



RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

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

SINGLE TENDER

FOR

**Selection of Managed Service Partner (MSP) for Design, Supply, Installation,
Configuration, Customization, Operations & Maintenance of Aadhaar Authentication
Software Platform for ASA/AUA/KSA/KUA Services**

Tender No. RailTel/Tender/ST/CO/DSP/2022-23/ASA-KSA/01

dated: 09.06.2022

No. RCIL-CO0EB(MKTG)/29/2022-O/o DGM/SB/CO/RCIL Dated 09.06.2022

SHORT TERM SINGLE TENDER NOTICE

**M/s East Consultancy Services Private Limited
No. 320, Raheja Arcade, 1/Koramangala Industrial Estate,
Koramangala, Bangalore, Karnatka- 560095**

Subject: Single Tender for selection of Managed Service Partner on Revenue Share basis.

RailTel Corporation of India Limited, invites e-Tenders in Single Packet System for **“Selection of Managed Service Partner for Design, Supply, Installation, Configuration, Customization, and Operations & Maintenance of Aadhaar Authentication Software Platform for ASA/AUA/KSA/KUA Services”** as per following details:

1	Availability of Tender on RailTel's e-Nivida Portal	From 18:00 Hrs. of 09.06.2022
2	Start of Downloading the Tender Document from RailTel's e-Tendering Portal	From 18:00 Hrs. of 09.06.2022
3	Bid Submission Start Date	From 18:00 Hrs. of 09.06.2022
4	Last date for submission of bid	17.06.2022 before 15:00 Hrs
5	Opening of Bid	15:30 Hrs of 17.06.2022
6	Validity of offer	90 days
7	Earnest Money deposit.	Rs. 40,000/- through eNivida portal.
8	Document fee Incl. of Taxes (Non refundable)	Rs. 1770/- (Required to be submitted through e-Nivida portal Only)
9	Processing Fee incl. of All Taxes (Non refundable)	Rs. 2360/- (Required to be submitted through e-Nivida portal Only)
10	Note: Tender Notice and Tender Document are available on RailTel's website and can be downloaded from www.railtelindia.com or from the e-Tendering portal https://railtel.enivida.com For online bid submission the tenderer will have to necessarily download an official online copy of the tender document from portal https://railtel.enivida.com . All future information viz. corrigendum /addendum/ amendments etc. for this Tender shall be posted on this e-Tendering Portal only. Printed copy of Tender document will not be sold from RailTel office. The bidder shall bear all costs associated with the preparation, submission/participation in the bid. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome.	

11	The estimate for this work is approximately Rs. 20 Lacs (including GST). However, RailTel does not guarantee any confirmed offtake against the same.
12	<p>For any clarification following designated officials may be contacted:</p> <p>1st Level Sh. Manish Gupta Deputy General Manager /DSP Email : manish_g@railtelindia.com Contact No. : 9717644062</p> <p>2nd Level Sh. Vivek Porwal, General Manager /Marketing Email: vivek.porwal@railtelindia.com Contact No.: 8285665666</p>

Issued by and & on behalf of RailTel Corporation of India Ltd.

(Vivek Porwal)
General Manager /Marketing

No. RCIL-CO0EB(MKTG)/29/2022-O/o DGM/SB/CO/RCIL Dated 09.06.2022

एकल निविदा सूचना

M/s East Consultancy Services Private Limited
No. 320, Raheja Arcade, 1/Koramangala Industrial Estate,
Koramangala, Bangalore, Karnatka- 560095

विषय: रेवेन्यू शेयर के आधार पैर मैनेज्ड सर्विस पार्टनर के चयन हेतु एकल निविदा ।

रेलटेल कॉर्पोरेशन ऑफ इंडिया लि.(रेलटेल), निम्नलिखित विवरण के अनुसार, ASA /AUA /KSA /KUA सर्विसेस के लिए आधार प्रमाणीकरण सॉफ्टवेयर प्लेटफार्म के डिज़ाइन /आपूर्ति / स्थापना /विन्यास / अनुकूलन / संचालन और रखरखाव के लिए मैनेज्ड सर्विस पार्टनर के चयन हेतु सिंगल पैकेट सिस्टम में ई-निविदाएं आमंत्रित करता है:

1.	ई-निविदा पोर्टल पर ई-टेंडर की उपलब्धता	From 18:00 Hrs. of 09.06.2022
2.	निविदा का डाउनलोडिंग के खुलने की तिथि	From 18:00 Hrs. of 09.06.2022
3.	बोली प्रस्तुत करने की आरम्भिक तिथि और समय	From 18:00 Hrs. of 09.06.2022
4.	बोली प्रस्तुत करने की अंतिम तिथि और समय	17.06.2022 before 15:00 Hrs
5.	ई-बिड खुलने की तिथि	15:30 Hrs of 17.06.2022
6.	ऑफर की वैधता	90 दिन
7.	बयानाराशि (ईएमडी)	रुपये 40,000/- (ई- निविदा पोर्टल के माध्यम से जमा करना अनिवार्य है)
8.	निविदा दस्तावेज शुल्क (GST समेत) यह शुल्क अप्रतिदेय है ।	रुपये 1770/- (ई- निविदा पोर्टल के माध्यम से जमा करना अनिवार्य है)
9.	ई-निविदा पोर्टल प्रक्रमण संसाधन शुल्क (GST समेत) यह शुल्क अप्रतिदेय है ।	रुपये 2360/- (ई- निविदा पोर्टल के माध्यम से जमा करना अनिवार्य है)

