



रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड

(CIN: U64202DL2000GOI107905)

(भारत सरकार का उपक्रम)

19वीं मंजिल, ऑरोरा वाटरफ्रंट बिल्डिंग, प्लॉट नं. 34/1,
ब्लॉक -जीएन, सेक्टर - V, साल्ट लेक सिटी, कोलकाता -700091,
पश्चिम बंगाल
टेली: 033-44041499

RailTel Corporation of India Limited

(CIN: U64202DL2000GOI107905)

(A Govt. of India Undertaking)

19th Floor, Aurora Waterfront Building, Plot no. 34/1,
Block -GN, Sector - V, Salt Lake City, Kolkata -700091, West Bengal.
Tele: 033-44041499

RailTel Website: <https://www.railtel.in>

“डाटाकॉम उपकरणों की आपूर्ति, स्थापना, परीक्षण और कमीशनिंग तथा रामादेवी महिला विश्वविद्यालय में परिसर वाई-फाई नेटवर्क का निर्माण, जिसमें तीन वर्षों के लिए संबंधित कार्य और रखरखाव शामिल है”

के लिए

निविदा दस्तावेज़

TENDER DOCUMENT
FOR

“Supply, Installation, Testing and Commissioning of Datacom equipment and creation of campus Wi-Fi Network at Ramadevi Women's University including associated work and maintenance for Three years”

निविदा संख्या (Tender No.): RailTel/Tender/ST/ER/HQ/2025-26/1562, Dt. 10.07.2025

निविदा दस्तावेज़ की लागत (Cost of Tender Document): Rs. 2,950.00 (Incl. GST)

खोलने की नियत तिथि (Due date for opening): 17.07.2025



रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड

पूर्वी क्षेत्र, 19वीं मंजिल, ऑरोरा वाटरफ्रंट बिल्डिंग, प्लॉट नं-34/1
ब्लॉक -जीएन, सेक्टर - V, साल्ट लेक सिटी, कोलकाता -700091

RailTel Corporation of India Limited

Eastern Region, 19th Floor, Aurora Waterfront Building,
Plot No. 34/1, Block-GN, Sector - V, Salt Lake City,
Kolkata -700091, West Bengal
Telephone:033-4404 1499
Website: <https://www.railtel.in>

एकल निविदा सूचना

SINGLE TENDER NOTICE

निविदा संख्या: रेलटेल/निविदा/एसटी/पूर्वी क्षेत्र/मुख्यालय/2024-25/1562, दिनांक 10.07.2025

TENDER No. RailTel/Tender/ST/ER/HQ/2025-26/1562, Dt. 10.07.2025

To

M/s. SOS Infotech and Telecom Private Limited,
Gudia Pokhari, Siula, PO- Sagalaisasan,
P.S. - Pipili Puri 752104

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, पूर्वी क्षेत्र, कोलकाता "डाटाकॉम उपकरणों की आपूर्ति, स्थापना, परीक्षण और कमीशनिंग तथा रामादेवी महिला विश्वविद्यालय में परिसर वाई-फाई नेटवर्क का निर्माण, जिसमें तीन वर्षों के लिए संबंधित कार्य और रखरखाव शामिल है" के कार्य के लिए सीलबंद निविदा आमंत्रित करता है।

RailTel Corporation of India Ltd., Eastern Region, Kolkata invites sealed tender for the work of "Supply, Installation, Testing and Commissioning of Datacom equipment and creation of campus Wi-Fi Network at Ramadevi Women's University including associated work and maintenance for Three years"

निविदा विवरण निम्नानुसार दिया गया हैः/

The Tender Details are given as under:

1	निविदा संख्या/ Tender No.	रेलटेल/निविदा/एसटी/पूर्वी क्षेत्र/मुख्यालय/2025-26/1562, दिनांक 10.07.2025 RailTel/Tender/ST/ER/HQ/2025-26/1562, Dt. 10.07.2025
2	बोलियां जमा करने की अंतिम तिथि और समय/ Last date & time for submission of Bids	17.07.2025 को 15:00 बजे तक 17.07.2025 up to 15:00 hrs.
3	बोलियों के खुलने की तिथि और समय/ Opening date & time of Bids	17.07.2025 को 15:30 बजे 17.07.2025 at 15:30 hrs.
4	प्रस्ताव की वैधता/ Validity of offer	बोली खोलने की तिथि से 60 दिन 60 days from date of opening of Bid
5	वितरण अवधि/ Commissioning period	क्रय आदेश/स्वीकृति पत्र जारी होने की तिथि से 30 दिन के भीतर 30 days from the date of issue of Purchase Order/LOA

6	अनुमानित निविदा मूल्य Approximate tender value	₹ 1,78,44,002.00 (जीएसटी सहित) (एक करोड़ अठहत्तर लाख चवालीस हजार दो रुपये मात्र) Rs. 1,78,44,002.00 (Incl. GST) (Rupees One Crore Seventy-Eight Lakh Forty Four Thousand Two Only)
7	बयाना राशि (ईएमडी)/ Earnest Money Deposit (EMD)	₹. 3,57,000/- Rs. 3,57,000/-
8	निविदा दस्तावेज की लागत Cost of Tender Document	₹. 2,950/- (जीएसटी सहित) Rs. 2,950 /- (Incl. GST)
9	TReDS सुविधा उपलब्ध है? TReDS feature available?	Yes, on m1xchange portal (Url: https://www.m1xchange.com)

टिप्पणी*:

- a. एक कार्य निविदा होने के नाते, इस निविदा में एमएसई के लिए कोई छूट (निविदा शुल्क और ईएमडी जमा करने के लिए) उपलब्ध नहीं है। इसलिए, निविदाकार को बोली के साथ ईएमडी और निविदा शुल्क जमा करना चाहिए, अन्यथा उनकी बोली पर मूल्यांकन के लिए विचार नहीं किया जाएगा और सरसरी तौर पर खारिज कर दिया जाएगा

Note*:

- a. Being a works Tender, no exemption (for Tender document cost and submission of EMD) is available for MSEs in this Tender. Hence, tenderer should submit EMD and Tender document cost along with bid failing which their bid will not be considered for evaluation and summarily rejected.

2. पीडीएफ प्रारूप में निविदा दस्तावेज मेल किया जाएगा और हार्ड कॉपी रेलटेल कार्यालय से निविदाकर्ता को भेजी जाएगी। निविदाकर्ता को दस्तावेज की हार्ड कॉपी/डाउनलोड मुद्रित प्रति, प्रत्येक पृष्ठ पर अधिकृत व्यक्ति द्वारा मुहर और हस्ताक्षर का उपयोग करना होगा, सहायक दस्तावेज संलग्न करना होगा। मूल्य बोली भरें, डिमांड ड्राफ्ट/पे ऑर्डर/बैंकर्स चेक/रेलटेल खाते में ऑनलाइन ट्रांसफर के रूप में निविदा दस्तावेज और ईएमडी की लागत के साथ दस्तावेज जमा करें।

Tender Document in PDF format will be mailed and hard copy will be sent to the approved tenderer from RailTel office. Bidder shall use hard copy/download printed copy the tender document, stamp and sign by the authorized person every page, Enclose the supporting document, fill up the price bid, submit the document along with cost of Tender Document & EMD in the form of Demand Draft/Pay Order/Banker's cheque/online transfer to RailTel Account.

