

RAILTEL CORPORATION OF INDIA LIMITED

Regd. & Corp. Off:-

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

Selection of Partner

For

Infra services to RCIL Customer

**EOI No: RCIL/EOI/CO/DNM/2021-22/INFRA services to RCIL
customer/04 dated 11.06.21**

NOTICE

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

EOI Notice No: RCIL/EOI/CO/DNM/2021-22/INFRA services to RCIL customer/04 dated 11.06.21

RailTel Corporation of India Ltd. (hereafter referred to as RCIL) invites EOIs from the firms, for participating in the process for Partner selection for infra services of RCIL Customer.

The details are as under:

1	Last date for submission of EOIs by bidders	18.06.2021 before 15:00Hrs.
2	Opening of bidder Response and price bid	18.06.2021 at 15:30Hrs.
3	EMD Amount	Rs. 6,21,000/-
4	Tender Cost	Rs. 11,800/- (incl. of tax)
5	Number of copies to be submitted for scope of work	One

DD for EMD and 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: Dy. GM/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 or Digitally Sign.**
 - (ii) Eligible MSMEs are exempted from cost of EOI Documents and EMD, more details are given in clause 15.7 of EOI Document.**
 - (iii) Only RailTel's Empanelled Partners are eligible for participating in EOI Process.**

1. RailTel Corporation of India Limited–Introduction

RailTel Corporation of India Limited- a "Mini Ratna (Category-I)" PSU Keeping in view the expanding activities in project execution works for telecom and signalling.

In line with the future business plan of RailTel it was felt to diversify into ICT project segment as a System Integrator. Hence, to have clear focus on project execution works, RCIL has been setup. Also this shall help RailTel make a clear distinction between RailTel's existing core activities viz-a-viz project works ensuring resource and accountable separation thereby making RCIL as a separate profit centre. This would also facilitate the Company in proper and suitably reflecting the operational results in a more transparent manner and activity wise.

The aim is to exploit the capabilities and experience gained by RailTel from execution of number of small to large national level projects like National Knowledge Network (NKN), National Optical Fibre Network (NOFN), NE-I & NE-II projects under USOF, and various projects for many other Govt and private agencies. In recent years, RailTel has been expanding its portfolio of services in the areas of Data Centre, Cloud, Telepresence, Retail Broadband (Railwire), etc. With the creation of RCIL, RailTel aims to be one of the leading System Integrator in the country working in the field of ICT.

RCIL shall be taking up turnkey project work for creation, management and operation in the areas of IT, Telecom, networking, Data Center and Railway's ICT and S&T projects. With a dedicated focus and organization suited to executing projects in the areas of expertise, RCIL is poised to become a key driver of growth and innovation for RailTel as well.

2. Background of EOI

RailTel Corporation of India Ltd (hereafter referred to as 'RailTel') an ICT arm of Indian Railways has been in the forefront of building innovative platforms and solutions and vision to build range of Information and Communication Technology (ICT) Services served from its Tier-3 Data Centre located at Gurugram (Haryana) and Secundrabad (Telangana).

In this regard one of the 'Customer of RailTel' (hereafter referred to as 'CoR') intends to take 'ERP Migration, Implementation, Hosting and Allied Services' services from the Data Centre of RailTel. The CoR is currently running its Oracle based ERP at inhouse facility at its Mumbai Office. Details of CoR's existing ERP set-up is as below :

- Oracle EBS (Ver 12.1.3) with Oracle Database (Ver 11.2.0) on HP/UX platform with in-house billing software application developed in Oracle Apex Application.
- EBS is currently running on 02 Node (01 APPS Node, 01 DB Node) and also having test environment.
- Access of ERP by CoR's field offices and users across India is through IPsec or VPN.
- In addition to Oracle EBS mentioned above, the major applications which are integrated with ERP in various ways are as follows :
 - Oracle APEX Application – In house software developed by CoR for vendor registration and invoicing
 - Offline Vendor registration Software – Development in Progress
 - Online PF Module (Developed in Oracle Apex Application)
 - Online Annual Property Return for DB Exchange only
 - Online Annual Confidential Report for DB Exchange only
 - Mobile Application for Vendors
 - Telangana APMC Farmer Detail Software for DB Exchange only
 - Digital Moisture Meter Software for DB Exchange
 - Some 3rd party application sharing their data on application server's bin directory which is consumed by ERP through a script
 - Postmaster for sending auto email from ERP
 - Other customized Applications
 - Details of CoR's office locations across India is mentioned at Annexure – C of this document

In view of above, RailTel intends to select a partner i.e. successful bidder, to provide the services to CoR in collaboration, for a period of 05 Years from the date of acceptance of Services (Go Live of services) by CoR.