10.	नोट: निविदा सूचना और निविदा प्रलेख रेलटेल की वेबसाइट पर उपलब्ध हैं और www.railtelindia.com या ई-टेंडरिंग पोर्टल https://www.railtel.enivida.com से डाउनलोड किए जा सकते हैं। ऑनलाइन बोली जमा करने के लिए निविदाकर्ता को पोर्टल https://www.railtel.enivida.com से निविदा प्रलेख की आधिकारिक ऑनलाइन प्रतिडाउनलोड करनी होगी। सभी भविष्य की जानकारी अर्थात् इस निविदा के लिए शुद्धिपत्र / परिशिष्ट / संशोधन आदि निविदा केवल ई-टेंडरिंग पोर्टल पर पोस्ट की जाएगी। रेलटेल कार्यालय से निविदा प्रलेख की मुद्रित प्रति नहीं बेची जाएगी। बोलीदाता तैयारी, बोली की तैयारी/प्रस्तुति /भागीदारी से संबंधित सभी लागतों को वहन करेगा। रेलटेल किसी भी तरह से आचरण या परिणाम की उदासीनता से इन लागतों के लिए जिम्मेदार या उत्तरदायी नहीं होगा।
11.	इस कार्य की अनुमानित लागत 18 लाख रुपये (GST समेत) है हालांकि, रेलटेल इसके प्रति किसी भी प्रकार के निश्चित ऑफ टेक की गारंटी नहीं देता है।
12.	किसी भी प्रकार के स्पष्टीकरण के लिए निमिन्लिखित नामित अधिकारियों से संपर्क करें : प्रथम स्तर श्री मनीष गुप्ता उप महाप्रबंधक / डी एस पी ई मेल : manish_g@railtelindia.com संपर्क नंबर: 9717644062 द्वितीय स्तर श्री विवेक पोडवाल, महाप्रबंधक /विपणन ई मेल : vivek.porwal@railtelindia.com संपर्क नंबर: 8285665666

रेलटेल कारपोरेशन ऑफ़ इंडिया लिमिटेड की ओर से जारीकर्ता

विवेक पोडवाल,
महाप्रबंधक /विपणन

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CHAPTER-1

Offer Letter

To,
General Manager/Marketing
RailTel Corporation Of India Limited
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar,
New Delhi-110023

1. I/We _____ have read the various conditions detailed in tender document attached here to and hereby agree to ABIDE BY THE SAID CONDITIONS. I/We also agree to keep this tender open for acceptance for a period of 90 days from the date fixed for opening the same and in default thereof, 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. I/We offer to do the **“Design, Supply, Installation, Configuration, Customization, Operations & Maintenance of Aadhaar Authentication Software Platform for ASA/AUA/KSA/KUA Services”** as per Schedule of Requirement for Single tender No. **RailTel/Tender/ST/CO/DSP/2022-23/ASA-KSA/01 dated: xx.05.2022** for RailTel Corporation of India Limited at the rates quoted in the attached schedules and hereby bind myself/ourselves to start the work within 15 days from the date of issue of Purchase Order. I/We also hereby agree to abide by the Various Conditions of PO and to carry out the supply and Services according to the Specifications for materials laid down by the Railtel for the present order.
2. I/We _____ have submitted Rs.against Earnest Money Deposit through e-Nivida portal with transaction No.
3. I/We agree for payment of Security Deposit or Performance Bank Guarantee as per terms & conditions of tender within 30 days after receipt of LOA to that effect.
4. The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if, I/We withdraw or modify the offer within validity period or do not deposit the security deposit (Performance Bank Guarantee) within 30 days after issue of Purchase Order.

SIGNATURE OF VENDOR

Date

Place

SIGNATURE OF WITNESS

Date

Place

CHAPTER 2

(Eligibility Criteria, Evaluation Method and Schedule of Requirement)

1.0 Objective of Work

RailTel, through this tender, intent to select Managed Service Partner (MSP) for Design, Supply, Installation, Configuration, Customization, and Operations & Maintenance of Aadhaar Authentication Software Platform for ASA/AUA/KSA/KUA Services.

RailTel had floated a Limited Tender with Tender No: RailTel/Tender/LT/CO/DNM/2016-17/ASA-KSA/350 dated 30.08.2016 in year 2016 for “Selection of Managed Service Partner for Design, Supply, Installation, Configuration, Customization, and Operations & Maintenance of Aadhaar Authentication Software Platform for ASA/AUA/KSA/KUA Services”. M/s East Consultancy Services Private Limited was selected as MSP and the Services were started duly authorized by RailTel’s LOA No. 1001810244 dated 06.09.2018.

The intent of this tender is to invite offer from the existing Managed Service Partner on short term tender notice and to serve the existing as well as the upcoming customers through the solution provided by the MSP.

1.1 Introduction of Project

RailTel has become Authentication Service Agency (ASA), Authentication User Agency (AUA), KYC Service Agency (KSA) and KYC User Agency (KUA) of UIDAI to render Aadhaar based Authentication and e-KYC services to various customers, partners and stakeholders.

ASAs are entities that have established secure leased line connectivity with the CIDR (Aadhaar Database) compliant with UIDAI’s standards and specifications. ASAs offer their UIDAI-compliant network connectivity as a service to Authentication User Agencies and transmit AUAs’ authentication requests to CIDR. Only entities contracted with UIDAI as ASAs shall send authentication requests to the CIDR; no other entity can directly communicate with CIDR. An ASA could serve several AUAs; and may also offer value added services such as multi-party authentication, authorization and MIS d to AUAs. Once the Aadhaar ASA authentication application stack has been established, it can be used for serving multiple AUAs in future thereby expanding business with one-time setup.

AUA is any government / public / private legal agency registered in India that seeks to use Aadhaar authentication for its services. An AUA is the principal agency that sends authentication requests to enable its services / business functions. An AUA connects to the CIDR through an ASA (either by becoming ASA on its own or contracting services of an existing ASA).

The Aadhaar e-KYC API can be used (only with the explicit authorization of the resident through biometric/OTP authentication) by an agency to obtain latest resident demographic data and photo data from UIDAI. The resident servicing agency is called the KYC User Agency (KUA). The KUA accesses the e- KYC service through a KYC Service Agency (KSA). The KSA provides connectivity to the UIDAI’s Central ID Repository (CIDR).

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2. Eligibility Criteria for Bidder

As this is a single tender inquiry from the existing MSP, the eligibility criteria is not used for selection of MSP. However following documents are required to be submitted for record:

- (i) Power of Attorney/ Board resolution in favor of person signing and submitting the bid.
- (ii) Certificate of Incorporation.
- (iii) Memorandum of Association
- (iv) Article of Association
- (v) GST Registration
- (vi) PAN Card
- (vii) Copy of Audited Balance Sheet for last three financial years i.e. FY 18-19, 19-20 and 20-21.
- (vii) Copy of Audited Profit & Loss Statement for last three financial years i.e. FY 18-19, 19-20 and 20-21.

