Railway Representative and Telecom Service Provider shall also send confirmation of activation to the registered email-ID. In case of multiple violations, maximum 1% penalty of the monthly billed amount for the respective Zone/Divisional HQ/PUs shall be imposed (in addition to penalty of 15% for poor network).

##### **5.2 Installation and Acceptance:**

The SIM Cards along with the Bill Plan must be supplied & configured in full as per ordered specification. Testing and acceptance will be done at the Railway offices and nodes where the SIM Cards are supplied. Railway's reserve the right to reject the SIM cards if the services are not conforming to the terms in contract agreement. No payment will be made for the rejected SIM cards.

##### **5.3 Warranty and Services Availability Penalty:**

- 5.3.1 The bidder is supposed to provide smooth connectivity for voice as well as data services at various locations of Indian Railways in India. The bidder must sign Services Level Agreement (SLA) to provide minimum service availability of 98% at

Zonal Level. To substantiate SLA figure, service provider shall submit a copy of circle wise monthly report submitted to TRAI. The bidder must submit detail of any other mechanism and reports that will enable RailTel to monitor the SLA.

- 5.3.2 All the data and voice traffic, arising out of all CUG users, shall be given highest priority QoS.
- 5.3.2 The successful bidder shall also ensure Quality of Service as stipulated by TRAI regulations on Quality of Basic mobile services from time to time, and shall submit quarterly report accordingly, as per the latest TRAI format.

#### **5.4 Payment Terms:**

Payment for the CUG connection in the Zonal/Divisional HQ/Production units of Indian Railways will be made to the selected bidder at end of each calendar month after enabling the services as per terms & conditions of the JWO signed between all the three parties, on submission of consolidated bill (along with details) to the bill paying unit.

The bills will be dispatched at each of the Railway locations in India as per the JWO. The payment of the bills will be done on monthly basis assuming 30 days in a month and will be adjusted with the next invoice.

Apart from giving the bill in CD, all bills should be made available online to authorized representative at Division/Zone/Board Level for easy access.

#### **5.5 Tax:**

GST and other Taxes as per extant notifications would be extra as applicable and should not be quoted in the price bid. Successful bidder will generate invoices by taking care of following clauses.

- a. Bidder shall issue a valid tax invoice to concerned Railway Unit/PU's/PSU's containing services Recipient GST Number for availing proper credit of CGST/SGST/UTGST/IGST in case of award of contract. GST Amount will not be reimbursed in absence of valid Tax Invoice.
- b. For all the taxable supplies to be made by the successful bidder, bidder shall furnish all the details of such taxable supplies in the relevant returns to be filed under GST Act.
- c. If the successful bidder failed to comply with any of the above, successful bidder shall pay to buyer/service recipient any expense, interest, penalty as applicable under GST Act.
- d. In case of incorrect reporting of the supply made by the successful bidder in the relevant return, leading to disallowance of Input Credit to buyer/service recipient, bidder shall be liable to pay applicable interest under the GST Act to the credit of

buyer/service recipient. The same provision shall be applicable in case of debit/credit notes.

- e. Wherever the law makes it statutory for the Buyer/Service recipient to deduct any amount toward GST at sources, the same will be deducted and remitted to the concerned authority

## **5.6 Commercial Terms:**

- 5.6.1 The successful bidder shall pay a management fees of Rs.120/- per year per connection yearly in advance to RailTel.
- 5.6.2 Any change /modifications (decrease) in the tariff announced by the TRAI/ Operator in the market for similar services shall also passed to all CUG subscriber of Railway automatically.

## **5.7 Termination Clause:**

If the services are not found satisfactory or any other reason which compels Railways for termination of agreement, either party i.e. RailTel or the bidder can terminate the service agreement by giving three months notice in advance to the other party. In case, the bidder stops service without notice, RailTel has the right to encash the performance Bank Guarantee (PBG). In case the Quality of Service (QoS) is persistently below the agreed upon levels, the contract can be terminated by RailTel by giving 7 days notice in writing.

## **5.8 Settlement of Disputes and Arbitration:**

Except where otherwise provided for in the contract, all questions and disputes relating to interpretation and application of the provision of the contract shall be settled mutually within thirty days (30 days only) or such longer period as may be mutually agreed upon from the date that either parties notify in writing that such dispute or disagreement exists. In case the dispute is not settled mutually, these shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996 as amended. The appointment of the arbitrator shall be done by Chairman cum Managing Director, RailTel. The venue of Arbitration shall be New Delhi, India. The arbitration resolution shall be final and binding upon both the parties.

## **5.9 Disclaimer:**

This RFP is not an offer by RailTel, but an invitation for bidder response. No contractual obligation whatsoever shall arise from the RFP process until a firm order is placed onto the bidder.

## **5.10 Confidentiality:**

This document contains information confidential and propriety to RailTel. Additionally, the bidder will be exposed by virtue of contracted activities to internal business information of RailTel. Disclosure of any part of the aforementioned information to

parties not directly involved in providing the services requested could result in the disqualification of the bidder, pre-mature termination of the contract and/ or legal action against the bidder for breach of trust.

No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent from RailTel.

All information regarding this RFP and the current operations, capabilities, products and clients of RailTel which the bidder may learn as a result of preparation of a response to this RFP, or in the course of any ultimate contract negotiation, is propriety and confidential information.

#### **5.11 Performance Bank Guarantee (PBG):**

The successful bidder shall have to submit a Performance Bank Guarantee (PBG) within 30 days of the issue of Purchase order of Rs. 10 Crore for the satisfactory performance of services covered in RFP. The Bank Guarantee should be valid for a period of 40 (36 +4) Months. Extension of time for submission of BG beyond 30 (thirty) days and up to 60 days from the date of issue of Letter of acceptance may be given by the Authority who is competent to sign the contract agreement. However, a penal interest of 15% per annum shall be charged for delay beyond 30 (thirty) days. i.e from 31st day after issue of LOA. In case the contractor fails to submit the requisite PBG even after 60 days from the date of issue of LOA, the contract shall be terminated duly forfeiting EMD and other dues, if any, payable against that contract. The failed contractor shall be debarred from participating in re-tender for that work. Proforma for the Performance Bank Guarantee Bond from a Nationalized Bank is given at Appendix-E.

Note: A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in interest of bidder to obtain RailTel's Bank IFSC code, Its branch and address and advise these particulars to the BG Issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

Submitted Performance Bank Guarantee (security deposit) will bear no interest.

#### **5.12 Service Level Agreement:**

For ensuring the above parameters, bidder shall provide the following reports to M/s RailTel: -

- i. Quarterly Report for Network Uptime and Performance.
- ii. The bidder shall submit a copy of proposed SLA to be signed for reference along with the client list.
- iii. Telecom Service Provider shall provide a list of well-defined time frame for various activities like issue of new SIM, activation of various types of services etc. There shall be provision in contract regarding Activation/Deactivation of any type service, only by authorized Railway Representative and Telecom Service Provider shall also send confirmation of activation to the nominated email-ID. In case of multiple

violations penalty maximum 1% will be deducted from the monthly billed amount in addition to penalty of 15% for poor network.

- iv. Telecom Service Provider shall furnish Telecom Circle wise escalation matrix for the organization along with the Name, Designation and Mobile Number of employees at various level, who shall be responsible for providing the service support. Any change in their organization structure should be intimated to Zonal Railways.

### **5.13 Project Implementation Scheme:**

A detailed project implementation schedule should be provided, clearly mentioning the various stages of implementation and the milestones thereof.

### **5.14 Liabilities of RailTel:**

The RFP is not an offer by RailTel, but an invitation for bidder responses. No contractual obligation whatsoever on behalf of RailTel shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of RailTel and the bidder(s).

### **5.15 Proposal Process Management:**

RailTel reserves the right to accept, reject any or all proposals, to revise the RFP, to request one or more re-submissions or clarifications from one or more bidders, or to cancel the process in part or whole. Each party shall be entirely responsible for its own costs and expenses incurred while participating in the RFP and subsequent presentations, demonstrations and trials, and contract negotiation process.

### **5.16 Authorization to Bid:**

Responses submitted by a bidder to this RFP represent a firm offer to enter in to a contract on the terms and conditions described in the RFP. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Bidder must clearly identify the full title and authorization of the designated official and provide a statement of offer commitment with the accompanying signature of the official and submit the copy of power of attorney/authority letter authorizing the signatory to sign the bid.

### **5.17 Intellectual property:**

The proposal and all supporting documents submitted by the bidder shall not be returned and shall be retained by RailTel. RailTel will however not disclose any confidential information in these documents.

### **5.18 Delivery and Installation:**

The bidder shall be responsible for delivery of the requisite SIM Cards including installation and commissioning of cards at the respective locations as specified in the

purchase order and for making them fully operational at no additional charge within the time period as specified in tender or the duration committed by the bidder, whichever is earlier.

If the bidder fails to deliver and/or install the requisite equipments ordered within the stipulated time schedule or by the date as extended by RailTel, it will be construed as a breach of contract and suitable liquidated damages will be levied as per tender.

**5.19 Liquidated Damages and Penalty:**

- a. If there is any delay in the implementation of the system due to bidder's fault from schedule furnished by the bidder and accepted by RailTel, RailTel/ Railway will recover 0.5% of the value of the Purchase Order from the bidder for each week of delay. The recovery will be subject to an upper limit of 10%.
- b. For purpose of calculations of penalty, value of the PO will be taken as Annual Rental (12 months) for the number of connections, for which the PO would be placed on the successful bidder.

**5.20 Change of Ownership of Firm:**

In the event of the bidder's company or the concerned division of the company being taken over/bought over by another company, all the obligations and liabilities under the agreement with RailTel shall be passed on for compliance to the new company in negotiations of their transfer.

**5.21 Variation in Quantum of the Order:**

- i. RailTel reserves the right to order any number of Mobile (cellular) Connections as may be required at the time of work order and increase or decrease subsequently by giving 15 (Fifteen) days notice.
- ii. Number of subscriber in each slab should be taken (+/-) 30% of the projected numbers. For any variation beyond (+) 30%, fresh price negotiation must be carried out, with Telecom Service Provider (TSP).

- 5.22** Due preference shall be given to Public Sector Undertakings of Government of India as per extant rules applicable on the day of tender opening.

**CHAPTER-VI**

**OTHER GENERAL TERMS AND CONDITIONS**

**6 Other General Terms and Conditions:**

**6.1 Powers of RailTel:**

RailTel, at its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to;

- 6.1.1 Suspend and /or cancel the Bidding Process and/or amend and/or supplement the Bidding Process or modify the dates or other terms and conditions relating thereto;
- 6.1.2 Consult with any Bidder in order to receive clarification or further information.
- 6.1.3 Retain any information and/or evidence submitted to RailTel by, on behalf of, /or in relation to any Bidder, and/or
- 6.1.4 Independently verify, disqualify, reject and/or accept any and all submission or other information and/or evidence submitted by or on behalf of any Bidder.

**6.2 Bidder's Undertaking:**

It shall be deemed that by submitting the Bid, the Bidder agrees and releases RailTel, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection with the Bidding Process and waives, to the fullest extent permitted by Applicable Laws, any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future

**6.3 Overriding Effect:**

Notwithstanding anything to the contrary contained in this RFP (including the Appendix), and without prejudice to the obligations of the Bidder set out in detail herein (which shall apply in addition to the obligations set out under the Agreement), in the event of a conflict, the detailed terms specified in the Agreement shall have overriding effect over the terms provided hereunder.

**6.4 Non-Responsiveness of the Bid:**

RailTel shall be fully empowered and reserves the right to decide in its sole discretion, to reject any bid on grounds of the same being non-responsive due to existence of any condition, qualification or any other contained therein.

The Bid and all communications in relation to or concerning the Bidding Documents and the Bid shall be in English language. If any supporting documents submitted are in any



language other than English, translated copies of the same to English language, along with the certification of the translated documents for its genuineness, accuracy and authenticity of the document, shall be attested along with such original documents by the Bidder (and such translated copy shall govern in the event of any conflict between the documents).

**6.5 Full Documents:**

The Bidder shall ensure that all the documents as required under this RFP for evidencing inter-alia its technical capabilities and eligibility requirements, are submitted by it in full and are not redacted or suppressed in any manner except as required pursuant to the Applicable Law (in which case the Bidder shall intimate RailTel to this effect in writing before submission of the Bid).

**6.6 RFP – RailTel Property:**

This RFP and all other documents attached/annexed/appended/provided herewith, are provided by RailTel and shall remain (or become upon their coming into existence) the property of RailTel and are transmitted to the Bidders solely for preparation and the submission of a Bid in accordance herewith.

**6.7 Cost of Bidding:**

The Bidders shall be responsible for all of the costs associated with the preparation of their Bids and their participation in the Bidding Process. RailTel will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

**6.8 Rejection of Bids:**

- 6.8.1 Notwithstanding anything contained in this RFP, RailTel reserves the right to reject any Bid and to annul the Bidding Process and reject all Bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons therefor. In the event that RailTel rejects or annuls all the Bids, it may, in its discretion, invite all eligible Bidders to submit fresh Bids hereunder:
- 6.8.2 RailTel reserves the right not to proceed with the Bidding Process at any time, without notice or liability, and to reject any Bid without assigning any reasons.
- 6.8.3 Bids received by RailTel after the specified time on the Bid Due Date shall not be opened and returned as it is.

