

RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking)

EOI.No: RailTel/SR/SC/Mktg/ATP

Dated 17.08.2023

Expression of Interest (Eoi) for Selection of Partner from its **Empanelled Business Associates/Business Partners with Area of Specialization as Software/Application Development including Web Development and AMC & Empanelled Software/Application Development Partners** for the work to Develop a Responsive Air Ticketing Portal & Mobile App for RailTel's Customer and maintaining for a period of three years as per the given detailed Scope of work.

For detailed Scope of Work, refer to section 5.

EOI NOTICE

RailTel Corporation of India Limited
1-10-39 to 44, 6A, 6th floor, Gumidelli Towers, Begumpet Airport Road,
Opp. Shopper Stop, Begumpet, Hyderabad – 500 016.

EOI No: RailTel/SR/SC/Mktg/ATP

Dated 17.08.2023.

RailTel Corporation of India Ltd., (hereinafter after referred to as “RailTel”) invites Expression of Interest (EOI) for Selection of Partner from its **Empanelled Business Associates/Business Partners with Area of Specialization as Software/Application Development including Web Development and AMC & Empanelled Software/Application Development Partners** for the work to Develop a Responsive Air Ticketing Portal & Mobile App for RailTel’s Customer and maintaining for a period of three years as per the given detailed Scope of work in Section 5.

The EOI is uploaded in the RailTel’s website www.railtelindia.com. For any Addenda/Corrigenda, the bidders are requested to go through the website from time to time.

The EOI schedule and other details are as under:

Date of EOI Floating	17 th August ,2023
Last date for submission of Bids against EOI	22 nd August ,2023 at 15:00 hours
Opening of Bids received against EOI	22 nd August ,2023 at 15:30 hours
Number of copies to be submitted	Single Stage (Single Packet System)
EMD	Refer <u>Section 4</u> of this ROI
Bid Submission Mode	Online - Bidders may submit the response in RailTel enivida Portal

Note:

1. The EOI response is invited from all eligible Empaneled Business Associates/Business Partners with Area of Specialization as Software/Application Development including Web Development and AMC & Empaneled Software/Application Development Partners.
2. All the future Addenda/Corrigenda clarification will be published on the RailTel e-nivida Portal only.
3. All the documents must be submitted with proper indexing and page numbers.
4. Bids received after due date and time will be summarily rejected.

Contact Details for this EOI:

Level:1 Contact: Shri. HariKrishnan S , Dy. Manager/Mktg
Email: harikrishnan@railtelindia.com Contact: +91- 9391393028

Level:2 Contact: Shri. Nirav S Vaghela, Dy. General Manager/Mktg
Email: niravvaghela@railtelindia.com Contact: +91- 9701611844ss

Level:3 Contact: Shri. P. Vikrant Kumar, Jt. General Manager/Mktg
Email: vikrantk@railtelindia.com Contact: +91-9003144205

Nirav S Vaghela
Dy. General Manager/Mktg

1. Table of Contents

1. Introduction about RailTel	5
a) Licenses & Service portfolio:.....	5
b) Carrier Services	6
c) Enterprise Services.....	6
2. Project Background and Objective of EOI	6
3. Eligibility Criteria for Bidder:	7
4. Earnest Money Deposit.....	9
4.1 Earnest Money Deposit:	9
5. Scope of Work and Partner Selection :.....	9
5.1 Scope of Work.....	9
5.2 Website/mobile app Platform	25
5.3 Website/mobile app Hosting.....	25
5.4 Web site & Mobile app Maintenance	25
5.5 Search Engine Optimization	25
5.6 Requirements Study	25
5.7 User Interface and Experience strategy	27
5.8 Visitor engagement:	27
5.9 User Interface design:	27
5.10 Functionalities:	27
5.11 Design and Development of responsive air ticketing website and mobile app	28
5.12 Guidelines for responsive air ticketing website and mobile app development and testing .	28
5.13 User Acceptance Testing	30
5.14 Service listing and integration	31
5.15 Deployment and commissioning of Website and Mobile App.....	31
5.16 Commissioning and roll-out of website and mobile app	32
5.17 Beta Testing.....	32
5.18 Administration and Maintenance Services.....	33
5.19 Website and Mobile App maintenance services	34
5.20 Content Management, Aggregation and Update	34

5.21	<i>Analytics and MIS Reports.....</i>	<i>35</i>
5.22	<i>Training of RailTel’s Customer Employees.....</i>	<i>35</i>
5.23	<i>PCI DSS</i>	<i>36</i>
6.	<i>Delivery Schedule :.....</i>	<i>36</i>
7.	<i>Service Level Agreement and LD.....</i>	<i>36</i>
7.1	<i>Liquidated damage charges</i>	<i>36</i>
7.2	<i>Downtime charges on responsive air-ticketing website and mobile app maintenance</i>	<i>36</i>
7.3	<i>Incident Reporting</i>	<i>39</i>
8	<i>Schedule of Rates (At Annexure-I)</i>	<i>40</i>
9	<i>Response to EOI guidelines</i>	<i>40</i>
10	<i>Instructions to BAs/SI Partner</i>	<i>41</i>
11.	<i>Evaluation Criteria :</i>	<i>42</i>
12.	<i>Payment Terms:.....</i>	<i>43</i>
12.1	<i>Payment Schedule</i>	<i>43</i>
12.2	<i>Payment Amount.....</i>	<i>43</i>
12.3	<i>Payment pre-requisites</i>	<i>43</i>
13.	<i>Arbitration.....</i>	<i>43</i>
14.	<i>Force Majeure Clause.....</i>	<i>43</i>
15.	<i>E- Tendering Instructions to Bidders</i>	<i>44</i>
	<i>Annexure- I : Schedule of Rates:</i>	<i>48</i>
	<i>Annexure- II: Evaluation Process.....</i>	<i>49</i>
	<i>Annexure III: Format for COVERING LETTER.....</i>	<i>50</i>
	<i>Annexure IV: Format for Self-Certificate & Undertaking.....</i>	<i>51</i>
	<i>Annexure-V: For Undertaking for not Being Blacklisted/Debarred.....</i>	<i>52</i>
	<i>Annexure: VI: Integrity pact</i>	<i>54</i>

1. Introduction about 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 is a wholly owned subsidiary of Indian Railways.

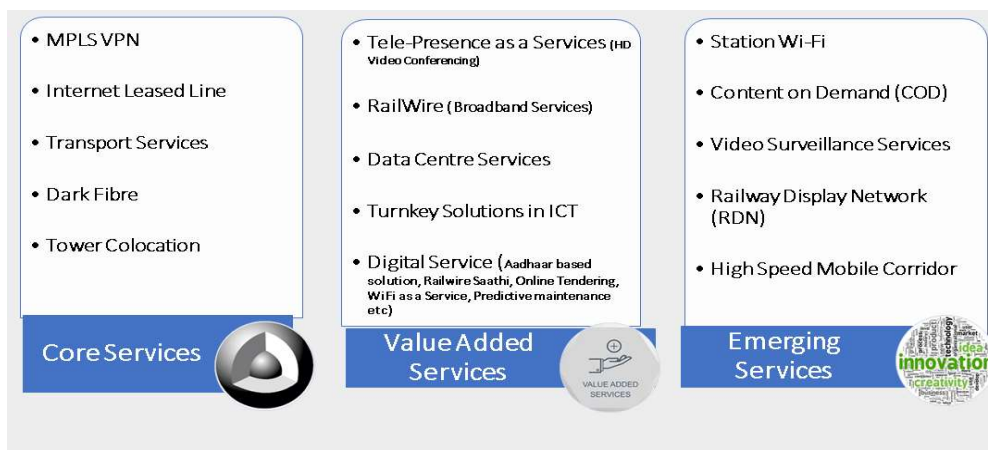
RailTel has approximately 61000+ km's of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon 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 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 unified licenses under which the following services are being offered to various customers:



b) Carrier Services

- 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.
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above.
- Dark Fiber/Lambda: Leasing to MSO's/ Telco's along secured Right of Way of Railway tracks.
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/ BTS of Telco's.

c) Enterprise Services

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

d) Data Center

Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centers in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications/ hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centers. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

e) High-Definition Video Conference:

RailTel has unique service model of providing high-definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices.

f) Retail Services - RailWire: -

RailWire is a Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering & maintaining broadband services and up to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 500,000 subscribers on PAN Indian basis. RailTel can provide broadband service across— Government PSU or any Organization's officer's colonies and residences.

2. Project Background and Objective of EOI

RailTel Corporation of India Limited intends to invite vendors to develop an advanced air ticketing portal and mobile app for RailTel's Customer. The envisioned portal must be highly responsive, user-friendly, and integrate seamlessly with various airlines, GDS sites, and payment gateways. Users will be able to register, book tickets, and track their booking history conveniently. The portal will prioritize security, adhering to PCI

DSS compliance and ensuring encrypted data transmission. Additionally, a robust back-office system will facilitate approval processes, credit user management, report generation, and efficient reconciliation. RailTel anticipates a modern, efficient design with swift functionality, delivering a seamless user experience that fulfills RailTel's Customer's diverse travel requirements.

