



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/DNM/2022-23/IT services to RCIL customer/01 dated 27-April-2022

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/DNM/2022-23/IT services to RCIL customer/01

Dated 27.04.2022

RailTel Corporation of India Ltd., (here after referred to as RailTel) 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	02.05.2022 before 15:00Hrs.
2	Opening of bidder EOIs	02.05.2022 at 15:30Hrs.
3	Earnest Money Deposit (EMD)	Rs. 52,000/-
4	Number of copies to be submitted for scope of work	01 in Hard Copy
3	Place of Bid submission	RailTel Corporation of India Ltd. Block-2, Tower-2, 6 th Floor, East Kidwai Nagar

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:

+91 124 2714000 Ext 2222

NOTE:

- I. All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories 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. Objective of EOI

RCIL requires to select suitable partner out of RailTel's empaneled partners for providing IT services to one of its government customer.

3. Scope of Work

Detailed scope of work is placed at **Annexure-1**.

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. Payment terms

- 7.1. RailTel will make payment to selected firm after receiving payment from customer and on submission of Tax invoice by Firm to RailTel.
- 7.2. Any deduction made by customer in payment shall be proportionally passed on to the selected firm.
- 7.3. Payment milestones are provided under clause number 8.
- 7.4. Selected firm will be bound by confidentiality obligations.
- 7.5. RailTel's Customer will provide the information/document, which would be needed at the time of audit.

8. Delivery and Payment Timelines:

Milestone	Deliverables	Timeline (T+ Days, T= Date Of Acceptance)	Payment of Fee
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1	Submission of Inception Report	T + 15	25%
2	Submission of Interim Report after Presentation to RVNL	T + 60	25%
3	Submission of Updated Presentation with reports	T + 75	20%
4	Submission of Final Report	T + 90	20%
5	Approval of Final Report	Within 30 days of submission	10%

9. Schedule of Rates (SOR)

S No.	Item Name	Qty.	Unit Cost (Exclusive of Tax)	Total Cost (Exclusive of Tax)
1	Audit of Implementation of Integrated IT Solution for RCIL Customer	1		
2	Total Charges			

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

10. Evaluation criteria

Evaluation will be done on basis of lowest offer quoted by the bidder under Clause 9 SOR Total.

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. Covering Letter
2. Signed and Stamped EOI Document
3. RailTel's Empanelment letter with Valid BG proof
4. GST and PAN documents
5. Bid Security Declaration
6. Duly filled SOR
7. MSME Certificate (In case firm is MSME)
8. 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. Security Deposit / Performance Bank Guarantee (PBG)

- 14.1. Successful bidder has to furnish security deposit in the form of Performance Bank guarantee @ 3 % 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.
- 14.2. The Performa for PBG is given in Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.
- 14.3. The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.
- 14.4. 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.
- 14.5. The security deposit/Performance Bank Guarantee shall be released 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 favor of "RailTel Corporation of India Limited" payable at New Delhi Only.
- 14.6. Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.

15. Bid Earnest Money (EMD)

- 15.1 The Bidder shall furnish a sum as given in EOI Notice as Earnest Money in the form of Demand Draft from any scheduled bank in India in favour of "RailTel Corporation of India Limited" payable at Gurgaon which should remain valid for 45 days beyond the bid opening date.
- 15.2 The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Letter of Acceptance (LOA) and fails to furnish performance bank guarantee (security deposit) in accordance with clause 13.
- 15.3 Offers not accompanied with valid Earnest Money shall be summarily rejected.
- 15.4 Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.
- 15.5 The successful bidder's EMD will be discharged upon the bidder's acceptance of the Advanced purchase order satisfactorily and furnishing the performance bank guarantee in accordance with clause 14.

15.6 Earnest Money will bear no interest.

15.7 For Micro and Small Enterprises (MSEs)

1. Eligible MSEs are exempted from cost of EOI Documents and EMD.

15.7.1 Certain benefits/preferential treatment shall be extended to the registered MSEs as per guidelines issued in the latest notification of Ministry of MSME/ Government of India.