3. निविदा दस्तावेज में उल्लिखित पात्रता मानदंड को पूरा करना निविदाकर्ता के प्रस्ताव पर विचार करने के लिए एक पूर्व-आवश्यकता है।

Fulfilment of eligibility criteria as mentioned in the tender document is a pre-requisite for consideration of the offer of the tenderer.

4. निविदा की तैयारी, प्रस्तुतीकरण/भागीदारी से संबंधित सभी लागत बोलीदाता को वहन करनी होगी। बोली प्रक्रिया के आचरण या परिणाम की परवाह किए बिना इन लागतों के लिए क्रेता किसी भी तरह से जिम्मेदार या उत्तरदायी नहीं होगा।

The bidder shall bear all cost associated with preparation, submission/participation of the tender. Purchaser in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

5. भविष्य की सभी जानकारी अर्थात. इस निविदा के लिए शुद्धिपत्र / परिशिष्ट / संशोधन आदि ई-मेल द्वारा भेजे जाएंगे और रेलटेल वेबसाइट पर पोस्ट किए जाएंगे।

All future Information viz. corrigendum /addendum/ amendments etc. for this Tender shall be sent by e-mail and posted in RailTel website.

6. प्रस्ताव उपर्युक्त तिथि को उन बोलीदाताओं की उपस्थिति में खोले जाएंगे जो उपस्थित होना चाहते हैं। यदि बोली प्राप्ति/खोलने की तिथि को अवकाश होता है, तो इसे अगले कार्य दिवस पर किया जाएगा।

The offers shall be opened on above mentioned date in the presence of those bidders who choose to be present. If the receipt/opening bid date happens to be a holiday, the same shall be done on the next working day.

बोलियां जमा करने का पता /Address for submission of Bids:

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड,
19वीं मंजिल, ऑरोरा वाटरफ्रंट बिल्डिंग, प्लॉट नंबर 34/1, ब्लॉक जीएन,
सेक्टर-V, साल्ट लेक सिटी, कोलकाता - 700 091

RailTel Corporation of India Limited,
19th Floor, Aurora Waterfront Building,
Plot No. 34/1, Block GN, Sector-V, Salt Lake City,
Kolkata – 700 091

उप महाप्रबंधक/ अनुबंध
रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, पूर्वी क्षेत्र/
Dy. General Manager/Contracts
RailTel Corporation of India Ltd., Eastern Region

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Chapter– 1

OFFER LETTER

RailTel Corporation of India Ltd.,
Eastern Region, 19th Floor,
Aurora Waterfront Building, Plot No. 34/1,
Block -GN, Sector - V,
Salt Lake City, Kolkata -700091

Ref: Tender No. RailTel/Tender/ST/ER/HQ/2025-26/1562, Dt. 10.07.2025

1. I/We _____ have read the various conditions detailed in tender document attached here to and hereby agree to ABIDE BY THE SAID CONDITIONS. I/We also agree to keep this tender open for acceptance for a period of 60 days from the date fixed for opening the same and in default thereof. I/We offer to supply various equipment and provide service at the rates quoted in the attached schedules and hereby bind myself/ourselves to commission the work within 30 days from the date of issue of Purchase Order/LOA. I/We also hereby agree to abide by the Various Conditions of Contract and to carry out the supplies according to the Specifications for materials and works laid down by the RailTel.

2. A sum of Rs. _____ (amount in words) only in the form of Online Transfer/Demand Draft/Pay Order/ Banker's Cheque drawn in favour of RailTel Corporation of India Limited payable at Kolkata/online transfer as "Earnest Money Deposit". RailTel may forfeit the full value of Earnest Money deposit (EMD) without prejudice to any other rights or remedies if,

a. I/We withdraw or modify the offer within validity period or do not deposit the PBG (Performance Bank Guarantee) as mentioned in Clause 4.A.6 (Chapter-4), after issue of LOA/Purchase Order,

or

b. I/We do not execute the contract agreement within 30 days after receipt of notice issued by the RailTel that such documents are ready,

or

c. I/We do not commence the work within 15 days after receipt of orders to that effect.

3. Until a formal agreement is prepared and executed the acceptance of this tender document shall constitute a binding contract between us subject to modifications, as may be mutually agreed to between us and indicated in the "Letter of Acceptance" of my/our offer for this work.

SIGNATURE OF CONTRACTOR (S) CONTRACTOR
(S)

ADDRESS

Date

SIGNATURE OF WITNESSES

1

2

Chapter -2
SCHEDULE OF REQUIREMENTS & PRICE BID

SCHEDULE-A

Name of the work: Supply, Installation, Testing and Commissioning of Datacom equipment and creation of campus Wi Fi Network at Ramadevi Women's University including associated work and maintenance for Three years.							
S. No.	Item	Qty.	UO M	Unit Price	Amount	GST	Total (Incl of GST)
1	Supply Installation, Testing and Commissioning of WiFi-6 High Performance Indoor Access Point with all required accessories for mounting and controller license with on premises as per Technical specifications Given in Annexure-A	96	Nos.	35500.00	34,08,000.00	6,13,440.00	40,21,440.00
2	Supply Installation Testing and Commissioning 24 port POE switch layer 3 with warranty for 03 years as per technical Specifications given in Annexure-B	22	Nos.	72000.00	15,84,000.00	2,85,120.00	18,69,120.00
3	Supply and laying of UTP cat-6 cable	14000	Mtr.	28.336284	3,96,707.97	71407.44	4,68,115.40
4	Supply Installation Testing and Commissioning 1KVA online UPS with built in battery bank , 30 minutes backup with warranty for 03 years as per technical specifications given in Annexure-C	26	Nos.	36500.00	9,49,000.00	1,70,820.00	11,19,820.00
5	Supply of 6 core armoured OFC cable	1500	Mtr	35.00	52,500.00	9,450.00	61,950.00
6	Supply of OFC patch cords as required at site	44	Nos.	770.00	33,880.00	6,098.40	39,978.40
7	Supply, fixing of good quality PVC Conduit Pipe/Channel of reputed make as per site requirement with supply of all fixing accessories like screws, bends etc. This includes restoration of wall surface after completion of work.	8000	Mtr s.	90.00	7,20,000.00	1,29,600.00	8,49,600.00