3. Eligibility Criteria for Bidder:

The bidders must comply with the following conditions for their eligibility in the participation for the EOI. Submit necessary declarations/certifications as per Tender Terms and Conditions:

S No.	Parameter	Eligibility Criteria	Supporting Documents to be Submitted
A)	Association with RailTel	The Bidder Should be RailTel's. Empanelled Business Associates/Business Partners with Area of Specialization as Software/Application Development including Web Development and AMC & Empanelled Software/Application Development Partner with validity of association at least up to the last date of submission of this bid. This is the primary and mandatory eligibility criteria, however, the bidder is also required to meet other eligibility criteria of this EOI.	Copy of LOI/Agreement.
B)	Financial Conditions		
i)	Company Registration	Should be registered under Companies Act, 1956 or Companies Act 2013 or as amended and should have at least 3 years of operations in India as on bid submission date.	1. Certificate of Incorporation 2. GST Registration 3. PAN Card
ii)	Average Annual Turn Over	Cumulative turnover of last 3 Financial years Including Current Financial Year should be Rs 1.08Cr and above.	Audited Balance Sheet, P&L, Turnover Certificate issued by Chartered Accountant. Certificate should contain UDIN No issued by ICAI
iii)	Net Worth	Positive Net worth for last 3 Financial years	Net Worth Certificate issued by Chartered Accountant. Certificate should contain UDIN No issued by ICAI

C)	Technical Conditions		
(ii)	Experience in related field	<p>The Bidder must have successfully completed any of the following during last 07 (seven) years, ending 31.07.2023</p> <p>One similar work costing not less than Rs.43.01 Lakh or Two similar works, each costing not less than Rs. 28.67 Lakh or Three similar works each costing not less than Rs 21.51 Lakh</p> <p>Similar works includes, development of Website Development/ App / Platform Development/ Ticketing Portal / App Development with Booking /Ticketing /Payment facilities for Public users.</p>	Copies of work order/ completion certificate from customer.
D)	Annexures		
(i)	<u>Annexure-III</u>	Covering Letter	Duly filled and signed by the authorized signatory
(ii)	<u>Annexure-IV</u>	Self Certificate & Undertaking	
(iii)	Blacklisted firm- <u>Annexure-V</u>	The bidder should not be blacklisted by Central/ State Government Ministry/ Department/ PSU/ Government Company. Bidder also should not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Ministry/ Department/ PSU/ Government Company.	Self-declaration from the bidder in company letter head, signed by authorized signatory
(iv)	<u>Annexure -VI</u>	Past Performance details	Past Performance details
(v)	<u>Annexure-VII</u>	Integrity Pact	
(vi)	Power of Attorney	Power of Attorney/Board Resolution in favour of one of its employees who will sign the Bid Documents (also digitally).	Power of Attorney/Board Resolution in favour of one of its employees who will sign the Bid Documents (also digitally).

A Copy of Purchase/ Work Order & its Commissioning Certificate covering any of the above three components issued by Work Awarding Organization is to be submitted with EOI. Also, contact Details of concerned person i.e. Name / Designation / Contact Number/ Official Email ID, of the Work Awarding

Organization needs to be mentioned.

4. Earnest Money Deposit

4.1 Earnest Money Deposit:

Bidders shall submit, along with their Bids, EMD of Rs. 1,43,370/- (Rupees One Lakh Forty-Three Thousand Three Hundred Seventy Only) by way of digital transaction mode available on RailTel's e-Tender site (<https://railtel.enivida.com>).

The EMD of successful Bidder will be returned, without interest, upon submission of PBG (as mentioned below).

Successful bidder is required to submit Acceptable irrevocable bank guarantee for an amount equivalent to 3% of contract value towards performance security deposit. Performance Bank Guarantee (PBG) should be valid for 42 months and to be submitted in 15 working days from date of work order from RailTel. Agreement to be signed within 15 working days from date of work order from RailTel.

5. Scope of Work and Partner Selection :

5.1 Scope of Work

RailTel's Customer has been entrusted with the responsibility of developing Website and mobile app for air ticketing .At present, RailTel's Customer is issuing tickets for official travel of Government departments as well as the personal tickets for LTC travel. RailTel's Customer wishes to develop its own travel portal and mobile app for managing its travel solutions. **The Application will be property of RailTel's Customer and Source code to be provided to RailTel's customer after Go-live and as and when changes takes place.**

The Air Ticket booking portal will be a Government Public facing website. It is highly recommended to deploy sufficient and qualified manpower to resolve day-to-day issues. AMC applicable to functional and integrational issues corresponding for online transactions and functioning of application will be under scope of selected bidder. Homepage would be Multilingual with Hindi along with English. The Content would be provided by RailTel's Customer. All other pages would be rendered in English.

All data pertains to RailTel's Customer will be handed over to RailTel's Customer at the time of termination of contract. The Selected bidder will support for related migration of application to new servers after

termination of contract.

The selected bidder shall have to sign MOU/ agreement with RailTel with respect to the scope of work and SLA.

5.1.1 New air-ticketing website Objectives –

Air ticketing website should be responsive, should be pictorial, cluster free, easy navigation and SEO friendly. Adaptable to various media like (computer, laptop, mobile, tab etc.) and various browsers. **The site has to be responsive.** Cost of Publishing Mobile App in Google Play store an Apple App Store will be borne by selected bidder.

5.1.2 Air ticketing website & Mobile Apps integration with other sites/servers

Air ticketing website & mobile apps need to be integrated with various airlines, various GDS (Global Distributions Systems) sites / servers, various payment gateways. Modification in integration and additional integration required as and when existing airline, GDS, payment gateway changes any of its products / services or any new airline, GDS, payment gateway introduced. Website & Mobile app need to be integrated with SMS, E-Mail servers. Integration will take place during maintenance contract also.

5.1.3 Website & mobile app functional requirements –

- (i) It will be an open source-based software, which can be connected and browsed directly through laptops, handheld devices, mobile etc without any scalability issues. The software shall be capable to change its layout and options to fit the device and browser window size.
- (ii) The software shall have interface to a diverse range of Travel Industry products and shall be built on Graphical user interface.
- (iii) The software shall have following modules as indicated in the following paragraphs.
- (iv) Any Guest user before booking the ticket, may require to be registered with software along with verification of their mobile number. In case of guest user mobile number needs to be verified. Ticketing in here for individuals will be on direct payment basis. All users will be verified through OTP at the time of login.

Any Registered user (willing to avail the credit facility) before booking the ticket, would be required to be registered with software as per their category (Ministries/ Govt. Office/ Departments, Autonomous Body, PSUs, Others), user will be required to fill up the General T&Cs form online take a printout of it and then upload the signed and scanned copy of it for generation of a client credit code along with verification of their email id and mobile number. Ticketing in here will be on credit basis. Each organization will have one master credit user. Master credit user could able to create sub user ids with credit limit. Total credit limit of all sub users can't exceed credit limit of the master user. Master credit user can able to change the credit limits of the sub users. Master credit user id will be created by RailTel's Customer and credit limit will be fixed /changed by RailTel's Customer.

After registration, RailTel's Customer would accord approval online after checking the completion of all requirements and meeting the criteria. Login ID(s) would then be provided to the applicant/user through which they can book the ticket, can track status, make changes and can see their entire booking and payment history.

Expectations

- (i) The software should have a responsive design based on current trends and technologies. It should have well planned information architecture with a pleasant colour scheme.
- (ii) It should have logical roadmap and be clear, concise and grab the interest of the user.
- (iii) Every component of the site should work quickly and correctly.
- (iv) The software shall to have inbuilt safeguards for protection from hackers.
- (v) Should be secured site and have minimal possible pages for booking.
- (vi) All users need to be confirmed through SMS before login.
- (vii) Whenever data is transmitted it should be transmitted in encrypted form.
- (viii) Navigation should be easy and secured.
- (ix) Portal to be integrated with airlines' server, GDS server and to our payment gateway through their respective API.

1. Air ticketing application is a web and mobile based application where RailTel's Customer customers can book air tickets. Main activities of the website are as follows:

- a. Provides facility for searching flights with different filters.
 - b. Selecting one of the searched flights.
 - c. Entering the passenger information.

d. Making payment through one of the payment options available and finally getting the PNR for the booked ticket.

a. User can book / cancel ticket by logging in to the website with his/her mobile number which will be confirmed through SMS.

2. There will also be a back office application which will be used by the customer support and operation staff of air ticketing department. Back office application known as Admin will be a web based application used over intranet of RailTel's Customer. It will have following facilities

a. To approve credit user and set a payment instructions/ set & modify a credit limit for every user.

b. To view and update the data regarding bookings or transactions done on air ticketing web application.

c. Facility to generate various types of reports for the operation and finance department.

d. A module for the reconciliation of the ticket booked/cancelled with the reports of various airlines.

e. Module for the reconciliation and refund against cancelled tickets with the different payment options available for making payment online.

f. Other miscellaneous work such as uploading the airline / IATA report, modification of the uploaded report and automatic reconciliation of booked / cancelled tickets with airline / IATA report.

g. Provision for entering credit user's payment details and maintain their credit / debit as passbook.

h. Report generation facility for credit / debit details of any particular or all credit users for any particular period should be available.

5.1.4 Details of the Functionality:

Air ticketing Website:

There will separate booking engines, one is for Government employee & B2G and the other is for public & B2B

1. Search Screen:

User accesses the air ticketing website, search screen is displayed there are following option available

a. There are 3 tabs on top (1. Domestic, 2. International, 3. LTC)

b. Under each of the tabs following options are available

i. One Way, round trip, Multi Cities(radio)

- ii. To and from Airport (departure airport, arrival airport) (Searchable box)
- iii. Travel Date (Calendar), departure date for one way and departure + arrival date for return flights.
- iv. No. of passengers to travel (1. Adults, 2. Children 3. Infants, (3 Lists consisting of numbers (1-9), no. of Adult + child should not exceed 9, no. of adult has to be equal or more than the no. of infant Child without escort option should be available
- v. Select the specific airline (List) (default value ALL)
- vi. Filter options for particular timing (i.e. morning, afternoon, evening, night etc), No. of stops. Filter should be for each sector in case of return or multi sector booking.
- vii. Option for Child without escort, Sr. Citizen, Retd. Govt. Officials

2. Search Button

Once the user submits the details, request goes to the server and it searches the requested data in its cached data. If it is available results are displayed to the user else request for the search of flights are sent to airlines (as per the option selected for specific airline or default ALL option).