15.7.2 MSEs who are interested in availing themselves of these benefits will enclose with their offer the proof of their being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME.

15.7.3 The MSEs must also indicate the terminal validity date of their registration.

15.7.4 Failing 15.7.3 and 15.7.4 above, such offers will not be liable for consideration of benefits detailed in the notification of Government of India.

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. 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.

19. 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.

20. 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.

21. 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		LastName	
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			

22. 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.

23. Period of Association/Validity of Agreement

Minimum engagement cum service period shall be 1 years from date of issue of PO, however the services period can be extended further based on customer requirement and as per approval of RailTel competent authority.

24. 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 in both 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 backside 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.



25. Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: RCIL/EOI/CO/DNM/2022-23/IT services to RCIL customer/01 dated 26 Apr 2022

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

26. Proforma for Performance Bank Guarantee Bond

Form No. 1

**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 effect 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



Annexure I : SCOPE OF WORK

Scope of Work:

The selected firm will be audit the IT solution implemented at RCIL customer by their system integrator. The scope of work shall cover auditing of all the responsibilities of SI as per the contract agreement between RCIL customer and its SI including all hardware, software, the Functional Requirements, Service level Agreement, licenses, deliverables, resource deployment, audit/certification, OEM review as per RFP floated by RCIL's Customer as well as any change requests in implementation during the force of the contract considering Terms of Reference and General Contract Condition. The audit shall be quantitative as well as qualitative. The detailed scope is mentioned below.

The audit agency shall perform the following activities:-

1. Examine whether the Application Customization and Implementation is consistent with RCIL customer business needs and requirements such as Development of the Project Implementation plan, Business Requirements and Process Study, Supply, Installation, Configuration & Customization of ERP Solution, Application Testing, Quality Review, Data Digitization and Migration, Project and Product Documentation (including but not limited to FRS and non-FRS items of the SI Contract), including all Change Requests.
2. Examine all test reports (including all UAT reports) and whether SI have prepared the solution testing procedure, obtained the sign-off from RCIL customer on the testing approach and plan, after completion of the Integration test, whether SI conducted the Full load/ Stress.
3. Examine whether all Deliverables are planned and incorporated in Integrated IT Solution within allotted time period as per its SI and accountability of the SI .
4. Examine whether Data Centre hosting, Collaboration and Networking executed properly which consists Hosting at DC and DR, Redundant Network connectivity from DC to DR and RCIL customer offices, Whether SI implemented Provision of security infrastructure, Video Conferencing Solution, mailing solution, Enterprise Asset Management including help desk .
5. Examine the DC and DR Centre installed and commissioned by the SI ,Application Testing, Compliance of all technical specifications for hosting DC Minimum Technical Specifications of DC site. The SI should have followed TS as mentioned in Appendix VI and the minimum .
6. Examine Data Digitization and Migration performed correctly by SI and whether during the process, followed all formalities with RCIL customer and other parties involved.
7. Review training and capacity building of SI, whether the SI conducted systematic training in line with the overall RCIL customer project plan and prepared training materials for providing various training in Software/Tools, imparted regular refresher.
8. Examine preparedness of SI for providing User Support and Maintenance of the Integrated IT application for 5 years including application monitoring and compliance to SLA, application support including modifications and integration with future systems, Bugs / Fixes Management, Software Change and Version Control, Maintenance of Configuration Information & System documentation.
9. Examine Contingency Plans for Application & Data Recovery and Bugs/Fixes Management .
10. Confirm whether SI provided detailed final system documentation for reference to RCIL customer as usual as the final User Manuals incorporating details of all menus and functionality provided by the SI.
11. Examine the Operations and Maintenance of IT infrastructure executed by SI. Service provided at DC,DR and other RCIL customer offices such as Help Desk Services, Server Monitoring, Administration & Management Services, Backup, Restore and Archival Services, Storage Administration services, Database Administration Section, User Administration, Security Administration, Data Center and DR operations, Production Control and Scheduling, Network Management , Warranty, ATS and Annual Maintenance Contract as per clause 6, Operations and Maintenance of IT infrastructure of RFP.

