

RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

Regd. & Corp. Off:-

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

Selection of Partner

For

Providing IT Services for RCIL Customer

EOI No: RCIL/EOI/CO/DNM/2020-21/IT services to RCIL customer/561 dated 10.11.2020

NOTICE

RailTel Corporation of India Limited
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar,
NewDelhi-110023

EOI Notice No: RCIL/EOI/CO/DNM/2020-21/IT services to RCIL customer/561 dated 10.11.2020

RailTel Corporation of India Ltd.,(here after referred to as RailTel) invites EOIs from RailTel's Empaneled Partners for the selection of suitable agency for providing "Hardware for Infra services at RailTel Data Center for RCIL Customer".

The details are as under:

1	Last date for submission of EOIs by bidders	18.11.2020 before15:00Hrs.
2	Opening of bidder EOIs	18.11.2020 before15:30Hrs.
3	Number of copies to be submitted for scope of work	One
4	EMD	Rs. 8,00,000/-
5	EOI Cost	Rs. 11,800/- (Incl. GST)

DD for EMD and EOI cost should be in the favor of **RailTel Corporation of India Limited** payable at Delhi.

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

Contact: Naresh Kumar
Position: DGM/IT
Email:naresh.kumar@railtelindia.com
Telephone: +91124 2714000
Mobile: +91 9717644088

- NOTE:**
- (i). All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories with Company seal and stamp.**
 - (ii). The EOI response is invited from all empanelled partners of RailTel only. Only RailTel empaneled partners are eligible for participation in EOI process.**
 - (iii). Eligible MSMEs are exempted from cost of EOI Documents and EMD, more details are given in clause 13.7 of EOI Document.**

1. RailTel Corporation of India Limited–Introduction

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

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

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

Licenses & Services

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

CARRIER SERVICES

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

ENTERPRISE SERVICES

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

RETAIL SERVICES

Rail wire: Triple Play Broadband Services for the Masses. It is a pilot project undertaken by RailTel and currently services are offered out of Bangalore and nearby places.

2. Scope of Work & Technical Requirement

RCIL is exploring suitable firm which can provide Comprehensive single platform E-Governance Solution having capabilities of ERP, Business Process Management (BPM) and E-Governance management for RCIL's Customer.

Detailed scope of work is as per annexure-1. After detailed study of Scope of Work, Bidder is required to submit technical proposal which should include following:

- 2.1 Technology proposed
- 2.2 Operating System
- 2.3 Language proposed for application development
- 2.4 Data base details
- 2.5 Application Hosting requirement

3. Language of Proposals

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

4. Payment terms

Payment will be back to back and as per the payment terms mentioned in agreement between RCIL and its Customer, payment will be released after receiving the invoice for the work and after RailTel receives the payment from Customer for the same work.

5. Schedule of Rates (SOR)

S. No	Particulars	Quantity	Amount	GST Rate	GST Amount	Total Price (INR)
1	One time Charges for Delivery & Implementation of Comprehensive E-Governance Solution for RCIL Customer	Lump Sum				
2	Cost of Consultants for BPM study and BPM creation	Lump Sum				
A	Total					
3	AMC Charges	Unit Rate in %	Amount	GST Rate	GST Amount	Total Price (INR)
B	1 Year AMC Charges in % for cost delivery and Implementation as mention in SN-1					
	Grand Total (A+B)					

Amount in Words:

6. Evaluation criteria

Evaluation will be done on lowest offer quoted by the bidder as per SOR (Clause 5).

7. SLA's

The service level arrangement will be back to back and all the penalty deducted by Customer will passed on to selected bidder.

8. RCIL's Right to Accept/Reject Bids

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

9. Bidding Document

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

All pages of the documents shall be signed in ink by the bidder including the closing page in token of his having studied the tender document.

10. Period of Validity of Bid

Bids shall remain valid for a period of 90 days from the date of issue of LOI by Customer.

11. Bid Currency

The prices in the bid document shall be expressed in Indian Rupees only.

12. Bidding Process (Single Packet System)

The bidding process will consist of single packet system. The detailed technical proposal i.e. the including 'Price Bid' shall be submitted in sealed envelope.

13. Bid Earnest Money (EMD)

- 1.1. The tenderer shall furnish a sum as given in EOI Notice as Earnest Money in the form of Demand Draft from any scheduled bank in India in favour of "RailTel Corporation of India Limited" payable at Delhi which should remain valid for 45 days beyond the bid opening date.
- 1.2. The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Letter of Acceptance (LOA) and fails to furnish performance bank guarantee (security deposit) in accordance with clause 13.
- 1.3. Offers not accompanied with valid Earnest Money shall be summarily rejected.
- 1.4. Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.
- 1.5. The successful bidder's EMD will be discharged after the first payment to selected bidder and after deduction of Security deposit amount as per clause 13.
- 1.6. Earnest Money will bear no interest.