3. Scope of Work

RailTel requires to engage a empanelled partner to work with RailTel on back to back terms for Providing Data Centre IT Infra Services to one of its government Sector Customer as detailed under:

- 3.1 CoR's application migration to RailTel's Cloud Infrastructure at RailTel's Data Centre at Gurugram (PROD, TEST, DEV of EBS and other applications) with 100% data porting at all levels with zero data loss. The underlying Infrastructure and Servers will be provided by RailTel, successful bidder shall bring the Oracle Virtualization Manager (OVM) and Oracle Enterprise Linux (OEL) licenses and will provide WebLogic and database support with required license by his own as per detail mention in annexure-B and shall create the Virtual Servers on the infra provided by RailTel and shall manage this for 05 Years from the date of Go-Live. The storage for Virtual Servers and overall operations will be provided by RailTel, successful bidders needs to manage the assigned storge for the operations viz., Storage assigned to Virtual Servers, Storage assigned for Backup operations at RailTel Gurugram Data Centre, Storage assigned for Backup operations at RailTel Secundrabad Data Centre or storage assigned for any other operational requirement.
- 3.2. Successful bidder is further required to support the migrated applications i.e. Oracle e-Business Suite and Oracle Apex Application for a minimum period of Six (06) Months from the date of Go-Live. The successful bidder has to fix all the issues related with Oracle EBS applications and database appeared after migration including its integration with other applications.
- 3.3. Operating System Platform migration (HP-UX to Linux).
- 3.4. Database upgradation (11.2.0.4 to latest supported version for EBS 12.1.3) in consultation with CoR / RailTel. The management of the database is to be provided by the successful bidder. The license should be in name of RailTel / CoR. RailTel will share the details of license to procured in name of RailTel and CoR at the time of placing of order.
- 3.5. CoR's Head Office and its 19 Branch offices will access the application the application hosted at RailTel Gurugram Data Centre through dedicated IPsec Tunnel. Successful bidder shall be required to provide, configure and manage the required hardware /networking devices at CoR's office locations for 05 Years from the date of Go-Live. Successful bidder shall deploy the required hardware / networking devices in High Availability (HA) mode. Required hardware / networking device at RailTel Gurugram Data Centre end will be provided by RailTel. In future, RailTel Secundrabad Data Centre may be upgraded as DR for the application and IPsec tunnel is also to be created for this. Successful bidder shall deploy the required hardware /networking devices accordingly at CoR's offices accordingly.
- 3.6. Application Migration Downtime : Successful bidder shall migrate the Oracle e-Business Suite and other applications in consultation with RailTel and the total downtime for the end users of applications shall not extend beyond Eight (08) Hours. In case the application downtime exceeds beyond Eight (08) Hours, there would be a penalty of Rs. Ten Thousand (10,000) per hour or part thereof. The total penalty shall be subject to maximum of 10% of the total contract value i.e. total value for a period of five years. RailTel at its discern may terminate the work order and encash the Performance Bank Guarantee (PBG) submitted for the work, without assigning any reasons, in case the downtime for the end users exceeds beyond Twenty-Four (24) Hours, subject to the downtime is not attributable to CoR or RailTel.
- 3.7. Successful bidder during the contract period, shall be responsible for management of Data Centre operations upto Database Level w.r.t the application, subject to Clause No. 3.2. mentioned above. The

backup operations w.r.t to both Data Centres is also to performed by successful bidder during the contract duration. The contract duration shall be 05 Years from the date of Go-Live.

- 3.8. Successful bidder shall deploy at least One (01) Resident Engineer at CoR's Head Office at Navi Mumbai who will coordinate with all the CoR's branch offices, other centres alongwith RailTel Data Centres for resolving the issues from Monday to Saturday as per the CoR's Navi Mumbai office working hours or as desired by CoR. Further, during migration of EBS application, the successful bidder's Application migration team shall work onsite at CoR's Head Office at Navi Mumbai for all type of coordination with CoR's IT Team.
- 3.9. Successful bidder shall monitor the provisioned infrastructure at RailTel Data Centre on 24*7 on proactive basis so as the uptime of the same remains above 99.80% on monthly basis.
- 3.10. There are multiple Web and Mobile applications which are integrated with CoR's ERP and hosted on third party servers, hence successful bidder shall plan operations in such a way for seamless integration of these applications with CoR's ERP.
- 3.11. Successful bidder shall also configure the CoR's existing postmaster for sending auto emails from ERP.
- 3.12. Successful bidder shall submit detailed project plan consisting of all documentation and tools and technologies involved / to be used prior to installation / migration process.
- 3.13. Successful bidder shall endeavour for successful system acceptance test to be performed by CoR and thus helping RailTel to get service acceptance certificate from CoR. The date for which CoR gives the service acceptance certificate shall be treated as Go-Live date.

4. Project Schedule

The total Project schedule shall be 60 days from date of Purchase Order/LOI which includes supply of hardware and networking equipment Customer head office and all branches, installation , integration, commissioning and migration(including 100% data porting) Go Live of entire applications as per Customer requirement.

5. Minimum Qualification for participation

- 5.1 The interested partner should be an Empanelled Partner with RailTel on the date of bid submission.
- 5.2 The Tenderer/bidder should be an active partner of M/s ORACLE, reference document in this respect is required to be submitted along with bid documents.
- 5.3 The interested partner should not be backlisted by any State / Central Government / PSU / Autonomous Body on the last date of submission of EOI. Self-Declaration is to be submitted in this regard.