**6.9 Correspondence with Bidder:**

RailTel shall not entertain any correspondence with any bidder in relation to acceptance or rejection of any bid.

**6.10 Bidder's Due Diligence:**

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The Bidder shall be expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required in the Bidding Documents or submitting a Bid not substantially responsive to the Bidding Documents in any respect may result in the rejection of the Bid.

### **6.11 Annulment and Re-award:**

Failure of the Successful Bidder to comply with all the requirement shall constitute sufficient grounds for the annulment of the award of the Agreement, in which event RailTel may make the award to the next lowest evaluated Bidder or calls for fresh bid's.

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\*\*\*\*\*  
\*\*\*\*\*

**Appendix A**

**QoS Performance Parameters & Benchmarks for Cellular Services.**

**Service providers to provide circle wise performance as per latest TRAI report on Quality of Service and Customer Satisfaction in the following format: –**

**1. Network Performance -**

S.No.	Circles	Accumulated Downtime of Community Isolation.	Call Set Up Success Rate	Service Access Delay	SDCCH/paging Channel Congestion.	TCH Congestion	Call Drop Rate	% Connections with good quality voice
	<b>Desirable level</b>	<b>&lt; 24 Hours.</b>	<b>&gt; 95%</b>	<b>9-20 secs.</b>	<b>&lt;1%</b>	<b>&lt;2%</b>	<b>&lt;3%</b>	<b>&gt;95%.</b>
1.	Andhra Pradesh							
2.	Assam							
3.	Bihar							
4.	Chennai							
5.	Delhi							
6.	Gujarat							
7.	Haryana							
8.	Himachal Pradesh							
9.	Jammu & Kashmir							
10.	Karnataka							
11.	Kerala							
12.	Kolkata							
13.	Madhya Pradesh							
14.	Maharashtra							
15.	Mumbai							
16.	North East							
17.	Orissa							
18.	Punjab							
19.	Rajasthan							
20.	Tamil Nadu							
21.	UP(E)							
22.	UP(W)							
23.	West Bengal							

**2. Call answering**

S.No.	Circles	% of call answered (electronically) within 20 sec	% of call answered (electronically) within 40 sec	% of call answered (voice to voice) within 60 sec	% of call answered (voice to voice) within 90 sec
	<b>Desirable level</b>	<b>&gt;80%</b>	<b>&gt;95%.</b>	<b>&gt;80%</b>	<b>&gt;95%.</b>
1.	Andhra Pradesh				
2.	Assam				
3.	Bihar				
4.	Chennai				
5.	Delhi				
6.	Gujarat				
7.	Haryana				
8.	Himachal Pradesh				
9.	Jammu & Kashmir				
10.	Karnataka				
11.	Kerala				
12.	Kolkata				
13.	Madhya Pradesh				
14.	Maharashtra				
15.	Mumbai				
16.	North East				
17.	Orissa				
18.	Punjab				
19.	Rajasthan				
20.	Tamil Nadu				
21.	UP(E)				
22.	UP(W)				
23.	West Bengal				

**3. Customer Service**

S.No.	Circles	Billing Complaints per 100 bills issued	% of Billing resolved within 4 weeks	Period of all refunds/adjustment/ waivers due to customers from the date of resolution of complaints
	<b>Desirable level</b>	<b>&lt;0.1%</b>	<b>100%</b>	<b>&lt; 4weeks</b>
1.	Andhra Pradesh			
2.	Assam			
3.	Bihar			
4.	Chennai			
5.	Delhi			
6.	Gujarat			
7.	Haryana			
8.	Himachal Pradesh			
9.	Jammu & Kashmir			
10.	Karnataka			
11.	Kerala			
12.	Kolkata			
13.	Madhya Pradesh			
14.	Maharashtra			
15.	Mumbai			
16.	North East			
17.	Orissa			
18.	Punjab			
19.	Rajasthan			
20.	Tamil Nadu			
21.	UP(E)			
22.	UP(W)			
23.	West Bengal			

**4. Customer perception of Service**

S.No.	Circles	Percentage satisfied with the provision of service	Percentage satisfied with the billing performance	Percentage satisfied with the Help desk	Percentage satisfied with the Network performance , reliability & availability	Percentage satisfied with the maintainability	Overall Customer satisfaction	Customer satisfaction with offered supplementary services % satisfied
	<b>Desirable level</b>	<b>&gt; 95%</b>	<b>&gt; 90%</b>	<b>&gt; 90%</b>	<b>&gt; 95%</b>	<b>&gt; 95%</b>	<b>&gt; 95%</b>	<b>&gt; 95%</b>
1	Andhra Pradesh							
2	Assam							
3	Bihar							
4	Chennai							
5	Delhi							
6	Gujarat							
7	Haryana							
8	Himachal Pradesh							
9	Jammu & Kashmir							
10	Karnataka							
11	Kerala							
12	Kolkata							
13	Madhya Pradesh							
14	Maharashtra							
15	Mumbai							
16	North East							
17	Orissa							
18	Punjab							
19	Rajasthan							
20	Tamil Nadu							
21	UP(E)							
22	UP(W)							
23	West Bengal							

**PRICE BID FORMAT**

**Price Schedule for the supply of Mobile (cellular) Connections in CUG configuration: -**

<b>Description</b>	<b>Plan A</b>	<b>Plan B</b>	<b>Plan C</b>	<b>Plan D</b>
CUG Facility	National	National	National	For bulk SMS only
Unlimited National Voice calls, Roaming, STD & 100 SMS/day (local & National)	Free	Free	Free	Free
<b>Bundeled Data</b>	60 GB	45 GB	30 GB	N/A
<b>% of Subscribers (approx.)</b>	2%	26%	72%	7200 Nos.
<b>Monthly Rental (Fixed) (In Rs.) in figure.</b>				
<b>Monthly Rental (Fixed) (In Rs.) in words.</b>				
GST and others Taxes as per extant notifications would be extra as applicable and should not be included in the price bid.				

**NOTE:**

- i. The rates across different plans will not vary more than 50% of minimum data rates quoted in any of the plan.
- ii. Firm will provide data rollover facility to all user under this contract.
- iii. Rates to be negotiated every six months with the Telecom Service provider to get better rates as a bulk customer.
- iv. The above tariffs shall be applicable at all times during the currency of the contract; irrespective of time, date, occasion, festival etc., except in case of any downward revision subsequent to negotiations, if any.
- v. While tenderer shall quote the rates taking into account decreasing trends in Mobile market, it may not be possible to anticipate decline in rates over contract period. Therefore, Telecom Service Provider to keep bulk rate lower than being offered in market.
- vi. The charges mentioned in the above Table are firm & shall be applicable during currency of the contract. However, if, during currency of the contract, TRAI/ TSP lowers the tariffs below these rates, then these rates would also be decreased by the same % level with reference to the revised TRAI rates.

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- vii. Approx total number of 100 SMS per SIM per day (tentatively in the range of 75 to 3000 per SIM per month considering TRAI Guidelines) will be made from Plan D Connection.
- viii. Telecom Service Provider shall provide ISD call rates as per Appendix-H
- ix. **Telecom Service provider shall provide topup data packages for individual CUG subscribers to topup his/her data plan beyond the CUG Limit.**



**OFFER LETTER**

**To**

**The Executive Director/DNM  
RailTel Corporation of India Ltd  
Plot No. 143, Institutional Area,  
Sector-44, Gurgaon - 122003.**

**Sub: Offer for Purchase of Mobile connections in All India CUG– RFP No.  
RailTel/Tender/OT/CO/DNM/2017-18/CUG/426**

It is hereby confirmed that we have understood the terms and conditions of the RFP and have thoroughly examined specifications and are thoroughly aware of the nature of the goods & services required and our offer is to supply goods and services strictly in accordance with the requirement and terms and conditions of this RFP. We agree to abide by the terms and conditions of the Tender if the contract is awarded to us.

1. We hereby offer to supply the goods and Services detailed above or such portions thereof as you specify in purchase order at the price quoted and agree to hold this offer open for acceptance for a period of 90 days from the date of opening of the bid (Part – I).
2. Demand draft No. \_\_\_\_\_ dated \_\_\_\_\_ for Rs. 52.31 Lakhs in favour of RailTel Corporation of India Ltd. payable at New Delhi is enclosed towards EMD.

-----  
(Signature and seal of the bidder)

Date -----

**DEVIATION SHEET FORMAT**

<b>Clause No.</b>	<b>Deviation Detail</b>

**PBG FORMAT (REF CLAUSE 3.23)**

**Performance Bank Guarantee  
(On stamp paper of Rs. 100)  
(To be used by approved Scheduled Banks)**

1. In consideration of RailTel Corporation of India Limited, 143, Institutional Area, Sector-44, Gurgaon - 122003 (Herein after called "RailTel") having agreed to exempt <indicate name and address of the contractor> \_\_\_\_\_ (herein after called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No. \_\_\_\_\_ dated \_\_\_\_\_ made between \_\_\_\_\_ and \_\_\_\_\_ (herein after called "the said Agreement") of security deposit for due fulfillment of by the said Contractor(s) of the terms and conditions contained in the said Agreement or production of by the said Contractor(s) of the terms and conditions contained in the said Agreement or production of a Bank Guarantee for Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_ only.) We, \_\_\_\_\_ < Indicate the name, address, telephone and fax number of the Bank> (herein after referred to as "Bank") at the request of the said Contractor(s) do hereby undertake to RailTel an amount not exceeding Rs. \_\_\_\_\_ against any loss or damage caused to or suffered by or would be caused to or suffered by RailTel by reasons of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We, \_\_\_\_\_ < Indicate the name of the Bank> do hereby undertake to pay the amounts due and payable under this Guarantee without any demure, merely on demand from RailTel stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by RailTel by reason of breach by the said Contract(s) of any of the terms or condition contained in the said Agreement or by reasons of the failure of the said Contractor(s) to perform as per the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. \_\_\_\_\_ .

3. We, \_\_\_\_\_ <Indicate the name of the Bank> undertake to pay RailTel any money so demanded notwithstanding any dispute or disputes raised by the said Contractor(s) in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The payment so made by us under this Bond shall be valid discharge of our liability for payment there under and the said Contractor(s) shall have no claim against us for making such payment.

4. We, \_\_\_\_\_ <Indicate the name of the Bank> further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be

enforceable till all dues of RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before \_\_\_\_\_, we shall be discharged from all liability under this Guarantee thereafter.

5. We, \_\_\_\_\_ <Indicate the name of the Bank> further agree with RailTel that RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the Agreement or to extend time or to postpone for any time or from time to time any of the powers exercisable by RailTel against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the bank or the Contractor(s)

6. We, \_\_\_\_\_ <Indicate the name of the Bank>, lastly undertake not to revoke this Guarantee during its currency except with the previous express consent of RailTel in writing.

Dated the \_\_\_\_\_ day of \_\_\_\_\_, 2018.  
For \_\_\_\_\_ <Indicate the name of the Bank>

**Witness**

1. **Signature**  
**Name**

2. **Signature**  
**Name**

**List of Railway Track Sections on various Zones of Indian Railways**

<b>Railway Zone</b>	<b>CUG Zone</b>	<b>Section</b>	<b>Length (RKM)</b>	<b>Route</b>	<b>% of coverage with signal strength &gt; -85 dbm</b>	<b>Max. continuous dark zone (mtrs)</b>
CR	West	CSTM-Kalyan Jn.	53	A		
CR	West	Kalyan-Kasara	67	A		
CR	West	Kasara-Igatpuri	16	A		
CR	West	Igatpuri-Manmad	126	A		
CR	West	Manmad- Chalisgaon	67	A		
CR	West	Chalisgaon-Pachora	45	A		
CR	West	Pachora-Bhusaval	72	A		
CR	West	Bhusaval-Badnera	219	A		
CR	West	Badnera-Nagpur	174	A		
CR	West	Wardha-Ballarshah	135	A		
CR	West	Itarsi-Amla	125	A		
CR	West	Amla-Nagpur	167	A		
CR	West	Kalyan-Karjat	47	B		
CR	West	Karjat-Lonavla	28	B		
CR	West	Lonavla-Pune	64	B		
CR	West	Pune-Daund	76	B		
CR	West	Daund-Solapur	188	B		
CR	West	Solapur-Wadi	150	B		
CR	West	Bhusaval-Khandwa	125	B		
CR	West	Wadi-Secundrabad Yard (CR PORTION)	3	B		
CR	West	Wadi-Raichur Yard (CR PORTION)	1	B		
CR	West	Mumbai-Kurla (HBR)	15	C		
CR	West	Kurla-Khandeshwar-Panvel	34	C		
CR	West	Mahim Cord	2	C		
CR	West	Kurla-Trombay	7	C		
CR	West	Pune-Miraj	279	D		
CR	West	Miraj-Kolhapur	47	D		
CR	West	Daund-Manmad	237	D		
CR	West	Diwa-Panvel	26	E		
CR	West	Panvel-Jasai-Uran	26	E		
CR	West	Panvel-Apta	15	E		
CR	West	Apta-Pen	20	E		
CR	West	Pen-Roha	40	E		
CR	West	Kalwa-Turbhe	13	E		
CR	West	Karjat-Khopoli (TAKE OFF POINT PDI)	12	E		

