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

**Expression of Interest for Selection of Partner
from Empaneled Business Associates for EXCLUSIVE PRE-BID ARRANGEMENT**

For

"Selection of Managed Service Provider for providing Cloud Services"

EOI No: RailTel/EOI/COMKTG/EB/AC/2024-25/01 dated 25 April 2025

EOI NOTICE

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

EOI Notice No: RailTel/EOI/COMKTG/EB/AC/2024-25/01 dated 25 April 2025

RailTel Corporation of India Ltd., (here after referred to as "RailTel") invites proposal from RailTel's Empaneled Partners for the selection of suitable implementation partner as Exclusive pre bid arrangementfor **for participation in one of the Tender for "Managed Service Provider for providing Cloud Services " floated by Government Department.**

The details are as under:

1	Last date for submission of Technical Packet against EOIs by bidders	28 April 2025 at 15:00 Hours
2	Opening of Technical Bid of EOIs	28 April 2025 at 15:15 Hours
3	Number of copies to be submitted for scope of work	One
4	EOI fees inclusive tax (Non-refundable)	Rs. 5,000/- (Five Thousand only)
5	Token EOI EMD	Rs. 10,00,000/- (Ten Lakhs Only) to be submitted along with EOI **(To be submitted via online bank transfer only).** RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064. Partner needs to share the online payment transfer details like UTR No. date and Bank along with the proposal.

| 6 | Balance EMD (To be submitted by the shortlisted Business Associate to be intimated later) | Balance EMD for Rs 1,00,00,000/- (One Crore only). To be submitted by shortlisted Business Associate, in the form of BG or online transfer before RailTel submits its bid to the end customer. **i) In Case of Balance EMD is submitted in the form of Bank Guarantee:** The validity : Bid validity period (180 days) + 2 months and claim period of 1 year from BG expiry period. (SFMS report guidelines: - BG advising message – IFN 760COV/ IFN 767COV via SFMS To mandatory send the Cover message at the time of BG issuance. IFSC Code of ICICI Bank to be used (ICIC0000007). Mention the unique reference (RAILTEL6103) in field 7037.) **ii) In case Balance EMD is submitted through Online Transfer, the same may be transferred in the following Bank Account.** RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064. The partner needs to share the online payment transfer details like UTR No. date and Bank along with the proposal. |

Eligible Business Associates are required to direct all communications related to this Invitation for EoI document, through the following Nominated Point of Contact persons:

Contact: Sh. Shashidhar Uppal
Designation: GM/EB
Email: shashi_uppal@railtelindia.com

Contact: Sh. Rahul Agarwal
Designation: GM/Finance
Email: carahul@railtelindia.com

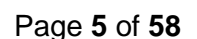Contact: Sh. Himanshu
Designation: GM/TP
Email: himanshu@railtelindia.com

Note:

1. Empaneled partners are required to submit a soft copy of the technical packet through an e-mail at eoi.ebco@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp.

2. The EOI response is invited from eligible **Empaneled Partners of RailTel only.**

3. All the documents must be submitted with **proper indexing** and **page no**.

4. This is an **exclusive pre-bid partnership arrangement with an empaneled business associate of RailTel for participating in the end customer RFP**. The selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to the end customer organization by RailTel). This undertaking has to be given with this EOI Response.

5. **Transfer and Sub-letting**. The Business Associate has no right to give, bargain, sell, assign, or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third partytake benefit or advantage of the present Contract or any part thereof.

1. Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a Nav 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 kms of OFC along the protected Railway tracks. The transport network is built on high-capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High Definition Video Conference facility bundled with required BW is provided as a Service.

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

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

Core Services	Value Added Services	Emerging Services
• MPLS VPN	• Tele-Presence as a Services (HD Video Conferencing)	• Station Wi-Fi
• Internet Leased Line	• RailWire (Broadband Services)	• Content on Demand (COD)
• Transport Services	• Data Centre Services	• Video Surveillance Services
• Dark Fibre	• Turnkey Solutions in ICT	• Railway Display Network (RDN)
• Tower Colocation	• Digital Service (Aadhaar based solution, Railwire Saathi, Online Tendering, WiFi as a Service, Predictive maintenance etc)	• High Speed Mobile Corridor

a) **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 MSOs/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

b) **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 2 Mbps& above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

c) **DATA CENTER** Infrastructure as a services (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres 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 Centres. 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.

- 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 MSOs/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

d) **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. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

e) **Retail Services – RailWire**

RailWire: 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. 5,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization's officers colonies and residences.

2. Project Background and Objective of EOI

RailTel intends to participate in RFP floated by end Customer organization for **"Selection of Managed Service Provider for providing Cloud Services"** with end customer (Department Of Agriculture Cooperation And Farmers Welfare) RFP ref. no.. GEM/2025/B/5808662 dated 11.01.2025

RailTel invites EOIs from RailTel's Empaneled Partners for the selection of suitable partner for participating in below mentioned work for the agreed scope work**.** The empaneled partner is expected to have excellent execution capability and good understanding customer local environment.

3. Scope of Work:

The broad project scope includes having a single service provider to managed services for cloud infrastructure. The department intends to procure the 'Cloud Hosting and Managed Services' for the business applications. The shortlisted service provider shall provide the Cloud Hosting and Complete Managed Services through this bidding process for the period of 3 years, department reserves the right to extend the services for another 2 years.

The proposed solution shall be scalable, extensible, highly configurable, secure, and very responsive and shall support integration and optimization including scale up and scale down of required services and solutions (existing legacy and acquired in future), designed for or used by the department or department may undergo in up-gradation.

The broader requirements are mentioned below –

● Cloud Infrastructure for Application Hosting (DC and DR).
● End to End Managed Service
● Application Migration from existing cloud(if needed)
● Optional Rate Card

Note:
DR should be able to execute all the business operations smoothly in case of any disaster at primary site (DC).
Selected partner has to factor all security components as per the MeitY guidelines and relevant Indian IT acts.

The above scope of work is indicative and the detailed scope of work is given in the end customer tender documents with latest amendments and clarifications.

In case of any discrepancy or ambiguity in any clause / specification pertaining to scope of work area,

the RFP released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/MSA/SLA also included.).

Business associate can participate as a sole bidder or as a consortium.

Special Note: RailTel may retain any portion of the work mentioned in the end organization RFP, where RailTel has competence so that the overall proposal becomes the most winnable proposal.

4. Response to EOI guidelines

4.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in soft copy through an email.

4.2 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 before selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

4.3 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 by the bidder including the closing page in token of his having studies the EOI document and should be submitted along with the bid.

4.4 Period of Validity of Bids and Bid Currency

Bids shall remain valid for 180 days from the last date of submission of bids to the end Customer organization.