8	Supply & fixing of Single Port information Outlet Box with termination of CAT-6 Cable on the I/O.	114	Nos.	300.00	34,200.00	6,156.00	40,356.00
9	Supply, Installation, testing and commissioning of 1G(10 Km UD) SFP module	44	Nos.	6500.00	2,86,000.00	51,480.00	3,37,480.00
10	Supply, Installation, Testing and Commissioning of Next Generation UTM Firewall with License for 1500-2000 concurrent users as per Technical Specifications given in Annexure-D	1	Nos.	1880000.00	18,80,000.00	3,38,400.00	22,18,400.00
11	Supply & fixing of Single Port information Outlet Box with termination of CAT-6 Cable for 100 (Hundred) numbers for LAN connections for Offices/Faculty rooms	100	Nos	300.00	30,000.00	5,400.00	35,400.00
12	Facility Management Service	60	Monthly	30000.00	18,00,000.00	3,24,000.00	21,24,000.00
13	Supply Installation Testing and Commissioning of Outdoor Wireless Access point Wi-Fi-6 with all accessories and controller license with on premises and warranty for 03 years as per technical specifications given in Annexure-E	18	Nos	55000.00	9,90,000.00	1,78,200.00	11,68,200.00
14	Supply, Installation, testing and Commissioning for Layer 3 Core Switch with warranty for a period of 03 years as per technical specifications given in annexure- F	2	Nos	654186.00	13,08,372.00	2,35,506.96	15,43,878.96
15	Supply, Installation, testing and Commissioning of Layer-3 Access Switch (8 port) with warranty for a period of 03 years as per technical specifications given in Annexure-G	17	Nos	25500.00	4,33,500.00	78,030.00	5,11,530.00

16	Trenching to a depth of 1.2 Mtr., laying, backfilling & Protection works wherever depth is not possible (this includes supply of 25mm dia duct)	1400	Mtr	251.00	3,51,400.00	63,252.00	4,14,652.00
17	Supply, Installation, Testing and Commissioning of 12 Port Loaded LIU Box with pigtail connector etc as per technical specifications given in Annexure-H.	10	Nos	4700.00	47,000.00	8,460.00	55,460.00
18	Supply, Installation, testing and Commissioning of WI-FI Controller with warranty for 03 years as per technical specifications given in Annexure-I .	1	Nos	330500.00	3,30,500.00	59,490.00	3,89,990.00
19	Supply, Installation, Testing and Commissioning of 9U Wall Mount Rack with all accessories as per technical specifications given in Annexure-J.	30	Nos	8267.00	2,48,010.00	44,641.80	2,92,651.80
20	Supply & installation 24 Port fully loaded UTP Cat-6 Patch Panel and termination of Cat-6 Cable in the Patch Panel. specifications given in Annexure-K	30	Nos	3601.00	1,08,030.00	19,445.40	1,27,475.40
21	Supply of 1 Meter UTP Patch Cord with factory crimped RJ-45 Connector at both ends.	248	Nos	157.00	38,936.00	7,008.48	45,944.48
22	Supply of 3 Meters UTP Patch Cord with factory crimped RJ-45 Connector at both ends.	100	Nos	270.00	27,000.00	4,860.00	31,860.00

23	Supply and installation of Work Station Computer as per technical specifications given in Annexure-L	1	Nos	65,000.00	65,000.00	11,700.00	76,700.00
Total Amount Incl of GST							1,78,44,002.44
R/off							1,78,44,002.00
In Words: Rupees One Crore Seventy-Eight Lakh Forty-Four Thousand Two Only							

Note: The evaluation of the tender will be based on Total of SOR quoted by the bidder.

PRICE BID

Name of the work	Estimated cost	Rate quoted (in %)
Supply, Installation, Testing and Commissioning of Datacom equipment and creation of campus Wi Fi Network at Ramadevi Women's University including associated work and maintenance for Three years	Rs. 1,78,44,002.00 (Incl. GST)	Percentage_____ (in fig.) _____ (in words) (At par/ Above/ Below) *the Estimated Cost *Strikeout whichever is not applicable

Notes:

1	It is certified that I/We have inspected the sites and acquainted myself /ourselves with local conditions, work involved etc.
2	I/We have carefully gone through the Instructions for bidders, Scope of work and Technical Specifications, Network plan, commercial Terms & and other terms and conditions attached with the tender document.
3	I/We undertake to keep this offer valid for period indicated in Tender document from the date of opening of Tender and further not to revoke the same before the expiry of such period.
4	The rate quoted shall include Warrantee support of 03 (three) years for equipments, 05 (five) years for firewall and facility management service for 05 (five) years.

Signature and stamp of the tenderer

Annexure-A**Tax Breakup for SCHEDULE-A**

SOR	Description	Total Qty	Basic Unit Price (exclusive of all levies and charges)	Pkg & Forwarding Charges		Freight & Insurance Charges		CGST/ SGST/ IGST/ UT- GST etc.		Price Per Unit (all inclusive) for delivery at destination (4+6+8+10)	
				%	Amt	%	Amt	%	Amt	Amt (In Rs.)	In word
1	2	3	4	5	6	7	8	9	10	11	12
SOR-1											
SOR-2											
SOR-3											

SOR-											
Grand Total											

Note:

a.	Before quoting, please read the Technical Specification as mentioned in Chapter-3 & 8 of Tender document. Offered solution having any deviation as mentioned in Chapter-8 & 3 of Tender Document shall be SUMMARILY REJECTED.
b.	Unit rates quoted against each SOR Items above should be CIP destination inclusive of basic rate, freight, insurance, Inspection/Audit charges and any other charges or cost quoted by the tenderer including GST. The materials as per SOR are required to be delivered within the delivery period as indicated in Bid Data Sheet (BDS, Chapter 5, Section-I) to the sites as mentioned in tender or decided by the authorized representative of RailTel.
c.	The rate quoted with warranty of the for 3 years period for SOR items Excl. Firewall, (For firewall warranty : 5 years) to undertake maintenance, repairs and replacements of all type of equipment/module/ card/assembly/subassembly and up- date/upgrade of software released during this period and /or which may fail in the system during the warranty period.
d.	Bidder has to quote make as per specification given in the Tender (Technical requirement of Chapter-3).

e.	<p>a) The offered network / Datacom equipments/solution as per SOR are required to be delivered within the delivery period as indicated in Bid Data Sheet (BDS, Chapter-5). However, RailTel reserves the right to change these sites within Ramadevi Women's University as per the requirement of CoR without any additional financial implication to RailTel.</p> <p>b) It shall be the responsibility of the selected bidder to transport the equipment to site for Design, Installation, Testing, Commissioning and Integration of the offered Hardware and Software.</p>
f.	Bidder would be responsible for ensuring the complete system is operational and meeting the requirements as mentioned in the tender document.
g.	Any license fee required to be paid for hardware & software during the life cycle of the equipment shall be included in the rate quoted by the tenderer. There shall be no post contractual liability of license fee on RailTel for hardware & software supplied by tenderer.
h.	<p>Non-conformities between Figures and Words</p> <ol style="list-style-type: none"> 1. If, in the price structure quoted for the required goods, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly. 2. If there is an error in a total corresponding to the addition or subtraction of sub totals, the sub-totals shall prevail and the total shall be corrected; and If there is a discrepancy between words and figures, the amount in words shall prevail.