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CR	West	Chalisingaon-Dhule	56	E		
CR	West	Jalamb-Khamgaon	12	E		
CR	West	Badnera-Amravati	9	E		
CR	West	Amla-Parasia	87	E		
CR	West	Parasia-Chhindwara	28	E		
CR	West	Butibori-Umrer	34	E		
CR	West	Tadali-Ghugus	14	E		
CR	West	Majri-Rajur	21	E		
CR	West	Jalgaon-Surat (Yard)	2	E		
CR	West	Nagpur-Howrah (Yard)	1	E		
CR	West	Wani-Pimpalkutti	66	E		
CR	West	Manmad-Aurangabad (Yard)	1	E		
CR	West	Daund-Baramati	44	E		
CR	West	Chanda Fort-Ballarshah	9	E		
CR	West	Kurduwadi-Pandharpur	52	E		
CR	West	Latur-Latur Road	33	E		
CR	West	Diwa-Vasai Road	39	E' SPL		
CR	West	Kurduwadi-Latur	137	O		
CR	West	Pandharpur-Miraj (N.G.)	137	O		
CR	West	Murtajapur-Yavatmal	112	O		
CR	West	Murtajapur-Achalpur	76	O		
CR	West	Neral-Matheran	20	O		
CR	West	Pachora –Jamner	56	O		
CR	West	Pulgaon-Aarvi	34	O		
ER	East	Howrah-Chota Abana (via HB-Chord-Grand Chord)	248	A		
ER	East	Howrah- Bandel - Shakti garh	95	B		
ER	East	Sitarampur-Nargungoo ( Jhajha)	136	B		
ER	East	Khana Jn.- Barharwa	178	B		
ER	East	Barharwa.- Shahib Ganj -Kiul	225	B		
ER	East	Barharwa - New Farakka - Malda Town	55	B		
ER	East	BonidangaLinkCabin-Bonindanga	2	B		
ER	East	Bandel-Katwa	105	C		
ER	East	Tarakeshwar Branch	35	C		
ER	East	Naihati Branch ( to Bandel)	9	C		
ER	East	Liluah-Belurmath	3	C		
ER	East	KatwaJn.-Azimganj	73	E		
ER	East	Azimganj-Nalhati	45	E		
ER	East	Belanagar-C.C.Link(East Cabin)	2	E		
ER	East	Dankuni-Bhattanagar	4	E		
ER	East	Liluah-Tikiapara	3	E		
ER	East	Howrah-Ramakrishnapur-Shalimar	3	E		
ER	East	Magra-Tribeni ( Avoiding line)	4	E		
ER	East	BarddhamanJn.-KatwaJn	53	O		
ER	East	KatwaJn-AhmadpurJn.	52	O		

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ER	East	Dumdum-Princep (CircularRailway)	13	C		
ER	East	Sealdah-Naihati	38	C		
ER	East	Nainahati-Ranaghat	36	C		
ER	East	Ranighat-KrishnanagarCity	26	C		
ER	East	Kalinarayanpur-Shantipur	16	C		
ER	East	Dumdum-Bongaon	62	C		
ER	East	Dumdum-Dunkuni	15	C		
ER	East	Sealdah-Baruipur	25	C		
ER	East	Ballygunge-BudgeBudge	20	C		
ER	East	Sonarpur-Canning	29	C		
ER	East	Baruipur-DiamondHarbour	35	C		
ER	East	Baruipur-Lakshmikantapur-Karanjali-Kashinagar-Kakdwip	70	C		
ER	East	Kalyani-KalyaSimanta	5	C		
ER	East	Dumdum Jn-Chitpur	3	C		
ER	East	Kankurgachi-Ballygunge	7	C		
ER	East	Barsat-Hasnabad	52	C		
ER	East	Ranaghat-Gede	44	C		
ER	East	Ranaghat-Bongaon	33	C		
ER	East	Bongaon-Petrapole	6	C		
ER	East	KrishnanagarCity-Lalgola	128	E		
ER	East	Shantipur-NabadwipGhat	27	O		
ER	East	Andal-Sitarampur(via Toposi-Barabani)	40	E		
ER	East	Madhupur-Giridih	38	E		
ER	East	Andal-Sainthia	70	E		
ER	East	Ikrah-Gaurandi	21	E		
ER	East	Bhimgara-Palasthali	27	E		
ER	East	Jasidih-Baidyanathdham	6	E		
ER	East	Kulti-Salanpur	2	E		
ER	East	Kalipahari-Damodar	3	E		
ER	East	Azimganj-NewFarakka 'B' Cabin	79	E		
ER	East	TinpaharJn.-Rajmahal	11	E		
ER	East	Bhagalpur-MandarHill	50	E		
ER	East	Jamalpur-Monghyr	9	E		
NR	North	New Delhi – Ghaziabad	26	A		
NR	North	New Delhi - Tughlakabad - Palwal	58	A		
NR	North	Pandit Deen Dayal Upadhyaya-Varanasi - Janghai - Partapgarh - Chilbila - Raibareli - Utratia - Lucknow - Moradabad - Ambla - Ludhiana - Jalandhar – Pathankot	1204	B		
NR	North	Delhi - Ambala – Kalka	265	B		
NR	North	LKO by pass line Utratia - Alam Ngr	19	B		
NR	North	Delhi – Rewari	81	B		
NR	North	Ghazaibad – Saharanpur	160	B		
NR	North	HNZM - Patel Ngr - Daya Basti - DKZ	24	C		
NR	North	Patel Ngr - Daya Basti alignment no-3	3	C		

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NR	North	Sadar Bazar - Delhi Kishanganj	2	C		
NR	North	New Delhi – Sabzimandi	1	C		
NR	North	NDLS - TKD 3rd line	5	C		
NR	North	Okhla - Lajpatnagar chord	2	C		
NR	North	Daya Basti - Naya Azadpur	5	C		
NR	North	Delhi – Ghaziabad	19	D spl		
NR	North	Ghaziabad - Hapur - Moradabad	138	D spl		
NR	North	Kanpur – Lucknow	68	D spl		
NR	North	Varanasi - Zafrabad - Sultanpur - Utraitia	268	D spl		
NR	North	Delhi - Bathinda – Firozpur	379	D		
NR	North	Delhi - New Delhi	2	D		
NR	North	Jalandhar City – Amritsar	79	D		
NR	North	Bareilly – Chadausi	68	D		
NR	North	Laksar – Haridwar	27	D		
NR	North	Laksar avoiding line	1	D		
NR	North	Lucknow - Faizabad - Zafrabad	269	D		
NR	North	Janghai - Phaphamau - Allahabad	58	D		
NR	North	Phaphamau – Unchahar	72	D		
NR	North	Prayag - Prayag Ghat	3	E		
NR	North	Janghai – Zafrabad	46	E		
NR	North	Akbarpur – Tanda	17	E		
NR	North	Unchahar – Unnao	112	E		
NR	North	Raibareli – Unchahar	36	E		
NR	North	Dalmau – Daryapur	23	E		
NR	North	Unnao – Balamu	99	E		
NR	North	Balamau - Sitapur city	58	E		
NR	North	Rosa - Sitapur Cantt	84	E		
NR	North	Aligarh – Chandausi	84	E		
NR	North	Rajakashaspur - Sambhalhatim Sarai	23	E		
NR	North	Ramganga - Bridge - Chaunethi	2	E		
NR	North	Khurja - Meerut City	90	E		
NR	North	Chandausi – Moradabad	42	E		
NR	North	Gajroula - Muzzampurain	94	E		
NR	North	Najibabad – Kotdwar	24	E		
NR	North	Haridwar – Dehradun	52	E		
NR	North	Raiwala – Rishikesh	12	E		
NR	North	Delhi Shahdara - Shamli Tapri	151	E		
NR	North	Sirhind - Nangaldam – Una	121	E		
NR	North	Rohtak - Gohana – Panipat	69	E		
NR	North	Jind – Panipat	69	E		
NR	North	Narwana – Kurukshetra	86	E		
NR	North	Rajpura – Bathinda	173	E		
NR	North	Ludhiana – Hisar	205	E		
NR	North	Bathinda - Sriganga Nagar	124	E		
NR	North	Ludhiana - Firozpur Cantt	123	E		
NR	North	Firozpur Cantt - Husainiwala	8	E		
NR	North	Firozpur City – Fazilka	85	E		



### RailTel/Tender/OT/CO/DNM/2017-18/CUG/426

NR	North	Firozpur Cantt - Jalandhar City	117	E		
NR	North	Lohian Khas - Nakoodhar - Phillaur	64	E		
NR	North	Nakoodar - Jalandhar City	32	E		
NR	North	Jalandhar Cantt - Hoshiarpur	39	E		
NR	North	Phagwara - Nawa Shahar Doaba - Jaijon Doaba	67	E		
NR	North	Nawa Shahar Doaba - Rahon	7	E		
NR	North	Bharoli - Kathua - Jammu Tawi	97	E		
NR	North	Pathankot – Amritsar	108	E		
NR	North	Amritsar – Khemkaran	78	E		
NR	North	Amritsar – Atari	28	E		
NR	North	Verka - Dera Baba Nanak	46	E		
NR	North	Batala – Qadian	20	E		
NR	North	Delhi Cantt - Patel Nagar	1	E		
NR	North	2nd Yamuna Bridge - Tughlakabad	12	E		
NR	North	Faizabad – Allahabad	138	E		
NR	North	Moradabad – Kashipur	3	E		
NR	North	Railpur Haryana – Satrod	1	E		
NR	North	Varanasi - Munduhu Dea	3	E		
NR	North	Kotkapura – Fazilka	80	E		
NR	North	Jammu tawi – Bajalata	12	E		
NR	North	Beas – Goindwal	28	E		
NR	North	GAL Bet: Tughlakabad - Palwal	38	E		
NR	North	Jahangirabad Barabanki	1	E		
NR	North	Rampur (Kathgodam sec. NR protion)	1	E		
NR	North	Anand Vihar - Vivek Vihar	1	E		
NR	North	Bathinda by pass	6	E		
NR	North	Tapri – Khanalampura	2	E		
NR	North	Hindon Cabin - Khanalampura	2	E		
NR	North	Phaphamau - by pass	2	E		
NR	North	Chakki Bank – Bharoli	3	E		
NR	North	Delhi - Sarai Rohilla - Rewari	76	B		
NR	North	Garhi Harsaru - Farukh Nagar	11	MG		
NR	North	Kalka – Simla	97	NG		
NR	North	Pathankot - Joginder Ngr	164	NG		
NER	North	Rampur – Kathgodam	87	D		
NER	North	Kashipur – Lalkua	58	E		
NER	North	Got - Ram Nagar	70	E		
NER	North	Lucknow - Manak Nagar	4	D		
NER	North	Lucknow - Gorakhpur Cantt	264	D		
NER	North	Burhwal - Sitapur Cantt	98	D		
NER	North	Mankapur – Ayodhya	38	E		
NER	North	Gorakhpur - Nakaha Jungle	4	E		
NER	North	Chhapra - Chhapra Kacheri	2	D Spl		
NER	North	Bhatni – Varanasi	160	D		
NER	North	Varanasi – Allahabad	122	D		
NER	North	Aunrihar – Chhapra	170	D		
NER	North	Gorakhpur Cantt - Chhapra	177	D		

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NER	North	Gorakhpur Cantt - Valmiki Nrg Rd	89	D		
NER	North	Mau - Shah Ganj	100	E		
NER	North	Indara – Phephna	51	E		
NER	North	Salempur - Barhaj Bazar	20	E		
NER	North	Duraundha - Maharaj Ganj	6	E		
NER	North	Mathura – Kasganj	104	MG		
NER	North	Kasganj – Bareilly	106	MG		
NER	North	Bareilly – Mailani	131	MG		
NER	North	Kasganj – Rawatpur	238	MG		
NER	North	Bhojipura – Lalkua	65	MG		
NER	North	Mandhana – Brahmavart	8	MG		
NER	North	Pilibhit – Tanakpur	63	MG		
NER	North	Pilibhit – Shahjahanpur	83	MG		
NER	North	Rawatpur - Kanpur Central	9	MG		
NER	North	Lucknow – Mailani	196	MG		
NER	North	Mailani – Gonda	266	MG		
NER	North	Gorakhpur - Gonda( Loop)	220	MG		
NER	North	Nanpara - Nepal Ganj Rd	20	MG		
NER	North	Anand Nagar – Nautanwa	40	MG		
NER	North	Gainsari – Jarwa	15	MG		
NER	North	Kaptan Ganj - Thawe - Siwan	127	MG		
NER	North	Thawe – Chhapra	109	MG		
NER	North	Indara - Dohri Ghat	35	MG		
NER	North	Aunrihar – Jaunpur	60	MG		
NFR	East	Old Malda - New Jalpaiguri	231	B		
NFR	East	New Jalpaiguri - Lumding - New Tinsukia	923	D		
NFR	East	New Jalpaiguri - Alipurduar - Samukhtala	181	D		
NFR	East	Katihar - NFR Border	3	D		
NFR	East	Old Malda – Singhabad	25	E		
NFR	East	Kumedpur - Katihar by pass line	30	E		
NFR	East	Raninagar – Haldibari	34	E		
NFR	East	NEW Bongaigaon - Jogighopa	33	E		
NFR	East	Jogighopa – Kamakhya	143	E		
NFR	East	Chaparmukh – Haibargaon	25	E		
NFR	East	Sripuriagaon - New Tinsukia	3	E		
NFR	East	Dibrugarh - Tinsukia - Makum	56	E		
NFR	East	Makum – Tirap	49	E		
NFR	East	Simaluguri – Moranhat	54	E		
NFR	East	Furkating - Jorhat - Mariani	86	E		
NFR	East	Makum – Dangari	31	E		
NFR	East	Amguri – Tuli	15	E		
NFR	East	Eklakhi – Gazole	13	E		
NFR	East	Katihar – Siliguri	202	MG		
NFR	East	Samukhtala Rd. - New Guwahati	257	MG		
NFR	East	Purnea – Katihar	28	MG		
NFR	East	Lumding – Badarpur	185	MG		