6. Payment terms

Service Type & SOR No.	Payment Type
SOR A1 ,A2 & A3 - Payment for OEL , OVM and windows License	a) 100 % Payment will be made after delivery b) and on production of Tax Invoice in original. c) The payment shall be released after receiving one-time payment (5%) from Customer as per Customer PO to RCIL.
SOR B- IT Manpower Charges	a) “Quarterly Payment” - After completion of each quarter and on production of Tax Invoice in original. b) The payment shall be released after receiving quarterly payment from Customer.
SOR C1 - Migration Charges	a) One time charges shall be paid after successful completion of installation, integration, migration (including 100% data porting), commissioning of all applications and from application Go-Live date. b) The payment shall be released after receiving one-time payment (5%) from Customer as per Customer PO to RCIL. c) and on production of Tax Invoice in original.
SOR D1 – App & DB Software License Charges	a) One time charges including 1 st Year support shall be paid after successful completion of installation, integration, migration (including 100% data porting), commissioning of all applications and from application Go-Live date. b) Yearly support charges shall be paid on yearly basis during respective year. c) The payment shall be released after receiving one-time payment (5%) from Customer as per Customer PO to RCIL. d) and on production of Tax Invoice in original.
SOR E - Hardware (Firewall) and Antivirus	a) 80% payment on item supply/service at required Customer locations b) 20% balance payment on successful installation and after confirmation from Customer. c) The payment shall be release after receiving one-time payment (5%) from Customer as per Customer PO to RCIL. d) Payment shall be paid on production of Duplicate Challan copy or reference document and Tax Invoice in original.

7. Detailed Schedule of Rates (SOR)

Bidder has to Quote the rate in the below mention format along with nil deviation certificate:

SOR(A): Software Items					
S N	Item Description	Qty.	Unit Cost Per Year (Rs.)	Total Cost for One Year excluding Tax (Rs.)	Total Cost for Five Years Excluding Tax (Rs.)
A1	(OEL) Oracle Linux Premier Limited Support Subscription in RCIL DC	3			

A2	(OVM) Oracle VM Premier Limited Support Subscription in RCIL DC	9			
A3	Windows OS License	1			
SOR A Total					

SOR (B) : IT Manpower Resources					
S N	Item Description	Qty.	Number of Months	Man Month Rate (Rs.) (Excluding Tax)	Total Cost for Five Years (Rs.) (Excluding Tax)
B1	L3 Resource - OS, DB & Backup	1	60		
B2	L1 Resource - Infra, NW & Ticket Handling	1	60		
B3	IT Resource - At Customer HO	1	60		
B4	Executive - Account Manager	1	60		
SOR B Total					

SOR(C): One Time Charges			
S N	Item Description	Qty.	Total Charges (Excluding Tax)
C1	One time installation and Migration Charges	LS	

SOR(D): App and DB Charges							
S N	Item Description	Qty.	One Time Charges including 1st Year Support (Excluding Tax)	2nd Year Support Charges (Excluding Tax)	3rd Year Support Charges (Excluding Tax)	4th Year Support Charges (Excluding Tax)	5th Year Support Charges (Excluding Tax)
D1	Application and Database Support Services As per Annexure - B						
SOR D Total							

SOR(E): Other Items				
S N	Item Description	Qty.	Unit Cost (Rs.)	Total Cost excluding Tax (Rs.)

E1	Firewall (IPSec) with 5 year warranty support as per Annexure A	42		
E2	End Point Antivirus with 5 years warranty support as per Annexure A	1000		

Total Amount of Five years Excluding Tax (SOR(A) + SOR(B) + SOR(C) + SOR(D)+ SOR(E)) : _____

Total Amount in words: _____

Note: The bidder has to submit the Rate for five years however contract period will be extendable as agreed with end customer which may increase or decrease as per end customer requirement. RCIL may place the order in full or partial manner based on customer requirement. In case of expansion by customer for any component, same price (mention in SOR) will be considered for future requirement.

8. Evaluation Criteria

Evaluation will be done on lowest rates quoted under SOR Total.

9. 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.

10. 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 EOI document and should be submitted along with the bid.

11. Period of Validity of Bid

Bids shall remain valid for a period of 180 days from the date of opening of the bids RCIL shall at its own discretion reject a bid value for shorter period.

12. Bid Currency

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

13. 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.

14. Security Deposit / Performance Bank Guarantee (PBG)

Successful bidder has to furnish security deposit in the form of Performance Bank guarantee @ 3 % of issued PO/ LOA value, the same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover warranty period plus three months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.

- 14.1 The Performa for PBG is given in Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.
- 14.2 The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.
- 14.3 A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in interest of bidder to obtain RailTel's Bank IFSC code, its branch and address and advise these particulars to the BG Issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.
- 14.4 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.
- 14.5 Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.

15. Bid Earnest Money (EMD)

- 15.1 The Bidder shall furnish a sum as given in EOI Notice as Earnest Money in the form of Demand Draft from any scheduled bank in India in favour of "RailTel Corporation of India Limited" payable at Gurgaon which should remain valid for 90 days beyond the bid opening date.
- 15.2 The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Letter of Acceptance (LOA) and fails to furnish performance bank guarantee (security deposit) in accordance with clause 13.
- 15.3 Offers not accompanied with valid Earnest Money shall be summarily rejected.
- 15.4 Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.
- 15.5 The successful bidder's EMD will be discharged upon the bidder's acceptance of the Advanced purchase order satisfactorily and furnishing the performance bank guarantee in accordance with clause 13.