i.	It is mandatory for Tenderer to quote for all items of the schedule. Any bid not having quotes for all the items of the schedule will not be considered.
j.	The Bidders are required to meet all eligibility criteria including Proof of Concept (POC)/Demonstration if desired by RailTel mentioned in this tender document.
k.	The successful bidder is required to supply related material in consultation with the RailTel.
l.	Bidder shall submit the complete priced copy of Schedule (cost of each sub-assembly, card, module, Licenses, supervision of I&C charges, Training, Support Engineers support upto issuance of PAC, during warranty period. SOR along with the Breakup of individual itemized priced BOM for each item should also be submitted with the Financial Bid for evaluation. The Financial Bid submitted without itemized priced BOM for mandatory items may be liable to be REJECTED.
m.	Evaluation of bids will be done based on Total cost. After completion of evaluation process, Purchase Orders will be issued in favour of the selected bidder. Bidder has to submit the PBG as mentioned in the clause no. 4.A.6.
n.	It is bidders' responsibility to replace all consumable items supplied by the contractor (at no additional cost to RailTel) during warranty period.
o.	If any brand / products are found un-suitable as per requirement of Tender, Bidder can replace the product with better products during contract period with approval of RailTel, meeting the tender requirements, without any change in commercial bid.

Chapter – 3

A Scope of Work & Technical Specification

3.A.1 BACKGROUND OF PROJECT & DETAILED SCOPE OF WORK

RailTel Corporation of India Limited, Eastern Region has executed an MOU with Ramadevi Women's University. MOU includes provision of campus network by RailTel with ILL at University, Integration of existing network and FMS Service. The instant tender being floated is the part of the work to be executed by RailTel at Ramadevi Women's University, Bhubaneswar.

3.A.2 WORK OVERVIEW:

The work involves the following:

- a. Supply of Datacom equipment and accessories as per SOR.
- b. Installation & Commissioning of the following : Firewall, Switches, Distribution Switch, Access Switches, , Wi-Fi Indoor Access Point, Wi-Fi Outdoor Access Point, Wall Mount rack, 24 Port Cat-6 Patch Panel, LIU, 6F armoured OFC, HDPE Duct, SFP, Cat-6 UTP cable, Cat-6 UTP patch cord, IO Box, PVC conduit/Channel, UPS, Digital Display, Work Station. And also integration with existing network .
- c. Facility Management Service for 5 years.
- d. Warranty of the equipment for 03 years and for Firewall warranty and License is for 05 years.

The technical specification of the equipment to be deployed for the network is furnished below:

3.A.3 Technical Specifications:

Annexure-A	
Technical Specifications of Indoor Wi-Fi 6 Access Point:	Comply (Yes/No)
The Access Point should have auto-sensing 10/100/1000 Mbps RJ-45 port with 802.3af/802.3at POE support.	
The APs should support the IEEE 802.11a,802.11b,802.11g,802.11n, 802.11acWave2 & 802.11ax standards with OFDMA. It should support minimum 2 MU-MIMO clients simultaneously.	
Should support minimum 2x2:2 MU-MIMO on both radio bands for an aggregate capacity of more than 2.900Gbps (500 Mbps on 2.4Ghz and 2400 Mbps on 5Ghz) with upto 1024-QAM, and 20/40/80/160 MHz channel size.	
The access points should be centrally managed with cloud controller or Premises Controller.	
The access point should support 802.1q VLAN tagging.	
The access point should support WPA3-AES, WPA3-Enterprise, WPA2 (CCMP, AES, 802.11i), WPA2 Enterprise (802.1x/EAP), WEP, Open etc.	
Implement Wi-Fi alliance standards WMM, 802.11d, 802.11h and 802.11e and 802.11r	
AP should have minimum Antenna Gain 5 dbi on both bands. (EIRP should be limited as per govt regulation for indoor AP's)	
Should support minimum 128 clients per Radio	
System should support Authentication via 802.1X, mac authentication to support for external RADIUS and Active Directory.	
Should be WiFi Alliance and Pass point 3 certified.	
Operating Temperature: 0°C - 50°C	
Should be EN 60601-1-2 Medical compliant & IEC 60950, FCC, IC, ETSI, CE , UL 2043, EN 61373	
Mechanism for physical device locking using padlock /Kensington lock / equivalent	

Annexure-B		
Technical Specification of Layer-3 Distribution Switch 24 Port		
S. No.	General Specifications	Comply (Yes/No)
1	General Features:	
2	Switch should have 24 x 10/100/1000 Base-T PoE+ ports with 4 x 1G SFP uplinks ports	
3	Switch should deliver PoE Power of 195W from day1	
4	Switch should be 1U and rack mountable in standard 19" rack and support IPv4 & IPv6 from day1	
5	Switch should support for minimum 8 switch in single stack with single ip address to access, configure, manage & troubleshoot.	
6	Switch should support provide optimum power saving with Energy Efficient Ethernet (EEE) on the RJ-45 ports and low-power operations for industry best-in-class power management and power consumption capabilities	
7	Switch should support Port security and storm control for Unicast, Broadcast and Multicast futures	
8	It should support span sessions for troubleshooting and packet capture/Port mirroring	
9	Switch should support Operating temperature Range from -5 to 50 Degree Celsius and Operating Humidity range of 10 to 90%	
10	Switch shall have minimum 56 Gbps of switching capacity and 41 Mpps of forwarding rate nonblocking	
11	Switch shall have minimum 16K MAC Addresses and 4093 VLAN	
12	Should support minimum 900 IPv4 Static routes or more and 128 IP interface	
13	Switch shall have 1K or more multicast groups.	
14	Switch should support at least 16K flow entries	
15	Switch should support Jumbo frames of 9000 bytes or more	
16	Switch should have 1.5 MB or more packet buffer.	
17	Switch should have minimum 1GB DDR4 RAM & 512 MB of Flash or more.	
18	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3az, 802.3z,	
19	Switch must have functionality like spanning tree protocol RSTP, MSTP, PVST+, RPVST+ from day1	
20	Switch should support MACsec-128	
21	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.	
22	Should support QOS for both data plane and Control plane	
23	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+ .	