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NFR	East	Badarpur - Karimganj - Dharma Ngr	85	MG		
NFR	East	Badarpur – Silchar	30	MG		
NFR	East	Tirap – Lekhapani	6	MG		
NFR	East	Rangiya - Rangapara North	123	MG		
NFR	East	Rangapara North – Tezpur	26	MG		
NFR	East	Purnea – Jogbani	80	E (GC)		
NFR	East	Purnea - NRF Border	1	MG		
NFR	East	Kamakhya - Takeoff Point - Pandu	2	MG		
NFR	East	Katihar – Teznanayanpur	33	MG		
NFR	East	Barsoi – Radhikapur	54	E (GC)		
NFR	East	New Mal Jn. - Changrabandha	63	MG		
NFR	East	Alipurduar – Bamanhat	78	MG		
NFR	East	Fakiragram – Dhubri	66	MG		
NFR	East	Rangapara North - Murkongselek	327	MG		
NFR	East	Balipara – Bhalukpong	34	MG		
NFR	East	Karimganj – Maishashan	13	MG		
NFR	East	Katakhal – Lalabazar	36	MG		
NFR	East	Lalabazar – Bhairabi	48	MG		
NFR	East	Baraigram – Dullabcheria	29	MG		
NFR	East	Dharmanagar - Kumarghat - Manu	53	MG		
NFR	East	Simaluguri – Naginimora	15	MG		
NFR	East	Arunachal – Jiribam	50	MG		
NFR	East	New Jalpaiguri – Siliguri	7	NG		
NFR	East	Siliguri – Darjeeling	80	NG		
SR	South	Chennai-Gummidipundi	46	B		
SR	South	Gummidipundi-Gudur	88	B		
SR	South	Chennai-Arakkonam	68	B		
SR	South	Arakonam-Jolarpettai	145	B		
SR	South	Tambaram-Trichchirappalli-Dindugul	406	B		
SR	South	Arakonam-Renigunta	65	B		
SR	South	Jolarpettai-Salem	120	B		
SR	South	Salem-Erode	59	B		
SR	South	Erode-Irurur	83	B		
SR	South	Irurur-Podanur	11	B		
SR	South	Irurur-coimbatore-Podanur	24	B		
SR	South	Podanur-shoranur	93	B		
SR	South	Shoranur-Ernakulam	107	B		
SR	South	Jolarpettai-somanayakanpatti	5	B		
SR	South	Jolarpettai bypass(SKPT-TPT)	2	B		
SR	South	ShoranurA & B cabin	2	C		
SR	South	Chennai beach-Tirumayilai	8.6	C		
SR	South	Tirumayilai-Tiruvannamur	7	C		
SR	South	Chennai beach-Tambaram	29	C		
SR	South	Villivakkam-Annanagar	3	C		
SR	South	Karur-Dindugul	74	C		
SR	South	Dindugul-Madurai	66	D		
SR	South	Madurai-Virudhunagar-Vanchimanaiyachchi	128	D		

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SR	South	Ernakulam-Allepy-Kayankulam	100	D		
SR	South	Shoranur-Mangalore	307	D		
SR	South	Mangalore-Thokur	23	D		
SR	South	Kumbakkonnam-Tanjavur	40	D		
SR	South	Tanjavur-Trichchirappalli	50	D		
SR	South	Netravathi bypass	1	D		
SR	South	Chengalpattut-Arakkonam	63	D		
SR	South	In and around Chennai	10	D		
SR	South	Arakkonam bypass(Melpakkam)	3	E		
SR	South	Pattabiram-Pattabiram military siding	6	E		
SR	South	Ernakulam-Trivandrum central	220	E		
SR	South	Salem-Omalur	7.98	E		
SR	South	Omalur-Meturdam	29.02	E		
SR	South	Salem-Salem market	5	E		
SR	South	Erode-Trichchirappalli	141	E		
SR	South	Coimbatore-Mettupalaiyam	33	E		
SR	South	Palghat-Palghat town	4	E		
SR	South	Shoranur-Nilambur road	66	E		
SR	South	Trichur-Guruvayur	20	E		
SR	South	Ernakulam-Cochin harbour	8	E		
SR	South	CRL line&Tirupanitira-Irumbanam bypass line	5	E		
SR	South	Trivandrum central-Tirunelveli	144	E		
SR	South	Nagarcoil-Kanniyakumari	16	E		
SR	South	Tirunelveli-Talayuthu-Tuticorin	60	E		
SR	South	Karupur bypass- goods line	4	E		
SR	South	Cuddalore-Virudhachalam	57	E		
SR	South	Villupuram-Pondicherry	38	E		
SR	South	Virudhunagar-Tenkasi	123	E		
SR	South	Katpadi-Pakala	2	E		
SR	South	Tambaram-Villupuram	134	MG		
SR	South	Villupuram-Mayiladuthurai	121	MG		
SR	South	Mayiladuthurai-Kumbakonam	32	MG		
SR	South	Tanjavur-Trichchirappalli	49	MG		
SR	South	Dindugul-Madurai	62	MG		
SR	South	Villupuram-Katpadi	159	MG		
SR	South	Tiruchchirappalli-Manamadurai- Virudhunagar	217	MG		
SR	South	Madurai-Manamadurai	48	MG		
SR	South	Manamadurai-Rameswaram	112	MG		
SR	South	Dindugul-Pollachi	121	MG		
SR	South	Tanjavore-Tiruvarur	54	MG		
SR	South	Tiruvarur-Nagore	30	MG		
SR	South	Mayiladuturai-Karaikudi	187	MG		
SR	South	Tenkasi-Quilon	102	MG		
SR	South	Virudhachalam-Salem	139	MG		
SR	South	Pollachi-Coimbatore	46	MG		
SR	South	Pollachi-Palghat	58	MG		

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SR	South	Tirunelveli-Tenkasi	72	MG		
SR	South	Mettupalaiyam-Udhagamandalam	46	MG		
SR	South	Madurai-Bodinayakanur	90	MG		
SR	South	Tirunelveli-Tiruchendur	61	MG		
SR	South	Tiruthuraipoondi-Agasthiyampalli	37	ROUTE		
SCR	South	Vijayawada – Balharshah	452	A		
SCR	South	Bye pass near Kazipet	1	A		
SCR	South	Gudur – Vijayawada	294	A		
SCR	South	Kazipet – Secunderabad	131	B		
SCR	South	Secunderabad – Wadi	186	B		
SCR	South	Hussainsagar – Hyderabad	5	B		
SCR	South	Bye pass near Hussain Sagar	1	B		
SCR	South	Vijayawada - Visakhapatnam	331	B		
SCR	South	Wadi – Guntakal	228	B		
SCR	South	Guntakal – Renigunta	309	B		
SCR	South	Bye pass near Wadi	1	B		
SCR	South	Gooty – Dharmavaram	91	B		
SCR	South	Vikarabad - Parli Vajjnath	268	D		
SCR	South	Pagidipalli – Nadikude	148	D		
SCR	South	Nidadavolu – Bhimavaram	46	D		
SCR	South	Guntur – Tenali	25	D		
SCR	South	Guntur – Nadikude	95	D		
SCR	South	Nadikude – Macherla	35	D		
SCR	South	Samalkot - kakinada Port	16	D		
SCR	South	Vijayawada – Gudivada	43	D		
SCR	South	Gudivada – Bhimavaram	66	D		
SCR	South	Bye pass bet Vijayawada North Cabin & Ramavarappadu gate	3	D		
SCR	South	Bye pass near Bhimavaram	1	D		
SCR	South	Renigunta – Tirupati	9	D		
SCR	South	Krishna Canal – Guntur	27	D		
SCR	South	Manmad - Mudkhed - Nizamabad	460	D		
SCR	South	Parbhati - Parli Vajjnath	64	D		
SCR	South	Secunderabad – Falaknuma	15	D		
SCR	South	Falaknuma - Mahabub Ngr	98	D		
SCR	South	Mahabub Ngr - Dronachellam	184	D		
SCR	South	Nallapadu ( Guntur) - Donakonda	115	D		
SCR	South	Donakonda – Nandyal	137	D		
	South	Nandyal – Dhone	76	D		
SCR	South	Dhone – Guntakal	69	D		
SCR	South	Dhone – Nandyal	76	D		
SCR	South	Gooty – Pendekallu	29	D		
SCR	South	Gudur – Renigunta	83	D Spl		
SCR	South	Guntakal – Bellary	46	D Spl		
SCR	South	Katpadi - Pakal – Tirupathi	104	E		
SCR	South	Peddapalli - Karim Ngr	36	E		
SCR	South	Dornakal - Bhadrachalam Rd	55	E		
SCR	South	Bhadrachalam Rd - Manuguru	49	E		

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SCR	South	Karepalli - Singareni Collieries	10	E		
SCR	South	Manikgarh – Gadchandur	29	E		
SCR	South	Motumari - Jaggayyapet Town	32	E		
SCR	South	Bye pass bet Sanat Ngr & Moula Ali	22	E		
SCR	South	Gudivada – Machilipatnam	37	E		
SCR	South	Bhimavaram – Narasapur	29	E		
SCR	South	Tenali – Repalle	34	E		
SCR	South	Adilabad – Pimpalkutti	21	E		
SCR	South	Secunderabad – Bolarum	14	E		
SCR	South	Bolarum – Manoharabad	27	E		
SCR	South	Janakampet – Bodhan	20	E		
SCR	South	Bellari – Guntakal	45	MG		
SCR	South	Nizamabad – Manoharabad	119	MG		
SCR	South	Guntakal – Ddharmavaram	102	MG		
SCR	South	Dharmavaram – Pakala	227	MG		
SCR	South	Malkajgiri - Moula Ali Chord line	5	MG		
SCR	South	Bye pass at Malkajgiri & at SC	2	MG		
SCR	South	Purna – Khandwa	383	MG		
SCR	South	Mudkhed – Adilabad	162	MG		
SER	East	Howrah – Jharsuguda	514	A		
SER	East	Kharagpur – Bhadrak	176	B		
SER	East	Howrah - Panskura - Kharagpur	114	C		
SER	East	Anara – Sini	108	D-Spl		
SER	East	Jharsuguda - Brundamal(SE Rly limit)	1	D-Spl		
SER	East	Kharagpur – Adra	168	D-Spl		
SER	East	Bandamunda – Barsuan	75	E-Spl		
SER	East	Barajamda – Gua	9	E-Spl		
SER	East	Barajamda-Bolanikhadan	16	E-Spl		
SER	East	Bhojudih-Mohuda(GC)	23	E-Spl		
SER	East	Bimlagrah-Kiriburu	41	E-Spl		
SER	East	Chandil-Muri	68	E-Spl		
SER	East	Hatia-Muri	91	E-Spl		
SER	East	Kandra-Gamharia	10	E-Spl		
SER	East	Mohuda-Gomoh(SE Rly limit)	18	E-Spl		
SER	East	Muri-Barkakana(SE Rly limit)	55	E-Spl		
SER	East	Muri-Rajabera(SE Rly limit)	64	E-Spl		
SER	East	Padapahar-Banspani	28	E-Spl		
SER	East	Panskura-Haldia	70	E-Spl		
SER	East	Rajkharswan-Barajamda	97	E-Spl		
SER	East	Talgoria-Bakaro Steel City	33	E-Spl		
SER	East	Adra-Asansol(SE Rly limit)	40	E		
SER	East	Adra-Anara	13	E		
SER	East	Adra-Bhojudih-Bhojudih-Mohuda	60	E		
SER	East	Anara-Rukni	8	E		
SER	East	Aunlajhori-Badampahar	35	E		
SER	East	ACC Link	17	E		
SER	East	Bhowra-Jamadoba	7	E		
SER	East	Bondamunda – Hatia	160	E		