4.5 Bidding Process : Single Packet

4.6 Bid Earnest Money (EMD)

4.6.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of "RailTel Corporation of India Limited"along with the offer. This will be called **EOI EMD.**

4.6.2 Offers not accompanied by valid EOI Earnest Money Deposit shall be summarily rejected.

4.6.3 In case of Bidder's offer is selected for bidding, bidder has to furnish Balance Earnest Money Deposit (EMD) for the bid to RailTel for the amount as mentioned in this EOI Notice. The selected Business Associate shall have to submit balance EMD amount in proportion to the quoted value/scope of work to RailTel before submission of bid to end customer.

4.6.4 Return of EMD for unsuccessful Business Associates: EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process.

4.6.5 Return of EMD for successful Business Associate: EOI-EMD & Earnest Money Deposit (balance proportionate EMD) if applicable of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.7) from Business Associate whichever is later.

4.6.6 Forfeiture of EOI EMD or EOI EMD & EMD (balance proportionate EMD) and or Penal action as per EMD Declaration:

4.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during the validity period.

4.6.6.2 In case of non-submission of SD/PBG (as per clause no. 4.7) leads to forfeiture of EOI EMD, EMD (balance EMD) if applicable and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.

4.7 Security Deposit / Performance Bank Guarantee (PBG)

4.7.1 In case the bid is successful, the PBG of the requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel.

4.7.2 As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

4.8 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

4.9 Modification and/or Withdrawal of EOI response

EOI response once submitted will treated, as final and no modification will be permitted except with the consent of the RailTel.

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

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited and all interests/claims of such Business Associate shall be deemed as foreclosed.

4.10 Details of Financial bid for the above-referred tender

Please refer Para 8
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4.11   Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate 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.

4.12   Period of Association/Validity of Agreement

RailTel will enter into a pre-bid agreement with selected bidder with detailed Terms and conditions.

5. Eligibility Criteria for Bidding Business Partner of RailTel:

S No.	Particulars	Criteria for Tender Package (Mandatory Compliance & Document Submission)
A)	**Financial Conditions**	
i)	Bidder should be registered under Companies Act, 1956 or Companies Act 2013 or as amended and should have at least 5 years of operations in India as on bid submission date.	1. Certificate of Incorporation 2. GST Registration 3. PAN Card
ii)	Bidder should have cumulative turnover of at least **INR 150 Cr.** for the last three years (FY 21-22, 22-23, 23-24) from IT/ITeS.	Turnover Certificate issued by the Chartered Accountant. Certificate should contain UDIN no. issued by ICAI.
iii)	Bidder should also have a positive net worth in the last 3 financial years (21-22, 22-23, 23-24).	**Positive Net Worth Certificate** issued by the CA for the last three financial years (21-22, 22-23, 23-24). Certificate should contain UDIN no. issued by ICAI.
B)	**Technical Conditions**	
iv)	Bidder should have experience of successful implementation of similar project(s) in Central/State Government/ Govt. undertakings/ UT's/Autonomous Bodies in India as: One project of value of Rs. 50 Cr. (Or) Two projects of value of Rs 40 Cr. each. (Or) Three projects of value of Rs 30 Cr. each Cr. Definition of Similar Work: - Works entailing project in the field of IT / ICT / ITeS /Data Centre IT Security for any Central / State Government/ Govt. undertakings/ UT's/Autonomous Bodies in India	Documentary evidence such as: Certificate from Customer/ or CA Certificate for services/supply/ Payments received against the project along with Customer's purchase orders/ work orders etc. for ongoing/ completed project.

S No.	Particulars	Criteria for Tender Package (Mandatory Compliance & Document Submission)
v)	The bidder must have prior experience of providing/ hosting cloud services in India.	Certificate from Customer/ or CA Certificate for services/supply/ Payments received against the project along with Customer's purchase orders/ work orders etc. for ongoing/ completed project.
vi)	Bidder shall have at least 50 technical personnel on its payroll.	Undertaking from authorized signatory or HR Head of the Company on its letter head.
vii)	Bidder should have following certificates: - 1. ISO-9001 Certificate 2. ISO-27001 Certificate 3. CMMI ML3 or above Certificate 4. ISO-20000-1	Copy of valid Certificates.
viii)	The Bidder should have registered office in Delhi/NCR.	Documentary Proof needs to be submitted
ix)	The bidder should have relationship with Proposed CSP	Supporting Document needs to be submitted
C)	Annexures	
x)	**Annexure 1**	**Covering Letter:** Self-certification duly signed by authorized signatory on company letter head.
xi)	**Annexure 2**	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted.
		Self-certification duly signed by authorized signatory on company letter head.
xii)	**Annexure 3**	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted/debarred by any Governmental/ Non-Governmental Organization in India as on bid submission date.
xiii)	**Annexure-4**	Format for Affidavit to be uploaded by bidder with the tender documents.
xiv)	**Annexure-5**	Non-disclosure agreement with RailTel.
xv)	Power of Attorney	In case of Sole Partner: Power of Attorney and Board Resolution in favor of one of its employees who will sign the Bid Documents. In case of consortium: 1) Board resolution of each consortium members authorizing and appointing the authorized signatory for signing the EOI Documents. 2) Power of Attorney by all the members of consortium in favor of the lead member

S No.	Particulars	Criteria for Tender Package (Mandatory Compliance & Document Submission)
		The Consortium Agreement duly signed by all authorized members of consortium.
xvi)	Additional Documents to be Submitted	Technical Proposal with overview of the project with strength of the Partner.
xvii)	Presentation	The bidder need to submit a detailed presentation as below: i. About the project ii. Project Understanding iii. Project Timeline iv. Delivery timeline
xviii)	**Annexure-6**	EMD (as PBG) Format
xix)	**Annexure-7**	Integrity Pact A detailed Integrity Pact Program along with Independent External Monitors (IEM)s is available on the RailTel Website. https://www.railtel.in/tenders/integrity-pact.html
xx)	**Annexure-8**	**Price Bid Format (BOQ) (Financial Bid) with password protected PDF.**
xxi)	**Annexure-A**	**Criterial for CSP**

6. Bidder's Profile

The bidder shall provide the information in the below table:

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 towhom 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	

7. Technical Evaluation Criteria:

Sr No.	Particulars	Documentary Evidence	Parameters	Marks	Maximum Marks
1	Cumulative turnover from IT/IES of Bidder in the last three Financial years (FY 21-22, 22-23, 23-24).	Turnover Certificate issued by the Chartered Accountant. The certificate should contain UDIN no. issued by ICAI.	150 Cr to upto 175 Cr	10	25
			>175 Cr to upto 200 Cr	15	
			>200 Cr	25	