15.6 Earnest Money will bear no interest.

15.7 For Micro and Small Enterprises (MSEs)

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

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

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

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

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

16. Deadline for Submission of Bids

Bids must be submitted to RCIL at the address specified in the 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.

17. Late Bids

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

18. Modification and/or Withdrawal of Bids

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

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

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

19. Details of Financial bid

23.1 The financial bid should clearly bring out the cost of the work with detailed break-up of taxes.

23.2 The financial bid must be submitted as per **SOR** in EOI document.

20. Clarification of Bids

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

21. Period of Association/Validity of Agreement:

Initial contract will be for five years from the date of Go Live however based on end Customer requirement same may be extended further for three years on mutually agreed terms and conditions.

22. 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. Contract variation may be used for same Customer for other similar projects after approval of competent authority. The variation Upto maximum extent of +/- 50% variation may be used with subject to following condition:

- i. Upto +25% with no rebate.
- ii. From +25% to +40% with 2% rebate
- iii. From +40% to +50% with 4% rebate
- iv. For variation beyond +50% of the quantity mentioned in the SOR may be done after proper negotiation with the selected bidder."

23. Information Security, Compliance and Audit Requirements

23.1 Information Security

- a) Bidder shall strictly follow the Information Security Policies, Standards, Procedures and Guidelines of RailTel for colocation and maintenance of Its Customer ICT Infrastructure under scope of this contract.
- b) Bidder and its deputed personnel shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, that contains data/application details, out of its IDC facility and Internet Ticketing Center without approval of competent authority of RailTel Customer.
- c) Bidder shall ensure that all necessary security measures are taken for the physical security of RailTel IDC in order to prevent any un-authorized access to customer applications and data.
- d) Bidder shall ensure the confidentiality and integrity of Its Customer ICT Infrastructure collocated in RailTel IDC though complete isolation from other tenant's/client's systems hosted in the same facility.
- e) Bidder shall ensure regular and proper backup of customer data as per requirements of customer in order to prevent any data loss.
- f) Bidder shall, upon termination of this agreement for any reason, or upon demand by RailTel , whichever is earliest, return any and all information provided to the bidder by RailTel, including any copies or reproductions, both hardcopy and electronic.
- g) Bidder acknowledges that RailTel Customer business data and other proprietary information or materials, whether developed by RailTel Customer or being used by its Customer pursuant

to an agreement with a third party (the foregoing collectively referred to herein as “proprietary information”) are confidential and proprietary to RailTel Customer; and RailTel agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by RailTel to protect its own proprietary information. Bidder recognizes that the goodwill of railtel depends, among other things, upon RailTel keeping such proprietary information confidential and that unauthorized disclosure of the same by Bidder could damage Its Customer, and that by reason of Bidder’s duties hereunder. Bidder may come into possession of such proprietary information, even though Bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Bidder shall use such information only for the purpose of performing the said services.

23.2 Right to Audit

- a) The ICT Infrastructure of RailTel Customer collocated in RailTel IDC facility shall be subject to regular security audits and compliance assessments, like PCI DSS and ISO 27001 etc. As part of this contract with Bidder , RailTel shall reserve the ‘Right to Audit’ on RailTel IDC Infrastructure, especially audit of Physical Security and Access Control System and related policies and processes.
- b) In this regard, Bidder shall ensure that relevant documentation and audit logs, including but not limited to CCTV recordings and Physical Access Control logs, of IDC facility are properly maintained and produced to RailTel, or any third-party audit agencies hired by RailTel or its customer, for successful compliance against security standard like PCI DSS and ISO 27001.

23.3 Confidentiality

- a) Bidder shall not use Confidential Information, data, name or the logo of RailTel or Its Customer except for the purposes of providing the Service as specified under this contract;
- b) Bidder shall not share any data and/or confidential Information of RailTel or Its Customer, generated, stored, and maintained by Bidder while carrying out the work under this project including any copies or reproductions, both hardcopy and electronic, with any third-party party without explicit approval of competent authority of RailTel or Its Customer.
- c) Bidder may only disclose Confidential Information in the following circumstances:
 - i. with the prior explicit approval of competent authority of RailTel or Its Customer;
 - ii. to a member of the RailTel’s Team (“Authorized Person”) if:
 - the Authorized Person needs the Confidential Information for the performance of obligations under this contract;

- the Authorized Person is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract

23.4 Background Verification of Personnel

- a) Bidder shall depute qualified and experienced personnel to perform the O&M Services under this contract.
- b) Bidder shall perform proper and adequate background verification check, including qualification & experience verification and police verification, of all the personnel before deploying them at Customer Location for O&M activities. Bidder shall submit an undertaking to RailTel alongwith copy of verification report, in this regard.

23.5 Statutory Compliance:

During the tenure of this Contract nothing shall be done by Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof and shall keep RailTel indemnified in this regard.