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SER	East	Bondamunda - Rourkela joint line	14	E		
SER	East	Banspani - Jaroli (SE Rly limit)	23	E		
SER	East	Damodar - Kalipahari(SE Rly limit)	10	E		
SER	East	Damodar - Kulti (SE Rly limit)	15	E		
SER	East	Hijli – Nimpura	3	E		
SER	East	Jamadoba – Karkend	10	E		
SER	East	Joychandipahar - Gardhrubesar	9	E		
SER	East	Kotshila - bye pass	7	E		
SER	East	Mohuda - Dugdha (SE Rly limit)	15	E		
SER	East	Nimpura – Gokulpur	1	E		
SER	East	Nimpura Yard	14	E		
SER	East	Panskura avoiding	1	E		
SER	East	Purulia – Kotshila	36	E		
SER	East	Ranchi – Lohardaga	67	E		
SER	East	Ramkanli – Chowrashi	7	E		
SER	East	Rourkela – Birmitrapur	27	E		
SER	East	Sanka – Joychandipahar	7	E		
SER	East	Santragachi – Amta	45	E		
SER	East	Santragachi – Shalimar	5	E		
SER	East	Sudamdih – Pathardih	3	E		
SER	East	Talgoria avoiding	1	E		
SER	East	Tamluk – Digha	89	E		
SER	East	Tatanagar – Gorumahishani	65	E		
SER	East	Up Adra Goods	5	E		
SER	East	Rupsa - Bangriposi (GC)	37	NG		
WR	West	Mumbai Central – Nagda	695	A		
WR	West	Vadodara - Ahmehabad - Palanpur	217	B		
WR	West	CCG – BCT	5	C		
WR	West	Nagda - Ujjain – Bhopal	237	D Spl		
WR	West	Udhna – Jalgaon	305	D Spl		
WR	West	Ahmadabad – Viramgram	65	D Spl		
WR	West	Ujjain – Indore	79	D		
WR	West	Chanderiya – Nimach	69	D		
WR	West	Guna - Makhi ( WCR Portion)	1	D		
WR	West	Viramgam – Okha	431	D		
WR	West	Kanalus – Porbandar	103	D		
WR	West	Pipli bye pass line	1	D		
WR	West	Katkola entry	2	D		
WR	West	Navlakhi – Dahinsara	73	E		
WR	West	Dahinsara – Maliyamiyana	24	E		
WR	West	Surendranagar – Dhola	118	D		
WR	West	Dhola – Dhasa	26	D		
WR	West	Dhasa – Rajula	119	D		
WR	West	Rajkot – Junagarh	95	D		
WR	West	Dhola – Bhavnagar	49	D		
WR	West	Rajula – Mahuva	31	D		
WR	West	Bhavnagar - Bhav Nagar Bandar	12	D		
WR	West	Junagarh – Veraval	82	D		

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WR	West	Diva – Vasai	1	E Spl		
WR	West	Anand – Godhra	78	E		
WR	West	Anand – Khambhat	52	E		
WR	West	Vasad – Kathana	43	E		
WR	West	Kanjeri Boriyavi - Vadtal - Swaminarayan	6	E		
WR	West	Nadiad - Kapadvanj - Modasa	105	E		
WR	West	Viramgam – Kharaghoda	38	E		
WR	West	Jhund – Kandla	234	E		
WR	West	Gandhidham - New Bhuj	58	D		
WR	West	Dhrangdhra – Kuda	20	E		
WR	West	Berach - Chitourgarh ( Q line)	10	MG		
WR	West	Chottourgarh – Nimbahera	29	MG		
WR	West	Nimbahera – Nimach	27	MG		
WR	West	Nimach – Mandсор	49	MG		
WR	West	Mandсор – Jaora	51	MG		
WR	West	Jaora – Ratlam	35	MG		
WR	West	Ratlam - Fatehabad Chndrawatiganj	79	MG		
WR	West	Fatehabad Chndrawatiganj - Indore	39	MG		
WR	West	Indore – Mhow	21	MG		
WR	West	Mhow – Choral	25	MG		
WR	West	Choral – Sanawad	39	MG		
WR	West	Sanawad – Khandwa	52	MG		
WR	West	Mahesana – Sabarmati	51	MG		
WR	West	Sabarmati – Botad	165	MG		
WR	West	Ahmedabad – Khodiyar	17	MG		
WR	West	Palanpur – Gandhidham	301	D		
WR	West	Dhasa – Wansjaliya	195	MG		
WR	West	Berach - Chitourgarh (R2 Line)	3	MG		
WR	West	Ahmedabad - Khedbhrahma	142	MG		
WR	West	Mahesana – Viramgam	65	D		
WR	West	Gandhidham – Kandla	12	MG		
WR	West	Mahesana – Tarangahill	56	MG		
WR	West	Mahesana – Patan	40	MG		
WR	West	Kalol - Katosan Rd.	37	MG		
WR	West	Udaipur - entry ( NWR Portion)	1	MG		
WR	West	Bhildi – Raniwara	1	MG		
WR	West	Talala - Prachi Rd.	20	MG		
WR	West	Prachi Rd. – Kodinar	26	MG		
WR	West	Kalol - Vijapur - Ambliyan	89	MG		
WR	West	Katosan Rd. – Chanasma	52	MG		
WR	West	Chanasma – Ranuj	13	MG		
WR	West	Surendranagar - Dhrangadhra	34	MG		
WR	West	Prachi Rd. – Delvada	50	MG		
WR	West	Khijadiya – Veraval	164	MG		
WR	West	Junagarh – Visavadar	42	MG		
WR	West	Sihor – Palitana	27	MG		
WR	West	Fatehabad - Chandrawati Ganj - Ujjain	23	MG		



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WR	West	New Bhuj – Naliya	101	MG		
WR	West	Bilimora – Waghai	63	NG		
WR	West	Ankleshwar – Rajpipla	63	NG		
WR	West	Bharuch – Kavi	76	NG		
WR	West	Chhuchhapura – Tankhala	38	NG		
WR	West	Choranda – Malsar	29	NG		
WR	West	Dabhoi - Timba Rd.	100	NG		
WR	West	Dabhoi – Chandod	16	NG		
WR	West	Miyagam - Karjan - Dabhoi	32	NG		
WR	West	Jambusar - Chhota Udepur	152	NG		
WR	West	Jhagadiya – Netrang	27	NG		
WR	West	Kosamba – Umarpada	62	NG		
WR	West	Miyagam Karjan - Moti Koral	28	NG		
WR	West	Nadiad – Bhadran	57	NG		
WR	West	Samni – Dahej	39	NG		
ECR	East	Manpur - Mugal Sarai	215	A		
ECR	East	Pradhankhunta – Manpur	203	A		
ECR	East	Jhajha - Kuchman – MGS	395	B		
ECR	East	Chhapra – Sonpur	51	D		
ECR	East	Sonpur – Muzaffarpur	58	D		
ECR	East	Muzaffarpur - Karpurigram	45	D		
ECR	East	Karpurigram – Samastipur	7	D		
ECR	East	Samastipur - Barauni	48	D		
ECR	East	Hajipur - Bachhwara	71	D		
ECR	East	Garhwa Rd. – Barkakana	218	D		
ECR	East	Barauni – Garhara	2	D		
ECR	East	Barauni - Katihar	176	D		
ECR	East	Kaparpura – Muzaffarpur	7	D		
ECR	East	Samastipur – Yard	2	D		
ECR	East	Samastipur – Darbhanga	37	D		
ECR	East	Kaparpura –Sagauli	95	D		
ECR	East	Sagauli – Raxaul	29	D		
ECR	East	Raxaul – Narkatiaganj	60	D		
ECR	East	Narkatiaganj -Valmikinagar	51	D		
ECR	East	Valmikinagar Rd. - Paniahwa	7	D		
ECR	East	Gomoh – Chandrapura	17	D		
ECR	East	Chandrapura – Barkakana	84	D		
ECR	East	Garhwa Rd – Chopan	143	D		
ECR	East	Garhwa Rd (Ex) - Sonnagar	90	E		
ECR	East	Garhwa Rd (inc) - Sigsigi (Ex)	2	E		
ECR	East	Luckee sarai – Manpur	123	E		
ECR	East	Patna –Gaya	92	E		
ECR	East	Bakhiarpur – Rajgir	53	E		
ECR	East	Dildar Nagar - Tarighat	19	E		
ECR	East	Rampur Dumra - Garhara	9	E		
ECR	East	Kiul – Bhagalpur	1	E		
ECR	East	Patna – Dighaghat	8	E		
ECR	East	Patna Saheb -Patna Ghat	1	E		

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ECR	East	Fatuha – Islampur	43	E		
ECR	East	Tall - Hathidah link	3	E		
ECR	East	Patna - Gaya Branch	1	E		
ECR	East	Dugda - Rajabera	1	E		
ECR	East	Dhanbad - Jamuni Halt	26	E		
ECR	East	Dhanbad - Patherdih (via Jharia)	5	E		
ECR	East	Salai Banwa - Obra - Mahadiya	64	E		
ECR	East	Karaila Rd – Saktinagar	33	E		
ECR	East	Katrasgarh - Nichitpur link	4	E		
ECR	East	Kusunda - Tetulmari link	4	E		
ECR	East	Pradhankhunta - Patherdih	23	E		
ECR	East	Rajabera - Bhandaridih	3	E		
ECR	East	Chanrapura - Pajabera	4	E		
ECR	East	FCI link	2	E		
ECR	East	JG Branch	8	E		
ECR	East	Jamuniatanr LC - CPR via Dugda	10	E		
ECR	East	PD Branch	7	E		
ECR	East	Billi - Obra Dam link (bypass )	2	E		
ECR	East	Barkakana - Ramgarh Cantt	3	E		
ECR	East	Gopalichak Old Bamoda	1	E		
ECR	East	Garhara - Simaria	6	E		
ECR	East	Chhapra KY Ex – Sonpur	51	MG		
ECR	East	Khagaria - Mansi	10	MG		
ECR	East	Samastipur - Khagaria	86	MG		
ECR	East	Mansi - Saharsa	44	MG		
ECR	East	Darbhangha -Sakri	19	MG		
ECR	East	Darbhangha - Narkatiaganj	191	MG		
ECR	East	Saharsa - Murliganj	42	MG		
ECR	East	Sakri - Jaynagar	49	MG		
ECR	East	Murliganj - Purnia	56	MG		
ECR	East	Saharsa - Forbesganj	111	MG		
ECR	East	Jhanjharpur - Laukaha Bajar	43	MG		
ECR	East	Banmankhi - Bihariganj	27	MG		
ECR	East	Narkatiaganj - Bhikhna Thori	36	MG		
ECR	East	Sakri - Nirmalli	52	MG		
ECoR	East	Bhadrak - Waltair - Duvvada	600	B		
ECoR	East	Allahabad – Faizabad	327	D-Spl		
ECoR	East	Titilagarh – Raipur	206	D-Spl		
ECoR	East	Barang – Rajathgarh	25	E-Spl		
ECoR	East	Cuttack – Paradeep	83	E-Spl		
ECoR	East	Jharsuguda – Balangir	166	E-Spl		
ECoR	East	Kapilash Rd. – Salegaon	4	E-Spl		
ECoR	East	Korapur – Jagdalpur	106	E-Spl		
ECoR	East	Jagdalpur – Kirandul	150	E-Spl		
ECoR	East	Nergundi – Talcher	98	E-Spl		
ECoR	East	Radhakishorpur - Machapur	2	E-Spl		
ECoR	East	Bobbili – Salur	16	E		
ECoR	East	Budhapank – Angul	13	E		

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ECoR	East	Jakhapura – Daitari	32	E		
ECoR	East	Khurda Rd. – Puri	44	E		
ECoR	East	Kottavalasa – Koraput	190	E		
ECoR	East	Koraput - Singhapuram Rd.	166	E		
ECoR	East	Sambalpur Rd. – Angul	165	E		
ECoR	East	Visakhapatnam - VSKP Steel Plant	26	E		
ECoR	East	Naupada – Gunupur	92	NG		
NCR	North	Bina - Jhansi - Agra Cantt	364	A		
NCR	North	Pandit Deen Dayal Upadhyaya– Ghaziabad	751	A		
NCR	North	Chandari - Kanpur Central	6	A		
NCR	North	Agra cantt – Palwal	138	A		
NCR	North	Naini – Jabalpur	3	B		
NCR	North	Manikpur – Naini	93	B		
NCR	North	Bharatpur – Bandikui	94	B		
NCR	North	Jhansi – Kanpur	213	D		
NCR	North	Khairar – Bhimsen	118	D		
NCR	North	Jhansi – Manikpur	291	D		
NCR	North	Bansa Pahar – Ohan	2	D		
NCR	North	Mathura – Alwar	118	D		
NCR	North	Bayana - Yamuna Bridge	86	D		
NCR	North	Lucknow link	1	D Spl		
NCR	North	Yamuna Bridge – Tundla	18	D Spl		
NCR	North	Ait – Konch	14	E		
NCR	North	Shivpuri – Gwalior	1	E		
NCR	North	Birlanagar – Bhind	79	E		
NCR	North	Chunar – Chopan	100	E		
NCR	North	Chheoki - Link jn.	2	E		
NCR	North	Allahabad – Faizabad	1	E		
NCR	North	Kanpur - Bhimsen	3	E		
NCR	North	Shikohabad – Farrukhabad	106	E		
NCR	North	Barhan – Etah	59	E		
NCR	North	Hathras - Hathras Qilah	9	E		
NCR	North	Harduaganj – Aligarh	14	E		
NCR	North	Khurja - Meerut City	1	E		
NCR	North	Raja Ki Mandi - Agra city	2	E		
NCR	North	Idgah - Agra Cantt	2	E		
NCR	North	Agra City – Belanganj	1	E		
NCR	North	Agra City - Yamuna Bridge	2	E		
NCR	North	Agra Fort – Bharatpur	53	MG		
NCR	North	Achnera – Vrindaban	46	MG		
NCR	North	Gwalior - Sheopur Kalan	200	NG		
NCR	North	Dhoulpur – Tantpur	59	NG		
NCR	North	Mohari – Sirmutra	30	NG		
NWR	North	Rewari - Jaipur - Ajmer - Palanpur	714	B		
NWR	North	Madar - Daurai Chord	10	D		
NWR	North	Marwar Yard – Luni	2	D		
NWR	North	Ajmer – Hatundi	9	MG		