Sr No.	Particulars	Documentary Evidence	Parameters	Marks	Maximum Marks
2	The Bidder must have the any of 3 following ISO and CMM Certifications as on Bid submission Date: 1. ISO 9001 2. ISO 27001 3. ISO 20000-1 4. ISO 22301 5. ISO 27017 6. ISO 27018 7. CMMi3 or higher Mandatory Requirement: The CMMi Certificate must be validated on https://cmmiinstitute.com website. Failure to which the bidder will be disqualified during the bid evaluation stage.	Any 3 ISO Certificates from above mentioned: 2 Marks Any 4 ISO Certificates from above mentioned: 4 marks Any 5 ISO Certificates as mentioned above: 6 marks All 6 ISO Certificates with CMMi3: 8 marks All 6 ISO Certificates with CMMi Level 5: 10 marks		10	10
3	Criterial for CSP(Annexure-A)	The bidder needs to submit Undertaking for the proposed CSP criteria for each of all 9 Points mentioned in Annexure-A. The marks will be allotted according to the submitted undertaking/compliances.		50	50
4	Manpower Strength	The bidder should have certified cloud resources at professional level on their payroll. These certified cloud resources should be on Bidder's payroll as on bid submission date. 5 Certified Professionals-5 Marks 10 Certified Professionals-10 Marks 15 Certified Professionals-15 Marks	Certificate from HR on the letter head of the bidder certifying the availability of the resources on their payroll as on date of submission of the bid as per the requirement along with valid CSP certification copy	15	15
	Total Maximum Marks				**100**

Annexure-A: Criteria for CSP

Sr. No	Evaluation Criteria	Evidence	Marks (Max)
1	The proposed cloud data lake platform should have End-to-end ML using SQL applications building on the same platform to save the deployment cycle, effort and cost with SLA of 99.95% to enhances the reliability and user experience	URL of the service on the CSP through Self provisioning portal.	4
2	The proposed Cloud should have security services as follows **(or services with equivalent features)** - 1) WAF & DDoS Protection with enterprise features such as Threat Intelligence, Third-party named IP address & Adaptive Protection 2) Threat detection, Vulnerability Assessment, Bot management with captcha Integration 3) Cloud Security services for both - IDS and IPS and Cloud SaaS SIEM solution 4) Continuous virtual red teaming including attack paths, risk scoring, and toxic combinations 5) Cloud security and risk management for cloud environments 6) Security posture management, attack paths, threat detection, and compliance monitoring Subscription-based pricing for cloud	URL of the service on the CSP through Self provisioning portal	10
3	The proposed Cloud should have Native Storage service for different IOPS, and should have capability to increase storage capacity on demand on the provisioned volumes without any reboot of the virtual machine. The volume should be High-availability regional redundancy or Zero-downtime regional resilience to reduce the impact of single AZs failure & support upto 32 TB per volume with ultra low-latency performance.	URL of the service on the CSP through Self provisioning portal	2
4	The CSP should have following services with SLA of: - **Ease of configurations of VM's(as per the required configuration/nearest higher configuration) for self- provisioning based on the vCPU and RAM** - Single Instance SLA >= 99.9% and Instances in Multiple Zones : >= 99.99% - PBs scale Serverless Data Lake Service with SLA of >= 99.95% and capabilities of GenAI Integration and inbuilt Machine learning models	URL of the service on the CSP Self provisioning portal	2
5	The CSP must provide state-of-the-art proprietary and/or open- source/third-party multimodal LLMs for Text Generation, Summarization, Chatbots, and Conversational AI, deployable on the CSP's native fully managed AI platform. 1. CSP provides open source /3rd party/ (not own by CSP) - 3 marks 2. CSP provides its own multi model along with open source /3rd party - 5 marks	URL of the service on the CSP through Self provisioning portal or Demonstrate during the Presentation	5
6	The proposed Cloud should have Managed cloud native enterprise database services for MySQL and PostgreSQL with the following features: 1) Enterprise Database services with 99.95% SLA 2) Automated backups and point-in-time recovery 3) Automatic Storage Increase 4) Automated replication/Automatic failover to another Zone 5) Should support synchronous data replication and High Availability across multiple data centers.	URL of the service on the CSP through Self provisioning portal	10

Sr. No	Evaluation Criteria	Evidence	Marks (Max)
7	The CSP should have Unified End-to-End AI/ML Platform as Managed service that focus on MLOps & LLMOps principles which includes: 1. Managed services for Model training 2. Build, orchestrate, and automate reproducible ML workflows, easing the transition from experimentation to production 3. Centralized repository for managing, versioning, and tracking trained ML models 4. Flexible model serving options (online or batch prediction) at scale with optimized infrastructure 5. Manage and deploy multiple models or model versions behind a single API endpoint for simplified model serving 6. Platform must provide flexibility to deploy model on a private endpoint and also to be able to export a model to make it portable, like running in a container 7. Language translation service in speech to speech, speech to text, text to speech and text to text for Indian languages.	URL of the service on the CSP through Self provisioning portal	7
8	The proposed Cloud Should have Managed cloud native Kubernetes service with the following features: 1) Secure Container Image Verification & Binary Authorization for Software Supply Chain Security (or equivalent) 2) Integrated Container Threat Detection & Security Monitoring with Centralized Dashboard 3) Vertical Pod Autoscaler and Node auto-upgrades 4) Native Kubernetes backup & restore service	URL of the service on the CSP through Self provisioning portal	5
9	CSP Native Enterprise Grade API Management turnkey solution (* Not API Gateway) for publishing APIs to external and internal consumers through an integrated out of the box developer portal, Monetization, Advanced API Security like Bot Detection and API configuration security scoring, and should be able to deploy as a SaaS cloud offering and clouds deployment option for the data plane	URL of the service on the CSP through Self provisioning portal	5

8. Evaluation Criteria:

8.1   The Business Associates are first evaluated on the basis of the Eligibility Criteria as per clause 5 above.

8.2   Only the bidders who obtain an overall cut-off technical score of 60% will qualify for the commercial evaluation stage. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.

   Financial bid will be opened.

The evaluation will be done based on the parameters given below:

Technical Weightage = 60%
Financial Weightage= 40%

Evaluation will be done based on the below calculations(Formula):-

Total Score = (Technical Score of Bidder/ 100)   x 60% + (Lowest Quoted Price/ Bidder Quoted

Price) x 40%

8.3   The Business Associate securing highest Total Score will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

8.4   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. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI.

8.5   All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

9. Payment terms

8.1   RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.

8.2   All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

10. SLA

The selected bidder will be required to adhere to the SLA matrix as defined in the end Customer organization tender for his scope of work and the SLA breach penalty will be applicable proportionately on the selected bidder, as specified in the end Customer organization Tender. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the Tender. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner proportionately based on its scope of work.

Note: Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid.

Annexure 1:   Format for COVERING LETTER

COVERING LETTER (To be on company letterhead)

To,

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_____.

Authorized Signatory
Name
Designation

Annexure 2: Format for Self-Certificate & Undertaking

Self-Certificate (To be on company letter head)

EoI Reference No: Date:

To,

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

110023Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliance

1) Having examined the Technical specifications mentioned in this EOI & end customer tender,

   we hereby confirm that we meet all specifications.

2) We _____agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected partner after the receipt of corresponding payment from end customer 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 partnerWe agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.

3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFPfor the agreed scope of work for which this EOI is submitted.

4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end to end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer   organization tender in favour of RailTel against the proposed products.

