

File Computer No: E-48643

Dated 19.06.2025

Corrigendum-4

To,

All Eligible Bidder,

Sub: Expression of Interest (EOI) for “Selection of Business Partner from RailTel’s Empaneled Partners for delivery of public services through WhatsApp for public convenience for Customer of RailTel.”

**EOI No RCIL/EOI/COMKTG/VAB/25-26/COR-CPaaS/07/E-48643 Dated:
12.06.2025**

This is with reference to the EOI invited on dated 12.06.2025 for the subject as cited above, the revised schedule for bidding process is as under:

S. No.	Event Description	Earlier	Modified
1	Last date for submission of Bids against EOI	19-JUN-2025 at 15:00 Hours	20-JUN-2025 at 15:00 Hours
2	Opening of Bids received against EOI	19-JUN-2025 at 15:30 Hours	20-JUN-2025 at 15:30 Hours

Bidders are advised to submit Technical Bid as per the Amended Annexure-1 (Enclosed herewith) for Technical Eligibility and Technical Scoring.

All the other terms and conditions will remain same.

GM-VAB
For RailTel Corporation of India Ltd. /CO

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Amended Annexure – 01**(A) Technical Eligibility**

SN	Type	Description	Document Required	Page No
1	Empanelment	Bidder must be empaneled with RailTel as business associate/Business partner/System Integrator.	Copy of Empanelment letter issued by RailTel. Empanelment should be valid as on date of submission of bid submission date.	
2	POA	The bid should be duly signed and submitted by Authorised Signatory. The bidder has to submit the notarized on Rs. 100 of non-judicial stamp paper. Power of Attorney having authorised signatory's nomination along with board resolution in favour of power of attorney.	Bidder has to submit the Notarized Power of Attorney for the authorized person as per the Annexure-15	
3	(a) EOI Document Fee	EOI Document Fee	Bidder has to submit the proof of EOI Document Fee payment along with the Bid.	
	(b) EMD payment	EMD payment	Bidder has to submit the proof of EMD payment along with the Bid.	
4	Non- Black Listing	Bidder should not be backlisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body on the last date of submission of EOI	Bidder has to submit and undertaking on letterhead duly signed and stamped by authorized signatory for non black listing.	
5	Land border sharing	Compliance to insertion of Rule 144(xi) in the GFR, 2017 vide office OM no. 6/18/2019-PPD dated 23-July-2020 issued by Ministry of Finance, Government of India, including revisions	Bidder has to submit undertaking.	

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6	No- arbitration with RailTel	There should not be any ongoing or past, arbitration case(s) between 'RailTel or Organizations under Indian Railways' and 'Interested Bidder' on the last date of submission of EOI	Bidder has to submit and undertaking on letterhead duly signed and stamped by authorized signatory for no ongoing or past, arbitration case(s) between RailTel and bidder	
7	Unconditional Acceptance of EOI.	Undertaking on letter head duly signed and stamped by authorised signatory for unconditional Acceptance of the Scope of work along with all the terms & Conditions as per the EOI, corrigendum and addendum.	Bidder has to submit Undertaking on letterhead duly signed and stamped by authorised signatory for unconditional Acceptance of the Scope of work along with all the terms & Conditions of the EOI, corrigendum and addendum.	
8	Turnover	The Bidder should have a minimum cumulative turnover of Rs. 35 Crores during the last three financial years i.e., 2022-23, 2023-24 and 2024-25.	The bidder must submit the Balance Sheet and a Certificate issued by a Chartered Accountant (CA), both containing the UDIN number issued by ICAI, for the financial years 2022-23 and 2023-24. For FY 2024-25, if the audited Balance Sheet is not yet available, a provisional Balance Sheet signed by the CA must be submitted.	

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9	Work Experience	<p>Bidder should have an experience of executing “Eligible Projects” during the last 3 (Year) financial years:</p> <p>ONE Eligible Project not less than Rs. 7 Crore OR Two Eligible Projects with each having a project value not less than Rs. 4.66 Crore OR three Eligible Projects with each having a project value not less than Rs. 3.50 Crore</p> <p>*Eligible projects: AI Chatbot Development/ Integration/ Whatsapp API solution/ CPaaS solutions (Bulk SMS/Whatsapp/OBD/RCS) for any State Government, Central Government, PSU, or BFSI institutions in India within the last three (3) years.</p>	<p>(i) Copy of Work Order /LOA or Signed copy of Agreement AND</p> <p>(ii) Work Completion Certificate or Client certificate for Go-Live/satisfactory performance under the respective ongoing/ completed assignments/ projects or payment proof along with Invoices/Statutory Auditor Certificate for implementation/operation of project, clearly stating the value for each project</p>	

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SN	Type	Description	Document Required	Page No
10	Capability of Delivering API based Service	The Bidder must have successfully implemented AI Chatbot/API solution for 50 Services in a Single work order for any State Government, Central Government, PSU, or BFSI institutions in India within the last three (3) years.	(i) Copy of Work Order /LOA or Signed copy of Agreement AND (ii) Work Completion Certificate or Client certificate for Go-Live/satisfactory performance under the respective ongoing/completed assignments/ projects or payment proof along with Invoices/Statuary Auditor Certificate for implementation/operation of project, clearly stating the value for each project	
		OR The Bidder must have ongoing/successfully implemented AI Chatbot/API solution for at least 3 work order from any State Government, Central Government, PSU, or BFSI institutions in India within the last three (3) years.	(i) Copy of Work Order /LOA or Signed copy of Agreement AND (ii) Work Completion Certificate or Client certificate for Go-Live/satisfactory performance under the respective ongoing/completed assignments/ projects or payment proof along with Invoices/Statuary Auditor Certificate for implementation/operation of project, clearly stating the value for each project	
11	Capability of Handling Unique user	Bidder should have implemented at least one AI Chatbot/API solution to handle a minimum of 1 Lakh unique users to any State/Central Government Agencies/ PSU's/ Autonomous Institutions.	(i) Copy of Work Order /LOA or Signed copy of Agreement AND (ii) Work Completion Certificate or Client certificate for Go-Live/satisfactory	