3. Evaluation Method:

As this is a single tender inquiry from the existing MSP, the Evaluation Method is not used for selection of MSP. However all the compliance and submission as required in the tender documents will be ensured by the bidder and the same will be checked by RailTel.

4. Schedule of Requirement:

Following are the Schedule of Requirement intended to be sourced through this tender:

SN	Item Description	Unit and Quantity	Proposed reduction from present Revenue Share in % of total Revenue*
1	Design, Supply, Installation, Configuration, Customization, and Operations & Maintenance of Aadhaar Authentication Software Platform for ASA/AUA/KSA/KUA Services	01 Lot	

Note:

- (i) *The Current Revenue Share of M/s ECS is 9.99%. Bidder is requested to propose the reduction (no escalation is permitted) in their revenue share. For example if bidder wish to propose their revenue share as 9% then figure 0.99 may be filled in the proposed reduction box. If bidder wish to propose their revenue share as 8% then figure 1.99 may be filled in the proposed reduction box.
- (ii) GST will be handled as per RailTel's LOA No. 1001810244 dated 06.09.2018.

CHAPTER 3

Introduction and Scope of work

1.0 Brief of RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a Mini Ratna 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.

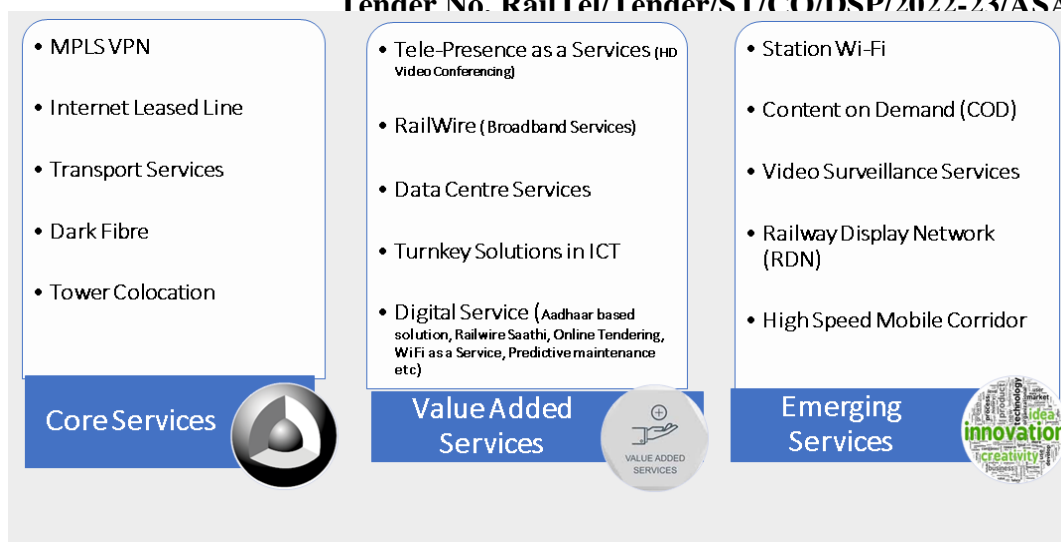
RailTel has approximately 60000 Kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High Definition Video Conference facility bundled with required BW is provided as a Service.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by RGM/ Executive Director 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):

a) Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long Distance Operator, International Long Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



b) 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

c) 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

d) RETAIL SERVICES

Rail wire: Railwire is RailTel's retail broadband service. The services are offered across the country with the help of local ANPs, AGNPs and MSPs in a revenue share model. This enables the local entrepreneurship, and high quality broadband access to the remotest corners of the country through its fibre running all along the Railway tracks & the hinterland.

2.0 Brief about ASA/KSA

ASAs can offer AUAs multiple protocols and options for connecting their solution to Aadhaar system and in addition provide reporting and other value added services. If ASA is a telecom provider, then a full connectivity solution could be provided to an AUA for end to end Aadhaar authentication.

At a basic level, ASA service is- that of forwarding API calls from AUAs to CIDR through a secure connection. ASA server should be built like a middleware or enterprise service bus that allows secure incoming connections from AUAs to be verified, audited, and then invoking API URLs exposed by Aadhaar servers through HTTPS and then sending the response back to AUAs. A complete ASA server could be thought of as a middleware (or Enterprise Service Bus – ESB) providing multiple protocol support, multiple data format support, with built-in format translation and other capabilities such as auditing and reporting.



If ASAs wishes to offer multiple choices in terms of how AUAs actually communicate with ASA server, it is suggested that, a well-designed layer handling various protocols be built.

- A pluggable set of protocol handlers could provide standard protocols such as HTTPS, JMS, etc. to be used for incoming communication from AUA servers.
- In most cases, AUAs form the final API input XML and digitally sign them before sending it to ASA so that ASA server can forward that request to Aadhaar servers.
- In some cases, where ASA is a domain aggregator and offering value added services such as input XML creation, digital signature etc. to AUAs, a choice of data formats (XML, binary formats such as ISO-8583 in the case of financial transactions, JSON, csv, etc.) also could be offered to AUAs using a format translation scheme.
- In the above scenario, ASA is expected to digitally sign the API input XML on behalf of

AUAs.

- Once the data is received in the ASA server, servers needs to do the following:
- Validate the input data to ensure compliance to Aadhaar data definitions as well as to eliminate issues such as SQL-injection etc.
- Once it is validated, it needs to be formatted to an XML format complying with Aadhaar API specifications.
- After the API input XML is formed, it needs to be forwarded using HTTPS to Aadhaar servers hosted in CIDR (Central Identities Repository) as per API specification (see point below).
- Once response is received from Aadhaar servers, transaction needs to be audited into an audit database.
- Then the response XML needs to be formatted back to AUA specific format and sent back to AUA using an appropriate protocol adapter.