5) We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.

6) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliancedocuments.

7) We understand and agree that RailTel is intending to select partner who is willing to accept all terms &conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain the scope of work where RailTel has competence.

8) We hereby agree to submit that in case of being selected by RailTel as the partner for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that are required and desired by end Customer well before the bid submission date and as and when required.

9) We hereby undertake to sign the Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

10) We undertake that we will not submit directly or indirectly out bids and techno-commercial solutions/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel)

Authorized

SignatoryName &

Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

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

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

We, <u>Company Name   </u>, having its registered office at <u>Address   </u>

hereby declares that that the Company has not been blacklisted/debarred by any

Governmental/ Non-Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 4: Format of Affidavit

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-. The paper has to be in the name of the BA) **

    I……………………… (Name and designation)** appointed as the attorney/authorized signatory of the BA (including its constituents),

M/s_____(hereinafter called the BA) for the purpose of the EOI documents for the work of _____ as per the EOI No. _____of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.

2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.

3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.

4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.

5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.

6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.

7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA)**_____and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

<div align="right">DEPONENT

SEAL AND SIGNATURE

OF THE BA</div>

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

<div align="right">DEPONENT

SEAL AND SIGNAURE

OF THE BA</div>

Place:
Dated:

**The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by BA. Attestation before Magistrate/Notary Public.

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this "***Agreement***") is made and entered into on this _____ day of ____ , 2021 (the "***Effective Date***") at_____ .

By and between

RailTel Corporation of India Limited, **(CIN: L64202DL2000GOI107905),** a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023, (hereinafter referred to as **'RailTel')**, which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

_____) (CIN:_____), a company duly incorporated under the provisions of Companies Act, _____ having its registered office at _____ , (hereinafter referred to as **'_____'),** which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

RailTel and _____ shall be individually referred to as "Party" and jointly as "Parties"

WHEREAS, RailTel and _____, each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non-technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the "***Information***");

WHEREAS, the Parties have initiated discussions regarding a possible business relationship for _____ .

WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the "***Disclosing Party***") to the other Party (each Party, in such receiving capacity, the "***Receiving Party***") subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

1.   **Permitted Use.**

(a)   Receiving Party shall:

(i)   hold all Information received from Disclosing Party in confidence;

(ii)   use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and

(iii)   restrict disclosure of such Information to those of Receiving Party's officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the "***Representatives***")

who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

(b)   The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate:

(i)   is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party;

(ii)   at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party;

(iii)   is approved for release by written authorization of Disclosing Party; or

(iv)   is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.

(c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorised disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

2.   Designation.

(a)   Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:

(i)   written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or

(ii)   oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

3.   Cooperation.   Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.

4.   Ownership of Information.   All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.

5.   No Obligation.   Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.

6.   Return or Destruction of Information.

(a)   All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:

(i)   termination of this Agreement;

(ii)   expiration of this Agreement; or

(iii)   Receiving Party's determination that it no longer has a need for such Information.

(b)   Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.

7.   **Injunctive Relief**: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement

8.   Notice.

(a)   Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:

(i)   by personal delivery, when delivered personally;

(ii)   by overnight courier, upon written verification of receipt; or

(iii)   by certified or registered mail with return receipt requested, upon verification of receipt.

(b)   Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:

Attn: _____
Address:_____
Phone:
Email.

_____**:**

Attn:
Address:
Phone:
Email:

9. Term, Termination and Survivability.

(a)   Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of _____ years from the effective date hereof.

(b) Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.

(c)   Notwithstanding the foregoing clause 9(a) and 9 (b) , Receiving Party agrees that its obligations, shall:

(i)   In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and

(ii)   not apply to any materials or information disclosed to it thereafter.

10.   Governing Law and Jurisdiction. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.

11.   Counterparts. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement

12.   No Definitive Transaction. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "***Final Agreement***"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

13.   Settlement of Disputes:

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

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

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

14. CONFIDENTIALITY OF NEGOTIATIONS

Without the Disclosing Party's prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

15. REPRESENTATION

The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

16. ASSIGNMENT

Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns.

17. EMPLOYEES AND OTHERS

Each Party shall advise its Representatives, contractors, subcontractors and licensees, and shall require its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

18. NO LICENSE

Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant
the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

19. RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

20: **UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)**

_____ agrees and acknowledges that _____, its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. _____ shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, _____ shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

21 MISCELLANEOUS. This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

_____: **RailTel Corporation of India Limited:**

By_____   By_____

   Name: Name:

   Title: Title:

Witnesses

Annexure-6: EMD (as PBG) Format

BG NO   **:**
ISSUANCE DATE   **: DD-MM-YYYY**
BG AMOUNT   **: Rs   xxxxxxx /-**
EXPIRY DATE   **: DD-MM-YYYY**
CLAIM EXPIRY DATE   **: DD-MM-YYYY**

In consideration of the **RailTel Corporation of India Limited, (**CIN: L64202DL2000GOI107905**)** having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi - 110023 (Here in after called RailTel) having agreed to exempt ~~**Partner Name (CIN:)**~~ having its registered office at ~~**Partner's address**~~ (Here in after called "the said Contractor(s)") from the demand, under the terms and conditions of **EOI NO.** made between **RailTel Corporation of India Limited** and ~~**Partner Name**~~ for (here in after called "the said Agreement") of security deposit for the due fulfilment by the said contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for **Rs. /- (In Words).**

We, ~~**Bank Name**~~ a banking company incorporated under the Companies Act, 1956 and carrying on Banking Business under The Banking Regulation Act, 1949 and having its Registered Office at ~~**Bank's Address**~~ and its Central office at ~~**Bank's Corporate Office Address**~~ (indicate the name of the Bank) here in after referred to as "the Bank") at the request of ~~**Partner's Name**~~ Contractor(s) do hereby undertake to pay the **RailTel** an amount not exceeding ~~**Rs /- (In Words)**~~ .. 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 said Contractor(s) of any of the terms or conditions contained in the said Agreement.

We, ~~**Bank Name**~~ do here by undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the **RailTel** stating that the amount as claimed is due by way of loss or damage caused to or would be caused to or suffered by the **RailTel** by reason of breach by the said Contractor(s) of any terms and conditions contained in the said Agreement or by 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. /- (In Words).**

We, ~~**Bank's Name**~~ undertake to pay to the **RailTel** any money so demanded not with standing any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s)/ Supplier(s) shall have no claim against us for making such payment.

We, ~~**Bank's Name**~~ further agree that the Guarantee here in contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the **RailTel** under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till **RailTel** certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharge this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the **DD-MM-YYYY(Claim Expiry**

Date.) We shall be discharged from all liability under this Guarantee thereafter.

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

This Guarantee will not be discharged due to the change in the Constitution of the bank or the Contractor(s) Supplier(s).

~~Bank's Name~~ lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the **RailTel** in writing.

