RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

Registered & Corporate Office:

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

Selection of Partner For

"IT services to RCIL Customer"

EOI No: RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/5 dated 20.06.25

EOI NOTICE

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

EOI No: RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/5   dated 20.06.25

RailTel Corporation of India Ltd., (here after referred to as RailTel) invites EOIs from RailTel's Empaneled Partners for the selection of suitable agency for "IT Services to RCIL Customer".

The details are as under:

Last date for submission of EOIs by bidders	01-07-2025 before 15:00Hrs.
Opening of bidder EOIs	01-07-2025 at 15:30Hrs.
Earnest Money Deposit (EMD)	Rs 5,00,000/- (Five Lakhs) through DD or online transfer to RailTel in following account: Bank Name- Union Bank of India Branch- YUSUF SARAI, DELHI A/C Number - 340601010050446 Account Type- Current Account IFSC Code -UBIN0534064
Number of copies to be submitted for scope of work	01 in Hard Copy
Place of Bid submission	RailTel Corporation of India Limited Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023

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

Contact: Naresh Kumar
Position: JGM/IT
Email: naresh.kumar@railtelindia.com Telephone: +91124 2714000 Ext 2222

NOTE:

I. **All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories with Company seal and stamp.**

II. **The EOI response is invited from empaneled partners of RailTel. Only RailTel empaneled partners are eligible for participation in EOI process.**

1. RailTel Corporation of India Limited–Introduction

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

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

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

Licenses & Services

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

CARRIER SERVICES

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

ENTERPRISE SERVICES

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

RETAIL SERVICES

RailWire: RailWire is the retail broadband service of RailTel. RailWire is a collaborative public private local entrepreneur (PPLE) model providing broadband services by leveraging the eco system available with different partners like RailTel, Access Network Provider, Aggregation Network Provider (AGNP) and Managed Service Provider (MSP) to offer high speed & cost-effective broadband to end customers. The model uses RailTel's nationwide Core fiber Backbone Network, Access Network available with Local entrepreneurs, FTTH Infrastructure providers etc. and Managed Service Partners/Application Service Providers having IT & management capabilities. The model has been tested for several years now with about 4 lakh+ home broadband users along with 5200+ local access network partners. It is noteworthy that this approach whereby about 54%

of the revenue is ploughed back into the local community not only serves the underserved but also creates livelihoods and jobs in the local communities.

2. Objective of EOI

RCIL is implementing IT-ICT projects like providing Infra as a Service for its customers. RailTel is in process of selecting suitable empaneled partner for providing customer specific IT services.

3. Scope of Work

The scope of work is to provide "AMC and warranty services to RailTel's existing customer for data centre colocation project" in RailTel data centre Gurgaon. Detailed BOQ (bill of quantities) is provided at Annexure- 03 . Bidder is also required to provide O&M services as per details provide under Annexure-04 (detailed scope of work) , Annexure- 05 and Annexure-06 (Service levels ad penalties).

4. Language of Proposals

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

5. Proposal Preparation and Submission

The Applicant/bidder is responsible for all costs incurred in connection with participationin this EOI process, including, but not limited to, cost incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/presentations, preparationof proposal, in providing any additional information required by RCIL to facilitate the evaluation process or all such activities related to the EOI response process. RCIL will in nocase be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

6. Bidding Document

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

All pages of the documents shall be signed and stamped by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

7. Payment terms

   7.1. Payment terms will be on back to back basis and as per agreement between RailTel and Customer.

   7.2. RailTel shall release the payment to selected bidder after receiving payment from Customer and on submission of Tax invoice by selected bidder on back to back basis.

   7.3. Any penalty or deduction (LD) from customer shall be passed on to selected bidder on proportionate basis.

      Bill passing authority is Sr. DGM level and Bill payment authority is Sr. DGM level

8. **Delivery Schedule**: Existing AMC and O&M tenure is completing on 24.09.2025. Hence, selected bidder is required to provide services w.e.f 25.09.2025 for an initial period of 1 year.

9. **Compliance requirements**

    9.1. The interested partner should be an Empaneled Partner with RailTel on the date of bid submission. Copy of RailTel's Empanelment Letter may be submitted in this regard.

    9.2. The interested bidder should submit Earnest Money Deposit (EMD) through online transfer and submit the proof of same along with bid.

    9.3. The interested bidder should comply 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.(Annexure-01)

    9.4. The interested bidder should not be blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body in India, on the last date of submission of EOI. (Annexure-02)

    9.5. There should not be any ongoing or past, arbitration case(s) between 'RailTel' and 'Interested Bidder' on the last date of submission of EOI. (Annexure-02)

    9.6. The interested partner should have a valid Goods and Service Tax Identification Number (GSTIN), as on the last date of submission of EOI.

    9.7. The Bidder must have cumulative turnover of minimum 150% of the total quoted SOR price during the last 3 financial years. Bidder should submit audited balance sheets and certificate of CA for preceding three years.

    9.8. The interested bidder should have experience in IT/ICT Infra project. Bidder should submit PO or work order copy of contract value not less than 60% of total quoted SOR price for the work of implementation/support of IT/ICT project during last seven years from any government organization

10. **Schedule of Rates**

SN	Item Description	Qty.	Annual Recurring Cost	GST on ARC	Total ARC including GST
1	Annual Maintenance contract for items under BOQ (Annexure-03) and as per detailed scope of work (Annexure-04)	LS			
2	Operation and Maintenance services as per scope of work in Annexure-04, 05 and 06.	LS			
3	Servers on lease as per technical specification under Annexure-07	10			
4	Vsphere enterprise edition for server under SN-3 as above	LS			
5	Total SOR cost (ARC)				

Total SOR Cost (including tax) in words : _____

11. Evaluation criteria

Only those offers shall be considered for financial evaluation which fulfills all compliance requirements in clause number 9. Financial Evaluation will be carried on basis of lowest offer quoted by the bidder under Clause-10 (SOR).

12. Liquidated Damages

The timely delivery is the essence of this tender. Liquidated damages will be applicable as per back to back terms from customer. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.

13. Bidding Process

The bidder needs to submit the bid in sealed, signed and stamped envelope clearly mentioning of EOI number, EOI name, addressed to the EOI inviting officer as well as Bidding Agency Name and Contact person.

BID should consist the following:
1. Covering Letter
2. RailTel empanelment LOI
3. Signed and Stamped EOI Document
4. GST and PAN documents
5. EMD
6. Duly filled SOR (Clause 10)
7. Solution document
8. Documents with respect to compliance requirement clause (9.1 to 9.8).
9. Deviation statement (if any) as per clause number 24.
10. Bidder's Profile

14. Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date of submission of EOI response bid. The prices in the bid document to be expressed in INR only.

15. RCIL's Right to Accept/Reject Bids

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

16. Security Deposit / Performance Bank Guarantee (PBG)

In case RailTel submits BG to customer, Successful bidder has to furnish security deposit in the form of Performance Bank guarantee @ 3 - 10% of issued PO/ LOA value with tax of valid for 3 months beyond the date of completion of all contractual obligations including warrantee obligations. The same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover warranty period plus three months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.

16.1. The Performa for PBG is given in Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.

16.2.   The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.

16.3.   A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in interest of bidder to obtain RailTel's Bank IFSC code, its branch and address and advise these particulars to the BG Issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

16.4.   The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract, duly adjusting any dues recoverable from the successful tenderer. Security Deposit in the form of DD/Pay Order should be submitted in the favour of "RailTel Corporation of India Limited" payable at New Delhi Only.

16.5.   Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.

16.6.   The claim period of PBG shall be 1 year after date of PBG validity

17.   Earnest Money Deposit (EMD)/ Bid Security

17.1.   The bidder shall furnish a sum as Earnest Money in the form of online transfer or Demand Draft from any scheduled bank in India in favour of "RailTel Corporation of India Limited" payable at New Delhi.

17.2.   The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Purchase order and fails to furnish performance bank guarantee (security deposit) in accordance with clause 6.

17.3.   Offers not accompanied with Earnest Money shall be summarily rejected.

17.4.   Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible as but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.

