



RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

Registered & Corporate Office:

**Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023**

Selection of Partner For

“IT Services to RCIL Customer”

EOI No: RCIL/EOI/CO/ITP/2021-22/IT services to RCIL customer/12 dated 29th Dec 2021

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RAILTEL

EOI NOTICE

RailTel Corporation of India Limited Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East KidwaiNagar, New Delhi-110023

EOI No: RCIL/EOI/CO/ITP/2021-22/IT services to RCIL customer/12

Dated 29.12.2021

RailTel Corporation of India Ltd., (here after referred to as RailTel/RCIL) invites EOIs from RailTel's Empaneled Partners for the selection of suitable agency for "IT Services to RCIL Customer".

The details are as under:

1	Last date for submission of EOIs by bidders	05.01.2022 before 11:00Hrs.
2	Opening of bidder EOIs	05.01.2022 at 11:30Hrs.
3	Earnest Money Deposit (EMD)	Bid Security Declaration
4	Number of copies to be submitted for scope of work	01 in Hard Copy

Prospective bidders are required to direct all communications Related to this Invitation for EOI document, through the following Nominated Point of Contact persons:

Contact: Naresh Kumar

Position: DGM/IT

Email: naresh.kumar@railtelindia.com Telephone:

+91124 2714000 Ext 2222

NOTE:

- I. All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories having Power of Attorney with Company seal and stamp.**
- II. The EOI response is invited from empaneled partners of RailTel. Only RailTel empaneled partners are eligible for participation in EOI process.**

1. RailTel Corporation of India Limited–Introduction

RailTel Corporation of India Limited (RCIL), an ISO-9001:2000 organization is a Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Regional General Managers and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

RailTel's business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Services

Presently, RailTel holds IP-1, NLD and ISP (Class-A) licenses under which the following services are being offered to various customers:

CARRIER SERVICES

1. National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
2. Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
3. Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
4. Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

ENTERPRISE SERVICES

1. Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
2. MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 64 Kbps to nx64 Kbps, 2 Mbps & above
3. Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2mbps to 155mbps

RETAIL SERVICES

RailWire: RailWire is the retail broadband service of RailTel. RailWire is a collaborative public private local entrepreneur (PPLE) model providing broadband services by leveraging the eco system available with different partners like RailTel, Access Network Provider, Aggregation Network Provider (AGNP) and Managed Service Provider (MSP) to offer high speed & cost-effective broadband to end customers. The model uses RailTel's nationwide Core fiber Backbone Network, Access Network available with Local entrepreneurs, FTTH Infrastructure providers etc. and Managed Service Partners/Application Service Providers having IT & management capabilities. The model has been tested for several years

now with about 4 lakh+ home broadband users along with 5200+ local access network partners. It is noteworthy that this approach whereby about 54% of the revenue is ploughed back into the local community not only serves the underserved but also creates livelihoods and jobs in the local communities.

2. Scope of EOI

The scope of EOI is to select suitable IT services associate out of RailTel Empaneled partners for providing various IT services to RailTel government sector customer in back to back basis.

3. Scope of Work

For SOR A : The scope of work is to provide ERP System New Module Implementation, Migration & LDAP Implementation services with 3 months stabilization after Go Live to RailTel's government sector customer. After Go Live confirmation from customer ERP Support services with required Manpower shall began. Indicative scope of work is as under:

2.1 Implementation of the following new ERP module

- a) Oracle Financials – I Expense
- b) Oracle Human Capital Management – Payroll
- c) Oracle Supply Chain Management – Service Procurement

2.2 Implementation of the following LDAP module

- a) Oracle Directory Services Plus
- b) Oracle Access Management Suite Plus

2.3 Oracle Identity Governance Suite

2.4 Migration, Integration and Development of Reports

- i) Migration of data from Tally to Oracle E Biz
- ii) Development of 15 tally reports on Oracle E Biz
- iii) Development and Integration of FD, Vendor Bank Guarantee (BG) and EMD
- iv) Development of Balance Sheet and Profit & Loss Statement
- v) Self Service HR Module (Customizations)

Following are the details of sub modules (SITs) which will be customized and implemented in SSHR module

- i) Vigilance Clearance
- ii) Tour Program Local / Outstation / Foreign
- iii) Permission of Leaving HQs
- iv) NOCs for Passport, Higher Education, Outside Job, Ex-India
- v) Basket of Allowances Declaration
- vi) Documents of Record for APARs, Aadhar card, passport, form 16, Personal Data
- vii) Update Bank Details Salary
- viii) Employee Transfer Request
- ix) Immovable and Movable Property Transaction
- x) New Lease Creation Extension Termination
- xi) Leave Encashment Composite Transfer Grant (CTG) Allowances
- xii) Transfer Joining Time Encashment
- xiii) Pay slip
- xiv) Employee Data Verify
- xv) Employee Directory

- xvi) Employee Hobby Details
- xvii) Training Need Analysis
- xviii) Official Vehicle Request
- xix) Deputation Extension
- xx) Absorption Request
- xxi) Fresh Re employment Request
- xxii) Re employment extension
- xxiii) NIT (Notice Inviting Tender)
- xxiv) National Holiday Allowance
- xxv) Address Proof Request
- xxvi) Ex-India Leave Permission

2.5 Detailed Scope of work is provided in Annexure-1 of EOI document.

For SOR B : The scope of work is to renew the Rad Hat licenses with 1 year validity for RailTel's customer. Detail of licenses is provided under SOR para.