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NWR	North	Hatundi (Ex.AII) - Chanderiya (Ex. COR)	166	MG		
NWR	North	Mavli - Udaipur City	43	MG		
NWR	North	Mavli - Berach	69	MG		
NWR	North	Mavli - Badi Sadri	82	MG		
NWR	North	Udaipur City -Himmat Nager	209	MG		
NWR	North	Marwar – Mavli	152	MG		
NWR	North	Bathinda - Suratgarh - Lalgarh	319	E		
NWR	North	Sarupsar – Anupgarh	57	E		
NWR	North	Suratgarh – Sarupsar	21	E		
NWR	North	Sarupsar -Sriganganagar	116	MG		
NWR	North	Sriganganagar-Hanumangarh	67	MG		
NWR	North	Hisar by pass	9	E		
NWR	North	Lalgarh – Kolayat	47	E		
NWR	North	Lalgarh – Bikaner	4	E		
NWR	North	Rewari – Bathinda	298	E		
NWR	North	Hanumangarh by pass	3	E		
NWR	North	Bhiwani – Rohtak	47	E		
NWR	North	Rewari – Ratangarh	242	MG		
NWR	North	Ratangarh – Bikaner	137	MG		
NWR	North	Sadulpur – Hisar	69	MG		
NWR	North	Suratpura – Hanumangarh	174	MG		
NWR	North	Ratangarh - Sardar Shahar	43	MG		
NWR	North	Bikaner - Merta Rd	173	E		
NWR	North	Rewari – DEE	1	B		
NWR	North	Sawai Madhopur – Jaipur	129	D		
NWR	North	Rewari – OTD	1	D		
NWR	North	Jaipur – Ajmer	134	MG		
NWR	North	Rewari – Phulera	215	MG		
NWR	North	Bandikui - Agra Fort	2	MG		
NWR	North	RE – DEE	1	MG		
NWR	North	Jaipur – Sikar	107	MG		
NWR	North	Sikar – Loharu	122	MG		
NWR	North	Sikar – Churu	90	MG		
NWR	North	Alwar – Mathura	5	D		
NWR	North	Phulera – Sambharlake	1	D		
NWR	North	Jodhpur – Marwar	102	D		
NWR	North	Rai Ka bag Palace - Pokaran - Jaisalmer	296	E		
NWR	North	Merta Rd - Merta City	15	E		
NWR	North	Degana - Phulera	107	E		
NWR	North	Degana – Jodhpur	148	E		
NWR	North	Makrana – Parvatsar	21	E		
NWR	North	Luni – Samdari	49	E		
NWR	North	Samdari – Jassai	148	E		
NWR	North	Jassai – Munabao	103	E		
	North	Ratangarh – Degana	152	MG		
NWR	North	Samdari - Raniwara - Bhildi	222	MG		

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SECR	East	Jharsuguda – Nagpur	614	A		
SECR	East	Bilaspur by pass	5	A		
SECR	East	Bilaspur Chord line	1	A		
SECR	East	Anuppur – Katni	159	D Spl		
SECR	East	Mandirhasaud – Raipur	5	D Spl		
SECR	East	Bilaspur – Anuppur	151	D		
SECR	East	Champa - Gevra Rd	45	E Spl		
SECR	East	Marauda – Dallirajhara	76	E Spl		
SECR	East	Urkura - Sarona ( by pass)	8	E Spl		
SECR	East	Anuppur – Bishrampur	155	E		
SECR	East	Boridand – Chirimiri	29	E		
SECR	East	Darritola - Tiger Hill	10	E		
SECR	East	Durg – Marauda	11	E		
SECR	East	Gondia - Nagbhir - Chanda Fort (SECR Limit)	239	E		
SECR	East	Kanhan – Ramtek	23	E		
SECR	East	Kalumna - Nagpur ( via Itwari)	5	E		
SECR	East	Bhilai – Marauda	11	E		
SECR	East	Raipur - Urkura ( Avoiding R)	4	E		
SECR	East	Tumsar Rd. – Tirodi	47	E		
SECR	East	Chhindwara - Amla ( SECR Portion)	1	E		
SECR	East	Gondia - Nainpur - Jabalpur	227	NG		
SECR	East	Itwari - Chhindwara - Nainpur	283	NG		
SECR	East	Nagbhir – Nagpur	110	NG		
SECR	East	Abhanpur – Rajim	16	NG		
SECR	East	Balaghat – Katangi	47	NG		
SECR	East	Nainpur - Mandla Fort	43	NG		
SECR	East	Raipur – Dhamtari	72	NG		
SWR	South	Jolarpettai – Bangalore	143	B		
SWR	South	Baiyyappanahalli - Dharmavaram	178	B		
SWR	South	Yeswanthpur – Yelahanka	18	B		
SWR	South	Baiyyappanahalli – Omalur	196	D		
SWR	South	Bangalore City - Arsikere - Hubli	469	D		
SWR	South	Bangalore City – Mysore	139	D		
SWR	South	Kankanadi – Kabakaputtur	42	D		
SWR	South	Mysore - Hassan - Arsikere	165	D		
SWR	South	Hassan – Sakleshpur	42	D		
SWR	South	Mysore – Ashokpuram	4	D		
SWR	South	Hubli - Londa – Miraj	278	D		
SWR	South	Hubli – Hospet	143	D		
SWR	South	Hospet – Tornagallu	33	D		
SWR	South	Bellary – Tornagallu	33	D Spl		
SWR	South	Penukonda -SSPN- Dharmavaram	21	E		
SWR	South	Bangarapet – Marikuppam	16	E		
SWR	South	Kolar – Bangarapet	16	E		
SWR	South	Yelahanka – Chikballapur	46	E		
SWR	South	Birur - Shimoga Town	63	E		
SWR	South	Chikjajur – Rayadurg	132	E		

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SWR	South	Rayadurg – Bellary	53	E		
SWR	South	Hotgi – Bijapur	93	E		
SWR	South	Tornagallu – Ranajitpura	24	E		
SWR	South	Hospet – Swamimalai	59	E		
SWR	South	Londa - Vasco - Da - Gama	109	E		
SWR	South	Gunda Road – Kottur	50	E		
SWR	South	Yesvantpur - Baiyyappanahalli 'A' Panal	20	E		
SWR	South	Alnawar – Ambewadi	26	E		
SWR	South	Baiyyappanahalli - Vimanapura	2	E		
SWR	South	Sakleshpur – Kabakaputtur	98	MG		
SWR	South	Gadag – Bijapur	190	MG		
SWR	South	Mysore - Nanjangud Town	25	MG		
SWR	South	Shimoga Town - Sagar Jambagaru	82	MG		
SWR	South	Sagar - Jambagaru - Talguppa	15	MG		
SWR	South	Nanjangud Town - Chamarajanagar	36	MG		
SWR	South	Hassan-Sravanabelagola	42	E		
WCR	West	Bhopal – Bina	140	A		
WCR	West	Bhopal – Itarsi	98	A		
WCR	West	Itarsi – Nagpur	4	A		
WCR	West	Nagda – Mathura	545	A		
WCR	West	Khandwa – Itarsi	176	B		
WCR	West	Khandwa – Jabalpur	1	B		
WCR	West	Itarsi – Japalpur	244	B		
WCR	West	Jabalpur – Katni	92	B		
WCR	West	Katni – Satna	98	B		
WCR	West	Satna – Manikpur	79	B		
WCR	West	BXN - Idgah – Agra	1	D		
WCR	West	Sawai Mathapur – Jaipur	2	D		
WCR	West	Kota – Chittorgarh	153	D		
WCR	West	Badikui – Agra	2	D		
WCR	West	Gurla 'W' Cabin - Gurla 'D' cabin	2	D		
WCR	West	Bina – Katni	265	D Spl		
WCR	West	Bina – Katni	5	D Spl		
WCR	West	Bhopal - NSZ – Ujjain	4	D Spl		
WCR	West	Bina – Maks	331	E		
WCR	West	Bina – Flyover	8	E		
WCR	West	Guna – Gwalior	224	E		
WCR	West	Itarsi - yard III Line	5	E		
WCR	West	Katni – Singrauli	247	E		
WCR	West	Satna – Rewa	51	E		
WCR	West	Kota – Ruthiyai	164	E Spl		
WCR	West	GQL – Sogaria	2	E Spl		
WCR	West	Kota 'C' - Sakatpura (Thermal Power Plant)	20	Siding		
		<b>TOTAL</b>	<b>63435</b>			

**Appendix G**

**List of Zonal & Divisional HQrs. and Important stations over Indian Railways**

	<b>Railway Zones (Zonal HQrs.)</b>	<b>Coverage Yes/No</b>	<b>Division / HQrs.</b>	<b>Coverage Yes/No</b>	<b>Imp. Stations</b>	<b>Coverage Yes/No</b>
1	<b>Central Railway (HQ Mumbai)</b>		<b>Mumbai</b>		Lokmaniya Tilak	
					Kalyan	
					Lonawala	
					Neral	
					Karjat	
					Diva	
					Roha	
					Dadar	
					Panvel	
					Kurla	
			<b>Bhusawal</b>		Nasik Road	
					Manmad	
					Chalisgaon	
					Pachora	
					Bhusawal	
					Khandwa	
					Jalamb	
					Akola	
					Badnera	
					Achlapur	
					Yavatmal	
			<b>Nagpur</b>		Wardha	
					Nagpur	
					Amla	
					Ballarshah	
					Majri	
					Pulgaon	
			<b>Solapur</b>		Wadi	
					Daund	
					Kurduwadi	
					Solapur	
					Hotgi	
					Pandharpur	
					Latur	
					Miraj	
			<b>Pune</b>		Pune	
					Satara	
					Kolhapur	
					Baramati	
2	<b>Eastern Railway (Kolkata)</b>		<b>Sealdah</b>		Lalgola	
					Murshidabad	
					Beldanga	
					Krishna Nagar	
					Ranaghat	

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				Naihati	
				Sealdah	
				Bangaon	
				Gede	
				Dumdum	
				Hasnabad	
				Budgebudge	
			<b>Howrah</b>	Howrah	
				Bandel	
				Barddhaman	
				Katwa	
				Bolpur	
				Rampurhat	
				Pakur	
				Ahmedpur	
				Balgona	
				Azimganj	
			<b>Asansol</b>	Durgapur	
				Asansole	
				Jasidih	
				Andal	
				Siuri	
				Sainthia	
				Giridih	
				Baidhyanath Dham	
				Sitarampur	
			<b>Malda</b>	Maldah	
				New Farakka	
				Barharwa	
				Sahibganj	
				Bhagalpur	
				Jamalpur	
				Munger	
				New farakka	
3	<b>East Central Railway</b>		<b>Dhanbad</b>	Gomoh	
	<b>(Hazipur)</b>			Barkakana	
				Daltonganj	
				Garwa Road	
				Singroali	
				Dhanbad	
				Katrasgarh	
				Chandrapura	
				Pathardih	
				Latehar	
				Barwadih	
			<b>Danapur</b>	Dildar Nagar	
				Buxer	
				Ara	
				Danapur	
				Patna	
				Bakhtiarpur	



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				Mokama	
				Kiul	
				Jhajha	
				Punpun	
				Jahanabad	
				Tarighat	
				Fatuha	
				Islampur	
				Rajgir	
				Bihar Sharif	
				Nalanda	
				Nawada	
				Hilsa	
			<b>Pandit Deen Dayal Upadhyaya</b>	Gaya	
				Dehri on sone	
				Pandit Deen Dayal Upadhyaya	
				Son Nagar	
			<b>Samastipur</b>	Samastipur	
				Barauni	
				Banmankhi	
				Purnia	
				Saharsa	
				Chakia	
				Motihari	
				Sagauli	
				Raxaul	
				Narkatiaganj	
				Bagaha	
				Bettiah	
				Darbhangha	
				Sitamarhi	
				Bhikhana Thori	
				Sakri	
				Madhubani	
				Jaynagar	
				Nirmali	
				Jhanjharpur	
				Laukaha Bazar	
				Lohariasarai	
				Hayaghat	
				Paniyahawa	
			<b>Sonpur</b>	Khagaria	
				Muzaffarpur	
				Sonpur	
				Hajipur	
				Shahpur Patoree	
				Sonepur	
				Mansi	
				Begusarai	

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				Mahnar Road	
				Desari	
				<b>Bachwara</b>	
4	<b>East Cost Railway</b>		<b>Khurda Road</b>	Bhadrak	
	<b>(Bhubaneswar)</b>			Cuttack	
				Bhubneshwar	
				Khurda Road	
				Balugaon	
				Brahampur	
				Palasa	
				Puri	
				Paradeep	
				Dhankenal	
				Talchar	
				Angul	
				Barang	
			<b>Sambalpur</b>	Sambalpur	
				Bargarh	
				Bolangir	
				Titlagarh	
				Kantabanji	
			<b>Waltair</b>	Srikakulam Road	
				Vizianagaram	
				Vishakhapatnam	
				Rayagada	
				Bobbili Jn.	
				Koraput	
5	<b>Northern Railway</b>		<b>Ambala</b>	Saharanpur	
	<b>(New Delhi/NCR)</b>			Jagadhari	
				Ambala	
				Rajpura	
				Sirhind	
				Chandigarh	
				Kalka	
				Solan	
				Patiala	
				Dhuri	
				Bhatinda	
				Rup Nagar	
				Nangal Dam	
				Abohar	
				Jakhal	
				Barnala	
				Shimla	
			<b>Delhi</b>	Delhi / New Delhi	
				Rohtak	
				Jind	
				Shamli	
				Sonepat	
				Panipat	
				Kurukshetra	