Airline details and fares are stored in server cache and only the details from cache are displayed till booking happens. At the time of booking (i.e before going to payment gateway) our server needs to get current fare details from airline /GDS server and if it is different from the cache details permission needs to be get from the user for proceeding further. All Low cost airlines and GDSs (global distribution System)(multiple) for multiple full services airlines integrated with the portal, Communication with the airlines happen over web based APIs with request for mainly search, confirmation before booking, payment/credit, final booking and PNR generation (there may be different sub requests or additional requests as per the individual airline). Once the response is received from the all airlines, results are converted into the caching format and cached and then displayed to the users. Integration with any new airline / GDS APIs or modification with existing airline / GDS APIs needs to be done as and when required. Option to hold the PNR on B2B, B2G

3. Result Screen

Header has the details of source, destination cities along with terminal name, date of departing, date of arriving, number of passengers (i.e. adult, children, infant separately) and all flight details (as per filtered) below with name of airline or symbol of airline (depends upon size i.e. website and mobile app), all types of fares (by default showing lowest fare, however user could select other type of fares also), departing & arriving time, total journey hours, number of stops (with details if opened). In case of one way journey each row will have one flight detail and “Book” option on the right, in case of return or multi sector each row will have two flights details with radio button to select the flights (selected flight details will be displayed at the bottom of the screen with “Book” option on the right)

Option for flights showing in 3 hours slot (i.e. 12AM–3AM, 3AM-6AM, 6AM-9AM, 9AM-12PM, 12PM-3PM, 3PM-6PM, 6PM-9PM, 9PM-12-PM)

Once selected entire fare details i.e. Base fare, taxes, etc

4. Passenger details and Miscellaneous

- i. After flights selected passenger details to be taken, Appellation, Name, Passport no. (in case of international flight)
- ii. Travel insurance
- iii. Seat selection
- iv. Meal Selection
- v. Promotional details (if any)
- vi. Wheel Chair Assistance, Carrying Sports Equipment, Bicycle
- vii. Option for alternate mobile number
- viii. Extra Baggage
- ix. Medical Insurance for overseas travel

5. Payment Gateway

Before going to payment gateway all flight details, fare details i.e. base fare, taxes, other miscellaneous charges, Convenience fee to be displayed. Terms & conditions should be accepted by the passenger.

Site should have PCIDSS compliance to have the payment gateway in our site, instead of forwarding to Payment Gateway site. Payment mode will be credit card, debit card, net banking, UPI payment, cash cards.

After successful payment, passenger, flight details will be passed to airline or GDS server to book the ticket, issue PNR and ticket details to passenger. In case of connection failure through API, server to server connection to be tried (if allowed).

Payment gateway option is only for non-credit users.

The amount will be billed to BSP (under RailTel's Customers IATA) in case of IATA airlines and will be debited from the deposited amount in case of LCCs (under RailTel's Customers User ID).

Once the Airlines confirms the booking with the PNRs Booking is supposed to be completed and booking confirmation page is shown to the customer with the booking status of Delivered .

The invoice for the same will be automatically generated and will be displayed in the outstanding section of the page. The invoice will be serial numbered, and will be saved in the in the respective user id. The user can view/take a print of invoice whenever required.

Once the user submits the payment button, before redirection to the respective Bank /Payment Gateways website, selected airlines are requested again for the availability of the selected flights (once availability is confirmed again, User is redirected to the Bank/Payment Gateway website). Users are redirected to the URL of the respective banks and Payment gateways with the information regarding the amount, transaction id, Transaction charges, card details etc. (encoded as per the mechanism provided by the bank/Payment gateway). Once the Bank/Payment Gateway authorizes the payment it redirects to the AIR ticketing server (redirection URL can be static or dynamic as per the bank/payment gateway mandate). Once there is successful transaction response from the bank is received, re authentication of the same is done by calling confirmation URL of the Bank /Payment Gateway from the air ticketing server (this is a server to server call, not known to the User), after authentication form the server request for the booking is sent to the respective airlines (multiple in case airlines chosen by the user are different for onward and return sector). Once the Airlines confirms the booking with the PNRs Booking is supposed to be completed and booking confirmation page is shown to the customer with the booking status of "Delivered". Some time there is communication failure between the bank and RailTel's Customer serves or Airline servers and RailTel's Customer server in that case appropriate status for 1. Payment Status 2. Reservation Status are maintained and stored in DB. If transaction failure happens through API, server to server call may be done if it is provided.

Types of the payment status

1. Settlement requested (user initiated the payment process)
2. Payment Settled (Payment confirmation by the Bank)
3. Payment Failed (Payment failure by the bank)

Types of Booking Status

1. Not Booked (default status of the Transaction Id, which is generated after payment initiation)
2. Sent for Booking (after payment settlement booking requested to Airline)
3. Requested (after payment settlement booking requested to Airline)
4. Delivered (Booking confirmation by Airline)
5. Reservation Failed (Booking not confirmed by Airline)
6. Partially Booked (One segment is delivered while other is Sent for booking)

There are two levels of booking status

1. Segment Level (Onward or return)
2. Transaction Level (Status of the complete itinerary) Transaction Level has partially booked as additional level.

If the Bank/Payment Gateway does not authenticate the transaction failure response along with the reason sent by Bank/Payment Gateway is stored further process is stopped.

After booking is completed user could be able to take printout of all flights with their fares in the 3 hours slot which they had booked.

If the fare is more than 10% of the lowest fare in that 3 hours slot, a warning message to be shown to user while booking.

6. Cancellation Screen

Cancellation screen has options to users for selecting the flight which he wants to cancel.

1. User Logs in to the air ticketing website
 2. User can select the Individual segment for cancellation (either onwards/return of for a specific passenger).
- Once User cancels a Booking cancellation id is generated for the same, which is further cancelled at the airline end, however refunds are processed after the RailTel's Customer customer service staff examine the same.

There are following Booking statuses of a transaction after cancellation request.

1. For cancellation (cancellation to be done at airline end)
2. CAN (cancellation done at airline end and cancellation data update in **ADMIN**)
3. Partially cancelled (This status is at the Transaction level where few of the passenger, segment is still LIVE)
4. CAN RECON (When cancellation reconciliation is done This is status is at the segment level.)
5. Cancelled by RailTel's Customer (When cancellation is done through offline request)
6. In case of credit booking, credit note will be generated after the cancellation is done at user level.
7. In case of B2C, upon cancellation credit is transferred to source mode of payment or accumulated as credit points which can be used in future bookings

7. Billing Screen

1. Details of invoices generated
2. Details of balance credit limit

3. Details of credit notes generated
4. Details of payment made/paired/ reconciliation done
5. Will have the pop up feature for intimating when the 75% credit limit is reached.
6. Details of convenience fee charged.

Back Office System (ADMIN)

Back Office System (ADMIN) is used by the customer care and operation staff for the working on the issues regarding bookings as well as downloading the reports for the various MIS and reconciliation purposes. Links for the various screens are placed on the left of the HOME screen. Major blocks of the screen are as per below:

1. Airline Booking

- a. Daily Report
- b. Flight Consolidated view
- c. Modification of Additional Payment Details
- d. Offline Modification Request
- e. Airline Booking Report
- f. Airline Summary Report
- g. PG wise Booking Summary
- h. PG wise Booking details
- i. Summary Report

2. Airline Cancellation Reports

- a. Daily Cancellation Report

3. Flight Management

- a. Update Ticket Number.
 - b. Update Transaction Details
 - c. Change Cancellation Details
 - d. Offline Cancellation Request
 - e. Update Cancellation Amount
4. Manual Refund
 5. Distress Data
 6. Booking Monitor

7. Pairing & Reconciliation
8. Invoices
9. Generation of credit notes manually / automatically
10. Setting / modifying the credit Limit

1. Daily Report

Daily Report is the one of the main screen of the ADMIN, which helps in extracting the data from the DB based on various filter criteria.

- a. User ID
- b. Transaction Id
- c. Airline PNR
- d. Airline
- e. Booking Status
- f. Payment Status
- g. Refund Status
- h. Phone number
- i. Payment Gateway/Bank Name
- j. Email Id
- k. Booking Date
- l. GDS PNR (Applicable in case of flights booked through GDS)
- m. Journey Date From
- n. Journey Date To
- o. Booking Date From
- p. Booking Date To
- q. Transaction Type (Normal Booking, LTC Booking, Distress Booking)
- r. Cancellation Date
- s. Cancellation Date From
- t. Cancellation Date To
- u. Split PNR (Applicable in case of partial cancellation for few of the LCC airlines) –Original PNR can be viewed with Split PNR
- v. Ticket No. (Applicable in case of flights booked through GDS)
- w. Trip Type (Domestic /International)
- x. Invoice generated

- y. Credit note generated
- z. Payment paired/ reconciled

User can select the data based on any of the above criteria or any combination of the above mentioned criteria.

2. Consolidated View

Consolidated view of a transaction shows the details about any transaction Id with the following major blocks

- a. Transaction Details
- b. Flight Details
- c. Passenger Details
- d. Payment Details
- e. Commission Details
- f. Refund Details
- g. Cancellation Details
- h. Contact Details
- i. Comment /Transaction History (along with the editable Text Area)

Links for the following editable screens are also available on the TOP of the screen

- a. Update Ticket Number
- b. Update Transaction Details
- c. Change Cancellation Details
- d. Offline cancellation requests
- e. Update cancellation amount

Links for the following are also available at the bottom of the screen

- a. Print Ticket
- b. Send Itinerary - Itinerary can be sent without fare or with some remarks
- c. Print Invoice
- d. Send Invoice
- e. Offline mod request

3. Modification of Additional Payment Detail

- a. User can update the details of an additional payment done by user.

b. Additional payment are the cases when ticket price increases after payment is settled and ticket amount exceeds the payment settled amount in this case customer is asked to make a payment of the differential amount.