24	Switch should support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.	
25	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment for all ports.	
26	Switch should support Q-in-Q VLAN transparently cross a service providers network	
27	Switch should support UDLD (Unidirectional Link Detection) for cable and fault detection	
28	Switch should support Layer-3 interface on physical port. Link aggregation (LAG), VLAN interface and loopback interface.	
29	Switch should support dynamic routing protocols like RIP V2., DHCP server, Policy base routing (PBR)	
30	Switch should support High Availability, Hardware stacking, plug and play stacking: Active/standby	
31	Switch should have security features like SSH, SSL, IEEE 802.1X, web base authentication, STP BPDU guard, STP Root Guard, STP Loopback Guard, IPSG, DAI, IP/MAC/Port Binding, Storm control, Dos Prevention, Layer-2 isolation Private VLAN etc.	
32	Switch shall conform to UL (UL 62368), CSA (CSA 22.2), CE mark, FCC Part 15 (CFR 47) Class A for Safety requirements of Information Technology Equipment.	
33	Switch should be factored with Three-year Authorized Partner or OEM Warranty for hardware along with 24 x 7 OEM technical assistance for software failure and troubleshooting	

Annexure-C		
Technical Specifications of Online UPS		
S.NO	Description	Compliance (Yes/NO)
1.	1kVA/800W 1-Phase Input / 1-Phase Output with IGBT Rectifier with Inbuilt Battery	
2.	Input Voltage Range:110 – 300 VAC (Load Dependent)	
3.	Input Frequency range:40Hz – 70Hz	
4.	Nominal Output voltage:200/208/220/230/240 VAC	
5.	O/P Voltage:200/208/220/230/240Vac	
6.	Output Socket: Output Socket. Minimum 3Nos - Indian Socket to the UPS back	
7.	Battery VAH: Min 168 VAH	
8.	Display: LCD Display	
9.	Product IP: IP20	
10.	Inbuilt Automatic Bypass: Yes	
11.	Intelligent Battery Management: Yes	
12.	Efficiency (Min): 88%.	
13.	Display: LCD Display	

14.	Communication Port: USB Port, RS-232 Port,	
15.	Battery Deep Discharge Protection: Yes	
16.	ECO Mode: Yes	
17.	Backup Required: 30min	
18.	Manufacturer: QMS: As per ISO 9001: 2008, EMS: As per ISO 14001: 2004, ISO 45001: 2018 TL9000, Factory calibration lab of manufacturer shall be NABL accredited in India	
19.	ROHS: Require	

	Technical Specifications of Firewall	Annexure-D
Sl#	Specifications	Compliances (Yes/No)
1	Hardware Appliance based firewall with a multicore CPU architecture with 64-bit OS and capable of providing URL/Web Protection, Application Control, IPS, DOS/DDOS protection, SSL / TLS Inspection.	
2	Appliance should support Layer 2 bridge or transparent mode, Wire mode, Sniffer mode /Tap mode & IPsec NAT traversal.	
3	Proposed firewall should not consume more than 19"1RU of rack space.	
4	Firewall should have minimum 12x 10/100/1000 Mbps Ethernet interfaces, Min 4 x 10G SFP+ & 2x1G interface for fiber connectivity from day one with add-on option of 10 x 10/100/1000 Mbps Ethernet interfaces.	
5	Device should have 1 x 1 GE dedicated management interfaces, 1 x Console interface and 1 x USB interface.	
6	The appliance should have inbuilt SSD based storage of minimum 940 GB or more from day one.	
7	The appliance should have dual power supply from day one.	
8	The Antivirus/Antimalware should have a guaranteed throughput of more than 8 Gbps.	
9	Firewall should not use a proprietary ASIC hardware for any kind of performance Improvement. If option to disable ASIC is there then OEM must mention the performance numbers in datasheet.	
10	Number of sessions: should support at least 4 million concurrent sessions or SPI Connections.	
11	The firewall should have at least 10 Gbps Anti-malware inspection throughputs.	
12	The Intrusion Prevention should have a guaranteed throughput of more than 9.5 Gbps	
13	Firewall should have at least 5 Gbps of SSL inspection and throughput and more than 300K of SSL connection and minimum 1.95 million Deep Packet Inspection connections.	
14	Licensing: should be as per device license and not user/IP based license.	
15	The device should be IPv6 Ready	
16	Should have advanced QoS that guarantees critical communications with 802.1p, DSCP tagging, and remapping of VoIP traffic on the network.	
17	Should support Application based routing and Multi Path routing, Quota based Bandwidth Management.	

18	Should provide complete protection by performing full decryption and inspection of TLS/SSL and TLS 1.3 encrypted connections regardless of port or protocol.	
19	Integrated purpose built in Firewall and VPN: This feature should be easy to configure and use. Should have a support inbuilt for IPSEC VPNs, should support DES, 3 DES and AES (128,192, 256)	
20	Solution must provide with IPsec VPN license for 500 users & 4000 or more Site-to-site VPN tunnels license from day one along with firewall.	
21	Firewall should have built in IPS, Antivirus and web filtering license and should get automatically updates from the internet.	
22	Solution should proactively detect and block mass market, zero-day threats and unknown malware by inspecting directly in memory.	
23	Should have countermeasure-based protection using signatures and other countermeasures to scan packet payloads for vulnerabilities and exploits, covering a broad spectrum of attacks and vulnerabilities.	
24	Should have intra-zone IPS to bolster internal security by segmenting the network into multiple security zones with intrusion prevention, preventing threats from propagating across the zone boundaries.	
25	Appliance should protect against DOS and DDOS attacks and should have all security functionality inbuilt and activated on single appliance.	
26	Should support for Antibot, Geo-IP Protection and Advanced threat prevention with application control as well.	
27	Should have integrated application control. Should be able to define security policy and enforcement for thousands of applications, regardless of the port or the protocol used for communication.	
28	Signatures should have a severity level defined to it so that it helps the administrator to understand and decide which signatures to enable for what traffic (e.g., For severity level: high, medium, low).	
29	Should be able to generate graphical reports on top attacks, source for attack etc. and have the option to schedule reports for automatic generation and email it to admin.	
30	The device should be featured with Gateway Antivirus and SSL Scanning. Should not buffer traffic before scanning for virus & IPS.	
31	Should have reporting facility to generate reports on virus detected over different protocols, top sources for viruses, destination for viruses, top viruses etc.	
32	Firewall must support DPI scanning without introducing file and stream size limitations and can be applied on common protocols as well as raw TCP streams. Firewall should scan for threats in both inbound and outbound and intra-zone traffic for malware in files of unlimited length and size across all ports and TCP streams by GAV & Cloud AV.	
33	The proposed firewall should support Bi-directional raw TCP inspection that scans raw TCP streams on any port and bi-directionally to detect and prevent both inbound and outbound threats. Solution should have single-pass DPI architecture simultaneously scans for malware, intrusions and application identification and ensuring that all threat information is correlated in a single architecture.	
34	Firewall must have integrated cloud-based sandboxing from day 1 and cloud-based sandboxing must have capability to scans 10Mb of files size at a time.	
35	Should support management of the box through HTTPS, SSH and console access.	
36	Shall support TLS 1.3 with enhanced security, Deep packet inspection for TLS/SSL/SSH & SSL control.	
37	should support NAT, PAT as well as one-to-one & one-to- many NAT.	