Protocol for communication between ASA server and Aadhaar servers at CIDR is always HTTPS.

- All Aadhaar APIs are exposed as a service over HTTPS.
- Data format for all Aadhaar APIs is XML.
- In most cases, ASAs need to simply forward the digitally signed API input XML to Aadhaar servers through HTTPS.
- CIDR represents one or many UIDAI data centers where Authentication and related online services are made available.
- Aadhaar authentication related services are available in active-active mode (meaning request can be routed to any data center) across both data centers.
- UIDAI services are load balanced and routed internally without the knowledge of ASA to ensure maximum service availability.

2.1 Brief about AUA/KUA

AUA Technology Infrastructure

Similar to any other technology project, for implementation of Aadhaar authentication an AUA would need to set up the IT infrastructure. The following section lists the indicative resources (hardware, software, and manpower) required for building applications for processing Aadhaar authentication.

AUA Authentication Devices

- Authentication devices are expected to be used for a variety of purposes and would need to be specific to every AUA's requirements.
- Authentication request (Biometric/ Demographic/ OTP) could be initiated from any kind of device capable of creating authentication packet as per UIDAI's authentication APIs.
- For biometric authentication, sensor and extractor combination certified by STQC should be used in the devices.
- UIDAI specifications include sensor & image extractor requirements and device suitability to general Indian operating conditions. The specifications and the certification procedure may be accessed from STQC's website through this link – UIDAI Authentication Device Specifications.
- Besides the sensor-extractor specifications provided by UIDAI, AUAs may specify additional requirements such as multi language support, voice support, form factor etc. Various device vendors are expected to incorporate the certified sensor-extractors in device models / form factors based on AUA's needs. AUAs are expected to select form factor based on requirements such as
 - Service delivery and deployment needs i.e. level of Mobility is required etc.
 - Network availability in locations where devices are deployed, AUAs may also consider opting for solutions such as dual SIM, external antennas etc.
 - Suitability to specific environmental conditions such as, hot/cold desert, high humidity areas etc.

AUA Server Application Architecture

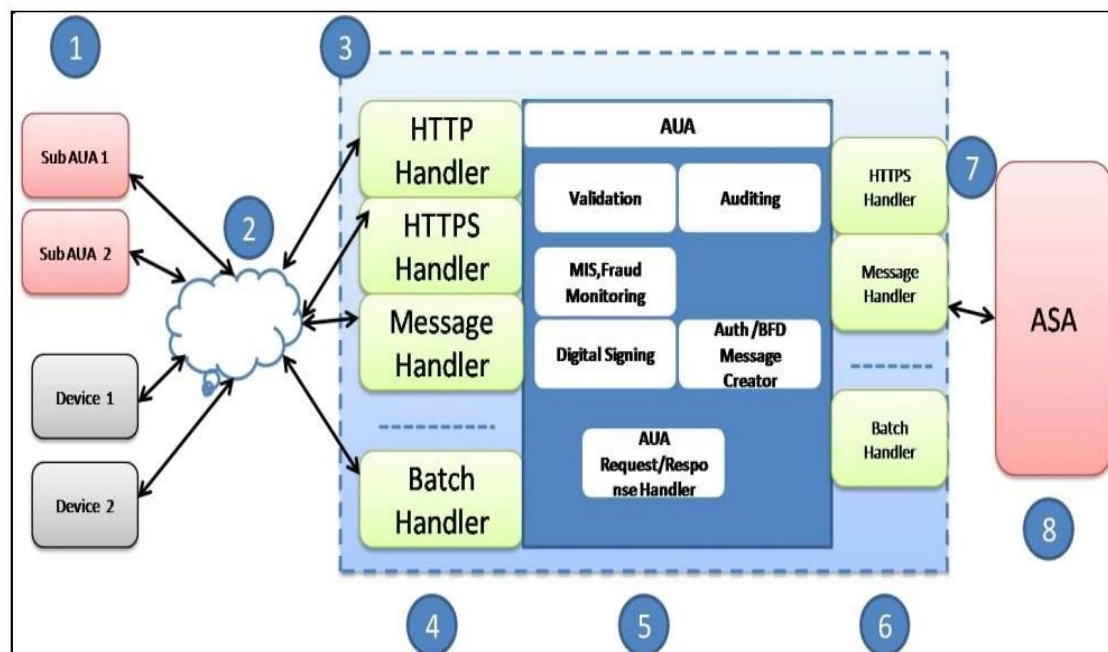


Figure 5: Illustrative High Level Architecture of AUA Server

At a high level the flow of API request and response is as follows (point number below corresponds to number within the circle above):

1. Multiple devices or Sub AUAs should be supported.
2. Connectivity between Sub AUAs and devices
3. Network connectivity from devices to AUA server (Internet, GPRS, Broadband etc) in a reliable, secure fashion.
4. Communication protocol can be the choice of AUA and Sub-AUA. Indicative options are mentioned in the diagram above (Figure 1).
5. To make communication more secure VPN option could also be used.(suggested option in case of a Sub AUA)
6. AUA server (depicted in the light blue box with dotted line border)
7. This should be built to support a “horizontally” scalable deployment on one or multiple servers, so that as the transaction volume increase, additional servers can be added to handle the load.
8. A generic AUA server should provide multiple protocol support as shown in the diagram above (providing AUAs a choice of protocols).

Components 4, 5, and 6 are parts of AUA server and are described below:

AUA Applications

AUA applications can use Biometric (Finger Print), Demographic and OTP (One Time PIN) based authentication in its business application. As shown in the architecture section above for all type of applications, solution should be modular and configurable. Module/Component based solution will

help in making application loosely coupled and hence provide a lot of flexibility in maintenance and upgrades. It is recommended that business application is not tightly coupled with Authentication application. In all scenarios authentication will only form a part of the total solution, so authentication functionality should be ideally developed as a standalone service that could be consumed as and when required during the service delivery process.