17.5.   The successful bidder's EMD will be discharged upon the bidder's acceptance of the purchase order satisfactorily and furnishing the performance bank guarantee in accordance with clause 17.

17.6.   Earnest Money will bear no interest.

18.   Deadline for Submission of Bids

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

19.   Late Bids

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

20.   Modification and/or Withdrawal of Bids

Bids once submitted will treated as final and no modification will be permitted. No correspondence in this regard will be entertained. No bidder shall be allowed to withdraw the bid after the deadline for submission

of bids. In case of the successful bidder, he will not be allowed to withdraw or back out from the bid commitments.

21. Clarification of Bids

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

22. Bidder's Information

Company Name:	
Type of RCIL Business Partner	
Status of Applicant (Partnership, Company etc.)	
Number of Years of Experience	
Number of office locations in India (Provide details)	
Number of office locations globally (Provide details)	
Number of employees in India and global	

CONTACT DETAILS:			
First Name		Last Name	
Designation			
Address for correspondence			
Contact Number (Office Landline)			
Mobile Number			
Official Email ID			
GSTN No			
PAN No			
Bank Account No			
IFSC Code			
Registered Address of Company			

23. Format for statement of Deviation

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

	CLAUSE	DEVIATION	REMARKS (IncludingJustification)

24. Duration of the Contract Period

The contract duration shall be same as of RAILTEL'S CUSTOMER's contract duration with RailTel until otherwise terminated earlier. The initial contract period is 1 year from 25.09.25. The contract duration can be renewed / extended by RailTel at its discretion as per customer requirement, in case RAILTEL'S CUSTOMER extends / renews services with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by RAILTEL'S CUSTOMER to RailTel.

25. Variation in Contract

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

26. Restrictions on 'Transfer of Agreement'

The SELECTED BIDDER shall not assign or transfer its right in any manner whatsoever under the contract / agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter of the contract / agreement to any third party either in whole or in any part i.e. no sub-contracting / partnership / third party interest shall be created.

27. Suspension, Revocation or Termination of Contract / Agreement

27.1. RailTel reserves the right to suspend the operation of the contract / agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities, in such a situation, RailTel shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the contract / agreement will not be a cause or ground for extension of the period of the contract / agreement and suspension period will be taken as period spent. During this period, no charges for the use of the facility of the SELECTED BIDDER shall be payable by RailTel.

27.2. RailTel may, without prejudice to any other remedy available for the breach of any conditions of agreements, by a written notice of Three (03) month issued to the SELECTED BIDDER, terminate/or suspend the contract / agreement under any of the following circumstances:

a)   The SELECTED BIDDER failing to perform any obligation(s) under the contract / agreement.

b)   The SELECTED BIDDER failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.

c)   Non adherence to Service Level Agreements (SLA) which RailTel has committed to RAILTEL CUSTOMER for the pertinent tender.

d)   The SELECTED BIDDER going into liquidation or ordered to be wound up by competent authority.

e)   If the SELECTED BIDDER is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to RailTel in writing. In that case, the written notice can be modified by RailTel as deemed fit under the circumstances. RailTel may either decide to issue a termination notice or to continue the agreement by suitable modifying the conditions, as it feels fit under the circumstances.

f)   It shall be the responsibility of the SELECTED BIDDER to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of contract / agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of which SELECTED BIDDER's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.

g)   Breach of non-fulfillment of contract / agreement conditions may come to the notice of RailTel through complaints or as a result of the regular monitoring. Wherever considered appropriate RailTel may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the successful bidder or not. The SELECTED BIDDER shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the SELECTED BIDDER in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of SELECTED BIDDER available with RailTel will be forfeited.

28. Dispute Settlement

28.1. In case of any dispute concerning the contract / agreement, both the SELECTED BIDDER and RailTel shall try to settle the same amicably through mutual discussion / negotiations. Any unsettled dispute shall be settled in terms of Indian Act of Arbitration and Conciliation 1996 or any amendment thereof. Place of Arbitration shall be New Delhi.

28.2. The arbitral tribunal shall consist of the Sole Arbitrator. The arbitrator shall be appointed by the Chairman & Managing Director (CMD) of RailTel Corporation of India Ltd..

28.3. All arbitration proceedings shall be conducted in English.

29. Governing Laws

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

30. Statutory Compliance

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

30.2. The Bidder shall comply and ensure strict compliance by his/her employees and agents of all applicable

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

31. Intellectual Property Rights

33.1. Each party i.e. RailTel and SELECTED BIDDER, acknowledges and agree that the other party retains exclusive ownership and rights in its trade secrets, inventions, copyrights, and other intellectual property and any hardware provided by such party in relation to this contract / agreement.

33.2. Neither party shall remove or misuse or modify any copyright, trade mark or any other proprietary right of the other party which is known by virtue of this EoI and subsequent contract in any circumstances.

32. Severability

In the event any provision of this EOI and subsequent contract with SELECTED BIDDER is held invalid or not enforceable by a court of competent jurisdiction, such provision shall be considered separately and such determination shall not invalidate the other provisions of the contract and Annexure/s which will be in full force and effect.

33. Force Majeure

33.1. If during the contract period, the performance in whole or in part, by other party, of any obligation under this is prevented or delayed by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENT) , provided notice of happenings of any such event is given by the affected party to the other, within twenty one (21) days from the date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this contract shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.

33.2. In the event of a Force Majeure, the affected party will be excused from performance during the existence of the force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this contract. Neither party shall be liable for any breach, claims, and damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such

termination.

34. Indemnity

34.1. The SELECTED BIDDER agrees to indemnify and hold harmless RailTel, its officers, employees and agents (each an "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from :

a) Any mis-statement or any breach of any representation or warranty made by SELECTED BIDDER or

b) The failure by the SELECTED BIDDER to fulfill any covenant or condition contained in this contract by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverables (or the access, use or other rights thereto), created by SELECTED BIDDER pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by SELECTED BIDDER pursuant to this contract, or the SLAs (i) infringes a copyright, trade mark, trade design enforceable in India, (ii) infringes a patent issues in India, or (iii) constitutes misappropriation or unlawful disclosure or used of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); or

c) Any compensation / claim or proceeding by ECT or any third party against RailTel arising out of any act, deed or omission by the SELECTED BIDDER or

d) Claim filed by a workman or employee engaged by the SELECTED BIDDER for carrying out work related to this agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

34.2. Any payment made under this contract to an indemnity or claim for breach of any provision of this contract shall include applicable taxes.

35. Limitation of Liability towards RailTel

35.1. The SELECTED BIDDER liability under the contract shall be determined as per the Law in force for the time being. The SELECTED BIDDER shall be liable to RailTel for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SELECTED BIDDER and its employees *(direct or indirect)*, including loss caused to RailTel on account of defect in goods or deficiency in services on the part of SELECTED BIDDER or his agents or any person / persons claiming through under said SELECTED BIDDER, However, such liability of the SELECTED BIDDER shall not exceed the total value of the contract.

35.2. This limit shall not apply to damages for bodily injury (including death) and damage to real estate property and tangible personal property for which the SELECTED BIDDER is legally liable.

36. Confidentiality cum Non-disclosure

36.1. The Receiving Party agrees that it will not disclose to third party/parties any information belonging to the Disclosing Party which is provided to it by the Disclosing Party before, during and after the execution of this contract. All such information belonging to the Disclosing Party and provided to the Receiving Party shall be considered Confidential Information. Confidential Information includes prices, quotations, negotiated issues made before the execution of the contract, design and other related information. All information provided by Disclosing Party to the Receiving Party shall be considered confidential even if it is not conspicuously marked as confidential.

36.2. Notwithstanding the foregoing, neither Party shall have any obligations regarding non-use or non-disclosure of any confidential information which:

a)   Is already known to the receiving Party at the time of disclosure:

b)   Is or becomes part of the public domain without violation of the terms hereof;

c)   Is shown by conclusive documentary evidence to have been developed independently by the Receiving Party without violation of the terms hereof:

d)   Is received from a third party without similar restrictions and without violation of this or a similar contract.