38	Performance: High Level Threat Protection Performance for firewall. should have minimum of 9.5 Gbps Threat Protection throughput and Firewall should support at least 345,000 TLS/SSL connection.	
39	High Availability: The firewall shall support high availability (active - active or active - Passive stateful failover.)	
40	Multi WAN/ISP support: should support automatic ISP failover as well as ISP load sharing for outbound traffic.	
41	Traffic Management: option to configure traffic shaping on a per IP policy basis for specific application / specific networks and should be able to define guaranteed bandwidth and maximum bandwidth per policy.	
42	The appliance should support VLAN tagging (IEEE 802.1q) and should support VLANs on all interfaces and minimum of 512 VLAN should be Supported	
43	Firewall should support reputation-based URL filtering and DNS security.	
44	The proposed sandboxing solution should employ multiple sandboxing engines for effective scanning and capable to mitigate the memory base and zero-day attack.	
45	The Firewall should support RIPv1, RIPv2, OSPF & BGP.	
46	Logging & Reporting: should support secure and generate reports based on the firewall logs.	
47	The firewall must support cloud & appliance-based Sandbox technology for integration and OEM must have own Sandboxing & Advanced Threat Protection solutions.	
48	The Firewall should have the capability to block/prevent from Side Channel attacks like Meltdown, Spectre, Foreshadow, Foreshadow-NG, Portsmash etc.	
50	Should have continuously updated database of tens of millions of threat signatures residing in the sandbox servers and referenced to augment the capabilities of the onboard signature database, providing deep packet inspection with extensive coverage of threats. Should support min 20K DPI signatures, 70 million Cloud AV signatures and 3500+ Application Signatures from day 1.	
51	Should have facility to block the URL's based on categories, granular control like Allow/Block, Bandwidth Management, Passphrase override, Notify. URL database should have at least 15-20 million sites and 80 + categories.	
52	Solution shall support cloud based Sandboxing technology for preventing zero-day threats with detecting 99.99% of previously unknown threats. The latest report must be available in publicly.	
53	Cloud sandbox solution should be capable to analysis of 900 more Files per hour and scan 15 or more files at a time.	
54	The Firewall should support both for analysis of a broad range of file types, either individually or as a group, including executable programs (PE), DLL, PDFs, MS Office documents, archives, JAR, and APK plus multiple operating systems including Windows, Android, Mac OS X and multi-browser environments. Should have ability to prevent potentially malicious files from entering the network and those files sent to the sandbox for analysis to be held at the gateway until a verdict is determined.	
55	Should detect and prevent hidden attacks that leverage cryptography, blocks encrypted malware downloads, ceases the spread of infections, and thwarts command and control (C&C) communications and data exfiltration. Should protect against DDoS/DoS attack using both Layer 3 SYN proxy and Layer 2 SYN blacklisting technologies. It protects against DOS/DDoS through UDP/ICMP flood protection and connection rate limiting.	

56	The proposed firewall must support Zero Trust Network Access (ZTNA) connector to access private apps hosted behind the firewall. This feature ensures that user and device trust are repeatedly verified before granting access to specific applications, regardless of location and endpoint type.	
57	The proposed firewall shall support integration with SIEM, NAC or Microsoft Azure Sentinel for security information event management (SIEM) and security orchestration automated response (SOAR) solution.	
58	The device shall support failover in case of primary hardware failure without session loss and manual intervention to a standby unit.	
59	OEM must propose own reporting and management solution (hardware appliance / virtual appliance) along with the proposed firewall.	
60	Should have configurable options to enable logging at a firewall policy level, log denied traffic details etc.	
61	The proposed firewall should zero touch onboarding capabilities using mobile apps.	
62	OEM should have TAC and R&D centre in INDIA. Proposed Solution should support 24x7 web-based technical support.	
63	OEM must have own firewall managed service along with Always know the state of the firewall, Health Checks and Productivity Reports, notify when a firmware update or vulnerability patch needs to be applied, and schedule a time to apply the updates.	
64	Warranty and License should be valid for 05 years	
65	The proposed appliance should come from firewall appliance family which has ICSA labs certification/NSS/NDP/ Indian Standard, IC3S/Common Criteria/TEC.	
66	The proposed firewall should be NetSecOpen Certified Next-Generation Firewall with 99.98% Security Effectiveness.	
67	Bidder must carry out on site installation, testing and commissioning.	

	Annexure-E	
	Technical Specifications of Outdoor Wi-Fi 6 Access Point:	Comply (Yes/No)
1	The Access Point should have auto-sensing 100/1000 Mbps Ethernet Ports.	
2	The APs should support the IEEE 802.11a,802.11b,802.11g,802.11n, 802.11acWave2 & 802.11ax standards with OFDM. It should support minimum 2 MIMO clients simultaneously.	
3	Should support minimum 2x2:2 MIMO on both radio bands for an aggregate capacity of more than 2900 Mbps (Minimum 500 Mbps on 2.4Ghz and 2400 Mbps on 5Ghz) with 16/ 64/ 256/ 1024/4096 -QAM, and 20/40/80/160 MHz channel size.	
4	The access points should be centrally managed with cloud controller/ On Premises Controller.	

5	The access point should support WPA3, WPA2 (CCMP, AES, 802.11i), WPA2 Enterprise (802.1x/EAP), WPA PSK (TKIP), Open. AP should support Authentication via 802.1X and Active Directory.	
6	Implement Wi-Fi alliance standards WMM, 802.11d, 802.11h and 802.11e and 802.11r.	
7	AP should provide minimum EIRP 35 dBm on 5 Ghz & 33 dBm on 2.4 Ghz bands . (EIRP should be limited as per govt regulation for indoor AP's).	
8	Should support minimum 250 clients per AP	
9	System should support Authentication via 802.1X, mac authentication to local database or external RADIUS Server .	
10	Should be WiFi Alliance and Pass point 2 certified.	
11	Operating Temperature: - 40°C - 65°C	
12	Should be FCC, CE, IC, IEC60950, IEC62368, EN50121, EN61373 AP shall support minimum antenna gain of 7 dBi for 2.4 GHz and 10 dBi for 5 GHz radios for Omni Directional Antenna device.	
13	AP shall support LTE co-existence with filter for rejecting interference on 2.4 GHz from adjacent LTE bands 38, 40 in outdoor deployments	
14	AP shall be IP67 rated for operation in harsh outdoor environment	
15	Mechanism for physical device locking using padlock /Kensington lock / equivalent	
16	AP Power consumption should not be more than 12W.	
17	AP shall support wall or pole mounting option	