For biometric authentication an AUA is required to build the following applications on the authentication devices:

- Best Finger Detection Application
- Finger Print Authentication application
- IRIS Authentication Application
- OTP

Implementation of the AUA Authentication Framework

1. Creation of a Web service with 5 web methods for each type of authentication, and is deployed on the server.
2. The Web service shall have the required web methods for calling the authentication event of the UID client sample application (as given by UIDAI). The web method shall take input parameters based on the type of authentication and shall also have a return variable which will denote success and failure (as per the return value from the authentication event).
3. The user applications which are willing to use authentication services need to call the corresponding web method of the web service and fetch the return variable for success and failure.

The Authentication and e-KYC Modules would work as a routing agent which shall check the validity of each authentication / e-KYC request and route the requests through the Aadhaar ecosystem to CentralIdentities Data Repository (CIDR) through ASA/KSA. The response received from UIDAI shall be forwarded to respective clients acting as a Sub-AUA/KUA.

3.0 Scope of work

3.1 Application Software Requirements

<i>Sl. No.</i>	<i>Business / Functional Requirements</i>	<i>Mandatory / Desirable</i>
Generic Requirements		
1.	Upon successful service delivery by the Authentication/e-KYC module, the system should allow processing and forwarding of authentication requests in the format accepted by UIDAI (presently XML) between AUA application & CIDR and vice versa within reasonable round trip time mandated by UIDAI.	Mandatory
2.	Application developed should support for secure/encrypted communication between ASA/AUA and CIDR as per UIDAI standards.	Mandatory
3.	The authentication application platform must be forward compatible with any service and security standards proposed by UIDAI.	Mandatory

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4.	The system should be in compliance with UIDAI specifications and standards published from time to time.	Mandatory
5.	All requests and responses should be logged. The logs shall capture details of authentication transaction but not corresponding Personal Identity Information (PID).	Mandatory
6.	The system should maintain a log and report for all transactions for audit purpose. Reporting of this module shall be integrated with the Dashboard Module.	Mandatory
7.	There must be provision for digitally signing the Auth XML requests on behalf of AUA. The Auth XML should append the AUA code along with the request. The Auth XML should be sent to ASA over the secured network. For the response that is received from ASA, should be forwarded to specific AUA/sub AUA from where the request originated.	Mandatory
8.	<p>The Aadhaar authentication should carry out the following Aadhaar Biometric Authentication:</p> <ul style="list-style-type: none"> • The system should route all biometric authentication requests from registered departmental applications (AUAs or Sub-AUAs) to CIDR and back; • The system should implement Authentication API • The system should authenticate residents fingerprint and iris 	Mandatory
9.	The Aadhaar authentication should carry out the following Authentication:	Mandatory

	<p>The system should route all OTP authentication requests from registered departmental applications (Sub-AUAs) to CIDR and back.</p> <p>The system should implement OTP Authentication API.</p> <p>The system should authenticate residents with registered mobile numbers.</p>	
10.	The system should handle Authentication API errors correctly.	Mandatory
11.	The solution should have interface to search and filter the data of the Report.	Mandatory
12.	The authentication module should support in establishing SSL connection between the communication systems.	Mandatory
13.	The Solution should provide for future scalability of the whole system without major architectural changes.	Mandatory
14.	Should support Web Interface.	Mandatory
15.	The solution should be highly scalable and capable of delivering high performance as & when transaction volumes / users increases without compromising on the response time.	Mandatory

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16.	The application software platform for Aadhaar based Authentication and e-KYC services should be compatible with all the standard operating systems such as Windows, Linux, UNIX, etc. Major Software for ASA/KSA and AUA/KUA along with any auxiliary components such as Web Server, Application Server, Gateway Server, Load Balancer, etc must also be compatible / smoothly work with Windows, Linux, UNIX, etc.	Mandatory
17.	The solution shall run on native browser with additional plug-ins that should be freely downloadable and should support at the minimum IE, Firefox Mozilla Google Chrome etc.	Mandatory
18.	User Interface should require only standards compliant browsers with standard support for JavaScript and HTML.	Mandatory
19.	Should not require opening of any special protocols for connecting the user client to the web/ application server. All communication should be on secured HTTPS.	Mandatory
20.	The solution shall be supported on client with mobile based platform.	Mandatory
21.	The Application Platform must be compatible / interoperable with HSM Devices such as Thales, Safenet, etc and integration between HSM API and ASA/AUA/KSA/KUA application must be carried out free of cost.	Mandatory
22.	It should be possible to integrate/call/plugin in the ASA/AUA/KSA/KUA application as a module with other web-based/g-based applications.	Mandatory
23.	The web based application should comply with Guidelines for Indian Government Websites (GIGW), W3C and WCAG 2.0 Level A.	Mandatory
24.	The Railtel will be the owner of the source code of the complete developed platform.	Mandatory
25.	Bidder solution should provide Web based API for performing Authentication and eKYC and the hosted API page should have support majority of the STQC Certified Fingerprint and Iris biometric devices and should have already implemented the solution integrated with STQC certified biometric devices of atleast 3 different companies. The client side API should be available for Java, .NET and PHP Platform	Mandatory
26.	Bidder solution should have capability to sign / encrypt/ decrypt the Aadhaar xml's using Hardware Security Module of OEMs like Thales, Safenet, etc, USB Token and File based certificates.	Mandatory
27.	Bidder should have experience in interfacing with ASA Platform providers for Payment Systems, Data Repository, e-Governance Schemes, etc.	Mandatory