12. Examine whether all Key resource & manpower deployed by SI during the contract validate minimum qualification and verify all the criteria for key personnel. Evaluation and Qualification Criteria.
13. Examine all Hardware means the IT hardware and associated software and related materials supplied at the DC, DR or at PIU offices including head office at Delhi. Setup of PIU location hardware including Video Conferencing for all locations and also reports of VC and other Hardware Implemented. Proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT/ Hardware and Software) by SI as when required. All the hardware should have been new and procured for this project. Confirm the ownership of hardware should have been transferred to RCIL customer on commissioning of hardware. and verify whether SI had maintained these Assets as per the Warranty and AMC Clauses.
14. Review of SAP products, licenses & EULA.SI is responsible for the procurement of ERP user licenses as well as any other software required for successfully implementing and managing the ERP System. Check whether the software used for RCIL customer is licensed to RCIL customer or not. Verify the number of user licenses provided by SI matches with the approval of RCIL customer. The project will cover the CO as usual as site offices of RCIL customer and certify.
15. Security audit and implementation audit of the system once each year is to be done by SI, the cost of which shall be borne by the SI. The TPA Agency shall examine whether SI has duly conducted all such audits from time to time and taken action accordingly. TPA shall verify the reports of all such audits. The SI should have completed the security audit of the network by a certified agency other than the System Integrator.
16. Examine whether SI sought proper approval from RCIL customer for all the System/Application maintenance downtime prior to execution of maintenance activities such as configuration changes, upgradation or changes to any supporting infrastructure etc. The SI should have provided alerts on site downtime via SMS and Mail and provided monthly downtime. Minimum Technical Specifications of DC site.
17. SI must have ensured the SLAs for downtime of system, software development / customization, procurement and delivery of hardware & networking equipment, errors in data entry as defined in Roles and Responsibilities of System Integrator.
18. Examine whether SI maintained insurance for the contract Period in connection with the provision of the Services allotted by RCIL customer. Ensure valid and enforceable insurance coverage for public liability, either professional indemnity or errors and omissions, workers' compensation as required by law and any additional types specified in Schedule I. Check provided insurance documentation by SI from its insurance brokers certifying that it has insurance as required by this Clause 35. Whether SI replaced any coverage prior to the date of expiry/cancellation.
19. Examine whether The SI have provided updates & patches of the ERP software and tools to RCIL customer as and when released by OEM without any cost to RCIL customer. All the software should have the latest updates at the end of Contract period. Verify qualifying criteria of OEM.
20. Availability OEM training facilities support centers and development centers in India.
21. Examine implementation of all Change requests (for scope of work not already contained in the RFP documents) from SI, which were raised during the duration of contract. SI must provide material evidence to prove that the proposed change is not already covered within the Agreement and the scope of work. Also, check that any change request suggested not beyond 25 % of the value of this Project as beyond this amount CR will be considered as the subject matter for a separate bid process and a separate contract.
22. Examine whether SI have properly implemented all SLA during the Implementation of ERP system. Examine all SLA reports being generated by the system (EMS reports) and confirm that the same adhere to the contract requirement and the data & calculations in reports is complete and reliable and the bills generated as per the reports are in adherence to the contract agreement. Verify if the SLA parameters are being monitored. Interpretation & General Instructions.

23. The 3rd party audit team should put sufficient emphasis on ensuring the capability of EMS systems to capture SLA compliance correctly and as specified in Operations Service Level.
24. Evaluates the fitment of the proposed Application to the functional Requirements of the Integrated IT solution. Examine all business functionality such as for Finance, HR and Administration, Project, Project Planning and Development Company Secretary, Corporate Coordination, Vigilance, DMS and Portal etc.
25. Examine compliance of all Non-Functional Requirements by SI. Verify Non Functional requirements such as General requirements of the IT Infrastructure and ERP application, Globalization, Modularity, Flexibility, Integration and Interfacing, Data Migration and Validity, Security, System Control Audit, Network, different tools for development, testing and reporting etc.

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