4. Language of Proposals

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

5. Proposal Preparation and Submission

The Applicant/bidder is responsible for all costs incurred in connection with participation in this EOI process, including, but not limited to, cost incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/presentations, preparation of proposal, in providing any additional information required by RCIL to facilitate the evaluation process or all such activities Related to the EOI response process. RCIL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

6. Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

All pages of the documents shall be signed and stamped by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

7. Schedule of Rates (SOR)

SOR A-1: ERP Module implementation

S No.	Service Description	Qty.	Total Cost (Exclusive of Tax)
1	ERP software new modules Implementation as per scope of work and as per RCIL's	Lump sum	

	customer requirement		
2	LDAP - Implementation of Oracle Directory Services Plus & Oracle Access Management Suite Plus as per scope of work and as per RCIL's customer requirement	Lump sum	
3	Migration of Tally Data, Development of Reports, Integration Services as per scope of work and as per RCIL's customer requirement	Lump sum	
4	Oracle Identity Governance Suite as per scope of work and as per RCIL's customer requirement	Lump sum	
5	Development of Vendor Bank Guarantee (BG) and EMD as per scope of work and as per RCIL's customer requirement	Lump sum	
6	Development of Balance Sheet and Profit & Loss Statement as per scope of work and as per RCIL's customer requirement	Lump sum	
7	Self Service HR Module (Customizations) as per scope of work and as per RCIL's customer requirement	Lump sum	
8	Development of twenty Others Reports in AP, FA, GL, FD & application development on OAF (oracle application framework) & Custom workflow-based approval development for GRN)as per scope of work and as per RCIL's customer requirement	Lump sum	
Total SOR A-1 One time Cost (Excluding Tax)			

SOR A-2: ERP Support Manpower after successful stabilization

SN	Resource type description	No. of	Rate Per Man-Month	Rate for 1 year(
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		months	(Excluding Tax)	Excluding Tax)
1	Oracle Finance Functional	12		
2	Oracle Supply Chain Functional	12		
3	Oracle HRMS Functional	12		
4	Oracle Payroll Functional	12		
5	Oracle Technical Consultant 1	12		
6	Oracle Technical Consultant 2	12		
7	Oracle Apps DBA	12		
8	Total SOR A-2			

SOR A Total = SOR A-1 + SOR A-2 = _____

SOR A Total in words : _____

Note : 1) All Amount mentioned above are exclusive of Taxes. Taxes will be extra.
2) Above Man Month rate can be used for new development or Support whenever required
3) Any Hardware, License, OEM ATS Support or third-party software require for Implementation the project has to arrange by Customer and therefore shall not be included in above Cost.

SOR B: Red Hat License Renewal services

SN o	Subscription Name	Qty.	Unit Rate (Exclusive of Tax)	Total Rate (Exclusive of Tax)
1	Red Hat Enterprise Linux for Virtual Data center Premium with one year validity	60		
2	Red Hat Enterprise Linux Server, Premium (Physical or Virtual Nodes) with one year validity	30		
3	Red Hat Virtualization (2 Sockets) Premium with one year validity	60		
4	Smart Management (Unlimited Guests) with one year validity	60		
5	Smart Management with one year validity	30		
6	Red Hat Application Runtimes, Premium (64 Cores) which includes Red Hat Jboss Enterprise Application Platform, Premium (64 Core) with one year validity	7		

Note : All Amount mentioned above are exclusive of Taxes. Taxes will be extra.

8. Payment terms

8.1. All payment terms shall be in accordance with agreement between RailTel and Customer.

8.2. RailTel will make payment to selected firm after receiving payment from customer and on submission

of Tax invoice by Firm to RailTel.

8.3. Any penalty/deduction made by customer shall be passed on to the selected firm on proportionate basis.

8.4. Escalation (if any) shall be applicable every year to cover inflation and other associated costs as per agreement between RailTel and Customer and after approval from Railtel's Competent Authority.

9. Evaluation criteria

Evaluation will be done on basis of lowest offer quoted by the bidder under each SOR separately. Separate PO can be issued to SOR wise lowest bidder.

10. Rate Contract

In case of requirement of IT Resources as mentioned under SOR A-2, for same customer project or other customer project, maximum upto 20 resources can be hired at same rate as per PO to be issued to selected firm after EOI evaluation. The rate contract of upto 20 resources shall be operated in case of confirm requirement/PO from customer and as per approval of RailTel competent authority. The rate contract clause shall be operated separately from "variation in contract" clause.

11. Bidding Process

The bidder needs to submit the bid in sealed, signed and stamped envelope clearly mentioning of EOI number, EOI name, addressed to the EOI inviting officer as well as Bidding Agency Name and Contact person.

BID should consist the following:

1. Index Page with proper numbering on each page of EOI response.
2. Covering Letter
3. Signed and Stamped EOI Document
4. RailTel's Empanelment letter with Valid BG
5. Self declaration certificate regarding non blacklisting on company letterhead
6. GST and PAN documents
7. Bid Security Declaration
8. Technical Solution
9. Duly filled SOR
10. Deviation statement as per clause no. 20
11. Clause wise Compliance statement as per clause no. 21
12. MSME Certificate (In case firm is MSME)
13. Any other Relevant documents

12. Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date of issue of Customer PO to RailTel. The prices in the bid document to be expressed in INR only.