4. Offline Modification Request

a. Offline modification request is for the creating a transaction ID for the additional payment, the reason and amount are updated form this screen.

b. As soon as the child transaction Id (additional payment) is created in this screen, child transaction Id starts reflecting in the customer's home page after login.

c. Customer can click on the Child transaction Id which redirects to the payment page and customer makes payment.

5. Airline Booking Report

This screen can be used to download the data for the booking made on specific airline. Following are the filters available to the users.

- a. Booking Date From
- b. Booking Date To
- c. Airline
- d. Transaction Type
- e. Reconciliation Date From
- f. Reconciliation Date To
- g. Reconciliation Status
- h. Transaction Id
- i. Search by GDS PNR
- j. Search Sear Charges / EBT Charges

6. Airline Summary Report

This report is used for the selecting the summarized booking for the airline in terms of count of the segments booked. It has the following filters

- a. Booking Date From
- b. Booking Date To
- c. Airline

7. PG Wise Booking Summary

This report is used for the checking the PG wise booking summary in terms of attempted transactions, failed transactions, confirmed transactions and success percentage. It has following filters

- a. Booking Date From
- b. Booking Date To
- c. PG Name

8. PG Wise Booking Summary

It is a detailed report based on the PG chosen, it contains information regarding the transaction Id, Settlement Id, Settlement Date, Airline, booked segment, airline PNR, Booked amount etc. It has following filters

- a. Booking Date From
- b. Booking Date To
- c. PG Name
- d. GDS PNR

9. Summary Report

This report is used for the sending the daily SMSs to the RailTel's Customer officials for no. of airline wise segments booked, total booking amount and total no. of cancellation and amount of cancellation. It has following filters

- a. Report Date

10. Daily Cancellation Report

This report is used for monitoring the cancellation by the RailTel's Customer customer care for taking action against the cancellation request made by the Customer, customer care staff cancels the request at the airline end and update the status on the ADMIN through flight management, also this report is used for the reconciliation of the cancelation. This report has the following filters.

- a. User ID
- b. Transaction Id
- c. Airline Id
- d. Cancellation Date
- e. Cancellation Date From
- f. Cancellation Date To
- g. Airline Refund From

- h. Airline Refund To
- i. Transaction Status (For cancellation, CAN, Cancelled by RailTel's Customer)
- j. Transaction Type (Parent Transaction, Child Transaction)

11. Update Ticket No.

This screen is used for updating the ticket no. or PNR in case Booking status is booking under process and ticket no., PNR is generated at the airline end.

12. Update Transaction Details

This screen is used for updating the ticket no., PNR, booking status (e.g. Booking under process to Delivered or partial booked in case of (multiple segments)). Also this screen has facility to make any user active in case user have been made inactive due to double booking attempt.

a. Double Booking attempt is the case where user has payment settled for a particular itinerary (but his booking status is neither Delivered nor Reservation Failed) and user is attempting the same itinerary with the same User id. In this case System do not allow user to go for double booking, in this case user request to customer care and customer care first checks with the airline if the booking is

confirmed, if not user status is made active again otherwise user is informed about successful booking. Double booking restriction applies for same day booking (for same sector, same flight, and same passenger combination)

13. Change Cancellation Details

This screen is used for updating the cancellation details of a particular transaction like airline cancellation charges, RailTel's Customer cancellation charges etc. further this screen calculates the amount to be refunded to customer.

14. Offline Cancellation Request

In case customer is not able make cancelation request online, he can request to cancel the ticket by sending the mail from his registered mail id customer care staff creates cancellation as per the customer mail for the segments/ passengers.

15. Change Cancellation Details

This screen allows cancellation amount update of the transaction only.

16. Manual Refund

Manual refunds are done in the cases where refund is not possible from the cancellation reconciliation process. This screen allows to upload the amount to be refunded to customer and System automatically process the amount for the refund.

17. Distress Report

This screen allows for looking at the data qualified for the discounted fare data represented here is the details of the train ticket remained waitlisted after train departure.

18. Booking Monitor

This screen allows to monitor the per hour booking server wise booking and other types of the details to monitor the performance of the System.

19. Booking Reconciliation

This is the process link that allows for the reconciliation on the daily basis against the ticket booked for each of the airline. It compares the report downloaded from the airline with the Data in **ADMIN** and shows the mismatches in both side if there are any mismatch ticket no. or PNR or if there are any mismatch in the amount in both the reports, once the User is satisfied with the results or makes update to the System and run booking recon again transactions are updated as reconciled or not reconciled.

20. Cancellation Reconciliation

This is the process link that allows for the reconciliation on the daily basis against the ticket cancelled for each of the airline. It compares the report downloaded from the airline with the Data in **ADMIN** and shows the mismatches in both side if there are any mismatch ticket no. or PNR or if there are any mismatch in the amount in both the reports, once the User is satisfied with the results or makes update to the System and run booking recon again transactions are updated as reconciled or not reconciled. All the cancelled transactions which have been reconciled by this process are moved for refund to customer, cancellation status is updated form CAN to CAN RECON.

21. Payment Gateway Reconciliation

This daily process allows for reconciliation of transaction IDs with the Payment Gateway reports. It identifies all the transaction amounts matching, if there are any transactions which are not payment settled in **ADMIN** but they are settled in Payment Gateway report are also marked for refund and their payment status is marked as **Settled by PG RECON**.

There are many other MISC. options also in **ADMIN** and Air Ticketing Web Application, but major functionality has been covered above.

All reconciliation to be done automatically, by uploading GDS, Airline & Payment Gateway data into our portal, which is to be compared with our data and report prepared accordingly.

22. Credit / Debit Report

All B2B / B2G users can take their credit / debit entries for any particular period, RailTel's Customer could be able to take the report for any user(s) for any particular period.

23. Advance Entry

RailTel's Customer could enter / modify advance paid entries for any particular credit user, this will reflect in credit / debit report.

24. Adjust payment against tickets

RailTel's Customer can adjust payment by a user against their tickets made. All credit / debit transactions to be shown in a screen, through check box credit amount can be adjusted against debit entries.

25. User Creation

B2B, B2G user creation, their credit limit fixing, maintaining their account (i.e. credit /debit), sub-users creation, maintain and credit limit fixing for sub-user may have the same credit limit of main user or separate credit limit (which is less than main user). B2B, B2G users may be without credit limit also, those users tickets to be booked through payment gateway.

26. Super Admin

Super Admin will have rights of admin user creation, maintain and assign roles (Edit /view/ delete) to them. Super admin will have all the above module rights. Multiple assign to multiple user should be possible at one time.

Responsive air ticketing Website (Mobile)

Mobile site should be able to operate on **ios, android & windows platform** with user friendly navigation.

Periodically website and mobile app to be modified as per latest technology, service, and products. Design of website and mobile app to be changed as and when required by RailTel's Customer.

Mobile App functional requirements

All requirements of website, SMS fetching, GPS, Camera access, location sharing, QR code scanning, Integration with SMS & Email server, airlines sites / servers, GDS sites / servers payment gateway.

Website & Mobile app updation – Mobile app and website to be updated as per the latest technology, service, and products. Design of website and mobile app to be changed as and when required by RailTel's Customer.

5.2 Website/mobile app Platform

Proposed platforms for website – RailTel's choice

Proposed platforms for mobile app – Android, ios

Database cost (if any) – will be borne by the RailTel

License cost (if any) – will be borne by the RailTel

5.3 Website/mobile app Hosting

Website and mobile app to be hosted in cloud server provided by us. The RailTel needs to co-ordinate with hosting agency for smooth operation of website and mobile app. Document signer certificate for server will be obtained by RailTel.

5.4 Web site & Mobile app Maintenance

Website & mobile app maintenance, that includes addition/ editing/ updation of contents (texts, images), functional customization and if required design template creation/ changing of templates, regular backups

5.5 Search Engine Optimization

Website pages that will include both organic and inorganic techniques

5.6 Requirements Study

- Requirement elicitation is a key stage in the project and recognizing its pivotal role in the subsequent phases, sufficient time will be provided to the RailTel to capture the requirements accurately.

- The Selected Bidder shall carry out a requirement elicitation with RailTel's Customer to prepare and formulate the website & mobile app requirements
- As part of the System Study, the RailTel shall be responsible for preparation of a comprehensive system study document which will include detailed assessment of the functional requirements and technical requirement of the website and mobile app.
- Selected Bidder shall understand the business workflows and other related processes from RailTel's Customer.
- The Selected Bidder will be required to design workflows for the content creation till publication in the proposed platform and it needs to understand the hierarchy and chain of command at RailTel's Customer.
- On gathering the requirements, Selected Bidder shall analyse these requirements to ensure the requirements are complete, accurate, consistent and unambiguous.
- The Selected Bidder shall draft the detailed Functional Requirements Specifications of the envisaged website and mobile app in consultation with RailTel's Customer.

After the analysis, Selected Bidder shall prepare software requirement specification (SRS) document for website and mobile app, which shall contain the objectives and scope of the system, the various levels of requirements, the process model, data model, data dictionary, etc. Unresolved issues shall also be included in this document. User Role wise mapping to the various business functions with details regarding their access rights (insert / update / delete / view etc.) shall also be included in this document. Acceptance Criteria shall also be included explicitly promoting clear understanding with the end user about what the end user considers acceptable.