Bidder shall comply and ensure strict compliance by his/her employees and agents of all applicable Central, State, Municipal and Local laws and Regulations and undertake to indemnify RailTel or Its Customer from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against RailTel or Its Customer under Employees Compensation Act, 1923, The Employees Provident Fund and Miscellaneous Provisions Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, Shop and Establishment Act and Labour Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising therefrom and/or related thereto.

23.6 Exit Management

As part of Exit Management process, in case the contract with RailTel ends or is terminated before five years, Bidder shall -

- a) Return all Customer data and information to RailTel, generated, stored, and maintained by Bidder while carrying out the work under this project including any copies or reproductions, both hardcopy and in electronic form,
- b) Provide necessary handholding and transition support to Railtel for maintaining the applications. The handholding support will include but not be limited to, handing over all relevant

documentation, system Knowledge transfer, and addressing the queries/clarifications of RailTel with respect to the working / performance levels of the applications etc.

24. 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 EOI	
5.	Name, designation and full address of the person dealing with the EOI to whom all reference shall be made regarding the EOI enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name ,IFSC Code, Account number)	
7.	GST registration Number	

25. 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)

26. Force Majeure

- 26.1 If during the Agreement, the performance in whole or in part, by either party, of any obligation under this is prevented or delayed, by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENTS), provided notice of happenings of any such EVENT is given by the affected party to the other, within twenty one (21) days from date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this Agreement shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.
- 26.2 In the event of a Force Majeure, the affected party will be excused from performance during the existence of the Force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days

from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this Agreement. Neither party shall be liable for any breach, claims, damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

27. Settlement of Disputes

- 42.1 Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996 as amended and the award made in pursuance thereof shall be binding on the parties. The venue of such arbitration or proceedings thereof shall be New Delhi.
- 42.2 All arbitration proceedings shall be conducted in English. Recourse against any Arbitral award so rendered may be entered into court having jurisdiction or application may be made to such court for the order of enforcement as the case may be.
- 42.3 The Arbitral Tribunal shall consist of the sole Arbitrator appointed by mutual agreement of the parties.
- 42.4 Each of the parties agree that notwithstanding that the matter may be referred to Arbitrator as provided herein, the parties shall nevertheless pending the resolution of the controversy or disagreement continue to fulfill their obligation under this Agreement so far as they are reasonably able to do so.

28. Governing Laws

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

29. Termination for Default

The purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Tenderer, terminate this contract in whole or in part.

- 42.1 If the tenderer fails to deliver any or all of the goods within the time period(s) specified in the contract.
- 42.2 If the tenderer fails to perform any other obligation(s) under the contract; and
- 42.3 If the tenderer, in either of the above circumstance(s) does not remedy his failure within a period of 30 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.
- 42.4 In case of any of the above circumstances the RailTel shall pay the supplier for all products and services delivered till point of termination as per terms and conditions of the contract. However, any recovery and losses occurred to RailTel will be recovered from Contractor up to the value of contract.

30. Clause wise Compliance

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

31. Insurance

The Contractor shall take out and keep in force a policy or policies of insurance from the date, the delivery of material starts (including the transit portion) against all liabilities of the Contractor or the Purchaser. The contractor shall take out and keep in force a Policy or policies of Insurance for all materials covered in schedule of requirement irrespective of whether used up in the portion of work already done or kept for the use in the balance portion of the work until such material are provisionally handed over to RailTel. The goods will be issued by purchaser to supplier and risk of goods shall remain with supplier until the issue of PAC by RailTel. Insurance policy has to be kept valid by the contractor till issue of PAC by RailTel.

The Contractor should insure the stores brought to site, against risks as required under the Emergency Risk (Goods) Insurance Act in force from time to time up to contract value.

It may be noted that the beneficiary of the insurance policy should be RailTel or the policies should be pledged in favor of RailTel. The contractor shall keep the policy/policies current till the equipment are handed over to the purchaser. It may also be noted that in the event of contractor's failure to keep the policy current and alive, renewal of policy will be done by purchaser for which the cost of the premium plus 20% of premium shall be recovered from the contractor.

32. Taxes & Duties

The price quoted in the offer should be firm, fixed indicating the break up and inclusive of all taxes and duties like import, custom, anti-dumping, CGST, IGST, SGST, UTGST etc. The offer should be inclusive of packing, forwarding, freight up to destination, insurance charges.

Bidder shall issue valid tax invoice to RailTel for availing proper credit of CGST/SGST/IGST/UTGST in case of award of contract. GST will not be reimbursed in the absence of valid tax invoice.

For all the taxable supplies made by the vendor, the vendor shall furnish all the details of such taxable supplies in the relevant returns to be filled under GST act.

If the vendor fails to comply with any of the above, the vendor shall pay to purchaser any expense, interest, penalty as applicable under the GST act.

In case of incorrect reporting of the supply made by the vendor in the relevant return, leading to disallowance of input credit to purchaser, the vendor shall be liable to pay applicable interest under the GST act to the credit of purchaser. The same provisions shall be applicable in case of debit/credit notes.

Tenderer shall quote all-inclusive rates, but there shall be break up of basic price and all type of applicable taxes such as SGST/CGST/IGST/UTGST along with respective HSN/SAC code under GST law (Including tax under reverse charges payable by the recipient).