13. RCIL's Right to Accept/Reject Bids

RCIL reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

14. Bid Security Declaration

In lieu of Bid Security/Earnest Money Deposit (EMD) bidder may submit “Bid Security Declaration” in the format given as **Form-2** accepting that if they withdraw or modify their bids during period of validity etc., they will be banned for the period of Three years. ***Bid without Bid Security Declaration letter will be summarily rejected.***

15. Security Deposit / Performance Bank Guarantee (PBG)

- 15.1. In case RCIL submits PBG to its Customer then Successful bidder has to furnish security deposit in the form of Performance Bank guarantee (@ 3 % or with same %age as mentioned in agreement with RailTel and its customer) of issued PO/ LOA value, the same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover warranty period plus three months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.
- 15.2. The Performa for PBG is given in Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.
- 15.3. The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.
- 15.4. 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.
- 15.5. The security deposit/Performance Bank Guarantee shall be RCILed after successful completion of Contract, duly adjusting any dues recoverable from the successful tenderer. Security Deposit in the form of DD/Pay Order should be submitted in the favour of “RailTel Corporation of India Limited” payable at New Delhi Only.
- 15.6. Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.

16. Deadline for Submission of Bids

Bids must be submitted to RCIL at the address specified in the EOI document not later than the specified date and time mentioned. If the specified date of submission of bids being declared a holiday for RCIL, the bids will be received up to the specified time in the next working day.

17. Late Bids

Any bid received by RCIL after the deadline for submission of bids will be rejected and/or returned unopened to the bidder.

18. Declaration on non Black listing

The Bidder should not be black listed during last three years by any State / Central Government / PSU / Autonomous Body as on the last date of EOI submission. A Self- Declaration on letter head is to be submitted in this regard.

19. Modification and/or Withdrawal of Bids

Bids once submitted will be treated as final and no modification will be permitted. No correspondence in this regard will be entertained. No bidder shall be allowed to withdraw the bid after the deadline for submission of bids. In case of the successful bidder, he will not be allowed to withdraw or back out from the bid commitments.

20. Clarification of Bids

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

21. Variation in Contract

+/-25% variation may be operated on SOR during the period of Project Schedule with the approval of competent authority with similar terms and procedure as specified in the agreement.

22. Bidder's Information

Company Name:	
Type of RCIL Business Partner	
Status of Applicant (Partnership, Company etc.)	
Number of Years of Experience	
Number of office locations in India (Provide details)	
Number of office locations globally (Provide details)	
Number of employees in India and global	

CONTACT DETAILS:			
First Name		Last Name	
Designation			
Address for correspondence			
Contact Number (Office Landline)			
Mobile Number			
Official Email ID			
GSTN No			
PAN No			
Bank Account No			

IFSC Code	
Registered Address of Company	

23. Format for statement of Deviation

The following are the particulars of deviations from the requirements of the Instructions to bidders:

SN	CLAUSE	DEVIATION	REMARKS (Including Justification)

Note: In case of no deviation, bidder shall fill up above format with NIL deviation and submit along with Bid document.

24. Format for clause wise compliance statement

SN	Clause Number	Compliance status (Fully complied/ Partially complied/ No compliance)	REMARKS (In case of partially compliance and no compliance)

25. Tentative Delivery timelines

For SOR A, selected firm shall complete ERP Module development work in 6 months period from date of issue of PO from RCIL and stabilization period of 3 months shall start from successful implementation of modules. The initial one-year O&M support shall start after completion of stabilization period. The successful completion of implementation and stabilization period shall be considered as per approval of customer.

For SOR B, selected firm shall provide license renewal services within 1-2 weeks after issue of PO from RailTel.

26. Period of association/validity of agreement

For SOR A, one year O&M support shall start after successful ERP Module implementation and stabilization. After completion of one year, the O&M support can be extended further based on extension from customer and as per requirement after approval of competent authority. In case of any escalation or revision in IT manpower rates from customer for ERP support during extension, same shall be passed on to the selected firm on proportionate basis.

For SOR B, the license renewal service can be extended after initial one year based on extension from customer and after approval of competent authority.

27. Special Terms and conditions for SOR A

- 27.1. The project development would start within a week of the receipt of the PO from RCIL. The Last date of Project and Finalization would be derived as per agreement between RCIL and Customer.
- 27.2. All resources required under SOR A-1 should have 2-4 years experience in respective domain.
- 27.3. Selected bidder is bound to service its existing customers even in the case of any change in management, company operations or future business.

- 27.4. Selected Bidder, RCIL and RCIL's Customer would work in total confidentiality regarding the project identity, content, methodology & material.
- 27.5. Working day would be Monday to Friday during support will be general shift i.e 9AM to 6 PM. Team has to be available on Saturday, Sunday or during holiday in case of urgency/Requirement by Customer.