1.7. For Micro and Small Enterprises (MSEs)

- 1.7.1. Certain benefits/preferential treatment shall be extended to the registered MSEs as per guidelines issued in the latest notification of Ministry of MSME/ Government of India.
- 1.7.2. MSEs who are interested in availing themselves of these benefits will enclose with their offer the proof of their being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME.
- 1.7.3. The MSEs must also indicate the terminal validity date of their registration
- 1.7.4. Failing 1.7.2 and 1.7.3 above, such offers will not be liable for consideration of benefits detailed in the notification of Government of India.

14. Performance Bank Guarantee (PBG)

- a) In case RCIL's Customer asks for PBG from RailTel then the successful bidder has to furnish security deposit in the form of Performance Bank guarantee of amount equivalent to 10% of total Contract Value, the same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover contract period (i.e 3 years) plus three months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.
- b) The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.
- c) A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in interest of bidder to obtain RailTel's Bank IFSC code, Its branch and address and advise these particulars to the BG Issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.
- d) The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract, duly adjusting any dues recoverable from the successful tenderer. Security Deposit in the form of DD/Pay Order should be submitted in the favour of "Railtel Corporation of India Limited" payable at New Delhi Only.
- e) Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.

15. Deadline for Submission of Bids

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

16. Late Bids

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

17. Modification and/or Withdrawal of Bids

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

No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

In case of the successful bidder, he will not be allowed to withdraw or back out from the bid commitments. The bid earnest money in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed.

18. Details of Financial bid

- a. The financial bid should clearly bring out the cost of the work with detailed break-up of taxes.
- b. The financial bid must be submitted as per the SOR in Tender document.

19. Clarification of Bids

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

20. Period of Association/Validity of Agreement:

The period of association shall be as per agreement between RCIL and its customer.

21. Variation in Contract:

+/- 50 % variation may be operated during the period of validity of agreement with the approval of competent authority with similar terms and procedure as specified in the agreement.

22. Bidder's Information

S.No.	ITEM	Details
1.	Full name of bidder's firm	
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, GST no)	

23. Format for statement of Deviation

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

S.NO	CLAUSE	DEVIATION	REMARKS (Including Justification)

24. Other Terms and Condition

1. Bidders are requested to quote their best prices considering the fact that price negotiation, if required with the vendor will be passed on to the selected bidder.
2. Unless otherwise specified all prices quoted must remain firm except for statutory variation in taxes and duties during contractual delivery period. Any increase in taxes and duties after expiry of the

delivery period will be to vendor account.

3. Quotations should preferably be typewritten and any correction or over-writing should be initialed. Rates to be indicated both in words and figures.
4. Sealed quotations in envelope superscribing tender enquiry number and due date of opening must be sent by Registered or Speed Post or to be dropped in the Tender Box specified for the purpose. Quotations received after specified date and time are liable to be rejected
5. Quotation should be valid for a minimum period of 90 days from the date of opening of tender.
6. Printed conditions on the back side of the offers will be ignored.
7. If the tenderer is unable to quote against the Enquiry, Regret letter must be sent. Failure to do so repeatedly may result in deletion of tenderer's name from the approved list of BA/SI.
8. GST Registration Number, if any, may be indicated.
9. Unless otherwise specified, the materials may be inspected by RCIL after implementation at sites. RCIL may have option to carry out stage inspection/pre-dispatch inspection at Supplier's works.
10. Any increase in taxes and duties after expiry of the delivery period will be to supplier's account. This will be without prejudice to the rights of RCIL for any other action including termination.
11. RCIL shall have the right to terminate the contract by giving 60 days notice without assigning any reasons thereof. However, in the event of any breach of terms of the contract, RCIL will have right to terminate the contract by written notice to the Seller.
12. FORCE MAJEURE: Any delay or failure to perform the contract by either party caused by acts of God or acts of Government or any direction or restriction imposed by Government of India which may affect the contract or the public enemy or contingencies like strikes, riots etc. shall not be considered as default for the performance of the contract or give rise to any claim for damage. Within 7 days of occurrence and cessation of the event(s), the other party shall be notified. Only those events of force majeure which impedes the execution of the contract at the time of its occurrence shall be taken into cognizance.
13. In case of any dispute or difference arising out of the contract which can not be resolved mutually between RCIL and vendor, it shall be referred to a Sole Arbitrator to be appointed by the CMD, RCIL.
14. The Arbitration and Conciliation Act, 1996 and rules made there under shall apply to the Arbitration Proceedings.
15. The contract shall be governed by and construed according to the laws in force in India and subject to exclusive jurisdiction of the Courts of Delhi only.
16. RCIL shall be awarding the contract only after receiving confirm order from Ccustomer. The contract awarding can be full or partial basis.

25. Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: **RCIL/EOI/CO/DNM/2020-21/IT services to RCIL customer/561 dated 10.11.2020**

Date:

To,

DGM/IT

RailTel Corporation of India Ltd.

Plate-A, 6th Floor, Office Tower-2,

NBCC Building, East Kidwai Nagar, New Delhi-110023

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the reference number _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document.

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

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

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

OR

We hereby confirm that Our Firm MSME Number is _____ with validity date _____ and our Firm is eligible for exemption as per clause number 14.

Authorized Signatory
Name

Designation

Annexure-1

Brief Indicative Scope of Work

Customer intend to Implementation of paperless work flow system which includes e-Service Delivery, e-Reporting, e-Document Management, HR & Payroll, e-Contracting, Finance Management, File Movements, Digital Archiving, Electronic Record Management, Workflow, Online Approvals, MIS Reports, Dashboards from single sign on . In addition to that customer also intends to develop a Core Financial, Borrowing, Leasing and Lending in next phase.

- The proposed solution requires to be integrated with Email Gateway, SMS Gateway, Payment Gateway, ERP, BPM and Digital Signatures.
- Solution must includes to have e-Signature within proposed solution.
- Clients intend to have third party team of (Business Analyst and Consultants) for SIX months for BPM study and BPM creation.
- Proposed solution should be responsive, user friendly, cross browser compatible and cross platform compatible. Proposed solution is required to be ONE time audited by CERT-In empanelled security audit agency.

Following modules should be covered in proposed solution:

1. **User Role Based Management Module**
2. **e-Service Deliver**
 - 2.1. Online Record Filling
 - 2.2. Identity Validation
 - 2.3. Online Applications
 - 2.4. Generate Record Prints
 - 2.5. Status Update Online, Email, SMS, Mobile
 - 2.6. eSignature, e-Payment
3. **e-Reporting**
 - 3.1. Dashboard Reporting
 - 3.1.1. Track Key figures
 - 3.1.2. Workflow Integration
 - 3.1.3. Approvals Automation
 - 3.1.4. Automatic Escalations
 - 3.2. Automatic Push Alerts
 - 3.3. Intelligent Workflow
 - 3.4. Role based Reporting
 - 3.5. Key Performance Indicators (KPI)

- 4. **e-Document Management**
 - 4.1. Digitization and Archiving
 - 4.2. Document Search
 - 4.3. Document Routing
 - 4.4. Document encryption
 - 4.5. Approvals
 - 4.6. Indexing
 - 4.7. Alerts
- 5. **HR & Payroll**
 - 5.1. Recruitment
 - 5.2. Appraisals
 - 5.3. Employee Administration
 - 5.4. Termination
 - 5.5. Penalty and Increment
 - 5.6. Training
 - 5.7. Retirement
 - 5.8. Attendance
 - 5.9. Leave Management
 - 5.10. Suspension
 - 5.11. Employee Loan
- 6. **e-Contracting**
 - 6.1. Project initiation
 - 6.2. Contract Management
 - 6.3. Contract repository
 - 6.4. Revision tracking and versioning
 - 6.5. Contract performance evaluation- should allow a system to manage and track SLAs
 - 6.6. Contract accounting and vendor payments calculation
 - 6.7. Access to the full complete revision history
 - 6.8. Contract renewal and termination
 - 6.9. Audit/reporting
- 7. **Finance Management**
 - 7.1. General Ledger (GL)
 - 7.2. Accounts Payable (AP)
 - 7.3. Accounts Receivable (AR)
 - 7.4. Tax Management
 - 7.5. Reporting (Includes Trial Balance, Profit & Loss, Balance Sheet and Cash Flow Statement)
 - 7.6. MIS
- 8. **Workflow Automation**
 - 8.1. Incoming and Out-going Documents
 - 8.2. Generate Letters

- 8.3. Generate Orders
- 8.4. Publish Notifications
- 8.5. Emails
- 8.6. Task Management
- 9. **Online Approvals**
- 10. **MIS Reports**
- 11. **Dashboards**

The proposed application content may be updated & managed via Content Management System (CMS). The content will be managed by Administrator or Sub Administrator. The system will have multiple authorized users. Super-admin will have all the access to manage all information displayed at frontend as well as also manage authorized user's profiles & assign role base access to them. The Super-admin & authorized users will be able to login into the CMS using their authenticated username / password. Authorized users will be able access the modules & manage their profile and (Add / Edit / Delete) data as per their access right.

- **Indicative Scope of Consultants**

It will include Process design encompasses both the identification of existing processes and the design of "to-be" processes. Areas of focus include representation of the process flow, the factors within it, alerts and notifications, escalations, standard operating procedures, service level agreements, and task hand-over mechanisms.

This BPM process include following modules in study:

- Borrowing of Funds
- Loan/Lease Accounting
- Financial Accounting
- Treasury Management