- The Selected Bidder shall, as part of development of SRS (System Requirement Specification), develop a website and mobile app prototype to capture and demonstrate the end user requirements in the form of screens and outputs. The prototype shall be enhanced continuously during the development of SRS. The same shall be hosted on RailTel's infrastructure and should be accessible by all users from various locations. It shall be ensured that the required environment to develop and host the prototype is procured early in the project.
- The prototype shall have the user access management configured for a 'control group' of users during the time of SRS and prototype enhancement.
- The Prototype shall also act as tool for preliminary orientation of the end users in familiarizing with the solution that is being implemented.
- The FRS/SRS document shall be reviewed and approved by RailTel's Customer.

5.7 User Interface and Experience strategy

The user experience of the website should be creating a lasting impression. While designing and developing the website and the mobile app for RailTel's Customer, the Selected Bidder must focus on user interface and experience. Some of the key aspects of UI/UX strategy are given below:

5.8 Visitor engagement:

The website and mobile app should provide an immersive, engaging, aesthetically pleasing and world-class design. The website should provide the visitor with an engaging and memorable experience.

- The visual impact of the website and app should be consistent with the brand identity.
- The Graphics, collaterals and multimedia should enhance the overall experience of the visitor
- Engage by pro-actively disseminating information via two-way interactive communication
- Should extensively leverage the proposed platform's capabilities like:
 - Website, mobile site and mobile app should be compatible with Desktop, mobile/tablets/iPad operating systems and form factors
 - Automated personalization based on user behaviour and previous learning
 - Identify important and valuable users based on their behaviour with the help of analytics platform and then target them with specific content seamlessly without any manual or technology intensive work
 - If a prospective tourist has logged in using his/her social profile, hyper-personalization should be done on a real-time basis, and after the visitor leaves RailTel's Customer Web Properties, should be able to re-target the same user via digital campaigns

5.9 User Interface design:

The Website, mobile site and mobile app should provide ease to the Visitor for all site components and features. The Website should have easy user friendly navigation and accessibility. The site should prevent errors and help the user recover from them.

- The Overall page weight of the website should be optimized for the main target audience.
- The website should adhere to its own consistency and standards
- The interface should support multiple languages

5.10 Functionalities:

The functionality of the website and mobile app should include the technical and functional features that shall provide interactive services to users.

- The website should contain administration tools to support the web and mobile site administrator.

5.11 Design and Development of responsive air ticketing website and mobile app

The Selected Bidder will be responsible for the design and development of the RailTel's Customer responsive air ticketing website and mobile app to deliver content rich, customizable, theme-based, high-performance and secured site.

The Selected Bidder is expected to design the website to make it more user friendly and responsive which complies with GIGW, W3C, WCAG and other national and international guidelines and standards. The website shall be compatible on all possible digital platforms like desktops, laptops, tablets and other mobile devices. The content should work seamlessly over different resolution, screen size, bandwidth, operating systems and browsers.

- Selected Bidder shall document the high level design as System Design Document (SDD) consisting of project standards, the functional design and the database design. The SDD document shall be reviewed and approved by RailTel's Customer
- The Selected Bidder shall also develop detailed design (Low Level Design) document which shall be reviewed and approved by RailTel's Customer
- The Website must be safe and secure using HTTPS and a hardened CMS.
- The Website should work well on desktops, mobile devices and tablets using best practices of responsive design
- The Website should comply with accessibility standards and best practices to ensure that people with disabilities can use our website.
- The Selected Bidder shall create policy related to terms of usage, site policy, content management policy etc. in consultation with RailTel's Customer.
- Website & Mobile App should use the standard coding procedure

5.12 Guidelines for responsive air ticketing website and mobile app development and testing

- The Selected Bidder shall carry out the design and development for environment to be used by RailTel in their own environment for development of RailTel's Customer's responsive air ticketing website and Mobile app.
- Selected Bidder shall implement quality standards like CMM/ CMMi level 5 for the entire life cycle of the

project. The quality process shall include adequate processes for coding, change management, defect tracking, testing, review and other secure software development life-cycle processes that would include Requirements Gathering, Design, Coding, Testing and Deployment

- Selected Bidder shall adopt S-SDLC for incorporating security into the Software Development Life Cycle.

Every phase of SDLC will incorporate additional security – over and above the existing set of activities

- Selected Bidder will be responsible for system fine tuning, patch update, version upgrade, application optimization etc.
- Selected Bidder shall develop and maintain the staging/ test environment including hardware and other components at RailTel's own environment for the complete contract period. The UAT shall be conducted over the same environment.
- The Selected Bidder shall deploy the RailTel's Customer's responsive air ticketing website and mobile app in a cloud after security audit by CERT-IN empaneled agency and STQC, Once the website and mobile app pass through the audit successfully, then it will be submitted(along with all test/clearance certificate) to RailTel's Customer before hosting.

Performance, Vulnerability and Quality check , VAPT Audit to be executed by selected partner. Post above Audit, STQC Audit will be executed.

5.12.1 Responsive air ticketing website development

- The Selected Bidder shall develop the RailTel's Customer website to support responsive web design and multi-channel rendering of content on smart phones, tablets, desktops and kiosks without duplicating the application code or logic
- Should have the ability to use the device screen real-state to the fullest while rendering website and content

5.12.2 Testing of responsive air ticketing website and mobile app

- Selected Bidder shall plan out a series of different tests, each test having a different purpose, to verify that all system elements have been properly integrated and that the system performs all its functions and satisfies all its non-functional requirements. Following tests need to be covered (but not limited to):
 - High volume performance testing
 - Failure mode and anomalous behaviour tests
 - Introductory, silent running & system readiness tests
 - Integration testing

- The inputs for this phase consist of the System Requirement Specification document (SRS) and the initial system test plans whereas the outputs consist of system test plan and test results
- On successful completion of the Integration testing, RailTel shall carry out the actual system testing as per the system test plan
- Selected Bidder shall ensure that system testing is carried out by an independent team other than the development team. RailTel shall setup a separate test environment to carry out system testing
- Selected Bidder shall get performance audit of the application from STQC/ any other authorized agency

The Selected Bidder is required to carry out testing and user acceptance test on the website/mobile app, before the website/mobile app is made live for public. The parameters for carrying out but not limited to the testing of the website/mobile app is given below.

- Functional testing
- Usability testing
 - Test for navigation
 - Content checking
- Compatibility testing
 - Browser testing
 - Operating system compatibility
 - Mobile browsing
 - Printing options
- Performance testing
- Security testing
- Website speed
- User experience

The Selected Bidder is required to perform test cases, rectify errors, bugs and incorporate changes suggested during the testing of the website.

5.13 User Acceptance Testing

User Acceptance consists of formal testing conducted by the end user group according to the acceptance test plan and analysis of the test results to determine whether the system satisfies its acceptance criteria.

- Selected Bidder shall prepare a plan to coordinate the User Acceptance activity
- RailTel's Customer shall align an end user group who would test the website and mobile app for any

bugs, issues, broken links and errors

- The Selected Bidder shall provide User Acceptance Test script to the end user group along with a format to capture the results and remarks
- Selected Bidder shall provide support to document the User Acceptance Test Results along with Defects Statistics. RailTel shall ensure that defects found are corrected and is retested by the end user group.

5.14 Service listing and integration

- The Selected Bidder is responsible to integrate the RailTel's Customer website/mobile app with external sites/ systems for seamless delivery of information from different websites. Some of the service listings required (but not limited to) are given below:

- Varies airlines sites
- Various GDS (Global Distribution System) sites.
- External SMS, Chat, Email applications, Payment gateway

- Integration with these website should be carried aesthetically to provide the visitor with a feeling of transacting over RailTel's Customer website/ mobile app. However, a disclaimer highlighting that RailTel's Customer.co.in or domain suggested by RailTel's Customer is only helping the visitor make a booking through a private website or the website of an Association may be aptly placed.

- The Selected Bidder shall use SOA for integration wherever possible to integrate with the external agencies. The RailTel shall develop the web services/ APIs in close co-ordination with the owners of external system. However, the RailTel will not be required to make any changes or do any deployment on the systems of these external agencies.

- The Selected Bidder shall be required to co-ordinate with the vendor offering external services to integrate with their platform

- In Future, Integration of Application with Whatsapp services to be done by selected bidder without any cost, however Whatsapp services/ API will be taken care by RailTel's Customers.

5.15 Deployment and commissioning of Website and Mobile App

- The Selected Bidder shall be required to host RailTel's Customer website and mobile app in a Cloud server. The Selected Bidder shall be responsible for overall commissioning and operations of the solution

- Considering the criticality of the infrastructure, the Selected Bidder is expected to design the solution with high level of redundancy and resilience to meet the uptime requirements

- Selected Bidder shall notify RailTel's Customer in case any third party application is required for

successful implementation of the responsive website and mobile app.

- The Selected Bidder shall provide the following for deployment of website and mobile app.
 - Backup / Restore Services – The Selected Bidder shall propose the backup methodology along with the period for backup and shall be also responsible for the regular backup of data and applications. Backup may also be maintained by Cloud team as per approved policy/ Procedure/ Guidelines.
 - Provide administration, version upgrade ,patches upgrade, bug/ defect fixing, incident management and update management services for software solutions at DC
 - In case, if RailTel's Customer decide to migrate the environment from the deployed cloud to a physical setup or to another cloud, the Selected Bidder shall be responsible to migrate the environment to the physical setup / cloud with no or minimal downtime.