Wherever the law makes it statutory for the purchaser do deduct any amount towards GST at sources, the same will be deducted and remitted to the concerned authority.

The imposition of any new tax and/or increase/ in the aforesaid taxes, duties, levies, after the last

stipulated date for the receipt of tender including extensions if any and the bidder there upon necessarily and properly pays such taxes/levies/cess, the bidder shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of RailTel attributable to delay in execution of work within the control of bidder. The bidder shall within a period of 30 days of the imposition of any such tax or levy or cess, give a written notice thereof to RailTel that the same is given pursuant to this condition, together with all necessary information including details of input credit relating thereto. In the event of no payment/default payment of any of the above taxes, RailTel reserves the right to withhold the dues/payments of bidder and make payment to states/central government authorities as may be applicable. However, if the rates are reduced after the last stipulated date for receipt of tender, bidder has to pass on the benefits to RailTel.

In case of imported equipment:

Anti-Dumping duty if applicable on the equipment proposed to be supplied by OEM/Tenderer as per extant instructions of Ministry of Commerce/Finance Government of India, has to be borne by the tenderer and shall be deducted from the amount payable to the bidder at the time of making payment to the firm, if this duty amount is paid to custom Authority by RailTel.

Inter se position of the offers will be determined on total unit rate on CIP destination basis which will include basic rate, custom duty, CGST, SGST, IGST, UTGST, freight, Insurance and any other charges or cost quoted by the tenderer, including GST payable on reverse charge by RailTel, whenever applicable.

In regards to works contract, the tenderer should have registration no. for GST in respective state where work is to be executed and shall furnish GST registration certificate on award of LOA.

33. Product Upgrades

At any point during performance of the Contract, technological advances be introduced by the Bidder for Subsystems originally offered by the Bidder in its bid and still to be delivered, the Bidder shall be obligated to offer to CUSTOMER the latest versions of the available Subsystem which has equal or better performance or functionality without additional financial commitment to CUSTOMER. The Bidder shall also certify that all their infrastructure provided to CUSTOMER shall be free from viruses, worms, Trojans, spyware etc.

34. Acceptance Tests

Sufficient tests shall be carried out to check the fulfilment of technical and functional requirements configured as per the requirement of CUSTOMER. These tests shall be carried out against the technical and functional requirements identified for migration of Oracle EBS and other applications. The Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Bidder, but shall be conducted with the cooperation and consultation of CUSTOMER before commissioning of the Solution.

The Bidder shall use all reasonable endeavours to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Acceptance Test that CUSTOMER has notified the Bidder. Once the Bidder has made such remedies, it shall notify CUSTOMER.

Upon the successful conclusion of the Acceptance Tests, the Bidder shall notify CUSTOMER.

35. Go-Live

Upon the successful conclusion of the Acceptance Tests, CUSTOMER shall take over the migrated applications and shall provide a confirmation of Go live date to the bidder. However, taking over by

CUSTOMER in no way relieves the Bidder of its obligations under this Contract and the migrated applications should be supported by vendor for a minimum period of six months.

During the defect liability period, the Bidder shall provide hand holding services to CUSTOMER for optimum utilization of the solution.

36. CUSTOMER's right to vary the quantity:

CUSTOMER reserves the right to vary the quantity within validity of the contract without any change in price or other terms and conditions with commensurate increase or decrease in delivery period. CUSTOMER also reserves the right to drop any item at its own discretion.

37. Uptime :

Vendor should ensure an uptime of minimum 99.80% for the entire system failing which a Rebate would be imposed as detailed in 'Service Level Agreement' given below.

38. Service Level Agreement :

During the support period the vendor has to ensure 99.98% uptime for all the components. The SLA calculation will be done quarterly and the vendor has to provide rebate on quarterly bills for the availability of service as per the following:

Availability	Rebate
99.80% or above	No rebate
99.80% <Availability>=99.5%	0.5 day equivalent
99.5% <Availability>=99%	1 day equivalent
99% <Availability>=98.5%	3 day equivalent
98.5% <Availability>=98%	5 day equivalent
98% <Availability>=97%	7 day equivalent
Availability less than 97%	9 day equivalent

In case of interruption in services / non availability of on-site engineer from the Supplier/ Service Provider will be treated as downtime mentioned under s.no. (18) above and will be covered under Service Level Agreement.

39. Support and Response Time for Hardware / licenses/ Software etc. :

During the contract period the vendor should provide round the clock support i.e. 24*7*365 (including Saturday, Sunday and all Holidays) for the entire system including hardware and software in order to maintain the required uptime. All the calls will be communicated to your office through telephone/email/ticket and response is required as per the following severity :

Severity	Mean Time to Assist (MTTA)/Response Time	Mean Time to Repair (MTTR)/Resolution Time
Severity 1 High and Critical	15 Minutes	2 Hours
Severity 2 Medium	30 Minutes	06 Hours
Severity 3 Low	1 Hour	12 Hours

During the warranty, AMC and ATS period, the vendor must provide all the patches and upgrades for the entire System at no additional cost to CUSTOMER. These upgrades and patches would be installed as and when necessary in consultation with CUSTOMER IT team.