36.3. The terms and conditions of this contract, and all annexes, attachments and amendments hereto and thereto shall be considered Confidential Information. No news release, public announcement, advertisement or publicity concerning this contract and/or its contents herein shall be made by either Party without the prior written approval of the other Party unless such disclosure or public announcement is required by applicable law.

36.4. Notwithstanding the above, information may be transmitted to governmental, judicial, regulatory authorities, if so, required by law. In such an event, the Disclosing Party shall inform the other party about the same within 30 (thirty) Days of such disclosure.

36.5. This Confidentiality and Non- Disclosure clause shall survive even after the expiry or termination of this contract.

37. Insurance
The SELECTED BIDDER agrees to take insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software.

38. Waiver
Except as otherwise specifically provided in the contract, no failure to exercise or delay in exercising, any right, power or privilege set forth in the contract will operate as a waiver of any right, power or privilege.

Proforma for Performance Bank Guarantee Bond

PROFORMA FOR PERFORMANCE BANK GUARANTEE BOND
(On Stamp Paper of Rs one hundred)

(To be used by approved Scheduled Banks)

1.   In consideration of the RailTel Corporation of India Limited, having its registered office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 having agreed to exempt ……………………………………………………………(Hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Purchase Order No.…………………………….dated……………made between……………………………and……………………………………….. for (hereinaftercalled " the said Agreement") of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs. ………………………(Rs ………….. only). We ……………………………… (indicate the name of the Bank) hereinafter referred to as "the Bank") at the request of………………………….… Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs……………..…… against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

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

3.   We, ………………………………………….. bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Tenderer(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) / Tenderer(s) shall have no claim against us for making such payment.

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

5.   We,…………………………………………… (indicate the name of Bank) 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 of 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 affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) / Tenderer(s).

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

…………the day of 2024

for ……………………………………………..
(indicate the name of the Bank)

Witness

1. Signature Name

2. Signature Name

Note: Claim Period of BG will be 365 days more than the BG Validity date.

RailTel Bank Detail for SFMS are:

- To mandatorily 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

Format for COVERING LETTER

<div align="center">

COVERING LETTER (To be on company letter head)

</div>

EoI Reference No: **RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/5 dated 20.06.25**

Date:

To,

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

Dear Sir,

SUB: <u>Participation in the EoI Process</u>

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. I/We also agree to keep this offer open for acceptance for a period of 180 days from the date of submission of EOI response bid to RailTel and in default thereof,

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.

Authorized Signatory
Name
Designation
Contact Details

Compliance to Rule 144 (xi) of GFR, 2017 *including amendments till date*
(On Organization Letter Head)

Bid Ref No. :

Date:

To,

Jt.General Manager (IT),
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref : EOI No. RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/5 dated 20.06.25
Dear Sir,

I, the undersigned, on behalf of M/s …………..……. , have read the clause/para regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries.

(a)   I certify that M/s ……………. is not from such a country and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I also certify that M/s …………………… will not offer any products / services of entity from such countries unless such entity is registered with the Competent Authority.

OR (Strikeout either (a) or (b), whichever is not applicable)

(b)   I certify that M/s ………………… is from such a country and has been registered with the Competent Authority. I also certify that M/s ……………. has product/services of entity from such countries and these entity / entities are also registered with the Competent Authority.

(Where applicable, evidence of valid registration by the Competent Authority is to be attached with the bid.)

I hereby certify that M/s …………… fulfills all requirements in this regard and is eligible to be considered.

I hereby acknowledge that in the event of acceptance of my bid on above certificate and if the certificate is found to be false at any stage, the false certificate would be a ground for immediate termination of contract and further legal action in accordance with the Law.

Signature of Authorised Signatory

Name
Designation

Undertaking for Non-Blacklisting & Arbitration Case
(On Organization Letter Head)

Bid Ref No. :

Date:

To,

Jt. General Manager (IT),
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref : EOI No. RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/5 dated 20.06.25
Dear Sir,

I, the undersigned, on behalf of M/s …………..……. , hereby submits that

1. We are not blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body at the time of submission of bid.

2. We are not having any ongoing or past, arbitration case(s) with RailTel at the time of submission of bid.

I hereby acknowledge that in the event of acceptance of bid of M/s …………….. on above undertaking and if the undertaking is found to be false at any stage, the false undertaking would be a ground for immediate termination of contract and further legal action in accordance with the Law, including but not limited to the encashment of Bank Guarantee related to Empanelment and Performance Bank Guarantee (PBG), as available with RailTel, related to this EoI.

Signature of Authorized Signatory

Name
Designation

Bill of Quantities for AMC and warranty support

SN	Items	Qty	Make & Model	Make & Model as per PO	Type	Catogory	Serial No
1	Network Routers (Internet Gateway)	2	Cisco ISR 4451	CISCO ASR 1001	ROUTER	Device	FGL2419LCUD,FGL2419LCUR
2	Network Routers (WAN Aggregation)	2	Cisco ASR 1001	CISCO ISR 4461	ROUTER	Device	FXS2348Q0BY,FXS2347Q0KW
3	48-Port Network Switches (Layer-3)	4	Nexus 9300 with 10G	Nexus 9300 with 10G	SWITCH	Device	FDO24141D49,FDO24141D4U,FDO24141D7H,FDO24141D65
3.1.	SFP+ Transceivers (10G)	96	Cisco		10Gbase-SR	accessories	bundle
3.2.	SFP Transceivers (1G)	16	Cisco		GLCT	accessories	bundle
3.3	QSFP Transceivers(40G)	8	Cisco	Item not in PO	QSFP-40G-SR-BD	accessories	bundle
4	Network Switches (Layer-2)	12	Cisco	CISCO Catalyst 9200L	SWITCH	Device	JAE24090GCO,JAE24090GNU,JAE24090GHK,JAE24090GKF,JAE24090GHF,JAE2409001C,JAE24090F97,JAE24090FAL,JAE24090GB7,JAE24090GMW,JAE2409001D,JAE24090GBY
5	Next Generation Firewall with Threat Prevention (Perimeter)	1:1 HA	Cisco FTD 4115		FIREWALL	Device	JMX2422L024,JMX2422L03B
6	Next Generation Firewall (Internal)	1:1 HA	Cisco FTD 2140		FIREWALL	Device	ZMX2252Y01E,ZMX2252Y01F(JMX2426Z02J, JMX2426Z024)
7	Anti-APT Solution	1:1 HA	Cisco TG M5		SECURITY	Device	WZP234404VE,WZP234404QU
8	Application Delivery Controller (ADC) with Web Application Firewall	1:1 HA	Array 5800/F5 5800	Array APV x800	ADC(5800)	Device	2008M3402,2008M3405

9	Privileged Identity Management (PIM) Solution alongwith required OS and DB	1:1 HA	CyberArch PAS-USER-T1		PIM	Software	S012020041
9.1.	Device Licenses	Min. 50					
9.2.	Privileged User Licenses	Min. 50					
10	Two-factor Authentication Solution alongwith required OS and DB	1	Cisco Duo		2FA	Software	Cisco Smart Account
10.1.	Concurrent User Licenses	Min.100					
11	Secure Email Gateway Hardware Appliance (1:1 HA)	1500 Users	Cisco ESA 395	Cisco ESA 390	EMAIL-GATEWAY	Device	WZP23390VW1,WZP23390VW3
12	Server Virtualization Solution	1	VMWare	VMWare vSphere Enterprise Edition	Virtulization	Software	4N68Q-FC10P-R8W92-0A1RK-8N43J R441M-4PJ12-082F1-0VAR4-29GH0 DJ005-AY212-D8J88-0K3KP-A5YPL
12.1.	Per Two-Physical Socket License	16					
13	NMS Solution alongwith required OS and DB	1	Everest IMS		NMS	Software	E1g00001-a6za-a7fd-3541,S1g00001-8w2d-e6z4-0708
13.1.	Fault, Performance & Availability Monitoring Licenses	250					
13.2.	Network Configuration Management Licenses	50					
13.3.	Network Traffic Analysis Licenses	10					
13.4.	Application Monitoring Licenses (Application/Process/ Services/URL Monitoring)	100					
14	Help Desk Solution alongwith required OS and DB	1	Everest IMS		Helpdesk	Software	E1g00001-a6za-a7fd-3541,S1g00001-8w2d-e6z4-0708
14.1.	Concurrent Help Desk Agent Licenses	2					

Detailed Scope of work

1. **24x7 Comprehensive Warranty Support and Maintenance Services for One Year**

   All the items under BOQ shall have 1year Warranty support and maintenance services from respective OEM/Software Vendors w.e.f 25.09.2025

   1.1. Bidder shall maintain the complete ICT infrastructure in good working condition. The warranty maintenance service shall consist of preventive and corrective maintenance.