5.16 Commissioning and roll-out of website and mobile app

- The Selected Bidder shall be able to host the website and mobile app on the production environment only after successful Security Audit by CERT-IN empaneled vendor
- The vulnerabilities/ non-compliance reported in the Security Audit shall be rectified by the Selected Bidder
- Selected Bidder, shall set up the production environment, installation of the application in the production environment, creation of application user profiles etc.
- Selected Bidder shall ensure necessary support is provided to resolve defects. Selected Bidder shall document the defects / bugs encountered during this phase as well as document the resolution of the same. Selected Bidder shall also prepare and maintain a database of Consolidated List of Common Errors & their Resolution.

5.17 Beta Testing

- The Selected Bidder shall conduct Beta testing of the RailTel's Customer website and mobile app.
- The Selected Bidder shall provide RailTel's Customer with a Beta Testing plan, allowing external users to participate in the testing process.
- Beta testing shall be conducted in a controlled and stable environment hosted over the cloud using fully operational RailTel's Customer website and mobile app.
- The Selected Bidder shall be responsible for recording bugs/ defects/ changes suggested by Beta Users
- The Selected Bidder shall correct any bugs/ defects reported
- The Selected Bidder shall incorporate any changes suggested during Beta Testing in consultation with RailTel's Customer.

5.18 Administration and Maintenance Services

- End to end management of various instances of application and servers to ensure smooth functioning of the website and mobile app
- Conduct code and configuration reviews to provide inputs to RailTel's Customer in order improve performance and remove bottlenecks, if any
- Extract the log reports, study, draw logical conclusions, do fixes and then submit the final report to RailTel's Customer
- Documentation of problems, isolation, cause and rectification procedures for building knowledge base for the known problems
- Troubleshooting of OS and other third party applications
- The Selected Bidder shall also be responsible for download and implementation of patch, updates and upgrades available for OS, website platform, Application Servers and any third party application/ components required
- The Selected Bidder shall also be responsible for server hardening and management of OS/ application security
- The Selected Bidder shall do proper version management of these configurations as the configurations may be changed from time to time. This is required to ascertain changes made to these configurations at different stages as well as have functional configurations
- The Selected Bidder shall coordinate with external vendors, network providers and cloud team for upkeep of environment deployed to meet the SLA and shall liaison with various vendors/OEMs for related works, equipment & services
- The Selected Bidder shall manage the servers on end-to-end basis like server administration, performance tuning and software support and upkeep of the server etc.
- Handling of OS related issues, installation of OS updates and patches, re-installing OS if required, periodic system performance tuning, monitoring server usage statistics, network OS support, and start up and shut down of servers.
- Regular website updates, design changes and enhancement through RailTel's Customer website is currently being designed by the Selected Bidder under stringent timelines, it does not preclude the Selected Bidder from regular and continual improvement in the design and functionalities of the website, to fully utilize the functionalities of the platform (and any upgrades) as well as to meet the latest digital trends in hospitality and travel Industry.
- RailTel's Customer may ask the Selected Bidder to regularly review the website/mobile app and

upgrade functionalities/design. This will not constitute a change request.

5.19 Website and Mobile App maintenance services

- Overall administration, operations, monitoring, maintenance of the deployed Website and mobile app, Application platform and any other component/ tool to ensure the desired uptime.
- Website and mobile app administration, support and maintenance throughout the project period
- Maintain version control and archives of source code and website content
- The Selected Bidder shall use an email-based ticketing system and categorize and prioritize the bugs/ defects reported
- The Selected Bidder shall prepare reports like first response time, time spent on tickets
- The Selected Bidder shall prioritize the tickets using SLA performance measures
- The Selected Bidder shall communicate RailTel's Customer about status of the issues and their expected resolution time.

5.20 Content Management, Aggregation and Update

The Selected Bidder shall be responsible for routine content management, aggregation and update. The content on the website and mobile app can be classified into the following categories based on the timeliness/ criticality of the update/ modification:

1. Themes: The Selected Bidder would be required to design, develop and implement themes as per the requirement of RailTel's Customer.
 - RailTel's Customer shall provide a formal request for change of theme well in advance to the RailTel for successful implementation of the same
 - The contents like Photographs, Videos, text or any other content type shall be provided by RailTel's Customer or its designated agencies to the Selected Bidder as per the agreed timelines
 - The Selected Bidder shall be required to publish the theme requested by RailTel's Customer as per the agreed timelines
2. Campaigns: RailTel's Customer runs multiple promotional campaigns throughout the year. The website and mobile app shall support the promotional campaigns by integrating relevant content on the website and mobile app. Since these promotional campaigns are constrained by time or event, the Selected Bidder shall design, develop and publish them as per the timelines provided by RailTel's Customer. The content for the campaign shall be provided by RailTel's Customer. However, the skeleton for the campaign

shall be designed by the Selected Bidder.

3. Routine updates: The content on the RailTel's Customer website and mobile app should be updated regularly by the Selected Bidder. Content shall be provided by RailTel's Customer but shall be authored and published by the Selected Bidder.

5.21 Analytics and MIS Reports

- Real-time Web Analytics, Traffic, bounce rate, unique visitors, etc.

The following is an indicative list of MIS reports to be submitted by the Selected Bidder post go-live. The Selected Bidder shall also draw an exhaustive list of reports along with RailTel's Customer. Selected Bidder shall submit the reports on a regular basis in a mutually decided format and frequency. Selected Bidder shall submit 1 hard copy and 1 soft copy of each of the reports. Indicative list if provided below:

- Log of preventive / break-fix maintenance undertaken.
- Consolidated SLA / non-conformance report
- Asset database report and Asset Audit report
- Summary of incidents reported like Application down, Components down, overall downtime, etc.
- Feedback report from users for the services rendered.
- Bug / defect resolution reports including the analysis of bugs / defects resolved, pending, completion time, responsiveness, concern areas, etc.
- Change Request Logs with their resolution status
- Incident Reporting (as and when it occurs)
- Peaking of resource utilization on any component.
- Bottlenecks observed in the system and the possible solutions and workarounds
- Security Incident Reporting (as and when it occurs)
- Detection of security vulnerability detection with the available solutions / workarounds for fixing.
- Hacker attacks, Virus attacks, unauthorized access, security threats, etc. – with root cause analysis and plan to fix the problems.

5.22 Training of RailTel's Customer Employees

Before Go Live concerned RailTel's Customer employees need to be trained for handling website and Mobile app. Training to be provided whenever any changes take place and time to time as per RailTel's Customer requirement.

5.23 PCI DSS

Website & Mobile App should be PCI DSS complied, payment gateway to be incorporated in the site instead of redirected to payment gateway site.

6. Delivery Schedule :

The Delivery Schedule is 6 weeks from the date of work order from RailTel.

7. Service Level Agreement and LD

7.1 Liquidated damage charges

Delayed charges on till go live of responsive air ticketing website and mobileapp.

If the contractor fails to deliver to perform any or all of the services within the time period(s) specified, RailTel's Customer shall, without prejudice to its other remedies on account of such breach under the contract, be entitled to deduct 5% (five percent) of the contract amount as compensation per week. The total compensation for delay shall further be subject to an overall maximum of 10% (ten percent) of the contract amount as awarded. Once the maximum deduction of 10% of the contract amount is reached, RailTel's Customer may consider termination of the contract. The decision of the RailTel's Customer shall be final and binding.

Apart from this Liquidated damages, if any, and other penalties as per tender document shall remain applicable. The amount of compensation may be adjusted or set off against any sum payable to the Contractor under this or any other contract with the RailTel's Customer. LD will be levied on the Bidder on back-to-back basis in case RailTel's customer levies LD on RailTel for delay in implementation.

7.2 Downtime charges on responsive air-ticketing website and mobile app maintenance

SLA Severity Level	Penalty as a percentage of Quarterly applicable
9	Event of default and termination
8	8.0 %
7	4.0 %
6	2.0 %
5	1.0 %

4	0.5 %
3	0.4 %
2	0.3 %
1	0.2 %

Availability of website and/or mobile app

Uptime = $\{1 - [(Website \text{ (or) Application downtime}) / (Total \text{ time} - maintenance \text{ downtime})]\}$

Total Time shall be measured on 24*7 basis for responsive website and mobile app.

Application or website Downtime shall be measured from the time the application or website becomes unavailable (due to any reasons whatsoever attributable to the RailTel) for Business processing either to the end user or for batch job processing to the time it becomes fully available for the above stated business processes.

Any downtime for maintenance shall be with prior written consent of RailTel's Customer.

Measurement Tool: Reports from hosting server monitoring tool, server logs

Example:

Application downtime = 5 Hrs

Total time (in a week) = $24 \times 7 = 168$ Hrs

Maintenance downtime = 2 Hr

Uptime = $1 - (5 / (168 - 2)) = 0.97$ or 97%

Target	SLA Severity Level (for penalty calculation)
Minimum 99.5% up time measured on a weekly basis	-
< 99.5% to > 98.0 % up time measured on a weekly basis. Please note that continuous downtime of every 2 hours would raise the severity by one level. E.g. here	4

<= 98.0% to > 97.0% up time measured on a weekly basis. Please note that continuous downtime of every 2	6
<= 97.0% up time measured on a weekly basis. Please note that continuous downtime of every 2 hours would raise the severity by one level.	7

All MIS reports as mentioned in [Section 5](#), Scope of Work and / or as agreed with the RailTel's Customer

Measurement Tool: Reports Submission records

Target	SLA Severity Level (for penalty calculation)
3 instances of delay in a quarter	-
>3 instances of delay in a quarter	5

Selected Bidder should take regular backups as per the backup policy. All the backup taken shall be signed-off by RailTel's Customer. SLA Penalty will be levied on the Bidder on back-to-back basis in case RailTel's customer levies SLA Penalty on RailTel for delay in implementation.