Other Terms and Condition

1. Bidders are requested to quote their best prices.
2. Unless otherwise specified all prices quoted must remain firm except for statutory variation in taxes and duties during contractual delivery period. Any increase in taxes and duties after expiry of the delivery period will be to vendor account.
3. Offer should preferably be typewritten and any correction or over-writing should be initialed. Rates to be indicated both in words and figures.
4. Sealed offer in envelope super scribing tender enquiry number and due date of opening must be sent by Registered or Speed Post or to be dropped in the Tender Box specified for the purpose. Offers received after specified date and time are liable to be rejected.
5. Offer should be valid for a minimum period of 180 days from the date of issue of Customer PO to RailTel.
6. Printed conditions on the back side of the offers will be ignored.
7. Any increase in taxes and duties after expiry of the delivery period will be to supplier's account. This will be without prejudice to the rights of RCIL for any other action including termination.
8. RCIL shall have the right to terminate the contract by giving 30 days notice without assigning any reasons thereof. However, in the event of any breach of terms of the contract, RCIL will have right to terminate the contract by written notice to the Seller.
9. FORCE MAJEURE: Any delay or failure to perform the contract by either party caused by acts of God or acts of Government or any direction or restriction imposed by Government of India which may affect the contract or the public enemy or contingencies like strikes, riots etc. shall not be considered as default for the performance of the contract or give rise to any claim for damage. Within 7 days of occurrence and cessation of the event(s), the other party shall be notified. Only those events of force majeure which impedes the execution of the contract at the time of its occurrence shall be taken into cognizance.
10. In case of any dispute or difference arising out of the contract which cannot be resolved mutually between RCIL and vendor, it shall be referred to a Sole Arbitrator to be appointed by the CMD, RCIL.
11. The Arbitration and Conciliation Act, 1996 and rules made there under shall apply to the Arbitration Proceedings.
12. The contract shall be governed by and construed according to the laws in force in India and subject to exclusive jurisdiction of the Courts of Delhi only.
13. RCIL may place the order in full or partial manner based on customer requirement.

28. Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: RCIL/EOI/CO/ITP/2021-22/IT services to RCIL Customer/12 dated 27.12.2021

Date:

To,

DGM/IT
RailTel Corporation of India Ltd.
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar,
New Delhi 110023

Dear Sir,

SUB: Participation in the EoI Process

Having examined the Invitation for EoI document bearing the reference number

Released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document. I/We also agree to keep this offer open for acceptance for a period of 180 days from the date of issue of Customer PO to RailTel and in default thereof,

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

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

Authorized Signatory

Name

Designation

Contact Details

PROFORMA FOR PERFORMANCE BANK GUARANTEE BOND
(On Stamp Paper of Rs one hundred)

(To be used by approved Scheduled Banks)

1. In consideration of the RailTel Corporation of India Limited, having its registered office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 having agreed to exempt(Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Purchase Order No.....dated.....made between.....and..... for (hereinafter called “ the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.(Rs only). We (indicate the name of the Bank) hereinafter referred to as “the Bank”) at the request of..... Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs..... against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.
2. We, Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform 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, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Tenderer(s) in any suit or proceedings 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 a valid discharge of our liability for payment there under and the Contractor(s) / Tenderer(s) shall have no claim against us for making such payment.
4. We, 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 the dues of the 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 the We shall be discharged from all liability under this Guarantee thereafter.
5. We,..... (indicate the name of Bank) further agree with the RailTel that the RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the 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 the 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) / Tenderer(s).

(indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

.....the day of 2021

for
(indicate the name of the Bank)

Witness

1. Signature Name
2. Signature Name

Note: Claim Period of BG will be 365 days more than the BG Validity date.



30. Format for Bid Security Declaration

Form No. 2

Format for Bid Security Declaration (On Non-judicial stamp paper of Rs. 100/-)

Whereas, I/We _____ (Name of Agency) has submitted bid for _____ (Name of Work and Tender No.) and whereas Earnest Money Deposit is being exempted in the aforesaid tender to give relief to the bidders as per Govt. of India guidelines due to severe financial crunch on account of slowdown in the economy due to the pandemic,

I/We hereby submit the following “Bid Security Declaration” in lieu of exemption from submitting Earnest Money Deposit: -

- 1) If I/We withdraw or modify my/our bid during the bid validity period (including extended validity of tender) specified in the tender documents;

Or

- 2) If, after the award of work, I/We fail to accept LOA/LOI, or to sign the contract agreement or fail to submit performance guarantee or fail to commence the work within stipulated time period prescribed in tender documents;

Or

- 3) If I/We furnish any incorrect or false statement / information/ document;

Or

- 4) If I/We hide any RCILevant information or do not disclose any material fact in the tender;

Or

- 5) If I/We commit any breach of integrity Pact;

I/We may be disqualified and banned for a period of three years and shall not be eligible to bid for future tenders in RailTel Corporation of India Ltd. for the period of three years from date of issue of such orders.

(Signed by the Authorized Representative of Firm).

Name of Authorized Representative:

Name of Firm:

Date:

Annexure-1

Detailed scope of work Oracle EBS New Module Implementation

1) Oracle Payroll

Selected Bidder will implement Payroll for one business unit of RCIL' s Customer for 400 employees by setting up elements as required by the organization.

Bidder will implement following standard functionalities of Oracle Payroll

- Define Payment Method
- Define Consolidation Set
- Define Payroll
- Define Various Pay Elements
- Define Elements links and costing details
- Setup Pro-ration
- Define Balancers
- Write Formulas and Formula Results
- Maintain Global Values and user defined tables
- Manage Formula Functions
- Salary Administration
- Batch element entry inputs
- Assignment and elements set to group employees and elements
- Setup and Calculation of Retro Pay
- Payroll Processing, Pre-payments
- Payroll Costing setup
- Cash Management Payroll Integration
- Payroll GL Integration
- Initialize Balances for Salary and other elements
- Manage Absences, Accrual Plans, Leave Management
- Income Tax Setup, PF Setup, PT Setup, NPS Setup

2) Oracle i-Expense

Bidder will implement i-Expense for one business unit of RCIL' s Customer (maximum iExpense reports 5000 in a year) by setting up elements as required by the organization.