   1.2. Maintenance coverage will be as per service level requirements defined in Annexure-05: Service Levels & Penalties.

   1.3. Bidder shall have necessary tie-ups with the respective OEMs and Software Vendors for the entire period of Warranty support in accordance with the service levels Annexure-05: Service Levels & Penalties.

   1.4. The comprehensive warranty support and maintenance services shall cover, but not limited to, the following-

   a) There shall be a provision to log complaints/ open support cases directly with OEM on 24 x 7 basis through Phone/Email/Web. Problems in equipment which causes downtime/degradation of services and resolution of which require development of patches, bug fixes etc. shall be treated by OEM on urgent basis. The OEM shall provide appropriate solution on fast-track basis so that desired Service levels are maintained. Bidder shall furnish an undertaking from OEM in this regard along with detailed process document to take support from OEM.

   b) Updates and upgrades of operating software, signature database, bug-fixes and patches

   c) Resolution of performance related issues and tuning of all supplied software

   d) Root Cause Analysis of failures and/or incidents along with OEM recommendations to preclude recurrence of similar failures/incidents in future

   e) Guaranteed delivery of spare parts/hardware replacement so as to meet the Annexure-05: Service Levels & Penalties defined in this tender

   f) Configuration support to implement required functionalities and to achieve optimum performance

   g) Preventive maintenance in every six months of all network & security equipments supplied by Bidder.

   h) Free Upgrades and Updates for equipments as and when released by OEM shall be made available free of cost.

   i) All the patches installation and upgrades of network equipments are to be carried out by the Bidder as per the recommendations and releases done by the OEM.

   j) All the equipment shall have on-site warranty support i.e. the repair / replacement of faulty units during the warranty period has to be ensured at Bidder IDC.

2. **Operations & Maintenance (O&M) Services**

   2.1. Scope of on-site O&M Services

Bidder shall providing comprehensive on-site Operations & Maintenance (O&M) of **complete ICT**

Infrastructure of RailTel Customer hosted at RailTel Data center Gurgaon.

2.2.   On-Site O&M Activities

2.3.   On-site O&M Services shall include, but not limited to, the following major activities.

a) IT Help Desk and Fault, Availability and Performance monitoring of complete ICT Infrastructure of RailTel Customer,

b) Hardware Maintenance of complete hardware,

c) System Administration, including Server Virtualization Infrastructure Management, Operating Systems, and Server Software/Services,

d) Application (middleware) Server maintenance for all applications currently being managed by Bidder in RailTel Customer,

e) Database Servers Maintenance,

f) Data Backup and Restoration,

g) Backup Media Management,

h) SAN Storage Maintenance,

i) Network and IT Security Administration,

j) Host Security (Endpoint) Management at Server Layer,

k) Third-party Vendor Management,

l) Coordination for third-party Security Audits,

m) 'Remote Hands Support' at IDC facility,

n) Asset Management (at IDC-facility),

o) MIS Reporting and Documentation.

2.4. Bidder shall carry out the on-site O&M activities from Delhi based office of RailTel Customer as under-

a) Remote Infrastructure Management: O&M services of the ICT Infrastructure at IDC shall be carried out remotely from Internet Ticketing Center. All engineers shall work on-site from RailTel Customer Internet Ticketing Center office at State Entry Road.

b) Bidder shall provide 'Remote Hand Support' at IDC through its Data Center staff for physical support for rack mounting, installation, part replacement/repair, network and power connectivity, labelling, troubleshooting and hardware maintenance of RailTel Customer ICT Infrastructure.

c) Any of the on-site engineers deputed at ITC may be asked by RailTel Customer to visit IDC site On need basis or in emergency. This will be without any extra cost to RailTel Customer.

2.5.   On-Call On-Site Level-3/Expert Level Support

a) In addition to providing full time on-site technical resource, Bidder shall also align its Level-3/Expert Level resources on On-Call and On-site basis, at Internet Ticketing Center and/or IDC facility, for technical support on all the Products & Services supplied by Bidder under this tender in circumstances including, but not limited to, the following:

i.   Troubleshooting, diagnosis and resolution of issues/problems/ Performance degradation with root cause

analysis which on-site team is not able to address.

ii.   Installation, re-installation, hardware replacement, performance-tuning, OS/application version/firmware or patch upgrades

iii.   Non-routine expert-level/advance configuration changes for which on-site team do not have required skill set and experience

iv.   Preventive maintenance, in coordination with on-site engineer.

b) Such support shall be asked by RailTel Customer as and when required on need basis only. RailTel Customer reserves the right to decide when such support is required and the same shall be provided by Bidder.

c) If approved by RailTel Customer, Bidder can be allowed to provide such support remotely through reliable and secure remote session/Webex/Web conferencing service in the presence of on-site engineer. However, in case on-call support through remote session is not approved by RailTel Customer, Bidder shall make such support available on-site basis without delay.

2.6. IT Service Management

a) Bidder shall implement a centralized IT Help Desk for RailTel Customer as per IT Service Management best practices for O&M. For this, Help Desk solution shall be procured and implemented by Bidder under this tender.

b) Following minimum processes shall be Bidder shall develop and implement the following, but not limited to, processes as per RailTel Customer requirements for IT Service Management

i.   Incident Management

ii.   Change Management

iii.   Knowledge Management

iv.   Service Level Management

v.   Request Fulfilment

c) Helpdesk will act as the central point of contact among O&M teams, application team, third-party service providers as well as internal-users of RailTel Customer on a day-to-day basis. Helpdesk will also be a focal point for Incidents management, Change management, Knowledge Maangement and Service Requests. The helpdesk should be able to inform RailTel Customer of all relevant service events, actions and service changes that are likely to affect them. Helpdesk shall provide end to end ownership of the calls/incidents till resolution.

d) Bidder shall manage all Incidents and Change Logs/Trail through Help Desk. For this, required workflows shall be designed and implemented by Bidder using Help Desk tools.

2.7. Preventive Maintenance:

Bidder shall carry out the preventive maintenance once a year for all hardware or equipment supplied by Bidder under this tender, in off-peak hours, which will include the following:

a) Diagnostic tests to check and verify good health of all network and security equipment (CPU and/or other processors, RAM, Flash memory, NV RAM, network ports, various functional modules etc.)

b) Shall use diagnostic software or alternative facility/facilities to diagnose and analyse predictive failures in the

disk drive.

c) Perform physical inspection to see that all peripheral devices are in no fault condition.

d) If any fault is detected during diagnostics then take necessary steps to rectify it and replace it, if required.

e) Analyse error log for errors reported since previous Preventive Maintenance activity.

f) If any errors are observed in error log, analyse them in detail and carry out necessary activities to eliminate them.

g) Collect data for all controllers and record in the site log

h) Preventive Maintenance (PM) report, which highlights the findings & follow-up actions, will be furnished to RailTel Customer within one week.