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28.	<p>Bidder solution should have the following API Specifications implemented and should be in use in a production environment at existing customer locations:</p> <ul style="list-style-type: none"> a) AADHAAR AUTHENTICATION API SPECIFICATION – VERSION 1.6 b) AADHAAR BEST FINGER DETECTION API SPECIFICATION – VERSION 1.6 c) AADHAAR E-KYC SPECIFICATION – VERSION 1.0 (FINAL) d) AADHAAR OTP REQUEST API SPECIFICATION – VERSION 1.6 e) AADHAAR MOBILE UPDATE API SPECIFICATION – VERSION 1.0 	Mandatory
Reports & Additional Requirements		
1.	The Solution should be capable of sending alerts/SMS/email to predefined designated officers in the event of crossing predefined conditions.	Desirable
2.	<p>The Solution should have Ability to generate reports at</p> <ul style="list-style-type: none"> • real time / on line basis • in background (when evaluation is time-consuming) • via batch processing • specific date • regular time interval • any other specific business condition 	Desirable
3.	Ability to maintain audit trail of changes such as the time of change, the user ID, old and new value with field description.	Desirable
4.	<p>Ability to support the following functions:</p> <ul style="list-style-type: none"> • Portability • Interoperability • Scalability • High Performance • Serviceability • Manageability • Flexibility 	Mandatory
5.	All sensitive data (such as passwords, Aadhaar Data, bank account numbers, etc) shall have to be stored in encrypted format. The system should protect the integrity and authenticity of the data.	Mandatory
6.	The solution must allow users to trace the history of a data. It should also be able to trace where a data entity currently is placed in the system.	Mandatory
7.	UIDAI/CIDR over a period of time may alter the metadata including the number of fields, data type etc. The system should be able to handle such situations	Mandatory

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8.	The system should have provision for the user to submit the data through an easy to use interface like GUI, Web-Service, etc. as appropriate for the data exchange modes.	Mandatory
10.	The system should be able to support all standard file formats including but not limited to CVS, XML, XLS, Delimited File, rar, zip, 7z, jpg, jpeg etc.	Mandatory
11.	The solution should support bulk loading of data and inbuilt capability of data integration in near real time batch modes.	Mandatory
12.	The system should be able to match each record with the entire CIDR data through fuzzy logics to arrive at strict and loose matches.	Mandatory
13.	The system should also be able to make the match on various attributes including but not limited to name, date of birth, father's name, parsed address etc.	Mandatory
14.	The module should also ensure storage of any such data/logs which shall be required by Government, UIDAI and KSA/ASA. These logs shall support in creation of the compliance reports required by audit agencies.	Mandatory
15.	The system should be able to use the parsed data intelligently for the matching to take place. All possible permutations and combinations should be applied to arrive at the most probable match. The cutoff score should be definable for the 1:1 match (1 record of department matched with 1 record of CIDR) and the 1: N match (1 record of department matched with N records of CIDR). All the parameters should be configurable.	Mandatory
16.	The System shall have the capability of sharing data through common file sharing mechanism including FTP, Web-Service, etc.	Desirable
17.	The system should be flexible enough to accommodate the updates released by UIDAI from time to time without any additional cost.	
Special Requirements		
1.	The solution must have provision to sign and encrypt the authentication/e-KYC requests through digital signature certificate in High Availability mode.	Mandatory
2.	All requests and responses should be logged.	Mandatory
3.	The system shall maintain audit logs for all authentication, e-KYC, BFD related transactions by capturing desirable details of the transaction including Aadhaar number, date, time, IP, Sub-AUA code, Key, etc. AUA shall log all its authentication transactions and maintain them for at least 6 months' time period. The logs shall capture details of authentication	Mandatory
	transaction but not corresponding Personal Identity Information (PID).	
4.	The system should ensure that the authentication request originating at an authentication device is compliant with the standards and specifications prescribed by UIDAI and complete.	Mandatory

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5.	The System should also be able to conduct Buffered Authentication (At places of poor network connectivity, authentication request may be “buffered” (or queued) on the device until a configurable period of time (presently 24 hours) then sent to CIDR for authentication when connectivity is restored / available)	Mandatory
6.	The system should be able to accept the e-KYC requests from KUA/sub KUA. System should be able to route the e-KYC request to KSA. The response from CIDR has to be forwarded to the KUA/sub KUA. (This may include the e-KYC information or the error code.). The same has to be given back to the sub organization in a secured manner. The application should validate the e-KYC request coming from KUA/Sub KUA and should digitally sign the packet. The system should decrypt the KYC details provided by CIDR and shall forward the KYC details including his name, address, photograph DoB, etc. to the clients in a secured manner. The system should have error handling facility.	Mandatory
7.	The Software solution must be compatible/inter-operable with various STQC Certified PoS (Point of Sale)/Wall-mount devices used for Finger print/IRIS scanning. Respective API to integrate these devices with software must be made available for fast implementation.	Mandatory
8.	Compliance of the security guidelines issued from time to time by Department of Telecommunications (DoT), government of India and UIDAI. Worker would be required to fulfill the all requirement of DOT & UIDAI in this respect.	Mandatory
9.	Any other requirement to fulfill the ASA and AUA scope work defined by UIDAI.	Mandatory
10.	Any other requirement to integrate with existing system of Customer for ASA and AUA services	Mandatory
11.	To provide required support to end customers for ASA and AUA services as per SLA	Mandatory
Disaster Recovery site		
1.	Disaster Recovery setup for Application for the ASA and AUA services	Mandatory
Billing Portal		
1.	Web based Billing portal should be part of the solution.	Mandatory
2.	Billing portal should have following features: <ol style="list-style-type: none"> 1. Separate login for customer, Railtel and MSP. There should be no limitation in creating the number of logins in the portal. 2. Customer should be able to view and download reports on the total number of transaction done by him. 3. The reporting should be available on various type of authentication methods like otp, ekyc, demographic, biometric etc. 4. The customer login of the billing portal should also contain the dashboard showing 	Mandatory

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	<p>the billing statement on realtime basis.</p> <p>5. Railtel/admin login should have feature for generating the transaction report and billing statement for all the customers based on the filter criteria like Customer name, date etc. The reports should be available for at least last 6 months.</p> <p>6. Railtel/admin portal should allow for setting per unit transaction price for each customer.</p>	
3.	Portal should have feature for sending email, sms etc. alerts to the customers/stakeholders.	Desirable