Bidder will implement following standard functionalities of Oracle iExpense

- Enter Expense Reports
- Approve Expense Reports – Manage Approvals channels
- Delegate Expense Approvals
- Manage Expense Reports
- Expense report Validations- Custom
- Enforce Expense Policy
- Audit Expense Reports
- Manage Employee Receipts
- Generate Employee Invoices

3) Oracle Services Procurement

Bidder will implement Services Procurement for one business unit of RCIL' s Customer for (10 user) by

setting up elements as required by the organization.

Bidder will implement following standard functionalities of Oracle Services Procurement

- Create contracts for services with complex payments terms
- Incorporate progress payment schedule
- Track and report progress based on schedule
- Release progress payments
- Recoup advance payments
- Apply retainage to complex services invoices
- Rate cards and job standardization
- 2 way or 3-way invoice matching
- Evaluated Receipt Settlement for self-billing
- Automatic invoice creation based on approved timecards
- Data Uploading Utility - Web EDI

4) Report Development (Payroll, iExpense, Services Procurement & Others)

Modules	Type	Complexity	Total Reports	Remarks
Payroll	Reports	Easy/moderate	5	
		Complex	5	
iExpense	Reports	Easy/moderate	5	
		Complex	5	
Service Procurement	Reports	Easy/moderate	5	
		Complex	5	
Others AP, FA, GL , FD	Reports	Easy/moderate	8	
		Complex	12	

Note: There will be bee spoke application development on OAF (oracle application framework), where user would be able to access and process AP invoices for validation & accounting.

There will be custom workflow-based approval development for GRN.

5) EBS New Modules Installation / Configuration

Selected Bidder team will perform the following activities:

- a) Development & UAT Environment
 - i) Installation and Configuration of 3 modules
 - ii) Patching, Cloning of 3 modules
 - iv) Maintain patch logs and issue logs

Note: Selected bidder will have separate development and UAT environment for the development and testing of the modules. There will not be any charge for setting the environment.

- b) Production Environment
 - i) Installation and Configuration of 3 modules
 - ii) Patching, Cloning of 3 modules
 - iii) Maintain patch logs and issue logs

Note: These three modules will be installed and configured with the existing other EBS modules in the

production environment. RCIL's Customer will provide the necessary access and other credentials of the production environment.

Integration Interface

S No	Module	Program	Inbound / Outbound	Source System	Target System	Method	Frequency	Remarks
1	Payroll	Payroll JV Entries	Inbound	Payroll	GL	File based	Daily	
2	iExpense	Expense reimbursement	Inbound	iExpense	Payroll (Payables)	File Based	Daily	

6) Data Migration

Vendor will migrate the existing Delta data between Legacy System (Tally) and Oracle ERP Software. Vendor will migrate the differential data (approximately 5000 records) in Advanced Payables (AP) module from Legacy System (Tally) to Oracle ERP from November 2020 period till date. The RCIL Team will perform the following activities:

- Mapping between Legacy System (Tally) and Oracle ERP Modules at the Application and Database level.
- Identification of the differential data between Legacy System (Tally) and Oracle ERP in close coordination with the RCIL's Customer Team.
- Creation of Data migration Templates from which data will be uploaded to Oracle ERP.
- Upload of Data to Oracle ERP Intermediate Staging Area using Utilities like WebADI/SQLLoader.
- Creation of Interfaces to upload data to Oracle ERP Database Tables using Standard APIs.
- Creation of Reports for Data uploaded from Tally and Data existing in Oracle ERP. These reports will be used for comparison and analysis of difference (if any) between uploaded data and Data existing in Tally.

RCIL's Customer Team will review the identified differential data before upload to Oracle ERP. Also, RCIL's Customer will provide the necessary access and other credentials of the Legacy System (Tally) along with Oracle ERP production environment. In addition, RCIL's Customer team will provide the data in a pre-shared excel template format which will then be uploaded using the migration utility developed (mentioned in point d).

7) Directory Services Implementation SOW

Installation Environment

- T&D
- Production DC.
 - Installation and Configuration of IAM
 - Installation of Oracle Fusion Middleware Infrastructure
 - Installation of Oracle Access Manager
 - Installation of Oracle Internet Directory
 - Installation of Oracle HTTP Server
 - Oracle Database will be deployed in RAC mode.

- Install, set up and configure the host-bus-adaptors on the IAM Servers to access the SAN storage.
- Configuration of HTTP Server
- Configuration of Oracle Internet Directory
- Configuration of Oracle Access Manager
- Integration of Oracle Access Manager and Oracle Internet Directory

8) Project Development

- Existing five (5) applications will be SSO enabled and configured for MFA.
 - Oracle Primavera
 - Land Record Management
 - Oracle ERP
 - Zimbra Email
 - GIS
- User session management
- Enable Multi-Factor Authentication (MFA) for accessing the NHSRC's applications.