2.8. Manpower for O&M Services

a) Bidder shall deploy following minimum technically qualified engineers to carry out the O&M services on 24/7 basis:

#	Support Level	Manpower	No. of shifts	Min. person in Shift	Min. Qualification and Skills	Minimum Experience
1	L1	Help Desk (L1)	3 – on all days	1	Engineer/ MCA Basic Knowledge of hardware, Operating system, Networking etc.	1 Year of monitoring and maintenance of IT infrastructure
2	L2	System Administrator for System (OS layer), Server Software and Middleware Maintenance	3 – on all days	2	Engineer/ MCA Trained/Certified in Server Operating System (non-windows) and middleware	3 years of hands-on experience in operating system and server software (web/app etc.) hosted in data center environment.
3	L2	Network and IT Security Engineer	3 – on all days	2	Engineer/ MCA Trained/Certified in deployed network and IT Security technologies	3 years of hands-on experience in network and IT Security technologies hosted in data center environment.
4	DBA	Database Administrator for Database	3 – on all days	1	Engineer/ MCA Oracle Certified Professional (OCP)	3 years of hands-on experience on Oracle RDBMS and RAC

		Maintenance				hosted in data center environment
5	L3	**Remote Team – identified by Bidder for each area of specialization – for all ICT items supplied and implemented by Bidder**				

b) In addition to above manpower, Bidder shall also deploy one full-time on-site Project/Operation Manager at RailTel Customer who will act a Single Point of Contact (SPoC) for RailTel Customer and supervise the entire O&M team for smooth operations & maintenance related matters.

c) The number of manpower can be increased or decreased during the contract period on the basis of system workload and skill-set requirements, as per mutual agreement between RailTel Customer and Bidder

d) Bidder shall submit documents/certifications of qualifications, work experience, and background verification of all the engineers before deputing them at RailTel Customer. All such documents shall be attested by authorized signatory of Bidder.

e) RailTel Customer reserves the right to conduct the screening of all engineers, deputed by Bidder for O&M, in terms of qualifications, experience, key competencies and certifications requirements and reject any engineers who is found non-eligible.

f) At any time during the service period, RailTel Customer may ask Bidder to replace any of the engineers immediately or as deemed fit by RailTel Customer, on ground including but not limited to technical in-competencies, irregularity/non-punctuality in duty, violation of RailTel Customer policies or procedures or contract rules and undisciplined behaviour etc.

g) All engineers shall log attendance (both arrival and departure time) on daily basis using RailTel Customer's Bio-metric Attendance Monitoring system. The Operation manager shall maintain the attendance record and time sheet (details of tasks/activities performed by on-site resources) for all staff.

h) Bidder shall provide adequate training to its technical resources deputed on-site for operations & maintenance of all IT items procured and installed for RailTel Customer under this tender.

> *In case RailTel Customer procure any new technology/product/services for its ICT Infrastructure through separate sourcing process during the contract period, on-site hands-on training shall be arranged by RailTel Customer for on-site engineers of Bidder for the O&M. After installation of such technology/product/services, the same shall be covered under on-site O&M scope and on-site engineer shall maintain the same in coordination with respective third-party vendor.*

i) Bidder and its personnel/representative shall not alter / change / replace any hardware component proprietary to RailTel Customer and/or under warranty or AMC of third party without prior consent of RailTel Customer.

j) Bidder and its personnel/representative shall not install any hardware or software without consent of RailTel Customer.

3. Documentation

a) Bidder shall maintain a Site Management Guide for entire ICT Infrastructure of RailTel Customer collocated at IDC facility.

b) As part of operations and maintenance services, the Bidder shall maintain all such documents with proper version control. All O&M activities shall be well documented by the Bidder. This will also be required by RailTel Customer for compliance purpose.

On-Site Operations & Maintenance Activities

Note: Please note that this list of O&M activities is indicative only and exhaustive. On-site O&M team shall carry out any additional activities as required by RailTel Customer for smooth operations and maintenance of its ICT Infrastructure.

The on-site O&M services shall include, but not limited to the following activities under scope -

1) **IT Help Desk:**
   a) IT Help Desk shall act as a Primary point of contact for all events, incidents, service requests, and change requests received via telephone, emails, web interface (Help Desk), or automatically generated infrastructure events from NMS tools and infrastructure devices etc.
   b) IT Help shall also perform Level-1 monitoring and alerting for fault, availability and performance of entire ICT infrastructure, log and escalate the incidents/issues/problem to concerned technical team for resolution.
   c) All service request, incidents and change management shall be owned and maintained by Help Desk.
   d) IT Help Desk shall support for logging calls related to ICT services/Infrastructure services, business applications, and facilities for Data Centre.
   e) Primary responsibilities of IT Service desk shall include, but not limited to, the following:
      i. Logging and Categorization of incidents, issues, service requests, and changes request related to ICT infrastructure under the scope of work and issue a Ticket ID number in the Help-desk tool.
      ii. Assign severity level to each issue / incidents so as to maintain categorization and differentiate the criticality of the incident via the priority levels, severity levels and impact levels.
      iii. Escalation issues/incidents/problem to internal and external entities, third-party vendors / concerned Service in-charge if necessary as per defined escalation matrix.
      iv. Tracking each incident/service request to the resolution and Closing of incidents and service requests etc.
      v. Provide feedback to the users.
      vi. Analyze the issue / complaint statistics.
      vii. Escalate the problems to the 3rd party Vendors / concerned Service in-charge if necessary as per defined escalation matrix, in coordination with technical teams.
      viii. Creation of Knowledgebase, with the help of concerned technical teams on frequently asked questions (FAQ) to help users of ICT Infrastructure, as well on troubleshooting, diagnosis and known issues for incident and problem management.

2) **Hardware Maintenance**
   a) Maintenance of all hardware components of RailTel Customer ICT Infrastructure including Servers (both existing as well as new supplied by the RailTel), Storages, Network and Security devices, tape libraries etc. in coordination with respective OEMs/vendors. Hardware support for the ICT infrastructure solution will include diagnosing the problem and resolving the problems in coordination with respective OEMs.
   b) Periodic and regular upgrade of Server firmware and drivers, as and when released by OEM, in coordination with and as per OEM recommendations.
   c) Preventive Maintenance once in a year for complete ICT infrastructure in off-peak hours, which will include the following:
      - Diagnostic tests to check all servers by running the console diagnostics tests to check hardware (CPU, Memory and I/O controllers).

- Diagnostic tests to check SAN Storage status, like, Hard drive Status, Controller Status, Disk Enclosure Status, SAN Switch Status, loop Switch Status, Cache module and battery status, link Status between disk enclosure to array controller, fan Status, etc. The test should include environmental conditions like power supply, etc. and operational issues like space management.
- Diagnostic tests to check and verify good health of all network and security equipment (CPU and/or other processors, RAM, Flash memory, NV RAM, network ports, various functional modules etc.)
- Shall use diagnostic software or alternative facility/facilities to diagnose and analyze predictive failures in the disk drive of servers and storage.
- Check and clean fan/blowers and power supplies for proper functioning
- Perform physical inspection to see that all peripheral devices (e.g. DAT Drives etc.) are in no fault condition.
- If any fault is detected during diagnostics then take necessary steps to rectify it and replace it, if required.
- Analyze error log for errors reported since previous Preventive Maintenance activity.
- If any errors are observed in error log, analyze them in detail and carry out necessary activities to eliminate them.
- Collect data for all controllers and record in the site log
- Preventive Maintenance (PM) report, which highlights the findings & follow-up actions, will be furnished to RailTel Customer within one week.