Measurement Tool: Backup register signed off by RailTel's Customer

Target	SLA Severity Level (for penalty calculation)
1 instance per quarter	-
>1 instance per quarter	5

Restoration of backup in case of any incident

Target	SLA Severity Level (for penalty calculation)
<6 hours	-

>6 hours	5 Upon each hour of delay severity level increases by 1
----------	--

7.3 Incident Reporting

Any events like complete system down, peaking of resource utilization on any component and Bottlenecks observed in the system and possible workarounds for the same to be monitored by the successful Selected Bidder at all times.

100% of the incidents to be informed to Purchaser within 4 hours of the incident.

Measurement Tool: Reports from server hosting agency's Monitoring tools and server/ application logs

Target	SLA Severity Level (for penalty calculation)
>4 hours of the incident	5

Incident Reporting Severity Levels

The Selected Bidder shall be responsible for monitoring the incidents on a 24x7 basis and respond to the incidents within the below mentioned schedules:

S. No	Incident Severity Level	Min. %age of total Incidents that should be detected	Target to acknowledge the incidents	*Target Time to Analyse & Resolve the Incident	Target Incident Status Update Interval	Target Time to Close the Incident and Report Purchaser Management	Target %age of incidents that should be resolved
1	Severity 1	75%	90 Minutes	6 Hours	Within 4 Hours and every 3 hours thereafter	8 Hours from acknowledgment	75% rising to 80% within first 6 months of rollout
2	Severity 2	75%	90 Minutes	6 Hours	Within 4 Hours and	8 Hours from	75% rising to 80%

					every 3 hours thereafter	acknowledgement	within first 6 months of rollout
3	Severity 3	80%	60 Minutes	4 Hours	Within 2 hour and every hour thereafter	6 Hours from acknowledgement	80% rising to 85% within first 6 months of rollout
4	Severity 4	85%	60 Minutes	4 Hours	Within 2 hour and every hour thereafter	6 Hours from	90% rising to 95% within first 6 months of rollout
5	Severity 5	90%	30 Minutes	2 Hour	Every 30 minutes	4 Hours from	90% rising to 95% within first 6 months of rollout

8 Schedule of Rates (At Annexure-I)

For detailed scope of work, may please refer [section 5](#).

The bidder should quote as per the enclosed Annexure- I

RailTel intend to select a Bidder who is willing to accept all terms & conditions on back-to-back basis for their scope and portion of work.

In case of any discrepancy or ambiguity in any clause/ specification pertaining to scope of work area, the clarification given through our official channel shall supersede and will be considered sacrosanct. (All associated clarifications, responses to queries, revisions, addenda, and corrigenda associated Prime Service Agreement (PSA)/ MSA/ SLA also included).

9 Response to EOI guidelines

9.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English.

9.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

9.3 EOI response 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 in ink by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid. A copy of signed EOI along with its all Corrigendum/Addendum is required to be submitted duly signed digitally.

9.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of Four (4) Months from the date of opening of this EOI. If any extension is required by end customer, then the same will be extended for further period.

9.5 Negotiation:

RailTel reserves the right to negotiate with the bidder in order to make the bid competitive. 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 withdrawals of the original offer and the rates originally quoted will be binding on the tenderer/s.

All offers in the prescribed forms should be submitted before the time and at fixed for the receipt of the offers. In case the schedule of requirement quoted by tenderer is incomplete with reference to tender document, the offer is liable to be rejected.

9.6 ESTIMATION OF ALTERATION: No scribbling is permissible in the tender documents. Tender containing erasures and alterations in the tender documents are liable to be rejected. Any corrections made by the Bidder/Bidders in his /their entries must be signed and stamped (Not initiated) by him/them.

The bidder should submit along with all the applicable documents as per the EOI.

9.7 Information to Bidder:

Guidelines for preparations of response to this EOI - Bidder are requested to follow the below guidelines while preparing the response to EOI.

- a. The price bid should be in format provided in the Annexure-I any bid not found responsive to the details mentioned in this document may be rejected.
- b. The bidder is requested to review the response before submission as the submitted responses shall be considered final and revisions may not be permitted unless there are genuine reasons for such revisions.
- c. Bidder should download the document and sign each page & fill the bid sheet (Annexure-I) attach all documents as required for this EOI document and submit the complete bid as explained in the EOI document. Late and Delayed response to this EOI shall not be considered.

10 Instructions to BAs/SI Partner

Last date & time for Submission of EOI response

EOI response should be submitted to RailTel as explained in EOI document. The bids submitted after the specified date and time mentioned in the EOI will be summarily rejected.

10.1 Modification and/or Withdrawal of EOI response:

EOI response once submitted will be treated, as final no modification will be permitted. No correspondence in this regard will be entertained.

No bidder shall be allowed to withdraw the response after the last date and time for submission.

The successful bidder will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful bidder, the Earnest Money Deposit shall be forfeited, and all interests/claims of such managed services Partner shall be deemed as foreclosed. In addition, if selected partner withdraws its offer, then the managed services Partner may be blacklisted.

10.2 Clarification of EOI Response

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 EOI response shall be sought, offered or permitted.

10.3 Period of Association/Validity of Agreement

RailTel may enter into a pre-bid agreement with selected Bidder with detailed back to back Terms and conditions for this scope of work

10.4 Bidder's profile

The bidder shall provide the information in the below table:

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

11. Evaluation Criteria :

The Bidder who fulfills the Eligibility criteria shall be further evaluated against the criteria mentioned in Section 3 as applicable.

RailTel reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants.

The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final.

EOI is floated for entire scope of work. However, RailTel may retain some portion of the work of the EOI where RailTel has got the competency to make the proposals more cost effective and competitive.

12.Payment Terms:

12.1 Payment Schedule

- i. 30% of application software cost + GST after SRS document, Next 30% of application software Charges + GST will be paid after first cut of application and rest 40% of application software cost + GST after Go-Live.
- ii. Annual Technical Support starts after 1 year from go-live, ATS charges will be paid quarterly after successful services. First payment will be after 16 months from go-live.

12.2 Payment Amount

The billable amount shall be as per the rates quoted and quantities of services delivered as per the contract. The payable amount shall be based on billable amount after accounting for any Liquidated Damages, penalties due to Service Level Requirements, and any other terms and conditions of the contract.

12.3 Payment pre-requisites

- No payment shall be made without the receipt of invoice. Invoices must be submitted with supporting documents after successful services and as mentioned in 6(a) of this agreement.
- The payments shall be made to the contractor in Indian Rupees (INR) only.
- In case of disputes regarding services/deliverables, the disputed amount shall be withheld and will be paid only after settlement of the disputes.
- Any penalties/liquidated damages, as applicable for delay and non- performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestone(s).
- **All payment to selected bidder will be on Back-to back basis. Payment to selected bidder will be processed after receipt of payment from RailTel's Customer.**

13.Arbitration

The parties through respective signatories shall settle any dispute or disagreement with respect to performance, non-performance, or defective performance of respective obligation amicably. In the event of disputes remaining unresolved, the parties shall refer the matter to a single arbitrator under arbitration law that may be applicable, whose appointment shall be done by CMD, RailTel Corporation of India Limited. The place of arbitration shall be New Delhi and the language used shall be English.

14.Force Majeure Clause

If at any time, during the continuance of this contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earthquakes, explosions, strikes, epidemics, quarantine restrictions, lockouts, any statute, statutory rules/regulations, order of requisitions issued by any

Government Department or Competent Authority of acts of God (here-in-after referred to as event) then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall, by reason of such event, be entitled to terminate this Contract nor shall either party have any claim for damage against the other in respect of such non-performance or delay in performance, and the obligations under the Contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, provide further that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event beyond a period as mutually agreed to by the RailTel and the Contractor or after any event or 60 days in the absence of such an agreement which ever is more, either party may at its option terminate the Contract provided also that if the contract is so terminated under this clause the RailTel may at the time of such termination take over from the Contractor at prices as provided for in the contract, all works executed or works under execution.

15.E- Tendering Instructions to Bidders

General

E - Procurement is the complete process of e-Tendering from publishing of tenders online, inviting online bids, evaluation and award of contract using the system. You may keep a watch of the tenders floated under <https://railtel.e-Nivida.com>. The link of e-procurement portal is also given on our official RailTel portal i.e., www.railtelindia.com under "TENDER" tab.

These will invite for online Bids. Bidder Enrolment can be done using "Online Bidder Enrolment".

The instructions given below are meant to assist the bidders in registering on the e-tender Portal and submitting their bid online on the e-tendering portal as per uploaded bid.

More information useful for submitting online bids on the e-Nivida Portal may be obtained at: <https://railtel.enivida.com>

15.1 GUIDELINES FOR REGISTRATION

- 15.1.1** Bidders are required to enrol on the e-Procurement Portal (<https://railtel.enivida.com/bidderRegistration/newRegistration>) or click on the link "Bidder Enrolment" available on the home page of e-tender Portal by paying the Registration fee of Rs.2000/-+Applicable GST.
- 15.1.2** As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 15.1.3** Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- 15.1.4** Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify / TCS / nCode / eMudhra etc.), with their profile.
- 15.1.5** Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 15.1.6** Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC /e-Token.

- 15.1.7** The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- 15.1.8** After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id eprocurement@railtelindia.com for activation of account.

15.2 SEARCHING FOR TENDER DOCUMENTS

- 15.2.1** There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- 15.2.2** Once the bidders have selected the tenders they are interested in, you can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

15.3 PREPARATION OF BIDS

- 15.3.1** Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 15.3.2** Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 15.3.3** Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Color option which helps in reducing size of the scanned document.
- 15.3.4** To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
- 15.3.5** These documents may be directly submitted from the "My Documents" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

15.4 SUBMISSION OF BIDS

- 15.4.1** Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 15.4.2** The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RailTel.
- 15.4.3** Bidder has to select the payment option as "e-payment" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 15.4.4** In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the

Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.