# RailTel/Tender/OT/CO/DNM/2017-18/CUG/426

				Nizamuddin	
				Faridabad	
				Narwana	
				Ghaziabad	
				Meerut	
				Rewari	
				Palwal	
				Muzaffar Nagar	
			<b>Firozpur</b>	Amritsar	
				Jalandhar	
				Ludhiana	
				Ferozpur	
				Katkopur	
				Moga	
				Fazilka	
				Kapurthala	
				Tarn Taran	
				Pathankot	
				Jammu Tawi	
				Batala	
				Joginder Nagar	
				Dhagwara	
				Kotkapura	
			<b>Lucknow</b>	Varanasi	
				Jaunpur	
				Shahganj	
				Akberpur	
				Faizabad	
				Lucknow	
				Pratapgarh	
				Raibarelli	
				Sultanpur	
				Zafrabad	
				Janghai	
				Phaphamau	
				Unchahar	
				Unnao	
				Dalmau	
				Amethi	
				Partapgarh	
				Akbarpur	
				Firozabad	
				Azamgarh	
				Balamau	
				Kunda Harnam Ganj	
			<b>Moradabad</b>	Bareilly	
				Shahjahanpur	
				Sitapur	
				Roza	
				Chandausi	
				Nazibabad	

**RailTel/Tender/OT/CO/DNM/2017-18/CUG/426**

				Moradabad	
				Laksar	
				Haridwar	
				Dehradun	
				Amroha	
				Gujraula	
				Hapur	
				Hardoi	
				Bijnor	
				Raiwala	
				Dhampur	
				Kanth	
6	<b>North Central Railway (Allahabad)</b>		<b>Agra</b>	Mathura	
				Agra	
			<b>Allahabad</b>	Mirapur	
				Allahabad	
				Etawah	
				Tundla	
				Aligarh	
				Farrukhabad	
				Hathras	
				Chunar	
				Chopan	
				Khurja	
				Fatehpur	
				Mirjapur	
				Mainpuri	
			<b>Jhansi</b>	Jhansi	
				Banda	
				Manikpur	
				Orai	
				Gwalior	
				Sabalgarh	
				Dhaulpur	
				Morena	
				Mahoba	
7	<b>North Eastern Railway (Gorakhpur)</b>		<b>Izzatnagar</b>	Kasganj	
				Badaun	
				Izzatnagar	
				Lalkuan	
				Bhojipura	
				Ram Nagar	
				Pilibhit	
				Shahjahanpur	
				Kathgodam	
				Rampur	
			<b>Lucknow</b>	Lucknow City	
				Mailani	
				Gonda	

# RailTel/Tender/OT/CO/DNM/2017-18/CUG/426

				Bahraich	
				Tikunia	
				Nanpara	
				Burhwal	
				Barabanki	
				Manakpur	
				Basti	
				Gorakhpur	
				Anand Nagar	
			<b>Varanasi</b>	Chhapra	
				Siwan	
				Bhatni	
				Kaptanganj	
				Thawe	
				Mau	
				Aunrihar	
8	<b>North Frontier Railway (Maligaom,Guwahati)</b>		<b>Kathihar</b>	Katihar	
				Barsoi	
				Kishanganj	
				Malda	
				Singhabad	
				Jalpaiguri	
				Kumedpur	
				Katihar	
				Haldibari	
				Balurghat	
				Tez Narayanpur	
				Jogbani	
				Raiganj	
				Radhikapur	
				Koliaganj	
				Darjeeling	
				Kurseong	
				Rani Patra	
				Kasba	
				Jalalgarh	
				Kusiargaon	
				Simraha	
				Farbesganj	
				Sogbani	
				Sonaili	
				Jhaua	
				Salmari	
				Kanti	
				Hatwar	
				Panjipara	
				Gaisal	
				Pranpur Road	
				Mahanadi	
				Gabardanga	

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				Rangtong	
				Labha	
			<b>Alipur Duar</b>	Alipurduar	
				New Mal	
				Samuktala Road	
				Dhubri	
			<b>Lumding</b>	Guwahati	
				Chaparmukh	
				Kamakhya	
				Lumding	
				Badarpur	
				Karimganj	
				Baraigram	
				Dharmanagar	
				Kumarghat	
				Manu	
				Silchar	
				Kotakhal	
				Lala Bazar	
				Bhairabi	
				Jiribum	
				Badarpur	
				Sukritipur	
				Hilara	
				Bihara	
				Panchgram	
				Katakhal	
				Scalchakra	
				Arunachal	
				Silchar	
				Hailakandi	
				Lalabazar	
				Kalkalighat	
				Chourabari	
				Dharmanagar	
				Maibong	
				Lower Halflong	
				Mahur	
				Dhalpukhari	
				Jugijan	
				Barlongfer	
				Dhansari	
				Rangapahar	
				Sarupathar	
				Barpathar	
				Laopani	
			<b>Rangiya</b>	New Bongiagaon	
				Rangiya	
				Rangapara North	
				Tezpur	
				North Lakhimpur	

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				Murkongselek	
				Goreswar	
				Tangla	
				Harisinga	
				Rowtabagan	
				Majbat	
				Dhalaibil	
				Nizbargong	
				Helem	
				Gohpur	
				Tatibahar	
				Kethalpukri	
				Boko	
				Dhupdhara	
				Rangjuli	
				Krishnai	
				Sarupeta	
				Patildaha	
				Bijni	
				Chaprakata	
			<b>Tinsukhia</b>	Furkating	
				Diphu	
				Dimapur	
				Mariani	
				Simalguri	
				New Tinsukia	
				Dangri	
				Moranhat	
				Dibrugarh Town	
				Makum	
				Ledo	
				Furkating Jn.	
				Kamarbandhaali	
				Titabar	
				Mariani Jn.	
				Nakachari	
				Seleng Hat	
				Amguri	
				Namtiali	
				Simaluguri Jn.	
				Lakwa	
				Safrai	
				Bhojo	
				Sapekhati	
				Bordubi Road	
				Namrup	
				Naharkatia	
				Duliajan	
				Charali	
				Rupai	
				Panitola	

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				Chabua	
				Dikom	
				Lahoal	
				Chalknoa	
				Golaghat	
				Baran Bamungaon	
				Bhalukmara	
				Cinnamara	
				Sirsagar Town	
				Makum Jn.	
				Tingrai	
				Digboi	
				Margherita	
				Tirap	
9	<b>North Western Railway (Jaipur)</b>		<b>Ajmer</b>	Abu Road	
				Marwar	
				Ajmer	
				Udaipur City	
				Chittaurgarh	
				Malvi	
			<b>Jodhpur</b>	Luni	
				Jodhpur	
				Phalodi	
				Pokhran	
				Jaisalmer	
				Merta Road	
				Phulera	
				Degana	
				Sandari	
				Barmer	
				Munabao	
				Bhiladi	
			<b>Bikaner</b>	Bikaner	
				Lalgarh	
				Suratgarh	
				Hanumangarh	
				Anupgarh	
				Sarupgarh	
				Sirsa	
				Hisar	
				Bhiwani	
				Sriganga Nagar	
10	<b>Southern Railway (Chennai)</b>		<b>Chennai</b>	Chennai Central	
				Arakkonam	
				Katpadi	
				Jolarpettai	
				Gummidipundi	
				Sullurpeta	
				Chengalpattu	
				Tindivaram	



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				Kanchipuram	
				Sullurupeta	
				Walajah Road	
			<b>Madurai</b>	Madurai	
				Vanchimaniyachchi	
				Tuticorin	
				Tirunelveli	
				Manamadurai	
				Tenkasi	
				Rameshwaram	
				Palani	
				Pollachi	
				Podanur	
				Kallam	
				Sengattai	
				Tiruchendur	
				Bodinayakkanur	
				Sangottai	
				Manaparai	
			<b>Palghat</b>	Salem	
				Erode	
				Coimbatore	
				Palakkod	
				Shoranur	
				Kozhikkodi	
				Kannur	
				Kankanodi	
				Mangalore	
				Nilampur Road	
				Mettupalaiyam	
				Udagamandalam	
				Karur	
				Kulitalai	
			<b>Triuchchirappalli</b>	Tiruchchirappalli	
				Viruddhachalam	
				Villupuram	
				Jhanjareur	
				Kumbakonam	
				Mailaduthurai	
				Tiruvarur	
				Pondichery	
				Cuddalore	
				Chidambaram	
				Tirukuraipundi	
				Karaikudi	
				Nagapattenam	
				Nagore	
				Tiruvannamalai	
				Agastiyampalli	
				Lalguri	
			<b>Thiruvananthapuram</b>	Thiruvananthapuram	

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				Ernakulam	
				Kallam	
				Kottayam	
				Kochi	
				Nagercoil	
				Kanyakumari	
				Alappzha	
				Kayankulam	
				Gurureayur	
11	<b>South Central Railway (Secunderabad)</b>		<b>Secunderabad</b>	Secunderabad	
				Jangaon	
				Kazipet	
				Warangal	
				Bolarum	
				Kamareddi	
				Nizamabad	
				Kachegura	
				Falaknuma	
				Shadnagar	
				Mehbubnagar	
				Kurnool Down	
				Jankampet	
				Singareni	
				Collieries	
				Sirpur	
				Kaghaz Nagar	
				Nalganda	
				Miryolguda	
				Bibinagar	
				Ramgundam	
			<b>Hyderabad</b>	Hyderabad	
				Begampat	
				Vikarbad	
				Wadi	
				Bidar	
				Latur Road	
				Parli Vaijnath	
				Parbhani	
			<b>Vijaywada</b>	Vijaywada	
				Dornakal	
				Warangal	
				Gudiwada	
				Nidadavolu	
				Rajamundhry	
				Samalkot	
				Visakhapatnam	
				Machilipatnam	
				Bhimavaram	
				Narsapur	
				Vendra	

**RailTel/Tender/OT/CO/DNM/2017-18/CUG/426**

				Kakinada	
				Kotipalli	
				Peddampalli	
				Karimnagar	
				Sirpur town	
				Manikgarh	
				Godchandur	
				Bhadrachalam	
				Manuguru	
				Karepalli	
				Chirala	
				Bitragunta	
				Kavali	
				Eluru	
				Tuni	
				Marasapur	
				Gudur	
				Sattenapalli	
			<b>Guntakal</b>	Guntakal	
				Mantralay Road	
				Raichur	
				Gooty	
				Dahrmavaram	
				Renigunta	
				Triupati	
				Katpalli	
				Pakala	
				Balari	
				Tirupati	
				Chittoor	
			<b>Nanded</b>	Mudkhed	
				Nanded	
				Parbhani	
				Jalna	
				Aurangabad	
				Nagarsol	
				Basar	
				Pimpalkutti	
				Adilabad	
				Purna	
				Hingoli Deccan	
				Akoat	
			<b>Guntur</b>	Guntur	
				Ongole	
				Tenali	
				Repalle	
				Macherla	
				Narasareopet	
				Donakonda	
				Giddalur	
				Nandyl	

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					Dhone	
12	<b>South Eastern Railway (Gardenreach, Kolkata)</b>		<b>Adra</b>		Bankura	
					Adra	
					Bhojudih	
					Mohude	
					Purulia	
					Chandil	
					Kotshila	
					Bokaro Steel City	
					Sonamukhi	
					Talgaria	
			<b>Ranchi</b>		Hatia	
					Ranchi	
					Muri	
					Lohardanga	
					Ramgarh Cantt	
					Bano	
					Kurkura	
			<b>Chakradharpur</b>		Tatanagar	
					Chakradharpur	
					Rourkela	
					Jharsugura	
					Aunlajori	
					Rajkharswan	
					Barajamda	
					Birmitrapur	
					Barsuan	
					Sini	
			<b>Kharagpur</b>		Kharagpur	
					Balasore	
					Midnapur	
					Shalimar	
					Panskura	
					Tamluk	
					Haldia	
					Digha	
					Rupsa	
					Bairipada	
					Santragachi	
					Mecheda	
					Bagnan	
13	<b>South Western Railway (Bangalore)</b>		<b>Bangalore</b>		Bangalore City	
					Bangalore Cantt.	
					Bangerpet	
					Marikuppam	
					Yesvantpur	
					Yelahanka	
					Hindupur	

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				Tumkur	
				Hosur	
				Dharmapuri	
				Chikballapur	
				Kolar	
			<b>Mysore</b>	Arsikere	
				Birur	
				Chikjajur	
				Harihar	
				Chitradurg	
				Shimoga Town	
				Hassan	
				Kabakaptir	
				Subramanyam Road	
				Sakleshpur	
				Nanjangud Town	
				Chamraja Nagar	
				Challakere	
				Channa Patna	
			<b>Hubli</b>	Hubli	
				Gadag	
				Hospet	
				Gadiganuru	
				Bellary	
				Dharwar	
				Londa	
				Belgaum	
				Castle Rock	
				Kulem	
				Madgaon	
				Vasco-Da-Gama	
				Bijapur	
				Rayadurg	
				Bagalkot	
				Kanginhal	
				Taluguppa	
				Ghatprabha	
				Koppal	
14	<b>South East Central Railway (Bilaspur)</b>		<b>Bilaspur</b>	Champa	
				Bilaspur	
				Pendra Road	
				Anuppur	
				Shahdol	
				Umaria	
				Manendragarh	
				Chirimiri	
				Ambikapur	
				Korba	
				Gewra Road	
				Chandia Road	