Date   : DD-MM-YYYY
Place :

****

Annexure -7: INTEGRITY PACT

RailTel Corporation of India Limited, hereinafter referred to as "The Principal". And
…………………………., hereinafter referred to as "The Bidder/ Contractor"

1. 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.

2. 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.

3. 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 payments 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.

4. 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 Annexure "B".

5. 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.

6. 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".

7. 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

8. 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.

9. 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 within30 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.

10. 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.

11. 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 its 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:   Witness 1:

Address: Address:

Witness 2:   Witness 2:
Address: Address:

Annexure-8: Price Bid Format

S. No. [1]	Service Name / Type of Service [2]	Configuration/Description of Service [3]	Specification s of required Service [4]	Unit of Measurement of Service [5]	Indicative unit(s) of Service in a month [6]	Total Indicative Hours for three (03) years [7]	Unit Price as per CSP public listing pricing* [8]	Offered Unit Price [9]	Publicly available documenta tion with Unit Pricing and Pricing Calculator Link [10]	Service Configuration offered by CSP(the configuration should be equivalent or higher) [11]	Total Price for 3 years as per Public Listing [12] =[6]x[7]x[8]	Total Offered Price for 3 Years [13] = [6]x[7]x [9]
A. Compute as Managed Service												
A.1	Non burstable x86 architecture - Production Grade Virtual Machine - on demand	RED HAT Enterprise Linux Including cloud Licenses and native billing for RHEL	VM - 2 vCPU, 4GB RAM	Hourly	1	730*36						
A.2			VM - 2 vCPU, 8GB RAM	Hourly	1	730*36						
A.3			VM - 2 vCPU, 16GB RAM	Hourly	1	730*36						
A.4			VM - 4 vCPU, 8GB RAM	Hourly	2	730*36						
A.5			VM - 4 vCPU, 16GB RAM	Hourly	5	730*36						
A.6			VM - 4 vCPU, 32GB RAM	Hourly	3	730*36						
A.7			VM - 8 vCPU, 32GB RAM	Hourly	2	730*36						
A.8			VM - 16 vCPU, 64GB RAM	Hourly	2	730*36						
A.9			VM - 32 vCPU, 128GB RAM	Hourly	4	730*36						
A.10			VM - 48 vCPU, 192GB RAM	Hourly	2	730*36						
A.11			VM - 64 vCPU, 256 GB RAM	Hourly	1	730*36						
A.12			VM - 80 vCPU, 320 GB RAM	Hourly	1	730*36						
A.13			VM - 96 vCPU, 384 GB RAM	Hourly	2	730*36						

A.1 4			VM - 128 vCPU, 512 GB RAM	Hourly	1	730*36						
A.1 5		Open-Source Linux - Debian, CentOS, Ubuntu	VM - 2 vCPU, 4GB RAM	Hourly	30	730*36						
A.1 6			VM - 2 vCPU, 8GB RAM	Hourly	32	730*36						
A.1 7			VM - 2 vCPU, 16GB RAM	Hourly	20	730*36						
A.1 8			VM - 4 vCPU, 8GB RAM	Hourly	40	730*36						
A.1 9			VM - 4 vCPU, 16GB RAM	Hourly	150	730*36						
A.2 0			VM - 4 vCPU, 32GB RAM	Hourly	5	730*36						
A.2 1			VM - 8 vCPU, 32GB RAM	Hourly	86	730*36						
A.2 2			VM - 16 vCPU, 64GB RAM	Hourly	40	730*36						
A.2 3			VM - 32 vCPU, 128GB RAM	Hourly	50	730*36						
A.2 4			VM - 48 vCPU, 192GB RAM	Hourly	10	730*36						
A.2 5			VM - 64 vCPU, 256 GB RAM	Hourly	30	730*36						
A.2 6			VM - 80 vCPU, 320 GB RAM	Hourly	2	730*36						
A.2 7			VM - 96 vCPU, 384 GB RAM	Hourly	10	730*36						
A.2 8			VM - 128 vCPU, 512 GB RAM	Hourly	40	730*36						
A.2 9		Windows O/S with Cloud Based O/S Licenses & native billing	VM - 2 vCPU, 8GB RAM	Hourly	25	730*36						
A.3 0			VM - 4 vCPU, 16GB RAM	Hourly	135	730*36						
A.3 1			VM - 8 vCPU, 32GB RAM	Hourly	131	730*36						
A.3 2			VM - 16 vCPU, 64GB RAM	Hourly	30	730*36						
A.3 3			VM - 32 vCPU, 128GB RAM	Hourly	5	730*36						
A.3 4			VM - 48 vCPU, 192GB RAM	Hourly	5	730*36						
A.3 5			VM - 64 vCPU, 256 GB RAM	Hourly	5	730*36						

A.3 6			VM - 80 vCPU, 320 GB RAM	Hourly	2	730*36						
A.3 7			VM - 96 vCPU, 384 GB RAM	Hourly	1	730*36						
A.3 8			VM - 128 vCPU, 512 GB RAM	Hourly	10	730*36						
Sub Total of A. Compute as Managed Service for a period of 3 Years [A]												
B. Storage as a Managed Service - Object, File and Block Storage												
B.1	Object Storag e - Hot Tier	Managed Object Storage	Fully Managed Redundant Object Storage - 100% Hot Tier	TB per month	1200	Monthly* 36						
B.2	Archive Storag e	Managed Archival Storage	Fully Managed Geo Redundant Archival/ Cold Tier	TB per month	500	Monthly* 36						
B.3	Cloud Enterpr ise- grade networ k file system (NFS)	Enterprise- grade network file system (NFS)	TB of provisioned capacity	TB Per Month	15	Monthly* 36						
B.4	CSP Native Manag ed Block Storag e- SSD – On Deman d	Managed SSD Storage for Mission Critical Web, Apps and Databases	Single SSD/Equivalent Storage redundant volume with 5,000 Provisioned IOPS/TB or 5 IOPS /GB from Storage tier which support 32 TB per volume with Ultra-low latency performance.	16 GB with 80 IOPS	20	Monthly* 36						
B.5				32 GB with 120 IOPS	30	Monthly* 36						
B.6				64 GB with 240 IOPS	20	Monthly* 36						
B.7				128 GB with 500 IOPS	20	Monthly* 36						
B.8				256 GB with 1100 IOPS	60	Monthly* 36						
B.9				512 GB with 2300 IOPS	60	Monthly* 36						
B.1 0				1024 GB with 5000 IOPS	50	Monthly* 36						
B.1 1				2048 GB with 7500 IOPS	50	Monthly* 36						
B.1 2			* These are required both in the Primary and Secondary Datacenters.	4096 GB with 7500 IOPS	45	Monthly* 36						