3.2 Proposed Responsibilities of MSP

- a. Under the framework of the agreement, RailTel and MSP would work together towards a mutually beneficial relationship wherein MSP shall act as the deployment and implementation partner for the various projects undertaken or to be undertaken by RailTel during the term of the agreement for Aadhaar based Authentication and e-KYC services.
- b. MSP shall provide their expertise in delivering the various solutions. These shall include but not limited to the following:
 - i. Aadhaar based authentication for any financial / non-financial transactions that require authentication.
 - ii. Aadhaar based Authentication during enrolment of Aadhaar enabled bank accounts. This service would also be used for financial transactions as per RBI guidelines.
 - iii. Aadhaar based Authentication to verify the investor and transactions for insurance sector as per IRDA guidelines.
 - iv. Aadhaar based Authentication for various Governments to Citizen (G2C) services envisaged to be provided through various agencies.
 - v. Aadhaar based Authentication for skill development programs undertaken by various government agencies.
 - vi. Aadhaar based Authentication during recruitment and other examinations.
 - vii. Aadhaar based Authentication for monitoring attendance of various functionaries like school, office, factory, etc.
 - viii. Aadhaar based Authentication for customer verification for mobile connections, LPG connections, etc.
 - ix. Aadhaar based Authentication for train and any travel service where verification is required.
 - x. e-KYC services for providing government centric services like passport service, election services, public distribution schemes, disbursements and other government initiated welfare schemes.
 - xi. For any other purpose that may relate to Aadhaar enabled service delivery.
 - xii. Aadhaar based Authentication for printing of Aadhaar cards, demographic updation, and biometric updation.
 - xiii. For any other similar purposes that may envisage in future.
- c. MSP shall provide their expertise in modification of the existing applications to be made suitable for Aadhaar enabled service delivery over RailTel / non-RailTel network.
- d. MSP shall provide their support in procurement of equipment envisaged to be necessary for

implementing the project.

- e. RailTel shall procure the equipment necessary for implementation as per the existing guidelines.
- f. MSP shall maintain requisite skilled manpower for Help Desk & L-1 Support, and, if found necessary for maintenance/support, the same shall be deployed as per request from RailTel. RailTel reserves the right to call the employees of MSP for a test or interview. RailTel also reserves the right to inspect the mark sheets/score cards, degree or certifications of such employees.
- g. Training shall be imparted to RailTel technical team regarding the use of developed solution.
- h. DR installation for the services without any financial implication to RailTel
- i. Remote support 24 X 7 for the services & on-site as per business requirement without any financial implication to RailTel
- j. Expansion of application capability to support larger traffic as per business requirement without any financial implication to RailTel

CHAPTER 4

**Commercial Terms and
Conditions**

1. Service Level Agreement

The MSP should provide the comprehensive capability for management, maintenance and monitoring of all the overall Aadhaar Application Software Platform (including all components and sub-components) for this project. The SLA Monitoring function of the solution is an important requirement of this Project. Therefore, resolution of any issues/problems related to Aadhaar Application Software Platform is essential and unavoidable part of MSP responsibilities. If the MSP fails to resolve such an issue attributable to software within 48 hours of email/telephonic escalation/letter, under conditions of no law and order concerns to the satisfaction of RailTel, this may invoke penalty @ 1% per day of delay beyond 72 Hours, maximum up to Rs 10% of the monthly payment due to MSP.

2. Performance Bank Guarantee (Security Deposit)

The tenderer shall submit 3% of total value of the work order detailed in the Acceptance Offer towards security deposit in the form of FDR or online transfer or irrevocable Bank Guarantee within 30 days of issue of Work Order, 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 work order, from any scheduled bank for due fulfillment of contract. The Performance Guarantee should be valid for two months beyond the period of contract.

The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract, duly adjusting any dues recoverable from the tenderer. The security deposit shall bear no interest.

Note:

- (i) 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 own 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.
- (ii) Any performance security upto a value of Rs. 5 Lakhs is to be submitted through online transfer only.
- (iii) In case of submission of Security Performance in form of FDR then lien should be created in favor of "RailTel Corporation of India Ltd".

3. Agreement Details

The agreement shall come into effect from the date of signing and will be valid for a period of 1 year from the date of execution and shall be renewable for further terms as per mutual consent.

Termination of contract may also happen in case of below mentioned breach of SLAs:

1. If there is a breach in SLA from MSP side for two consecutive months, RailTel will analyze the problem and recommend measures to improve the same.
2. If still there is a breach in SLA from MSP side for the 3rd month, then a written notice that says ***“If the service level is immediately not improved then the agreement is liable to terminated.”*** will be issued to MSP by RailTel.
3. If the SLA still did not meet even in the 4th month, then Termination notice will be served from RailTel.

RailTel’s decision shall be final in regard of Agreement renewal or termination.

4. Commercial Terms

The revenue shall be generated by way of Aadhaar enabled authentication and e-KYC services. RailTel shall charge its customers on per transaction basis and revenue is expected to be generated through these transactions. RailTel shall share with MSP a Fixed Percentage of its share of such revenue from all transactions that use Aadhaar enabled authentication and e-KYC services. The payment shall be made to MSP on quarterly basis. Details as under:

- Fixed MSP service revenue share = % of per transaction charges obtained by RailTel.

On expiry of the agreement period and issue of the certificate of final acceptance of the entire installations, the Performance Bank Guarantee shall be released to the Vendor after adjustment of any dues payable by the vendor.

5. RailTel’s Responsibilities and Obligations

It shall be the responsibility of RailTel to create Network Infrastructure to support Aadhaar business. Following are the responsibilities of RailTel with respect to Network Infrastructure:

- RailTel shall provide & manage Network Infrastructure required to support Aadhaar business.
- Further RailTel shall also augment capacity and plan a resilient network to handle traffic as per business projections.
- RailTel shall provide 24x7 support at Network Operation Centre to facilitate rollout and support of network for Aadhaar Project.

6. Bid submission and Opening date

As per tender Notice.

7. Period of Validity

Offer shall remain valid for a period of 90 days from the date of opening of the bids.

8. Delivery Period: MSP has to make it’s platform functional and ready to use within 15 days of issue of work order.

9. Clause wise Compliance

Clause wise compliance statement of the Terms & Conditions shall be enclosed with the offer along with the technical literature of the material and other documents in support of relevant clauses.

10. FORCE MAJEURE

If during the contract period, the performance in whole or in part, by other party, of any obligation under this contract is prevented or delayed by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, pandemic quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (herein referred to as EVENT), provided notice of happenings of any such event is given by the affected party to the other, within 21 days from the date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non- performance or delay in performance. Provided service under this agreement shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.