3) **Operating System Administration (Windows and Non-Windows)**

a) Installation, configuration, fine tuning, troubleshooting and maintenance Managing Windows and non-windows operating systems and Server Software

b) The Server software may include, but not limited to, web server, application server, E-mail servers, DNS servers, DHCP Server, Proxy servers, patch management server, anti-virus servers, FTP servers, LDAP/Active Directory servers etc.

c) Installation, configuration, fine tuning, troubleshooting and maintenance of Server Virtualization infrastructure

d) User management including user registration, user ID creation, maintaining user profiles, granting user access, authorization, user password support etc.

e) Writing Shell script for batch programming & system monitoring.

f) Ensure proper configuration of server parameters, operating systems administration and tuning as per defined guidelines.

g) OS migration to higher versions, whenever required.

h) Tracking, testing & installation of OS patches to ensure that the system is properly updated.

i) Implement and maintain Standard Operating Procedures based on the policies formulated in discussion with RailTel Customer and industry best practices / frameworks.

j) System Configuration Security hardening as per system hardening standard formulated in discussion with RailTel Customer in line with industry best practices / frameworks

k) Regularly monitor, maintain, analysis System logs of the performance monitoring of servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc. and produce adequate reports as defined and required by RailTel Customer.

l) Regularly monitor, maintain, analysis of Security logs of servers for security events and reporting of all security events to RailTel Customer

m) Take appropriate steps to comply with the audit observations made by various internal/ external auditors.

n) Ensure that the bottlenecks in the infrastructure are identified and fine-tuning is done for optimal performance.

o) Resolve any issues/incidents and carry out required changes, optimizations and modification.

p) Regular backup of servers (data and configuration) as per backup policies of the RailTel Customer using backup tools supplied by the bidder.

q) Regular analysis of events and logs and maintain the reports for future audit purposes.

r) Quarterly (or as required by RailTel Customer) review of domain level rights and privileges.

s) Maintaining/updating the documents on system configuration, process/procedures, user-manuals etc. related to the activities involved in.

t) Maintenance & Management of Hardware resources and coordinate with hardware vendors & troubleshoot any issue.

4) Application Server (Middleware) Maintenance

a) Installation of application server/middleware like WebLogic and OHS Server, or any other middleware as per RailTel Customer requirements

b) Configuration and management of managed server in WebLogic server.

c) Deployment of web application in Weblogic server.

d) Installation of tomcat and apache server.

e) Deployment of web application in tomcat server.

f) Installation of PHP and My SQL server.

g) SSL configuration on the websites.

h) Server health check-up

i) Monitoring of various websites.

j) Monitoring of bookings.

k) Resolving different server related issues

l) Resolving client issues.

m) Static website changes.

n) Providing application logs to the development teams.

o) Installation, configuration and management of SVN server.

p) To make daily reports of booking, PG success rate etc.

q) To upload images, mailers provided by portal team.

r) To provide data.

s) To provide different port access to all the related teams.

t) Monitoring of online users on Air website using google analytics.

u) Logs backup, application code backup.

5) Database Administration

a) Checking CPU Health, Space Monitoring, Server Accessibility

b) Checking alert log of all production database as well as staging database, Tablespace Monitoring, DB user expiration, Listener and connectivity

c) DB memory tuning like SGA, PGA, Managing server processes and sessions.

d) Create SQL query as per developer /operation team requirement, perform alter/update as per requirement.

e) Taking Backup on daily basis for all prod server as per RailTel Customer data backup policy.

f) Restore database/tables as per requirement.

g) Generate AWR/ADDM report and analyze the same to find root cause of issue.

h) As per requirement deploy new database server and configure the same for production.

i) Meeting/Discussion with Developer and as per requirement resolve developer query, Making Trigger/Procedure etc.

j) Time to time plan a host reboot activity to remove Zombie/slip process.

k) Checking Application concurrent number of process and session and if any process/session goes stuck or not responding, then kill the same process.

l) Password management as per RailTel Customer policy.

m) Make database cloning as per requirement.

n) Maintain a standby copy of all production servers for hardware failure or any outage regarding corruption.

o) Maintain and monitor Golden Gate configuration to continuous sync AIR/TOURISM profile data.

p) Making various type of shell scripting to execute a job in scheduled time and get appropriate data.

q) Regularly dump IPAY recon data into a table and maintain the same.
r) Maintain booking SMS data for nget,air,tourism,android etc.

6) Backup & Restoration Management

a) Maintenance of Backup server solution, Tape Library (TL) setup, Tape Library drives sharing, SAN client setup on Heterogeneous Operating Systems, Configuration of backup over LAN and SAN.
b) Regular backup and restoration of RailTel Customer data maintained in SAN storages/File Servers, and standalone servers in accordance with Data Backup policy of RailTel Customer including scheduled drill operations and on-demand operations.
c) Monitoring and enhancing the performance of scheduled backups, schedule regular testing of backups.
d) Maintaining index and logs as per retention policies.
e) Analysing the OS & Backup logs, alert logs, warning logs and other trace files and diagnosing problems.
f) Regular monitoring, log maintenance and reporting of backup status on a regular basis.
g) Periodic Restoration Testing of the Backup.
h) Report Generation and alerting on backup jobs.
i) Maintaining/updating the documents on backup configuration, procedures, user-manuals etc. related to backup & restoration activities.

7) Backup Media Management

a) Media Management with proper Retention period, including tagging, cross-referencing, storing, logging, testing, and vaulting of Tapes in safe cabinets (onsite and offsite). Safe cabinet shall be provided by RailTel Customer for this purpose
b) Maintaining inventory of on-site (IDC) and offsite (Internet Ticketing Center) tapes.
j) Tape/ LTO library management – loading and unloading tapes, etc.
k) Coordinating to retrieve off-site media in the event of any disaster recovery.
l) Forecasting and raising indent for tape requirements for backup.

8) SAN Storage Maintenance

a) Fault, availability, capacity and performance monitoring of SAN Storage Systems
b) Management of space, SAN/NAS volumes, RAID configuration, LUN, zone, security, business continuity volumes, performance etc.
c) Create/delete, enable/disable zones in the storage solution
d) Create/delete/modify storage volumes in the storage solution
e) Create/delete, enable/disable connectivity and access rights to storage volumes in the storage solution.
f) Fibre Channel (FC) switch configuration, firmware up-gradation, zoning and monitoring.
g) Troubleshooting & diagnosing issues related to Storage, backup and tape libraries.

9) Network and IT Security Administration

a) Installation, configuration, fine tuning, troubleshooting, integration and maintenance of entire Network & IT Security Infrastructure of RailTel Customer
b) Configuration, integration and management of Network Management System (NMS) ensuring proactive monitoring (fault, availability and performance) of entire ICT Infrastructure.
c) Configuration, integration and management of PIM solution supplied by the bidder, security policy management, fine-tuning and ensuring secure network access to RailTel Customer network.
d) Configuration and fine-tuning of routing protocols primarily BGP and OSPF etc., and high availability features like VRRP/HSRP, port aggregation etc.
e) Configuration of VLANs, NATing, NetFlow/ JFlow, IPsec VPN tunnel on network devices.

f) Coordination with third-party vendors like Telco, ISPs, etc. for installation, configuration, tuning, troubleshooting incidents and performance issues, and maintenance of network services like Internet Leased Lines, Point-to-point Leased Lines, MPLS, and DNS Services etc.

g) Coordination with third-party vendors like Managed Security Services Provider (MSSP) for SOC services, DDoS mitigation Services etc. as well as with Govt. agencies like CERT-In for security monitoring of RailTel Customer Infrastructure.

h) Management of users, processes, and system resources ·

i) OS migration to higher versions, whenever required.

j) Tracking, testing & installation of OS patches to ensure that the system is properly updated.

k) IP address management of entire ICT Infrastructure.

l) Physical labelling of each network equipment, ports and cables

m) Regular backup of OS and device configuration files.

n) Regularly monitor, maintain, analysis System logs of the performance monitoring of devices and servers including but not limited to monitoring CPU, disk space, memory utilization, I/O utilization, etc. and produce adequate reports as defined and required by RailTel Customer.

o) Regularly monitor, maintain, analysis of Security logs of devices and servers for security events and reporting of all security events to RailTel Customer

p) Monitoring and optimizing the LAN and WAN traffic

q) System Configuration Security hardening as per system hardening standard formulated in discussion with RailTel Customer in line with industry best practices / frameworks

r) Implement and maintain Standard Operating Procedures (Sops) based on the policies formulated in discussion with RailTel Customer and industry best practices / frameworks.

s) Quarterly review of devices configuration, network access permissions, ACLs, and firewall rule base etc.

t) Maintenance and regular update of documentation, reports and checklists related to Network architecture & diagrams, SoPs, Secure Configuration Hardening standard, Change control, Performance, availability and fault monitoring of ICT Infrastructure.

u) Take appropriate steps to comply with the audit observations made by various internal/ external auditors.

v) Identify bottlenecks in the infrastructure and perform fine-tuning for optimal performance.

w) Resolve any issues/incidents and carry out required changes, optimizations and modification.