B.1 3				8192 GB with 16000 IOPS	5	Monthly* 36							
B.1 4			Single SSD /Equivalent Storage redundant volume with 30,000 Provisioned IOPS/TB or 30 IOPS /GB from Storage tier which support 32 TB per volume with Ultra-low latency performance. * These are required in the proposed "Primary Datacenter" only, to meet the high performing databases requirements.	16 GB with 480 IOPS	20	Monthly* 36							
B.1 5				32 GB with 960 IOPS	30	Monthly* 36							
B.1 6				64 GB with 1920 IOPS	100	Monthly* 36							
B.1 7				128 GB with 3840 IOPS	100	Monthly* 36							
B.1 8				256 GB with 7680 IOPS	100	Monthly* 36							
B.1 9				512 GB with 15360 IOPS	100	Monthly* 36							
B.2 0				1024 GB with 30720 IOPS	125	Monthly* 36							
B.2 1				2048 GB with 61440 IOPS	50	Monthly* 36							
B.2 2				4096 GB with minimum 100000 IOPS	45	Monthly* 36							
B.2 3				8192 GB with minimum 120000 IOPS	5	Monthly* 36							
Sub Total of B. Storage as a Managed Service - Object, File and Block Storage for a period of 3 Years [B]													
C. Managed DB - Native Managed services by CSP													
C.1	CSP Native Manag ed Databa se service s (Non burstab le x86	PostgreSQ L /MySQL as a service with following features: 1) Automated backups and point-	2 vCPU 8 GB RAM	Hourly	1	730*36							
C.2			4 vCPU 16 GB RAM	Hourly	1	730*36							
C.3			8 vCPU 32 GB RAM	Hourly	1	730*36							
C.4			16 vCPU 64 GB RAM	Hourly	1	730*36							
C.5			32 vCPU 128 GB RAM	Hourly	1	730*36							

C.6	archite cture	in- time recovery	48 vCPU 192 GB RAM	Hourly	1	730*36					
C.7	- Produc tion Grade)	2) Automatic Storage Increase 3) Should support synchronou s data replication and High Availability across multiple data centers. 4) Should support	64 vCPU 256 GB RAM	Hourly	1	730*36					
C.8		horizontal scaling by adding/rem oving read replicas Bidder must Quote the CSP Managed DB Service with HA architecture & Configurati on (e.g. Active/Stan dby) for the Pricing	96 vCPU 384 GB RAM	Hourly	1	730*36					
C.9		MS SQL Server 2017 / 2019 / 2022 Enterprise (or equivalent	2 vCPU 8 GB RAM	Hourly	1	730*36					
C.1 0			4 vCPU 16 GB RAM	Hourly	1	730*36					
C.1 1			8 vCPU 32 GB RAM	Hourly	1	730*36					
C.1 2			16 vCPU 64 GB RAM	Hourly	1	730*36					

C.1 3		or higher) as a service with following features: 1) Automated backups and point-in- time recovery 2) Automatic Storage Increase 3) Should support synchronou s data replication and High Availability across multiple data centers. 4) Should support horizontal scaling by adding/rem oving read replicas Bidder must Quote the CSP Managed DB Service with HA architecture & Configurati on (e.g. Active/Stan dby) for the Pricing	32 vCPU 128 GB RAM	Hourly	1	730*36						
C.1 4		MS SQL Server	2 vCPU 8 GB RAM	Hourly	1	730*36						

C.1 5		2017 / 2019 / 2022 Standard (or equivalent or higher) as a service with following features: 1) Automated / Manual backups	4 vCPU 16 GB RAM	Hourly	1	730*36						
C.1 6			8 vCPU 32 GB RAM	Hourly	1	730*36						
C.1 7			16 vCPU 64 GB RAM	Hourly	1	730*36						
C.1 8		2) Automatic Storage IncreaseBid der must Quote the CSP Managed DB Service with HA architecture & Configurati on (e.g.Active/ Standby) for the Pricing	32 vCPU 96 GB RAM	Hourly	1	730*36						

C.19	CSP Native Redis Cluster as Service - Production Grade supporting Sharding	Managed Redis as a Service with: - Should support the Managed Cache database service - Supports partitions/shards and read replicas - Must be compatible with open-source Redis data store - Inbuilt capability to auto- scale shards and read replicas - Persists data stored in Redis Cache - Shards data across Redis nodes	130 GB Enterprise Grade Redis with Sharding support	Monthly	5	Monthly* 36						
C.20	Production Grade CSP Native Managed Non-Relational Database(NoSQL	Scalable NoSQL DB as Managed Service 1) Automated replication/ Automatic failover to another Zone and region	Storage (GB) - 500 , Number of writes / Second: 1000 , Number of reads / Second: 2000, Backup - 30 days	Monthly	5	Monthly* 36						

) as Manag ed Service s	2)Automate d Backup 3)Multi - AZs HA architecture												
Sub Total of C. Managed DB - Native Managed services by CSP for a period of 3 Years [C]													
D: Other CSP Managed /additional services/Network /Back up / Security													
D.1	CSP native Contai ner Registr y	Container Registry allows you to build, store, and manage container images and artifacts in a private registry for all types of container	Container Registry - 100GB/Month	100GB/Mont h	2	Monthly* 36							
D.2	Manag ed Kubern etes (Produ ction Grade, SLA Backed)	Container Orchestrati on service to deploy, scale and manage container- based application s in a cluster environmen t. Should support service mesh for observabilit y, network	Fully Automated highly available & scalable managed Kubernetes Cluster / Month	Monthly	2	730*36							

		and security.										
D.3	Cloud Manag eme nt and Monitor ing	Monitoring, Logging & Alerts for cloud resources	Monitoring and observability service, with data and actionable insights to monitor applications, respond to system- wide performance changes, optimize resource utilization, and a unified view of operational health.	Logs of 1000 GB per month.	1	Monthly* 36						
D.4	Site to Site VPN - CSP Manag ed Service	Fully managed Site to Site VPN	VPN Connectivity as Site-to-Site VPN with upto 1.25 Gbps bandwidth per VPN tunnel	Monthly	50	Monthly* 36						
D.5	DevOp s and Applica tion Monitor ing	CI/CD Pipeline (Should provide a fully managed build service that supports continuous integration and deployment .)	Continuous Integration and Code Deployment Pipelines with min 5 users	Per month	10	Monthly* 36						
D.6			Build Minutes [Min 4 vCPU and 8GB RAM build server]	100hrs/Per month	10	Monthly* 36						

D.7	CSP Natively Managed Application Load balancer (L7)	Managed service to provide automated traffic distribution from one entry point to multiple back ends over layer 7	Should provide an Application Gateway as an external facing layer 7 load balancer which supports SSL termination, cookie-based session affinity and round robin for load- balancing traffic. Load Balancers with data being processed up to 1TB/month	Per month	20	Monthly* 36						
D.8	SSLCertificates	Secure Socket Layer certs for Domain names	Provision of Domain SSL Certs. Auto renewal of SSL certificates (Valid for duration of the contract)	Monthly	200	Monthly* 36						
D.9	CSP Natively Managed TCP Load balancer(L3 /L4)	Managed service to handle high volumes of TCP traffic	Load Balancers with data being processed up to 1TB/month	Per month	50	Monthly* 36						
D.10	NAT Gateway	Managed NAT Gateway for outbound Internet Access for Private Instances	100GB of data Processed/Mont h	Per month	10	Monthly* 36						
D.11	Backup as Service	Full managed backup service	Back up key data stores, such as volumes, databases, and file systems, across cloud resources, Policy based Centralize & automated data protection	per TB / per month	50	Monthly* 36						
			management and Backup role-based access control , Backup activity monitoring									