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				Pondra Road	
			<b>Raipur</b>	Raipur	
				Durg	
				Abhanpur	
				Rajim	
				Dhamtari	
				Dallirajhara	
			<b>Nagpur</b>	Gondia	
				Tamsur Road	
				Nagpur	
				Chanda Fort	
				Tirodi	
				Ramtek	
				Balaghat	
				Nainpur	
				Saoner	
				Chhindwara	
				Katangi	
				Raj Mand Gaon	
				Tumsar Raod	
				Itwari	
				Kanchan	
15	<b>Western Railway</b>		<b>Mumbai Central</b>	Mumbai Central	
	<b>(Mumbai Central)</b>			Bandra Terminus	
				Valsad	
				Surat	
				Nandurbar	
				Amalner	
			<b>Vadodra</b>	Bharuch	
				Vadodra	
				Nadiad	
				Godhra	
			<b>Ratlam</b>	Nagda	
				Ratlam	
				Dahod	
				Ujjain	
				Maksi	
				Indore	
			<b>Ahemdabad</b>	Admedabad	
				Viramgam	
				Gandhidam	
				Bhuj	
				Mehesana	
				Palanpur	
				Samakhali	
				Himmatnagar	
			<b>Rajkot</b>	Okha	
				Jam Nagar	
				Rajkot	
				Surendra Nagar	
				Wankaner	

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			<b>Bhavnagar</b>		Veraval	
					Sihar	
					Batod	
					Bhav Nagar	
					Porbander	
					Kanalus	
					Junagarh	
					Khijadiya	
					Jetalsar	
16	<b>West Central Railway (Jabalpur)</b>		<b>Kota</b>		Shamgarh	
					Kota	
					Sawai Madhopur	
					Gangapur City	
					Bayana	
					Bharatpur	
			<b>Bhopal</b>		Bina	
					Bhopal	
					Itarsi	
					Ruthiyai	
					Guna	
					Shivpuri	
			<b>Jabalpur</b>		Jabalpur	
					Katni	
					Satna	
					Damoh	
					Rewa	

**Note:** Status of coverage of Zonal & Divisional HQrs. and important stations should be indicated separately.

**Appendix-H****ISD Call rates**

<b>Countries</b>	<b>PLAN A</b>	<b>PLAN B</b>	<b>PLAN C</b>
USA, Canada, UK, Singapur			
Thailand, Malaysia			
Bangladesh, Bhutan, Indonesia, Hong Kong, Kuwait, Bahrien, Pakistan, Srilanka, Nepal & UAE			
Rest of the world			
SMS Charges			
INMARSAT calls			

Bidder has to submit tariff for ISD Call Rates in above format. L-1 bidder will have to accept the lowest offered ISD tariff and same shall be applicable for all CUG User under this contract.



**Appendix-I**

**Proforma for Undertaking for network enhancement**

To

Executive Director/DNM  
RailTel Corporation of India Limited,  
Gurgaon.

I / We ..... hereby undertake that, will enhance the coverage by 92.5% in 0-6 months (Phase-I), and 95% in 7-12 months (Phase-II) from the date of issue of LOA. Network Enhancement shall be monitored at Zonal Railways level and in case service provider fails to provide target coverage of 92.5% in Phase-I, 95% in Phase-II then 5% penalty after Phase-I and 10% penalty after Phase-II shall be imposed on monthly basis, till the Network Enhancement as per terms and condition of contract. Maximum penalty should be 15% of the monthly billed amount only for the network coverage related issues.

(Signature of Firm's Authorized Officer)

Seal

**Signature of witness:**

1. ....

2. ....

**Appendix-J**

**FORMAT FOR AFFIDAVIT TO BE UPLOADED BY TENDERER ALONGWITH THE TENDER DOCUMENTS**

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-. The paper has to be in the name of the tenderer) \*\*

I..... (Name and designation)\*\* appointed as the attorney/authorized signatory of the tenderer (including its constituents),  
M/s \_\_\_\_\_ (hereinafter called the tenderer) for the purpose of the Tender documents for the work of \_\_\_\_\_ as per the tender No. \_\_\_\_\_ of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the tenderer including its constituents as under:

1. I/we the tenderer (s), am/are signing this document after carefully reading the contents.
2. I/we the tenderer(s) also accept all the conditions of the tender and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the tender documents from RailTel/TCIL website [www.railtelindia.com/www.tcil-india-electronictender.com](http://www.railtelindia.com/www.tcil-india-electronictender.com). I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenders, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of

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tenders, it shall lead to forfeiture of the tender EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the tenderer)\*\* \_\_\_\_\_ and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT  
SEAL AND SIGNATURE  
OF THE TENDERER

VERIFICATION

I/We above named tender do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT

SEAL AND SIGNATURE  
OF THE TENDERER

Place:

Dated:

**\*\*The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by tenderer. Attestation before Magistrate/Notary Public.**

## **Chapter-VII**

### **E-tendering Instructions to Bidders**

**Submission of Bids only through online process is mandatory for this Tender.**

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, RailTel has decided to use the portal **<https://www.tcil-india-electronictender.com>** through TCIL, a Government of India Undertaking. This portal is based on the most secure' and 'user friendly' software from Electronic Tender®. A portal built using Electronic Tender's software is also referred to as Electronic Tender System® (ETS).

Benefits to Suppliers are outlined on the Home-page of the portal.

#### **1. Tender Bidding Methodology:**

Sealed Bid System - 'Single Stage - Single Envelope': In this, bidder has to submit both Technical as well as Financial bid in single envelope "ONLINE."

#### **2. Broad outline of activities from Bidders Perspective:**

1. Procure a Digital Signing Certificate (DSC)
2. Register on Electronic Tendering System® (ETS)
3. Create Users and assign roles on ETS
4. View Notice Inviting Tender (NIT) on ETS
5. Download Official Copy of Tender Documents from ETS (Important)
6. Clarification to Tender Documents ETS
  - ☐ Query to RailTel (Optional)
  - ☐ View response to queries posted by RailTel, as addenda.
7. Bid-Submission on ETS
8. Attend Public Online Tender Opening Event (TOE) on ETS.
9. View/Post-TOE Clarification posted by RailTel on ETS (Optional), Respond to RailTel's Post-TOE queries

For participating in this tender online, the following instructions need to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

#### **3. Digital Certificates**

For integrity of data and its authenticity/ non-repudiation of electronic records, and be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

#### **4. Registration**

To make use of the Electronic Tender® portal (**[https:// www.tcil-india- electronictender. com](https://www.tcil-india-electronictender.com)**), vendor needs to register on the portal (if not registered earlier). Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal (**<https://www.tcil-india-electronictender.com>**), and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site.

**Pay Annual Registration Fee as applicable.**

Note: After successful submission of Registration details and Annual Registration Fee (as applicable), please contact TCIL/ETS Helpdesk (as given below), to get your registration accepted/activated.

**TCIL Helpdesk**

Contact Person Telephone/ Mobile E-mail ID

Helpdesk Executives: 011-2624 1071, 011-2624 1072; ets\_support@tcil-india.com

(Mobile Nos. for Emergency Help): 9868393775, 9868393717, 9868393792.

**RailTel Contact-1 (for general Information)**

RailTel's Contact Person

Rajeev Kumar: Sr. Manager/DNM

Telephone 0124-2714000

Mobile: 9717644419

E-mail ID: rajeevkumar@railtelindia.com

**RailTel Contact-II (for general Information)**

RailTel's Contact Person

A.K. Sablania: ED/DNM

Telephone: 0124-2714000

Mobile: 9717644015

E-mail ID: asablania@railtelindia.com

**5. Bid related Information for this Tender (Sealed Bid)**

The entire bid-submission would be online on ETS.

**Broad outline of submissions are as follows:**

1. Submission of Bid Security/ Earnest Money Deposit (EMD)
2. Submission of digitally signed copy of Tender Documents/Addenda
3. Single Envelope (including Technical +Financial part)  
The electronic envelope consists of Main bid and Electronic Form (both mandatory) and Bid Annexures (Optional).
4. Online response to General Terms & Conditions (GTC) and Special Terms & Conditions (STC)
5. (Optional) Online Submission of modification, substitution bids for technical or financial parts, or withdrawal bid.

**NOTE: Bidder must ensure that after following above, the status of bid submission must become "Complete" indicating successful submission of the online bid.**

**6. Offline Submissions:**

The bidder is required to submit the following documents offline to RailTel Corporation of India Ltd, Institutional Area Plot 143, Sector 44, Gurgaon before due date & time of submission of bids specified in covering letter of this tender document, in a Sealed Envelope. The envelope shall bear (the tender name), the tender number and the words 'DO NOT OPEN BEFORE' (due

date & time).

- a) **EMD-Bid Security** in Original, in favor of RailTel Corporation of India, Payable at New Delhi. (With Tender No., Name of Firm & Mob. No. written on back side of DD)
- b) **DD/ Bankers cheque in original against payment of tender fee** in favor of RailTel Corporation of India, Payable at New Delhi.. (with Tender No., Due date of Opening of Tender, Name and contact No. of Firm written on back side of DD)
- c) **Power of attorney** to be submitted in accordance with Tender Conditions.
- d) **In case bidder happens to be a NSIC bidder**, the documentary evidence for same shall be submitted.

**NOTE: The Bidder has to upload the Scanned copy of all above original documents as Bid-Annexures during Online Bid-Submission.**

#### **7. Submission of Eligibility Criteria related documents**

Eligibility criteria related documents as applicable shall also be scanned and submitted ON LINE. Copy of these documents shall also be submitted in RailTel Office same day before 15: 00 Hrs of tender opening date. Bids without these off line submissions will be summarily rejected.

#### **8. Special Note on Security of Bids**

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Security related aspects as regard Bid Submission are outlined below:

As part of the Electronic Encrypter™ functionality, the contents of both the 'Electronic Forms' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words e.g. (I love this World). A Pass-Phrase is easier to remember and more difficult to break. It is recommended that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

Typically, 'Pass-Phrase' of the Bid-Part to be opened during a particular Public Online Tender Opening Event (TOE) is furnished online by each bidder during the TOE itself, when demanded by the concerned Tender Opening Officers who will open the bid. Else Tender Opening Officer may authorize the bidder to open his bid himself. There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

(Mandatory Additional Methods of passphrase submission):

Additionally, the bidder shall make sure that the Pass-Phrase to decrypt the relevant Bid-Part is submitted to RailTel in a sealed envelope before the start date and time of the Tender Opening

Event (TOE) along with other offline submissions.

## **9. Public Online Tender Opening Event (TOE)**

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. For this purpose, representatives of bidders (i.e. Supplier organizations) duly authorized are requested to carry a Laptop and Wireless Connectivity to Internet.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on ETS. As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids are simultaneously made available for downloading by all participating bidders.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Tender. The information in the Comparison Chart is based on the data submitted by the Bidders in electronic forms. A detailed Technical and/ or Financial Comparison Chart enhance Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

**NOTE: In case of internet related problem at a bidder's end, especially during 'critical events' such as - a short period before bid-submission deadline, during online public tender opening event, during e-auction, it is the bidder's responsibility to have backup internet connections.**

In case there is a problem at the e-procurement/ e-auction service-provider's end (in the server, leased line, etc) due to which all the bidders face a problem during critical events, and this is brought to the notice of RailTel by the bidders in time, then RailTel will promptly re-schedule the affected event(s).

## **10. Other Instructions**

For further instructions, the vendor should visit the home-page of the portal (<https://www.tcil-india-electronictender.com>), and go to the User-Guidance Center.

The help information provided through 'ETS User-Guidance Centre' is available in three categories - Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links are provided under each of the three categories.

**Note:** It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.

## **11. The following KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:**

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS.

## **RailTel/Tender/OT/CO/DNM/2017-18/CUG/426**

2. Register your organization on ETS well in advance of your first tender submission deadline on ETS.
3. While registering your organization on ETS Portal of TCIL, pl. make sure that the email id of Super user provided for registration and email-id on which Digital Signature Certificate of the Super user is issued are exactly the same.
4. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS.
5. Bidder should ensure that **official copy of tender document** has been downloaded by clicking the radio button for confirmation else e-Procurement system will not permit the bidder to participate in the tendering process.
6. Submit your bids well in advance of tender submission deadline on ETS as there could be last minute problems due to internet timeout, breakdown, etc.

### **12. Minimum Requirements at Bidders end:**

- Computer System with good configuration (Min P-IV, 1GB RAM, Windows XP)
- Broadband Connectivity
- Microsoft Internet Explorer 6.0 or above
- Digital Certificate (s) for users.

### **13. Vendors Program:**

One day training (10:00 to 17:00) on how to use the ETS Portal for e-Tendering would be provided. Training is optional. However, if a vendor has not already attended ETS Vendor Training earlier, it is highly recommended that the vendor attends this training positively to be able to submit the e-Tender smoothly without any problem.

Vendors are requested to carry a Laptop and Wireless Connectivity to Internet while attending the ETS Vendor Training.

#### **Tentative Dates**

Date of uploading of Tender document + 7 days

#### **Venue**

RailTel Corporation of India Limited,  
Plot No. 143, Sector-44,  
Opp. Gold Souk Mall,  
Gurgaon -122003.

Vendors Training Charges: Rs. 2,500/- (Per Participant) per training day (plus Tax as applicable),  
Per Participant.

Mode of Payment of Fees: DD drawn in favor of M/s TCIL, New Delhi & payable at New Delhi.

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