10) Host Security Management at Server Level

a) Managing Host Security Software (Anti-virus + HIPS + Host firewall etc.) on Servers.

b) Virus detection, eradication, virus signature/definition synchronization across servers

c) Keep all the servers updated with the latest virus definition.

d) Problem analysis and its resolution related to Endpoint Security Software.

e) Periodic review and reporting of logs and corrective action.

f) Diagnose and rectify any virus/worm problems, which can be fixed by Endpoint Security Software.

g) Provide feedback to RailTel Customer on any new viruses detected or possible virus attack and take up promptly with OEM/ Support vendor for getting the appropriate patch and carry out the timely maintenance.

11) Third-Party Vendor Management

a) Coordination with all the third-party vendor/service providers of RailTel Customer for support services for maintenance of ICT infrastructure ensuring problems and issues are resolved in accordance with SLA of the vendor. These vendors may include, but not limited to, hardware vendors, Telco/ISPs, application management vendor, data centre service provider, software vendors etc.

b) Logging calls, co-ordination and follow-up with vendor. Escalation of calls to the higher level management on the vendor's side, if need arises. Ensure that unresolved items are escalated in accordance with the escalation matrix shared by such vendors.
c) AMC/ Warranty/ Support Tracking
d) Tracking of assets sent for repair.
e) Maintain SLA and Escalation matrix for all these vendors with details like contact person, telephone nos., response time and resolution time commitments etc.
f) Tracking of SLA performance for all such vendors and submission a consolidated quarterly SLA performance report of these vendors for considerations of RailTel Customer.

12) Coordination for Third-Party Security Audits

a) RailTel Customer may conduct regular (half-yearly/annual) security audit of its ICT Infrastructure through third-party security auditor for vulnerability assessment & penetration testing of its web application and servers/devices, process audit for the security practices, implementation of security policy & procedures. The bidder shall provide necessary support and co-operation for these audits, and implement all the audit recommendations in time as agreed upon with RailTel Customer.

13) Remote Hands Support at RailTel IDC

a) Reboot of a ICT equipments including servers
b) Providing system console access of the ICT equipments.
c) Powering on/off the ICT equipments.
d) Inserting and removing media, Tapes (CDs etc.) for installation of software/OS.
e) Maintaining physical connections of the cables (data & network)
f) Provide secure access i.e. escorted entry to ICT equipments for RailTel Customer's employees and / or RailTel Customer's vendor for maintenance purpose, after approval of RailTel Customer.
g) Keep track of the ICT assets colocated in the Data Center.
h) Facilitate entry and exit of ICT equipment/parts and maintain in / out logs for equipment.
i) Handling and vaulting of backup media for IRCT data.
j) Monitoring of third-part vendors working in the server room on RailTel Customer ICT equipments.
k) Monitoring and Reporting the status of the equipment.

14) Asset Management

a) Regularly maintain the component-level inventory of the entire hardware and software in the ICT infrastructure at IDC facility.
b) Any discrepancy in software licenses available and actually used should be reported to avoid any software piracy.
c) Maintaining all documentation related to material movement such as new hardware, spare parts or equipment going out of premises for repairing or replacement etc.

15) Management Information System (MIS) Reporting and Documentation

a) Preparation, maintenance and submission of various MIS reports as per requirements of RailTel Customer on regular basis RailTel Customer in mutually decided format. The following is only an indicative list of MIS reports.
   o Daily reports
     - Summary of issues/complaints logged at the Help Desk
     - Summary of resolved, unresolved and escalated issues/complaints
     - Summary of resolved, unresolved and escalated issues/complaints to OEMs/third-party vendors.
     - Log of data and configuration backup and restoration undertaken.
     - Log of Incidents - Operational and Security Incidents reports
   o Weekly Reports

- Issues /Complaints Analysis report from Help Desk.
- Summary of issues / complaints logged with the OEMs/third-party vendors.
- Summary of changes undertaken in the ICT Infrastructure including major changes like configuration changes, patch upgrades, database reorganization, storage reorganization, etc. and minor changes like log truncation, volume expansion, user creation, email ID creation, user password reset, etc.
- Summary of Incident report along with RCA, plan of avoidance, reporting for repetition of similar incident

o Monthly reports
- Component wise ICT infrastructure availability, performance and capacity utilization.
- SLA / non-conformance report – Bidder Agency.
- SLA / non-conformance report – Third-party vendors/service providers
- Summary of On-line Services uptime (like Air Booking, Tourism Services etc.).
- Summary of component wise ICT infrastructure uptime.
- Change Management report
- Access management report
- Consolidated Summary of Incident report along with RCA, plan of avoidance, reporting for repetition of similar incident
- Log of preventive /scheduled maintenance undertaken
- Log of break-fix maintenance undertaken
- Attendance record and time sheet of bidder's staff deputed at RailTel Customer.
- Consolidated backup and restoration undertaken.

o Quarterly Reports
- Consolidated component-wise ICT Infrastructure availability, performance and capacity utilization.
- Consolidated On-line Services uptime (like Air Booking, Tourism Services etc).
- SLA / non-conformance report – Bidder Agency.
- SLA / non-conformance report – Third-party vendors/service providers
- Firewall Rule-base Review report
- Configuration Hardening Compliance
- Warranty/AMC/Subscription Support Status
- Asset management report
- Consolidated Access management report
- Consolidated preventive/scheduled and break-fix maintenance undertaken
- Software license compliance reports

o Half-yearly Reports
- ICT infrastructure Upgrade / Obsolescence Report
- Asset management report

o Incident Report
- Operational Incident reports
- Security Incidents reports
- Software license violations reports
- Miscellaneous incident reports

SERVICE LEVELS AND PENALTIES

This section clearly defines the levels of service which shall be provided by Bidder to RailTel Customer for the duration of contract.

1. OBJECTIVE:

The objectives of this Service Level Agreement are to:

a) Trigger a process that applies RailTel and Bidder management attention to some aspect of performance when that aspect drops below an agreed upon threshold, or target.

b) Makes explicit the expectations that RailTel Customer has for performance.

c) Helps RailTel Customer control the levels and performance of RailTel services.

2. DEFINITIONS

For purposes of this Service Level Agreement, the definitions and terms as specified in the contract along with the following terms shall have the meanings set forth below:

- *"Availability/Uptime"* shall mean the time for which the Services/Systems maintained by Bidder are available for conducting intended operations. Uptime/Availability of Services/equipment shall be calculated as:

$$\text{Availability} = \{(\text{ Total Availability Time} - \text{Downtime}) / \text{Total Availability Time}\}*100$$

- *"Incident"* refers to any event / abnormalities in the functioning of the ICT Infrastructure and services that may lead to disruption to normal operations of RailTel Customer business and infrastructure services and IT Operations.

- "**Downtime**" shall be the time from the point the respective service/equipment becomes unavailable to the intended user(s) till the time the same becomes fully available.

- *"Resolution Time*" means time taken by the RailTel to detect the incident till the time the problem has been fixed.

3. DESCRIPTION OF SERVICES PROVIDED

The exact scope and boundaries of services provided as part of this agreement are detailed in **Section 2: Scope of Work** and Annexures therein of this tender.

4. MEASUREMENTS & TARGETS:

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. RailTel shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels.

The SLA has been categorized into following categories:

A. Data Center Colocation Services Related Service Levels

B. Equipment Availability/Uptime and Performance Related Service Levels for ICT Items supplied by Bidder

C. Connectivity Related Service Level

D. O&M Related Service Levels

The following measurements and targets shall be used to track and report performance on a regular basis. The targets shown in the following table are applicable for the duration of the contract. However, these SLAs are subject to revision or rectification with mutual agreement between RailTel Customer and RailTel.

A. Data Center Colocation Services – Service Level and Penalties

Data Center Colocation Services will be measured on the basis of the following SLA Objectives: Power

Availability, Environmental Control, and Physical Security. These SLA Objectives are applicable on a 24 hour a day, 7 days per week basis.