40. Deleted

41. Other Terms and Condition

Bidders are requested to quote their best prices considering the fact that price negotiation, if required with the customer will be passed on to the selected bidder.

- 42.1 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.
- 42.2 Quotations should preferably be typewritten and any correction or over- writing should be initialled. Rates to be indicated both in words and figures.
- 42.3 Sealed quotations in envelope superscribing EOI enquiry number and due date of opening must be sent by Registered or Speed Post or to be dropped in the EOI Box specified for the purpose. Quotations received after specified date and time are liable to be rejected
- 42.4 Quotation should be valid for a minimum period of 180 days from the date of opening of EOI.
- 42.5 Printed conditions on the back side of the offers will be ignored.
- 42.6 GST Registration Number, if any, may be indicated.
- 42.7 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.
- 42.8 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.

- 42.9 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.
- 42.10 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.
- 42.11 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,
- 42.12 The Arbitration and Conciliation Act, 1996 and rules made there under shall apply to the Arbitration Proceedings.
- 42.13 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.
- 42.14 Minimum Contract period for this project will be 5 years, however project duration can be terminated earlier as per requirement from customer or can be extended further as per mutually agreed terms and conditions.

42. List of Documents to be submitted for bidding

- 1 Covering Letter
- 2 Format for statement of deviation
- 3 Format for providing Bidder's information
- 4 Commercial Offer
- 5 Technical Proposal
- 6 Signed EOI document
- 7 Any other Relevant document
- 8 EMD
- 9 GST Registration Number
- 10 Oracle Partnership reference document

Annexure-1 COVERING LETTER

(To be on company letter head)

**EoI Reference No: RCIL/EOI/CO/DNM/2021-22/INFRA services to RCIL customer/04
dated 11.06.21**

Date:

To,

GM (ITP),
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
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 of Amount Rs. 2 Lakh through DD dated _____ issued from _____ Bank.

Authorized Signatory

Name

Designation

FORM-1

PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On Stamp Paper of ₹ One Hundred)

To,

GM (ITP),
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

1. In consideration of the RailTel Corporation of India Limited (CIN : U64202DL2000GOI107905), having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi – 110023 (herein after called “RailTel”) having agreed to exempt (CIN :) having its registered office at (hereinafter called “the said Contractor”) from the demand, under the terms and conditions of Purchase Order No. dated made between RailTel and for (hereinafter called “the said Agreement”) of security deposit for the due fulfilment by the said Contractor of the terms and condition contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs. Only). We (indicate the name and address and other particulars of the Bank) (hereinafter referred to as ‘the Bank’) at the request of contractor do hereby undertake to pay RailTel an amount not exceeding Rs. (Rs Only) against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor of any of the terms or conditions contained in the said Agreement.

2. We, the Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage by the said Contractor of any of terms or conditions contained in the said Agreement by reason of the Contractor’s failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs (Rs. Only).

3. We, the Bank undertake to pay the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.

4. We, the Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before We shall be discharged from all liability under this Guarantee thereafter.

5. We, the Bank further agree with the RailTel that the RailTel shall have fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of or to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said Contractor and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

This Guarantee will not be discharge due to the change in the constitution of the Bank or the Contractor.

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

Dated the Day of 2020 for (Name of Bank)

In the presence of Witnesses:

1. Signature With Date

Name

2. Signature With Date

Name

Annexure-A

Firewall Specification

Basic Criteria

- The quoted OEM for UTM should have presence in India from more than last five years.
- OEM should have support Centre in India.
- OEM should be in leaders/visionaries in Gartner for Next generation Firewall.
- The proposed solution should support High Availability Active-Active mode

Appliance Throughput

- Firewall throughput of 7 Gbps
- Minimum 1,600,000 Concurrent sessions
- Minimum 40,000 New Sessions/second
- Minimum of 300 IPsec Site to Site tunnel support and 200 SSL VPN user support. License for the same should be included in the BOM.
- Minimum of 8 x GBE Interfaces and 1x GbE SFP and optional redundant power supply

General Features

- Should be appliance based and rack mountable
- Identity based Firewall
- Bandwidth Management
- Inbuilt-on Appliance Reporting
- High Availability (Active-Active & Active-Passive)
- Network: OSPF, Round Robin load balance, RIPv2, BGP, equal & unequal cost load balance, High Availability, QoS, etc. Round Robin Balance, SD WAN routing, Server Load Balancing.
- Support for user authentication over SMS.
- Country Based Blocking, FQDN support and should support MIX mode deployment
- CASB

Wireless Security and Control:

- Should act as a wireless controller, Simple plug-and-play deployment of wireless access points (APs) - automatically appear on the firewall control center, Central monitor and manage all APs and wireless clients through the built-in wireless controller, Support for IEEE 802.1X (RADIUS authentication), Wireless repeating and bridging meshed network mode with supported APs
- Advance Threat Protection:
Advanced Threat Protection (Detect and block network traffic attempting to contact command and control servers using multi-layered DNS, AFC, and firewall)
- VPN:
IPsec, L2TP, PPTP and SSL as a part of Basic Appliance, VPN redundancy, Hub and Spoke support, 3DES, DES, AES, MD5, SHA1 Hash algorithms, IPsec NAT Transversal.