D.12	Domain Name System (DNS)	Managed DNS service that supports all common DNS record types with following features: - Weighted round robin (WRR) routing policy - Geofenced routing policy - Failover routing policy	Per Domain Name per month	With 5 Hosted Zone and 50 Million Queries	10	Monthly* 36						
D.13	Data transfer /Egress over the Internet	Data Transfer Egress from Compute , database, Object Storage etc. over the Internet	Data transfer out per month	Per GB	500000	Monthly* 36						
D.14	Direct Connect / Interconnec t to connec t MPLS/ Lease Line to cloud	Interconnec t Port with capacity of 1 Gbps	Link termination inside a VPC	Per Port	1	Monthly* 36						

D.15	Messaging services	Should provide a managed message queueing service for communicating between decoupled application components	Standard queue requests and FIFO queue requests in millions /1GB Volume with number of Subscriptions per Month	Monthly	1	Monthly* 36							
D.16	Public IP	Public IP for VMs and LBs	Per Public IP	Monthly	150	Monthly* 36							
D.17	SIEM Enterprise solution	Raw log information for building detection capability, improving risk analytics, and extending logs for investigating (Logs to be retained for 6 months)	Ingestion in GB	Monthly Per GB	6000	Monthly* 36							
D.18	Cloud Posture Manageme nt	Identify cloud misconfigurations, software vulnerabilities, and compliance violations and get visibility of cloud assets and resources on single Dashboard	Centralised Threats and Vulnerabilities reporting on Single Dashboard	Events or cloud operation analysed/mo nth	5000	Event/clo ud operation per month*36							

D.19	DdoS Protection and WAF	Web Application Firewall	To protect Layer7 application attacks like SQL Injection with 10 WAF Rules	1 Million Request/ Month.	20	Monthly* 36						
D.20	Network Firewall - Cloud NGFW	CSP Managed Network Firewall - IPDS NGFW with Transport Layer Security (TLS) interception and decryption	Managed Network Firewall with intrusion detection / prevention system. Each firewall endpoint will process 50 Terabyte of traffic /50 TB data processed per month, the Billing will be based on the actual consumption	Monthly	4	Monthly* 36						
Sub Total of D: Other CSP Managed /additional services/Network /Back up / Security for a period of 3 Years [D]												
E : CSP Native Content Delivery Network (CDN)												
E.1	Managed CSP Native Content Delivery Network (CDN)	TB egress / data transfer out over CDN	CDN service to be used to securely deliver audio, video, images, data, application, etc., quickly by using the servers closest to each user. CDN to	TB per Month	4	Monthly* 36						
			reduce load time and saves bandwidth.									
Sub Total of E : CSP Native Content Delivery Network (CDN) for a period of 3 Years [E]												
F : CSP Managed AI/ML & Data Warehouse Platform												

F.1	ML Notebook	Fully managed Notebook IDE - Fully Managed & collaborative Jupyter Notebook - to perform all ML development steps (Prepare, build, Train & Deploy) from a single Web based visual interface.	Node Size 16 vCPU 64 GB RAM	Hourly	2	730*36						
F.2	ML Training	Fully managed CSP Training Jobs Service: GPU-powered instances for running training jobs. One Node - (24vCPU, 96GB of memory, 2 Nos of GPUs that supports TensorFlow, PyTorch, XgBoost ML-API for training Models and network performanc	Node Size: 24vCPU, 96 GB RAM with 2 GPUs / training job per month/730hrs	Hourly	2	730*36						

		e of 32 Gbps)										
F.3	ML Inferen ce	Real Time Inference	Node Size 16 vCPU 64 GB RAM	Hourly	2	730*36						
F.4	Fully Manag ed Data Wareh ouse	Full managed Datawareh ouse with - Cloud- based enterprise data warehouse (EDW) to run complex queries across petabytes of data.	Data Warehouse Platform: a. Cloud-based enterprise Data warehouse - each unit/node having minimum configuration of 4 vCPU & 32 GB RAM, for running complex Queries(Approxi mate 100 Queries in Month with each query scanning of minimum of 100GB of data with 4 dedicated nodes/units for Number of units in estimated units with 100% utilization of dedicated nodes; Or b. Fully Managed Cloud- based Serverless data warehouse - should run complex queries (Approximate 100 Queries in Month with each query scanning minimum of 100GB of data for Number of units in	Hourly	1	730*36						

			estimated units) Pls Note: Bidder to quote only one (either a or										
F.5	Manag ed ETL as a Service	Managed ETL Service: - Serverless service to process and transfer data between different compute and storage services data sources at specified intervals, create, schedule, orchestrate and manage data pipelines	4vCPU and 16GB	Hourly	1	730*36							
F.6	Data Visuali zatio n /BI Service	Fully Managed Serverless service with - Auto- scalable - Data visualizatio n service for telemetry data and operational metrics	Data Visualization Service	Hourly	1	730*36							
Sub Total of F : CSP Managed AI/ML & Data Warehouse Platform for a period of 3 Years [F]													
G: Generative AI As Service													
G.1	GenAI -	Multimodal Managed large model	Image Input/image	million/Mont h	30	Monthly* 36							
G.2	Multim		Video Input/second	1000000	10	Monthly*							

	odal models	API for Image, Video, Text & Audio				36						
G.3			Text Input & output - Token	million/Month	20	Monthly* 36						
G.4			Audio Input/second	1000000	15	Monthly* 36						
G.5	Transla tion	Text Translation - CHAR	Text Translation (characters) in Million	million/Month	20	Monthly* 36						
G.6		Text Translation - Documents	Document Translation (pages)	Numb er of Pages	400	Monthly* 36						
G.7		Speech to Text	Speech-to-Text in minutes	minutes/Mon th	1000	Monthly* 36						
G.8	Enterpr ise Chat bot	Peak requests per day - Text	Number of requests per month	Request/Mo nth	400000	Monthly* 36						
G.9		Peak requests per day- Voice	Number of seconds per month	Sec/Month	50000	Monthly* 36						
G.1 0		Peak requests per day- Data Index	Amount of GB indexed per month	GB/Month	50	Monthly* 36						
G.1 1		Search LLM	LLM based Search	Request/Mo nth	400000	Monthly* 36						
Sub Total of G: Generative AI As Service for a period of 3 Years [G]												
H: MS-SQL Licenses Provided by CSP with Native Billing – PAYG option only												
H.1	MS SQL 2017 / 2019 / 2022 Cloud based Image Licens es (or equival ent or higher) includin g virtual	Pre- configured virtual machine, including Microsoft SQL Server image already installed on a Windows Server operating system. The Pricing should	4 vCPU, 32 GB RAM	Enterprise	1	730*36						
H.2			16 vCPU, 128 GB RAM	Enterprise	1	730*36						
H.3			32 vCPU, 512 GB RAM	Enterprise	1	730*36						
H.4			48 vCPU, 384 GB RAM	Enterprise	1	730*36						
H.5			48 vCPU, 512 GB RAM	Enterprise	1	730*36						
H.6			64 vCPU, 512 GB RAM	Enterprise	1	730*36						
H.7			128 vCPU, 512 GB RAM	Enterprise	1	730*36						
H.8			2 vCPU, 4 GB RAM	standard	2	730*36						
H.9			4 vCPU, 16 GB RAM	standard	2	730*36						
H.1 0			2 vCPU, 8 GB RAM	web	2	730*36						
H.1 1			2 vCPU, 16 GB RAM	web	2	730*36						