A.1 Power Availability:

Uptime (%) per Month	Penalty as % of MRC DC Colocation Services for each affected rack
>= 99.982	Nil
>= 99.90 and < 99.982	5%
>= 99.80 and < 99.90	10%
>= 99.70 and < 99.80	15%
>= 99.50 and < 99.70	30%
Below 99.50%	50%

* MRC: Monthly Recurring Charges

A.2 Environmental Control Availability:

Control	Monthly SLA Target	SLA Breach	Penalty as % of MRC DC Colocation Services
Temperature	Up to 24 (+/- 2) Degree Celsius	Not within specified limit continuously for 30 minutes	5% for each 60 minute increment of aggregate breach up to a maximum of 50% per month
		More than 4 breaches in a month	50%
Humidity	50 (+/- 10)	Not within specified limit continuously for 30 minutes	5% for each 60 minute increment of aggregate breach up to a maximum of 50% per month
		More than 4 breaches in a month	50%

A.3 Physical Security

SLA Objective	SLA Target	Penalty
Physical Security	No Unauthorized Access	50% of MRC for total DC Colocation Services for a month in which any unauthorized access occurred.

B. ICT Infrastructure Uptime – Service Level and Penalties

i. **Total Service Failure:** Bidder shall provide system uptime guarantee of **99.6%** on monthly basis. The system will be treated as 'down' (termed as 'Total Service Failure') in case of failure of one or multiple services of RailTel Customer, hosted in the RailTel IDC, due to failure / misbehaviour of any of the equipment/s including Firewalls, ADC, Core Switches, and Internet Gateway Routers, maintained in High-availability/Custer mode as well as Server virtualization infrastructure, supplied and maintained by RailTel. Non-availability/failure of complete cluster of these equipment/s (in HA) due to power/cooling failure shall also be treated as 'Total Service Failure'.
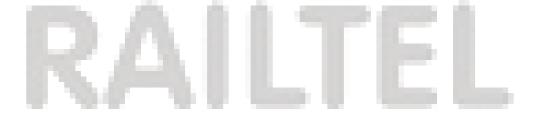
Also, in case of failures exceeding the defined uptime for the month, it shall attract penalties as defined in

the table given below. Irrespective of the duration of failures, if there are more than 02 failures in a month, this too shall be treated as *Total Service Failure* and

Any incident of 'Total Service Failure' shall attract penalties as defined in the table given below.

ii. **Equipment failure**: In addition to the above, in case of failure of any equipment (Routers, Switches, ADC, Next Generation Firewall etc.), supplied by Bidder, the equipment shall be replaced by Bidder by the end of Next Business Day (NBD).

If the number of failures of any equipment exceeds 02 in a month or the duration of failure exceeds the NBD window, it shall attract penalties as defined in 'Equipment failure' in the table given below. For the purpose of calculating the penalty, the excess failure time shall be counted but in case number of failures exceed more than the permissible limit, complete failure period shall be counted for calculation of penalty. Any incident of 'Equipment Failure' shall attract penalties as defined in the table given below.

iii. The planned downtime or downtime on account of failure of equipment/software not supplied by the Bidder (excluding OS Licenses) will not be considered for calculating uptime, but in case of planned downtime exceeding the allotted downtime or the activity resulting in some system failure /equipment failure then the system shall be treated as down and it shall attract penalties given in the "Total Service failure" item or the item "Equipment failure" of the table given, as applicable.

iv. Penalties shall be calculated on the basis of 'Total Service Failure' as well as individual 'Equipment Failure'. In case both are applicable for same duration, the higher one shall be charged.

v. Root Cause Analysis of all failures – a preliminary report shall be submitted by RailTel within 24 hours of the failure and a detailed technical analysis report on the root cause from OEM shall be submitted within one week from the date of failure.

Uptime SLA Failure	Penalty
Total Service failure	Rs. 01 Lakh per hour of downtime, exceeding the defined SLA (on pro rata basis).
Equipment failure – Critical (Firewall, ADC, Core L3 Switches, Router (Internet) and PIM)	Rs. 30,000 /- per day of downtime, exceeding the defined SLA (on pro rata basis).
Equipment failure (Others)	Rs. 15,000 /- per day of downtime, exceeding the defined SLA (on pro rata basis).

C. O&M Services – Service Level and Penalties

S. No.	Measurement	Definition	Measurement Interval	Target SLA	Penalty (as % of Quarterly O&M Services Charges) for every non-compliance
1.	Change Management	Measurement of quality and timeliness of changes to the ICT Infrastructure at IDC and ITC facilities	Quarterly	100% of changes should follow formal change control procedures. All changes need to be approved by RailTel Customer.	**0.2%**
2.	Scheduled Maintenance	Measures timely maintenance of the ICT Infrastructure equipment. RailTel shall provide a detailed Maintenance plan for each maintenance activity.	Quarterly	90% of scheduled Maintenance should be carried out as per Maintenance plan submitted by Bidder.	**0.5%**
3.	Implementation of Security Audit Recommendations	Implementation of Audit recommendations for remediation of audit gaps made by auditors, as per agreed timelines	Quarterly	To be Implemented as per timelines agreed upon with RailTel Customer.	**2%**
4.	Preventive Maintenance (PM)	Preventive Maintenance of Systems supplied & maintained by the Bidder, as per agreed timelines	Bi-Annual	After every six months	**5%**
5.	Incident Reporting	Reporting of Availability/ Fault related incidents to RailTel Customer	Quarterly	90% of the incidents to be reported with-in 30 minutes of failure.	**0.2%**
6.	Logging Incident/Fault Cases	Logging of Incident/Fault case, after preliminary examination, to OEM/Service Providers by Bidder Help Desk for troubleshooting and resolution for complete ICT infrastructure (including ICT infrastructure not supplied but monitored by RailTel) of RailTel Customer	Quarterly	90% of the faults to be logged with OEM/ Service Providers with-in one hour of failure.	**0.2%**

S. No.	Measurement	Definition	Measurement Interval	Target SLA	Penalty (as % of Quarterly O&M Services Charges) for every non-compliance
		hosted at IDC.			
7.	Manpower availability	Required number of shift should be manned with minimum nos. of qualified engineers	Quarterly	100% availability on shift basis	Deduction of cost of manpower on pro-rate basis.

5. SLA PENALTIES

a) Total penalty in a quarter for failure to maintain the promised Service levels shall be subject to a maximum of **10%** of the total quarterly recurring cost payable to Bidder.

b) In case of two consecutive quarterly deductions of **10%** of the total quarterly recurring cost, RailTel reserves the right to cancel the contract in whole or in part thereof and/or confiscate the Security Deposit and/or PBG Bond.

c) Following shall be excluded from the downtime –
   - Scheduled or Emergency Downtime
   - Downtime on account of failure of ICT components not supplied by the Bidder or not under AMC support of the Bidder, subject to timely incident reporting and call logging by RailTel
   - Force Majeure or any Governmental or court order

   However, in case of Scheduled downtime exceeding the allotted downtime window or the activity resulting in some system or service failure /equipment failure, then the services/system shall be treated as down and it shall attract penalty as applicable.

d) Penalties shall be cumulative i.e., penalties on account of different failures shall be deducted in total. However, in case of single failure resulting from multiple incidents, higher of the penalties shall be deducted.

e) SLA Penalties shall be deducted from Invoices/bills to be raised by the Bidder on quarterly basis. RailTel Customer also reserve the right to deduct the penalties from Security Deposit and/or PBG submitted by Bidder.

Indicative Minimum Technical Specification for 96 core servers (qty : 10):

a. CPU Should be populated with 2 Nos. of latest generation Intel Xeon GOLD CPU, each CPU should be 48 core and 2.4 GHz or better.
b. Configured Memory should be at-least of 1 TB.
c. Should support VMware, vSphere & VSAN Enterprise Lic., RedHat cloud or Similar etc.
d. Platinum rated redundant Power Supply in 1+1 from day one.
e. SAP Certification: Server should be SAP HANA certified.
f. Should provide effective protection, reliable detection & rapid recovery using: - Hardware Root of Trust and Signed firmware updates.

Virtualization : Vsphere enterprise edition

******End of EOI document ******