In the event of a Force Majeure, the affected party will be excused from performance during the existence of the Force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this contract. Neither party shall be liable for any breach, claims, and damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

11. Bid Earnest Money, Tender document Fee and Processing Fee of eNivida Portal:

- 11.1. EMD is as per Tender notice and will be required to be submit only through eNivida Portal.
- 11.2. Tender Document Fee is as per Tender Notice and will be required to submit only through eNivida portal.
- 11.3. Tender Processing fee is as per Tender Notice and will be required to submit only through eNivida portal.

12. Late Bids

Late bid will not be allowed.

13. Clarification

Recipients are required to direct all communications related to this tender, through the Nominated Point of Contact person to following officials of RailTel:

1st Level

Sh. Manish Gupta
Deputy General Manager /DSP
Email : manish_g@railtelindia.com
Contact No. : 9717644062

2nd Level

Sh. Vivek Porwal,
General Manager /Marketing
Email: vivek.porwal@railtelindia.com
Contact No.: 8285665666

14. Period of Agreement

RailTel will enter into an agreement with the bidder for a period of one year that can be extended on mutual consent for one more year subject to extension of license by UIDAI

15. Settlement of Disputes/ Arbitration

“The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this tender/agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.

In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this tender/agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.”

16. Governing Laws

This contract shall be interpreted in accordance with the laws of India. The courts at New Delhi shall have exclusive jurisdiction to entertain and try all matters arising out of this contract.

17. Termination for Default

RailTel may without prejudice to any other remedy for breach of contract, by written notice of default, sent to the supplier, terminate this contract in whole or in part if the firm fails to deliver services within the time period (s) specified in the contract.

18. Insolvency and Breach of Contract.

RailTel may at any time, by notice in writing summarily determine the contract without compensation to the Contractor in any of the following events, that is to say:

- (a) If the Contractor being an individual or if a firm, any partner thereof, shall at any time, be adjudged insolvent or shall have a receiving order or order for administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or enter into any assignment or composition with his creditors or suspend payment or if the firm be dissolved under the Partnership Act, or
- (b) If the Contractor being a company is wound up voluntarily or by the order of a Court or a Receiver, Liquidator or Manager on behalf of the Debenture-holders is appointed or circumstances shall have arisen which entitle the Court or Debenture holders to appoint a Receiver, Liquidator or Manager, or
- (c) If the Contractor commits any breach of the contract not herein specifically provided for. Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the Purchaser and provided also the Contractor shall be liable to pay to the Purchaser for any extra expenditure he is thereby put to and Contractor shall, under no circumstances, be entitled to any given on re-purchase.

19. Rates during Negotiation

The tenderer/s shall not increase his/their quoted rates including payment terms in case the RailTel Administration negotiates for reduction of rates. Such negotiations shall not amount to cancellation or withdrawal of the original offer and the rates originally quoted will be binding on the tenderer/s

20. Bill passing & Paying Authority

Accounting unit/bill passing unit for the supplies under SOR is GM/Marketing/CO. Bills to be submitted to the GM/Marketing/CO for payment.

21. Wrong Information by Tenderer

If the tenderer/s deliberately gives/give wrong information in his/their tender which Creates/create circumstances for the acceptance of his/their tender the RailTel reserves the right to reject such tender at any stage.

22. Security Considerations & Security Agreement

The directives issued from time to time by the Department of Telecommunications (DoT),

Ministry of Communications and IT or any other Ministry of Govt. of India on security considerations shall be applicable to the present tender. Accordingly, as per the extent amendment of the National Long

Distance (NLD) Service License Agreement for Security related concerns for expansion of Telecom Services in various zones of the country issued vide Department of Telecommunication, Ministry of Communication and IT, Govt. of India's letter no. 10-54/2010-CS-III (NLD) dated: 31.05.2011, you shall comply with the provisions stated in the above mentioned directive of DoT and shall have to enter into an agreement with RailTel as per the mutual agreement between Telecom Service Provider and the vendor of equipment, product and services (based on template, available on DoT website) covering all relevant clauses. You must submit a declaration along with their bid in this regard.

23. Limitation of Liability

"The contractor shall not be liable to Railtel for any indirect, special, incidental, consequential loss or for any loss of profits.

Save and except in the event of gross negligence, wilful misconduct, fraud, death or bodily injury, injury to personal property, breach of confidentiality, infringement of Intellectual property rights and breach of applicable laws by the contractor, the total liability of contractor shall not, in any case, exceed an amount equivalent to the contract value."

24. Ambiguity:

If there is any ambiguity or doubt as to the meaning of any of the tender clauses/ conditions or if any additional information required, the matter should immediately be referred to RailTel in writing atleast 2 days before the opening of tender and the decision of RailTel shall be final and binding in this regard.

25. Attendance of Representatives for Tender Opening:

Representatives of tenderer desirous to attend the tender opening can do so on production of a proper letter of authority from the firm, failing which they may not be allowed to attend the tender opening. Authorized representative of firm who has submitted the tender documents alone shall be allowed to attend the tender opening.

26. Acceptance of the Offers:

RailTel is not bound to accept the offer and reserves to itself the right to accept any offer in respect of the whole or any portion of the item specified in the tender and contractor shall be required to supply at the rate quoted.

27. RailTel reserves the right to increase and /or decrease the order quantity by a quantity not exceeding 25% of the ordered quantity on the same revenue share and terms and conditions during the currency of the contract, with suitable delivery schedule for the enhanced quantity/cost.

CHAPTER-5

PROFORMA FOR PERFORMANCE BANK GUARANTEE

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., Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 (Herein after called RailTel) having agreed to exempt(Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement 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 and our local branch at New Delhi (indicate detail address of local New Delhi branch with code no.) 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).

We, the Bank further agree that this guarantee shall be invokable at our place of business at/New Delhi (indicate detailed address of local New Delhi Branch with code no.). The branch at New delhi is being advised accordingly.
(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.

Dated the day of ,2022

for
(indicate the name of the Bank)

Witness

1. Signature
 Name

2. Signature
 Name