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			performance under the respective ongoing/ completed assignments/ projects or payment proof along with Invoices/Statutory Auditor Certificate for implementation/operation of project, clearly stating the value for each project	
12	Document	i. Certificate of Incorporation/ Registration Certificate ii. GST Registration iii. PAN Card	Bidder has to provide the valid document for each compliance.	
13	Local Address	The Bidder should have established office and/or other infrastructure in Odisha. In case, office not available, then Bidder should give an undertaking to open office in Odisha after issuance of PO.	Documentary evidence or An undertaking by bidder on Company letter head	
14	ISO Certificate	Bidder should have a valid certification of ISO 9001 & ISO 27001	Copy of certificate	
Annexures:				
1	Annexure – 01	CHECKLIST OF DOCUMENTS FOR BID SUBMISSION	Bidder has to submit the checklist of document submitted along with the bid	
2	Annexure - 02	EOI COVER LETTER	Bidder has to submit the EOI Cover letter	
3	Annexure - 03	Local Content Compliance	Not applicable	
4	Annexure – 04	Commercial Bid	Bidder has to submit the quote as per the Price Bid Format Annexure-4	
5	Annexure - 05	PROFORMA FOR PERFORMANCE BANK GUARANTEE	Bidder has to submit undertaking to accept the PBG format	
6	Annexure-06	Non-Disclosure Agreement	Bidder has to submit the signed copy of NDA along with bid.	
7	Annexure 07	Technical Compliance	Bidder has to submit the	

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			technical compliance along with the bid	
8	Annexure 08	Pre-Bid Agreement	Will be signed with the L1 bidder after evaluation of the bid	
9	Annexure 09	Integrity pact	Bidder has to submit the signed copy of the Integrity pact along with bid on Rs. 100 in two set.	
10	Annexure 10	EMD BANK GUARANTEE FORMAT	Bidder has to submit the EMD in the format enclosed as applicable.	
11	Annexure – 11	AFFIDAVIT form	Bidder has to submit notarized affidavit as per the format enclosed along with the bid on Rs 100 stamp paper. If the bidder has not submitted the Annexur-11, bid shall be Summarily rejected.	
12	Annexure-12	Scope of the Work	Bidder has to submit the unconditional acceptance of the scope of the work.	
13	Annexure-13	Format for Agreement	Agreement shall be signed with the Successful bidder. Format acceptance is to be given by the bidder.	
14	Annexure-14	Bidder profile	Bidder has to submit the detail of the bidder in the format as per Annexure-14.	
15	Annexure-15	Power of Attorney Format	Bidder has to submit Notarized POA on a Rs 100/- Non Judicial Stamp.	
16	Exclusive Bidding	Undertaking for exclusive bidding with RailTel	Bidder has to give Undertaking that they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for	

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			pre-bid teaming arrangement (before and after submission of bid to the end customer organization by RailTel)	

(B) Technical Scoring

B)	Technical Conditions	Parameter	Maximum Marks	Supporting Document
1)	Years of operations in Service	3 Years to 5 Years	5 Marks	Supporting document for claiming the Marks
		5 Years to 7 Years	10 Marks	
		Above 7 Years	15 Marks	
2)	Bidder's Cumulative turnover for the last 3 financial years (FY 22-23, 23-24,24-25)	35 Crore to < 50 Cr	5 Marks	
		50 Cr. to <100 Cr	10 Marks	
		>=100 Cr	15 Marks	
3)	Capability of Delivering API based Service in a Single order	50 Service to <75 Service	5 Marks	
		75 Service to <99 Service	10 Marks	
		>= 100 Service	15 Marks	
4)	Capability of Handling Unique user	1 Lacs to < 1.5 Lacs	5 Marks	
		1.5 lacs to < 2 lacs	10 Marks	
		>= 2 Lacs	15 Marks	
	OR			
	Capability of Handling Project	3 Project to <5 Project:	5 Marks	
		5 Project to < 10 Project:	10 Marks	
		>= 10 Project	15 Marks	
5)	Bidder should have required valid Certifications	ISO 9001	5 Marks	
		ISO 20000	5 Marks	
		ISO 27001	5 Marks	
		CMMI Level 3	5 Marks	

6)	Technical Proposal cum Presentation	<p>(a) Understanding of the Scope of Work- 5 Marks</p> <p>(b) Proposed Solution, architecture and capabilities- 5 Marks</p> <p>(c) Delivery approach and methodology and Project Governance.- 10 Marks</p> <p>Total : 20 Marks</p>	The Technical Proposal cum Presentation document (maximum of 12 page) should be submitted alongwith the EOI response. The committee may invite for presentation if deemed necessary.
Bidder who submits all the required documents regarding Technical Eligibility and scores at least 60 marks in the Technical Scoring evaluation shall be considered a technically qualified bidder.			

Note:

1. The technical bid should have a 'Index' at the starting and all pages of bid should be serially numbered and should be traceable as per the 'Index'.
2. All the submitted documents should be duly stamped and signed by the Authorized Signatory at each page.
3. The above checklist is indicative only. RailTel may ask for additional documents from the bidders, as per the requirement.

Signature of Authorised Signatory

Name:

Designation:

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