	Machine configuration, windows O/S licenses provided by CSP	consist of Virtual Machine configuration + Windows O/S + MS-SQL licenses provided by CSP										
H.12			4 vCPU, 4 GB RAM	web	2	730*36						
H.13			4 vCPU, 8 GB RAM	web	2	730*36						
H.14			4 vCPU, 16 GB RAM	web	2	730*36						
H.15			8 vCPU, 16 GB RAM	web	2	730*36						
H.16			8 vCPU, 32 GB RAM	web	2	730*36						
H.17			8 vCPU, 64 GB RAM	web	2	730*36						
H.18			16 vCPU, 16 GB RAM	web	2	730*36						
H.19			16 vCPU, 32 GB RAM	web	2	730*36						
H.20			16 vCPU, 64 GB RAM	web	2	730*36						
H.21			32 vCPU, 32 GB RAM	web	2	730*36						
Sub Total of H: MS-SQL Licenses Provided by CSP for a period of 3 Years [H]												
I: One-time migration cost including 2 Month of trial operations **												
I.1	One Time cost payable to MSP post migration of all applications including 2 Month of trial operations (Refer Notes)												
J : Support Services Monthly												

				Percentage	1	Monthly *36					
J.1	Basic Support including Setup, deployment and provisioning of cloud services etc.	*24x7 phone, email, and chat access to Cloud Support Engineers directly from Cloud Service Provider (CSP)/OEM with unlimited cases per month. CSP support should offer Interoperability and configuration guidance and troubleshooting *MSP support should offer architecture and scaling guidance and operational support during the preparation and execution of planned events									
J.2	Direct CSP Support		CSP support to include less than 60 min response time for business- critical incidents. CSP support should be available for entire contract period		Percentage	1	Monthly *36				
BoM Cost for 3 years (K)= (A+B+C+D+E+F+G+H)											

Basic Support will be entered as Percentage (%) of the BOM Cost [Monthly BoM Cost shall be K/36]. This shall be calculated as % J.1*K/36 on a monthly basis for financial evaluation. J.3 = % J.1*K			
Direct CSP Support will be entered as Percentage (%) of the BOM Cost [Monthly BoM Cost shall be K/36]. This shall be calculated as % J.2*K/36 on a monthly basis for financial evaluation. J.4 = % J.2*K			
Migration Support Services - Migration from existing cloud to proposed cloud- One Time charges only (I)			
Total Cost for 3 Years L= I+J.3+J.4+K			
GST (M)			
INR for L1 Calculation Total Cost N=(L+M)			

S. No	Category	Category Description	Discount %
1	Category A	Compute as Managed Service - On Demand	
2	Category B	Storage as a Managed Service - Object, File and Block Storage	
3	Category C	CSP Managed DB - Native Managed services by CSP	
4	Category D	Other CSP Managed /additional services/Network /Back up / Security	
5	Category E	Content Delivery Network (CDN)	
6	Category F	AI/ML & Data Warehouse Platform	
7	Category G	Generative AI as Service	
8	Category H	CSP MS-SQL Licenses	

* CSP public listing pricing is the price of the mentioned specifications of services available in the CSP website generally through Cloud Pricing Calculator. If the price is not in INR, the bidder may convert the same as per the exchange rate (as per the closing rate of the last business day) and input the value in INR as per the exchange rate. The bidder should self-certify and submit evidence of the exchange rate used for calculating the price.

For Exchange rate, the closing rate of last business day before the bid submission date will be admissible.

* The One-time migration cost including 2 Month of trial operations will be paid on successful migration of all applications and signoff received from department. **The department shall provide a list of priority applications (10 applications) to the selected bidder which must go live within 30 days. The selected bidder would get 90 days to migrate all the application from current CSP to proposed CSP. The trial period shall start from the day when first application is migrated, and shall end when all applications are migrated. For such a duration no payments other than line item "I" shall be paid irrespective of usage and consumption of cloud services. The amount to be quoted for "I" is a lump sum about and not tied up to number of months. Such payments shall be made after migration of all applications have been approved by competent authority. The regular BoQ based billing shall commence after migration of all applications and approval from competent authority. The competent authority shall approve migration with 30 days of notification from the selected bidder provided there are no adverse observations. An SLA holiday period (60days) will commence post end of trial period, during this period SLA penalties will not be imposed; however, payment for this holiday period will only be made after completion of the SLA holiday.**
Note:

- Item Unit Cost should be without Tax (GST)
- **SKU Discount will be calculated as (Unit Price as per CSP public listing pricing - Offered Unit Price)/ Unit Price as per CSP public listing pricing**
- Kindly do not enter DC + DR rates as only unit price is requested
- The number of units needed for every specification is mentioned as **Indicative unit(s) of Service in a month [6]**
- Month is considered as a unit of 730 hours, the price requested in this bid is for 3 years hence it will be 730 * 36 which is **Total Indicative Hours for three years [7]**
- Both the public unit price and offered unit price are requested in the financial bid.
- The column **Total Price for 3 years as per Public Listing [12]** is the **Indicative unit(s) of Service in a month [6] x Total Indicative Hours for three years [7] x Unit Price as per CSP public listing pricing* [8] i.e., [12] = [6] x [7] x [8]**
- The column **Total Offered Price for 3 years [13]** is the **Indicative unit(s) of Service in a month [6] x Total Indicative Hours for three years [7] x Offered Unit Price [9] ie., [13] = [6] x [7] x [9]**
- **Following is an example to arrive at the costing**

1. For a Specification **[4]** of - VM - 2 vCPU, 4GB RAM

The indicative unit(s) of Service in a month **[6]** requested in the Financial Bid is 1 The Total Indicative Hours for three years **[7]** is 730 x 36

Say, the Unit Price as per CSP public listing pricing* **[8]** is 'U' INR

The Total Price for 3 years as per Public Listing **[12]** will be 1 x (730 x 36) x U INR Now, let us assume that the Offered Unit Price **[9]** is 'V' INR

The Total Offered Price for 3 Years **[13]** will be 1 x (730 x 36) x V INR