9) Testing & Go Live

- Performance load testing and tuning.
- Integration Testing
- UAT Testing
- Go Live

PROPOSED SOLUTION OVERVIEW

Access Management

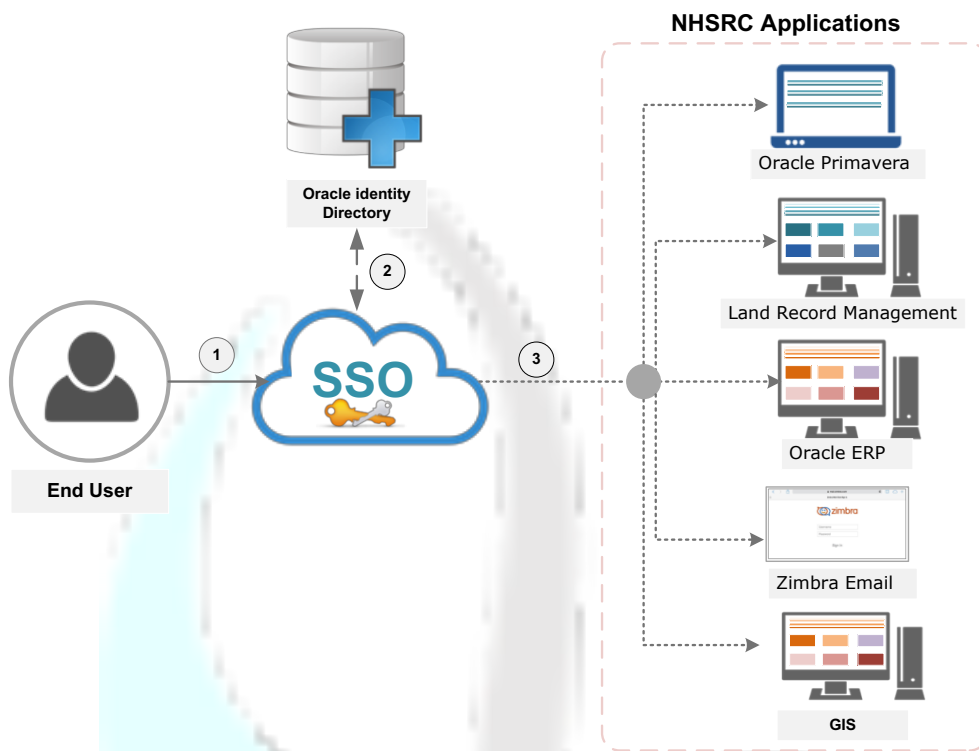
Runtime access to protected resources is controlled through the access management capabilities of the IAM platform, delivered through Oracle Access Management Suite. This platform provides all the capabilities necessary for externalizing the access control from each individual application/service and placing it under the control of the platform. This is responsible for authenticating a user and managing the on-going session for that user, ensuring they are suitably authorized for each resource and providing a full audit trail of access (and attempted access). The platform supports a range of authentication mechanisms such as:

- Basic
- Forms-based
- X.509 certificates
- Risk-based (context-aware security)
- Federation
- Social Media (e.g., Facebook etc.)
- 2-factor authentication

For authorization, the access management supports both coarse-grained and fine-grained authorization as well as user-centric authorization. The open standards supported for authorization are Open AZ, XACML and OAUTH.

To achieve single sign-on, Oracle provides SSO between:

- Web applications in the same business domain
- Web applications across business domains (through federation through SAML, OAuth etc.)
- Native mobile applications using the Oracle Access Management Mobile and Social SDK.
- Native mobile applications (as above) and web applications protected by Oracle Access Management



Directory Services

Oracle Directory Services Suite comprises of a complete set of directory capabilities that provides three main sets of functionalities.

- **Storage** – An open-standards LDAP-compliant, high performance massively scalable directory for storing identity-related information.
- **Synchronization** - The ability to convert the directory into a meta-directory through synchronization of identities into one single, central directory.
- **Virtualization** - many organizations already have identity information, but it is spread across multiple internal user stores. Directory Services includes directory virtualization which addresses this by using existing repositories and creating a single, virtual view of the identity data from those disparate sources. This provides a level of abstraction from the underlying data source complexity and provides flexibility for future changes to those repositories, e.g., re-organizations, departmental changes etc.

As a source of sensitive, personal information, it is necessary to ensure the appropriate controls can be put in place around the data. In addition to standard access control and encryption available through the LDAP directory, it is also possible to further secure the data with Oracle's comprehensive set of database security capabilities, including at-rest encryption of the data, as well as segregation of duties within the database to limit to accessibility of the personal data to privileged users such as database administrators. The additional database security tools have not been included in this proposal, but Oracle would be happy to discuss this further.

1. DEPENDENCIES ON CLIENT

It is our understanding that Client shall be single point of interface for any queries, approvals, and signoffs.

- Client will nominate a person, who shall be our point-of-contact and who shall be empowered to take timely decisions and be authorized to provide acceptance and sign-offs.
- Client will assign technical person who will coordinate with our resources for any clarification, knowledge transfer regarding the application.

- Application test environment should be provided by respective application owner/Client.
- Client will provide us single source of truth for all employee's user data.
- Client's network team will be responsible to provide information which is related to IPs/ Network etc.

Optional Scope of Work for Oracle Identity Governance Suite: --

Installation Environment

1. T&D
2. Production DC.

Installation and Configuration of Oracle Identity Governance Suite

- Installation and Configuration of IAM
- Installation of Oracle Fusion Middleware Infrastructure
- Installation of Oracle Identity Manager
- Installation of Oracle Access Manager
- Installation of Oracle Internet Directory
- Installation of Oracle HTTP Server
- Installation of Oracle BI Publisher
- Oracle Database will be deployed in RAC mode.
- Install, set up and configure the host-bus-adaptors on the IAM Servers to access the SAN storage.
- Configuration of HTTP Server
- Configuration of Oracle Internet Directory
- Configuration of Oracle Identity Manager
- Configuration of Oracle Access Manager
- Integration of Oracle Access Manager and Oracle Internet Directory
- Integration of Oracle Access Manager and Oracle Identity Manager

Project Development

- Existing five (5) applications will be SSO enabled and configured for MFA.
- Oracle Primavera
- Land Record Management
- Oracle ERP
- Zimbra Email
- GIS
- User session management
- Enable Multi-Factor Authentication (MFA) for accessing the NHSRC's applications.
- Create and integrate Connectors for pushing the data from Identity Manager to suggested applications.
- Reports configuration and customizations as per client requirements in BI publisher
- Password Management: provide self-service password management capabilities to end users for IAM managed applications.
- Provisioning data from IdAM to target applications.
- Reconciliation data from target application to IdAM system.