- 15.4.5** Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored(unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 15.4.6** The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 15.4.7** The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 15.4.8** Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- 15.4.9** The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.
- 15.4.10** All document needs to be submitted online only. There is no need of submission of offline document. Original copy of document is needed to be submitted by the successful bidder before issuance of LOA.

15.5 For any clarification in using e-Nivida Portal:

- 15.5.1** Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 15.5.2** Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support.

Please feel free to contact e-Nivida Helpdesk (as given below) for any query relate to e-tendering.

Phone No.: - 011-49606060 / 9205898228

Mail id: - eprocurement@railtelindia.com

15.6 RailTel Contact:

RailTel Contact-I (for general Information)

Nirav Vaghela: DGM/Mktg/SR

Telephone: 9701611844,

E-mail ID: niravvaghela@railtelindia.com

RailTel Contact-II (for general Information)
P. Vikrant Kumar: JGM/Mktg/SR
Telephone: 9003144205,
E-mail ID: vikrantk@railtelindia.com

Annexure- I : Schedule of Rates:

S.NO	Description	Price in Rs.
1	Air Ticketing website portal, Mobile Application – Design, development Testing & Delivery as per scope of work mentioned in the EoI inclusive of ATS for 1st Year from date of Go-live.	
	GST@_____ %	
	Total Incl of GST (A)	
2	Air Ticketing website portal, Mobile Application – Annual Application Support (ATS) as per scope of work mentioned in the EoI	
	Second Year	
	Third Year	
	GST@_____ %	
	Total ATS charges for 3 years Incl of GST (B)	
	Grand Total (A+B)	

Annexure- II: Evaluation Process

- (i)** All the bidders who fulfil the minimum eligibility conditions of this EOI shall be further evaluated on the price quoted and the selection of Bidder will be done on L1 (Lowest bid) basis.
- (ii)** The evaluation shall be inclusive of quoted GST rates and bidder will be under obligation for quoting/charging correct rate of tax as prescribed under the respective Tax Laws. "GST rates as applicable, Vendor should furnish break up of GST rate" for items.
- (iii)** The bidders are required to quote as per the Annexure I attached in the EOI and upload the same.
- (iv)** Blank or omitted items will be considered 'Nil' and treated as having Zero value. However, bidder is bound to provide all items as per the BoQ as per the terms and conditions of this EOI without any extra cost to RailTel.
- (v)** In the Annexure – I the bidders are requested to quote for each of the line item. The offer will be considered for all the line items put together as a whole and not as per the individual item wise.
- (vi)** Rates quoted against each schedule in above should be inclusive of basic rate, including GST, Freight, Insurance, all taxes and any other charges or cost quoted by the Bidder.

Annexure III: Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

Eol Reference No:

Date:

To,
Executive Director/SR
RailTel Corporation of India Ltd.
1-10-39, 6A, 6th floor, Gumidelli Towers
Begumpet Airport road, Opp.Shoppers Stop, Begumpet
Hyderabad – 500016

Dear Sir,

Sub: Participation in the Eol process

Ref: RailTel/SR/SC/Mktg/ATP dated 04.08.2023

Having examined the Invitation for Eol 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 Eol document.

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

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for Eol 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 Eol is liable to be rejected.

Authorized Signatory
Name & Designation

Annexure IV: Format for Self-Certificate & Undertaking

Self-Certificate (To be on company letter head)

Eol Reference No:

Date:

To,
Executive Director/SR
RailTel Corporation of India Ltd.
1-10-39, 6A, 6th floor, Gumidelli Towers
Begumpet Airport road, Opp.Shoppers Stop,
Begumpet, Hyderabad– 500016

Dear Sir,

Sub: Self Certificate for EOI's Technical & other compliances

Ref: RailTel/SR/SC/Mktg/ATP dated 04.08.2023

- 1) Having examined the various Technical specifications in the EOI, we hereby confirm that we meet all specification.
- 2) We _____ agree to abide by all the technical, commercial & financial conditions of the **this EOI** to the portion against which the we have quoted in this EOI on back to back basis. We understand and agree that RailTel shall release the payment to selected partner after the receipt of corresponding payment from end client by RailTel. Further we understand that in case selected partner fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected partner.
- 3) We agree to abide by all the technical, commercial & financial conditions of this EOI pertaining to the portion against which the bidder has quoted in this EOI on back to back basis.
- 4) We hereby undertake to work with RailTel as per terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Eligibility Criteria as required in the terms and conditions like technical certificates, OEM compliance documents.

Authorized Signatory
Name & Designation

Annexure-V: For Undertaking for not Being Blacklisted/Debarred

<To be printed on Company Letter head >

Undertaking for not Being Blacklisted/Debarred

To,

RailTel Corporation of India Ltd.
1-10-39, 6A, 6th floor, Gumidelli Towers
Begumpet Airport road, Opp.Shoppers Stop,
Begumpet, Hyderabad – 500016

Subject: **Undertaking for not Being Blacklisted/Debarred**

We, Company Name _____, having its registered office at
Address _____

hereby declares that that the Company has not been blacklisted/debarred by any Governmental/ Non-Governmental organization in India as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure –VI

Sub-Work C: Past Performance details

S.No	Description	Details by the tenderer	Remarks, If any
1	Name of the Work		
2	Value of the work		
3	Letter of Award No and Date		
4	Original Period of completion		
5	Extended period of completion		
6	Portion of Non-IT Infrastructure/Civil of Data Center		

Annexure: VI: Integrity pact

RailTel Corporation of India Limited, hereinafter referred to as “The Principal”.

And

....., hereinafter referred to as “The Bidder/ Contractor.”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for.....
..... The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and /or Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1- Commitments of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
 - a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal will during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2- Commitments of the Bidder(s) / Contractor(s)

1. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - a. The Bidder(s)/contractor(s) will not, directly or through any other persons or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage during tender process or during the execution of the contract.

- b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) /Contractors will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the bidder(s)/contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" as annexed and marked as Annexure A.
- e. The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3: Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process & exclude him from future business dealings as per the existing provisions of GFR, 2017, PC ACT 1988) or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings" and any other Financial Rules/Guidelines applicable to the Principal. Copy of the "Guidelines on Banning of business dealings" is annexed and marked as Annex-"B".

Section 4: Compensation for Damages

- 1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
- 2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to be terminated the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti corruption approach or with any other public sector enterprise in India that could justify his exclusion from the tender process.
2. If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process for action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6: Equal treatment of all Bidders / Contractors/Subcontractors.

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a signed commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.
2. The Principal Contractor shall take the responsibility of the adoption of IP by the sub- contractors. It is to be ensured that all sub-contractors also sign the IP.
3. In case of a Joint Venture, all the partners of the Joint Venture should sign the Integrity pact.
4. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions

Section 7: Criminal charges against violation by Bidder(s) / Contractor(s) / Sub contractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8: Independent External Monitor / Monitors

1. The Principal appoints competent & credible Independent External Monitors for this pact as nominated by the Central Vigilance Commission (CVC) Government of India, from the panel of IEMs maintained by it. The task of the Monitors is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD, RailTel.
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor.
4. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings. Note : However, the documents /records/information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed.
6. For ensuring the desired transparency and objectivity in dealing with the complaints arising out of any tendering process or during execution of contract, the matter should be examined by the full panel of IEMs jointly, who would look into the records, conduct an investigation, and submit their joint recommendations to the Management. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. The advice of the IEM panel is

restricted to resolving issues raised by a bidder regarding any aspect of the tender which allegedly restricts competition or bias towards some bidders.

7. The panel of IEMs are expected to submit a joint written report to the CMD, RailTel within 30 days from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

8. Monitor shall be entitled to compensation on the same terms as being extended to / provided to Independent Directors on the RailTel Board.

9. The IEMs would examine all complaints received by them and give their recommendations/views to the CMD, RailTel at the earliest. They may also send their report directly to the CVO in case of suspicion of serious irregularities requiring legal/administrative action. Only in case of very serious issue having a specific, verifiable vigilance angle, the matter should be reported directly to the Chief Vigilance Commission.

10. The word 'Monitor' would include both singular and plural.

11. In the event of any dispute between the management and the contractor relating to those contracts where Integrity Pact is applicable, in case, both the parties are agreeable, they may try to settle dispute through mediation before the panel of IEMs in a time bound manner. If required, the organizations may adopt any mediation rules for this purpose. In case, the dispute remains unresolved even after mediation by the panel of IEMs, the organization may take further action as per the terms & conditions of the contract. However, not more than five meetings shall be held for a particular dispute resolution. The fees/expenses on dispute resolution shall be equally shared by both the parties.

Section 9: Pact Duration

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the completion of contract. After award of work, the IEMs shall look into any issue relating to execution of contract, if specifically raised before them. However, the IEMs may suggest systemic improvements to the management of the organization concerned, if considered necessary, to bring about transparency, equity and fairness in the system of procurement.

In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the contract has been awarded.

If any claim is made / lodged by either party during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by CMD of RailTel.

Section 10: Other Provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.

2. Changes and supplements as well as termination notices need to be made in writing.

3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original

intentions.

5. The parties signing the IP shall not approach the Courts while representing the matters to the IEMs and he/she will await the decision in the matter.
6. Principal contractor shall take the responsibility of the adoption of IP by the sub-contractor.
7. The Integrity pact shall be deemed to form a part of contract and parties shall be bound by it's provision.
8. Issues like warranty/guarantee etc. should be outside the purview of IEMs.

(For & on behalf of the principal) (For & On behalf of Bidder/Contractor)
(Office Seal) (Office Seal)

Place —————

Date —————

Witness 1:
(Name & Address)

Witness 2:
(Name & Address)