Annexure-F			
Technical Specifications of Core Switch			
	General Specification		Compliance (Yes/No)
1	Technical Parameters		
	Maximum Number of Access /Downlink Ports	24	
	Management Port (RJ 45/RS 232/USB)	Yes	
	Redundant Fan	Yes	
	Switching Capacity / Forwarding Bandwidth (Non Blocking / Line Rate /Wired Speed) 2x (Numbers of access ports + Number of Uplink Ports) (Gbps)	Minimum 208	

	Stacking Bandwidth (Mbps)	480	
	Layer 2 Protocols	802.1Q VLAN, LAG	
	Number of VLAN IDs Supported	4000	
	Number of Mac Address Supported (k)	Minimum 32	
	Layer-3 Protocol from day 1	Static Routing, RIPv2, OSPF	
	Security Feature	MACsec-128, RA Guard, DHCP Snooping, Dynamic ARP Inspection, ACL, 802.1x, RADIUS/ TACACS, Port Security, BPDU Guard, IGMP Snooping	
	Management Protocol	GUI, CLI, Telnet, TFTP, SNMPv1, SNMPv2/ V2C, SNMPv3, NTP, Openflow 1.3, RMON, SSHv2	
	QoS	802.1p, WRED/ WTD, Shaping, Policing / Rate Limiting	
	IPv6 features	IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.	
	Energy Efficient Ethernet	Support for IEEE 802.3az standard on the RJ-45 ports	
	Automation support from Day 1	NETCONF, RESTCONF, YANG, PnP Agent	
	EMC compliance	47 CFR Part 15, 47 CFR Part 15, EN61000-3-2, EN61000-3-2, EN 61000-6-1, EN55024	
	Safety compliance	UL 60950-1, EN 60950-1, IEC 60950-1, IEEE 802.3	
	Environmental compliance	ROHS 5	
	IPv6 Ready from day 1	Yes	
	OEM Warranty & Technical Assistance	3 Year	
	Switch should have 9K MTU Supported (Minimum) ,Redundant Fan (Hot Swappable), Operating System, Dedicated Stacking		
2	General Features :		
	Switch should Enterprise class Layer 3 stackable platform having 24 x 1G Base-T ports and 8 x 10G SFP+ uplink ports day 1		
	Switch should support 2 x 25/40Gig uplink ports for future use		
	Switch should have Integrated network visibility and Analytical capability		
	Switch should have hotswappable redundant internal Platinum rated Power Supplies and redundant FANs from Day 1		
	switch should support automation and programmability using built in		

	REST APIs and python scripts	
	Switch should have minimum 16 GB DRAM and 16 GB Flash.	
	Switch should have atleast 1 x USB-A port and 1 x RJ-45 ethernet / USB Mini-B console port	
	Switch should have dedicated stacking slots and ports for Switch stacking other than uplink ports and supports minimum 480 Gbps stacking bandwidth	
	switch should support IEEE 802.3az Energy Efficient Ethernet	
	The Mean Time Between Failure (MTBF) for the switch should be more than 300,000 hours	
	The operating temperature of the switch should be between 0 to 45 Deg C	
	The relative humidity of the switch should be 5% to 90%	
	Switch should be IPv6 ready from Day1	
3	Performance :	
	Switch shall have 208 Gbps of switching bandwidth and 154.76 Mpps of forwarding rate.	
	Switch shall support minimum 32K MAC Addresses 4000 Vlan IDs and 1000 Switch Virtual Interfaces	
	Should support minimum 5000 ACL scale entries	
	Switch should support 30000 or more IPv4 routing entries, 15000 IPv6 routing entries and 8000 or more multicast routes.	
	Switch should support 16 MB packet buffer	
	Switch should support Jumbo Ethernet frames of 9198 bytes or more	
	Switch should support 64000 Net flow entries	
	Switch should support wire-rate forwarding for IPv6 networks	
	Switch should have Cryptographically signed images provide assurance that the firmware, BIOS, and other software are authentic and unmodified	
	It should support span sessions for troubleshooting and packet capture/Port mirroring	
4	Functionality :	
	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3az, 802.3z.	
	Switch must support API driven configuration	
	Switch should support IEEE 802.1AE standard MACsec encryption with 128 bit AES	
	Switch should support QOS includes 802.1p CoS, DSCP field classification, SRR scheduling and CIR	
	Switch should support 8 degrees queues per port	
	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+ .	
	Switch should support GUI-based device-management tool that provides the ability to provision the device	
	Switch should have DHCP Server functionality	
	Switch should support Private vlan, PBR, PIM Stub Multicast, static	

	routing, RIP, OSPF and VRRP.	
	Switch should support load sharing over Equal cost paths and form redundant topology for high availability	
	Switch should support standard and extended ACLs	
	Switch should support NETCONF, RESTCONF, YANG, ZTP, On-Box Python for network Automation	
	Switch should support advance features like BGP, VRF, VXLAN, Encrypted Traffic Analytic, Policy-based automation with software license elevation for feature use	
5	Certification:	
	Switch shall comply to UL 60950-1, EN 60950-1 , IEC 60950-1 standards for Safety requirements	
	Switch shall comply to 47CFR Part 15, EN55022 and EN55032 Class A, CISPR 22 Class A, CISPR 32 Class A, CISPR24, EN61000-3-2, EN61000-3-3 Standards for EMC requirements.	
	Switch shall comply to RoHS 5 Environmental compliance	
6	Additional points	
	Switch should be factored with Three year Authorized Partner or OEM Warranty for hardware along with 24 x 7 OEM technical assistance for software failure and troubleshooting	
	Switch Should support the existing Network infrastructure compatibility with NMS Software	
	Switch should have auto error disable recovery features, CLI & GUI based configuration from the day1.	
	Switch should support the existing Access Point integration with the controller.	

Annexure-G		
Technical Specifications of Layer-3 Access Switch 8 Port Technical Specification		
S. No.	General Specifications	Comply (Yes/No)
1	Switch should have 8 x 10/100/1000 Base-T PoE ports with 2 x 1G SFP uplinks ports	
2	Switch should deliver PoE Power of 67W or more from day1	
3	Switch should be 1U and rack mountable in standard 19" rack and support IPv4 & IPv6 from day1	
4	Switch should support Port security and storm control for Unicast, Broadcast and Multicast futures	
5	It should support span sessions for troubleshooting and packet capture/Port mirroring	
6	Switch should support Operating temperature Range from -5 to 50 Degree Celsius and Operating Humidity range of 10 to 90%	
7	Switch shall have minimum 20 Gbps of switching capacity and 14.8 Mpps of forwarding rate.	
8	Switch shall have minimum 16K MAC Addresses and 4093 VLAN	