- **Load Balance:**
For Automated Failover/Failback, Multi-WAN failover, VRR based Load Balancing. High availability: Active-Active. QoS, OSPF, RIPv2, BGP, Policy routing based on Application and User support Round Robin Load Balancing.
- **Bandwidth Management:**
Application and user identity-based bandwidth management, Multi WAN bandwidth reporting, Guaranteed and Burstable bandwidth policy. Bandwidth for User, Group, Firewall Rule, URL and Applications.

Monitoring and Reporting System:

- Includes Integrated Web Based reporting, Monitoring & Logging, IP and User basis report, 45+ Compliance reports and 1200+ drilled down reports on the appliance.
- Should have minimum 50 GB SSD storage. If not, Quote separate solution along with required hardware and software.

License for UTM (Unified Threat Management)

- Five Year round the clock support for 24*7 Email, chat and direct call in support.
- License period will be counted after activation.

❖ Antivirus Specification

Indicative feature for Antivirus

- 1) Blocking and monitoring of Office files, graphic files, programming files and others (Graphic files (png, bmp, Corel DRAW etc.), Office files (word, excel, PDF etc.)
Programming files (c, pascal, xml, asm etc.), Other files (ZIP, RAR, 7-Zip etc.)
- 2) Blocking and monitoring confidential data like Credit-Debit Cards & Passport Numbers, Driving License, Health Insurance Email, Phone Numbers, Social Security Number (SSN), International Banking Account Number (IBAN) and more.
- 3) Facility to create user-defined dictionary of customized words, Enables tracking of files having those customized words Prompt notifications and report if user-defined file type is downloaded
- 4) Instant alerts for data leakage & cumulative reports can be fetched manually and scheduled.
- 5) Blocking and monitoring - End point will not be able to copy/store Company data to their external drives, or to their personal Cloud services such as Google Drive etc.

Annexure – B

Item description	No. of Core	No of Instance
Application server	12	2
Database Server	24	2

Note : The bidder will provide Application and database support with required license by his own as per detail mention in above table.

Annexure – C

S No.	Location	ADDRESS
1	Head Office	Kapas Bhawan, Sector 10, CBD Belapur, Navi Mumbai
2	Adilabad	1st Floor, Door No. 4-2-198/2/11, G.M.R. Tower, Bagawanpura, Cinema Road,Adilabad - 504 001
3	AHEMDABAD	SAKAR-1, 10th Floor, Nr. Gandhigram Rly. Stn Opp. Nehru Bridge, Ashram Rd. AHMEDABAD-380009 (GUJ)
4	AKOLA	Akola Paraskar Tower, Additional Workshop Paraskar Motorbikes, 1st floor, Vidyanagar, Akola-444 001
5	Aurangabad	Chandra Mawli Building, Plot No.27, Samrat Nagar, Veer Savarkar, Chowk, Aurangabad 431005
6	Bathinda	Kapas Bhawan, 136-A,60 Ft. road,Kamla Nehru Colony,Bhatinda - 151001 (PUNJAB)
7	BHILWARA	Bhilwara 2nd Floor, Care Zone Plaza, 161-162 Main Sector, Shastri Nagar, Bhilwara - 311 001
8	Coimbatore	4th Street, B.R. Nagar Site No. 46,Opp. Trichy Road, ,Singanallur Post, ,Coimbatore – 641 005
9	Guntoor	Guntur Kapas Bhavan, 4/2 Ashok Nagar, Guntur - 522 002
10	Hubli	W.B.Plaza,3rd floor, Opp. North Traffic Police Station,New Cotton Market,Hubli - 580 029
11	INDORE	Kapas Bhavan, 27 A, Race Course Road, Near Yeshwant Club INDORE-452 003(M.P.)
12	Kolkatta	Constantia Building, 3rd floor, 11, Dr. U.N. Brahmachari Street,Kolkata - 700 017

13	Mahabubnagar	Mahabubnagar Industrial Estate, Mettugadda, Mahabubnagar - 509001
14	DELHI	New delhi Room No. 30, 3rd Floor, Handloom Marketing Complex, Janpath, New Delhi - 110 001
15	RAJKOT	Ruda Bldg, 5th Floor, Jamnagar Road, RAJKOT-360001. (GUJARAT)
16	Rayagada	Bhavannarayana Nilayam Nivas, Convent Road,Near Jyoti Mahal Hotel, Rayagada - 765 001
17	SIRSA	Sirsa SCO 7-11, New Housing Board, Barnala Road, SIRSA - 125 055
18	SRIGANGANAGAR	Sriganganagar Kapas Bhavan, 158-185 Jawahar Nagar, District centre Sriganganagar - 335 001
19	Warangal	3. 2nd & 3rd FLOOR, V.L.CHITTIMALLA COMPLEX, H.NO. 16-07-109,LAXMIPURAM,NEAR OLD GRAIN MARKET, WARANGAL – 506 002 (T.S.)
20	KALAMBOLI	Kalamboli Plot no.S-5, Sector KWC, Kalamboli Warehousing Complex, Kalamboli, Navi Mumbai- 410 218

***** End of Tender Document *****