Testing & Go Live

- Performance load testing and tuning.

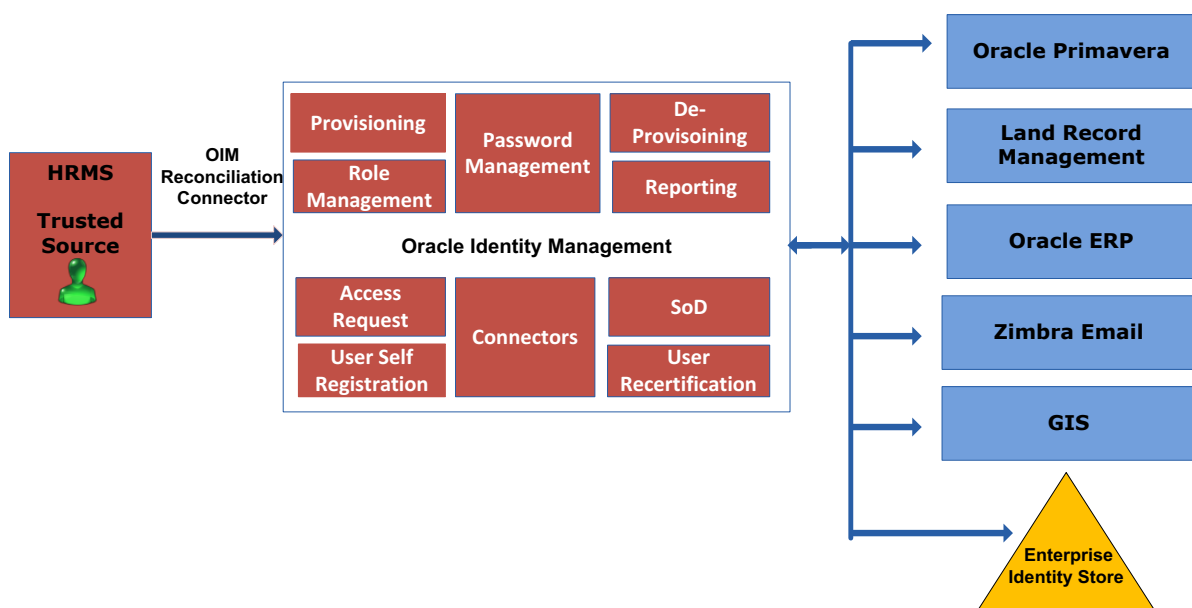
- Integration Testing
- UAT Testing
- Go Live

Identity Governance Solution Document

One of the key components of the proposed solution is the Oracle Identity Governance Suite. It provides NHSRC with all the capabilities necessary for managing identities, providing the access governance and access provisioning. Below are the features:

- Simplified Self Service
- Self-Registration
- Profile Management
- Password Management
- Request Catalog
- Self-Service Access Request
- Tracking a Request
- Handling Requests-Complex Workflows
- Advanced Identity, Role and Application Administration
- Advanced Delegated Administration
- Accelerated Application On-boarding
- Application Integration / Service-Oriented Security
- Identity Certifications
- Account Reconciliation
- IT Audit Policy Enforcement
- Reporting and Auditing

The identity governance platform will provide a single view of all users, both internal and external as well as providing a single point of administration for identities and their lifecycle.



Tally Data Migration / Reports SOW

Migration of data from Tally to Oracle E Biz

Date will be migrated from Sept 2020 onwards

Development of 15 tally reports on Oracle E Biz

Data format will be shared by Vendor, this format will be used for data migration from tally to oracle E Biz, however the ownership of Data will be with RCIL 's Customer.

Scope Assumptions:

A) Facilities

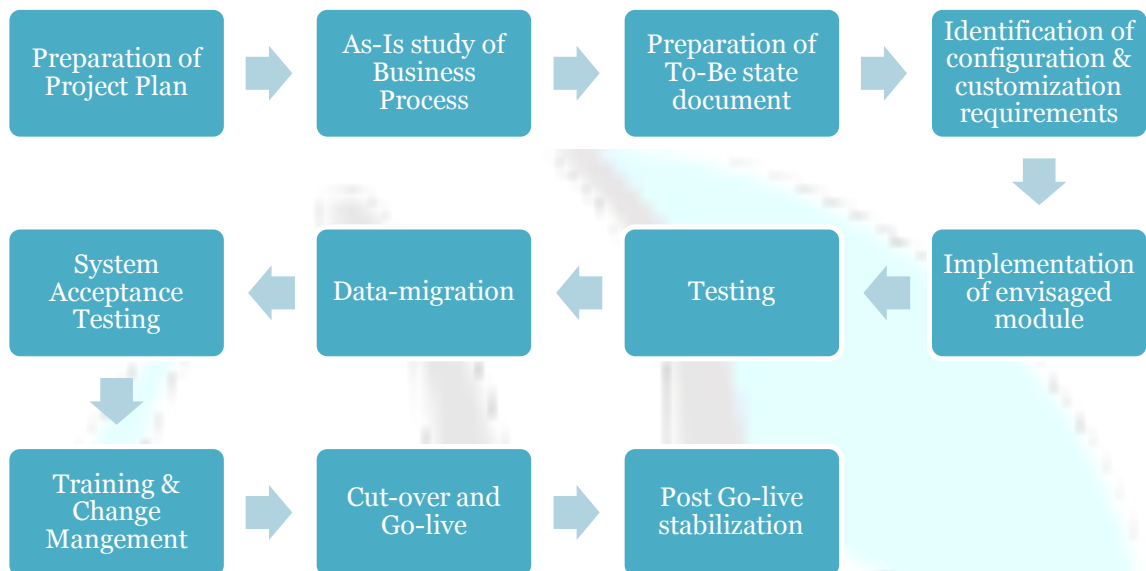
1. All activities of the project will be executed centrally from a single Customer' s Delhi office and Vendor offsite offices
2. RCIL Customer will provide Vendor employees internet connectivity to connect their laptops with appropriate security restrictions and ability to establish VPN connectivity for RCIL team working outside of Client facilities
3. Due to Covid19 restrictions, RCIL team will work offsite and onsite
4. Travel arrangements if any would be made by RCIL Customer for travel, stay and incidentals to locations other than its Delhi office
5. All prerequisites like necessary disk, space, RAM, OS patches, kernel parameters, Xterm VNC, root access etc will be provided by customer. Any additional hardware along with all required software if needed will be provided by customer
6. All product issues will be taken through the SR route
7. A lead time of 4-6 weeks would be required once the contract is signed.
8. The final defined scope of work and assumptions shall be as per agreement between customer and RCIL.

B) Roles and Responsibilities

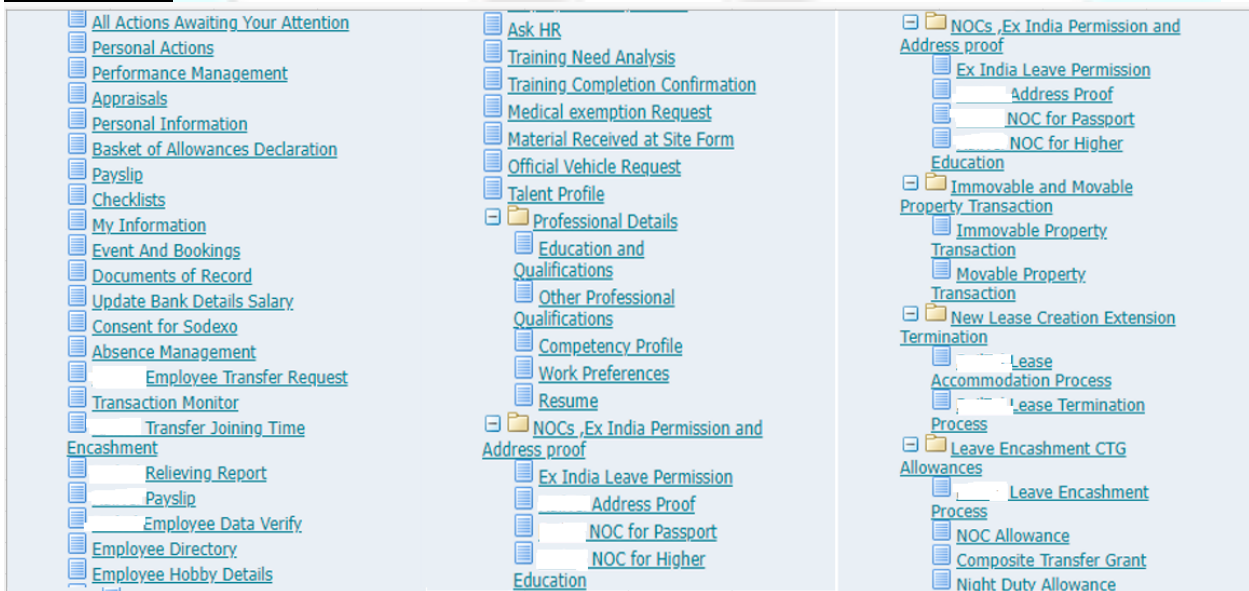
1. A team of RCIL Customer business / technical experts and DBAs will be available for the project. Exact involvement of the team would be highlighted during initial phase of the engagement. It must be ensured that the required level of participation is available at all working hours. Any organization wide change management related activities shall be carried out by RCIL Customer
2. Updated documents with respect to existing ERP process flows, configurations and custom components would be available for RCIL to have understanding of current ERP landscape and solution design
3. Any master or transaction data for the purpose of this project will need to be provided by RCIL Customer. RCIL Customer would need to validate completeness and correctness of data.
4. Vendor will provide templates in which data will be required for upload and will also perform upload in consultation with RCIL Customer.
5. Data extraction, transformation and population in templates and data cleansing activity in system shall be responsibility of RCIL Customer. Vendor will assist in extraction of existing data from Oracle EBS if needed.
6. Provision of test cases for UAT shall be responsibility of RCIL Customer.
7. UAT facilitation shall be responsibility of RCIL Customer.
8. Vendor will follow 'Train the Trainer' model for training, wherein Vendor will train the SPOCs /
9. Super users, who shall in turn be responsible for training the end users. Maximum training will be of 5 days.

Indicative implementation approach for new modules

The following diagram captures the typical procedure of implementing an ERP module:



Screenshot 1:



Screenshot 2:

***** End of EOI Document *****