9	Should support minimum 900 IPv4 Static routes or more and 128 IP interface	
10	Switch shall have 1K or more multicast groups.	
11	Switch should support atleast 16K flow entries	
12	Switch should support Jumbo frames of 9000 bytes or more	
13	Switch should have 1.5 MB or more packet buffer.	
14	Switch should have minimum 1GB DDR4 RAM & 512 MB of Flash or more.	
15	Switch should support IEEE Standards of Ethernet: IEEE 802.1D, 802.1s, 802.1w, 802.1x, 802.3ad, 802.3x, 802.1p, 802.1Q, 802.3, 802.3u, 802.3ab, 802.3az, 802.3z,	
16	Switch must have functionality like spanning tree protocol RSTP, MSTP, PVST+, RPVST+ from day1	
17	Switch should support MACsec-128	
18	Switch shall have 802.1p class of service, marking, classification, policing and shaping and eight egress queues.	
19	Should support QOS for both data plane and Control plane	
20	Switch should support management features like SSHv2, SNMPv2c, SNMPv3, NTP, RADIUS and TACACS+ .	
21	Switch should support IPv6 Binding Integrity Guard, IPv6 Snooping, IPv6 RA Guard, IPv6 DHCP Guard, IPv6 Neighbor Discovery Inspection and IPv6 Source Guard.	
22	Switch should support 802.1x authentication and accounting, IPv4 and IPv6 ACLs and Dynamic VLAN assignment for all ports.	
23	Switch should support Q-in-Q VLAN transparently cross a service providers network	
24	Switch should support UDLD (Unidirectional Link Detection) for cable and fault detection	
25	Switch should support Layer-3 interface on physical port. Link aggregation (LAG), VLAN interface and loopback interface.	
26	Switch should support dynamic routing protocol like RIP V2., DHCP server, Policy base routing (PBR)	
27	Switch should support High Availability, Hardware stacking, plug and play stacking: Active/standby	
28	Switch should have security feature like SSH, SSL, IEEE 802.1X, web base authentication, STP BPDU guard, STP Root Guard, STP Loopback Guard, IPSG, DAI, IP/MAC/Port Binding, Storm control, Dos Prevention, Layer-2 isolation Private VLAN etc.	
29	Switch shall conform to UL (UL 62368), CSA (CSA 22.2), CE mark, FCC Part 15 (CFR 47) Class A for Safety requirements of Information Technology Equipment.	
30	Switch should be factored with Three year Authorized Partner or OEM Warranty for hardware along with 24 x 7 OEM technical assistance for software failure and troubleshooting	

Annexure-H		
S.NO	Technical Specifications of LIU BOX	Comply (Yes/No)
	Fiber optic patch panel: Fiber optic patch panel (FMS) Termination Drawer should have sufficient slots to accommodate loaded LC adaptor plates. Lock Facility: The FMS should have a keyed lock to provide a compact, secure termination.	
	Height: 1 U, 1.75 inches	
	No. of fiber ports: 12	
	Material: 16 Gauge Cold Rolled Steel in graphite finish	
	Cable Management rings: Management rings within the system to accommodate excess fiber cordage behind the through adapters and maintain fiber bend radius.	
	Slots: FMS Termination Drawer should have sufficient slots to accommodate 12 Port duplex LC Adapters Plates individually. Empty slots of LIU should be fixed by blank plates.	
	Sliding cover: LIU should be of Drawer Style for ease of troubleshooting and maintenance.	
	Splice Tray: Splice Tray of ABS polymer material should be supplied with LIU.	
	LIU must be supplied with 12,48,24 port pre-loaded LC Duplex adaptors plates & 12,48,24 number of SM pigtails as per the port requirements of LIU.	

Annexure-I		
	Technical Specifications of Wireless Controller:	
	The Controller should cloud base or on-premise software platform for end-to-end network controller	
	Controller should manage indoor and outdoor access point of same make with on cloud or on-premise features.	
	Controller should have capability to manage thousands of sites & up to 10,000 devices	
	Controller should provide zero touch onboarding of Aps, template configuration, object configuration	
	Controller should provide trouble shooting and forensics feature like Rogue AP detection, WiFi Packet Capture, software update/upgrades, technical support dump export, tower to edge view.	
	Controller should support a minimum of 1000 Concurrent users.	
	Controller should provide network security features like communication over SSL, no inbound access, disaster recovery etc.	
	Controller should have site-to-site VPN, DHCP/RADIUS/DNS services, Load balancing, wireless roaming, firewall, LAN vulnerability assessment	
	Controller should support simplified wireless lan view	
	Controller should support stateful firewall	

	Controller should support dynamic channel listing based on country code	
	Controller should support AP group and WLAN configuration	

	Annexure-J	
	Technical Specifications of 9U Wall Mount Network Rack	Comply (Yes/No)
1.	Wall Mount Rack 9U – 500W X550 D	
2.	1U Horizontal Cable Manager- 1 Nos.	
3.	FHU with 1 FAN 180CFM	
4.	Vertical Power Distribution Unit with 6 x 5/15 sockets Round Pin, 230 Volts AC, 32 Amp with Plug	
5.	Mounting Hardware Kit (Pack of 20)	
6.	Front Glass Door-9U	
7.	Back Metal Door	
8.	Vented Side Panels	
9.	Conforms to DIN 41494 OR equivalent ISO Standards	
10.	Powder Coated Steel Frame Welded Construction	
11.	Equipment Mounting on DIN Standard 10mm Sq. Slots / Direct M6 Tap	
12.	Mounting Angle should be 19° Mounting angle made of formed steel	
13.	Bidder Must produce the manufacturer Authorization certificate from the OEM with respect to this Project.	

		Annexure-K
	Technical Specifications of 24 Port Loaded Patch Panel	Comply (Yes/No)
	The Cat-6 transmission performance is in compliance and Exceeds ANSI/TIA/EIA-568-C.2 Standard. Supports 1000-Base-T.	
	90 Degree (Top Entry) Punch Down Design for Convenient Network Terminations.	
	Ease of Installation with built in Rear Cable Management.	
	Removable Module Design	
	6x4 Module Specially Designed Jack Configuration	
	Contacts pins and IDC mountings assembled in Patented PCBs by Solderless Press-fit process. PCB: FR4, 1.6mm Thickness 2 Layers	
	Jack Wire: 30μgold plating over 40μ ~ 80μ nickel plating (Square Wire, 360°plated)	
	IDC Conductor : 0.5 mm Phosphor Bronze (Base Material), 100μ Tin Plating	
	Contact Compatibility : 22~26 AWG Stranded and Solid Wires	
	1U Patch Panel to Mount In any Standard Rack. Panel Frame : SPCC Powder Coating In Matt Finish Black Color.	
	Housing : High Impact Flame Retardant Plastic, UL 94V-0 Rated	
	Easy Port Labeling Identification Provision	
	Current Rating : 1.5amps	
	Insulation Resistance: $\geq 500M\Omega$	
	Contact Resistance: $\leq 10m\Omega$	
	DC Resistance: $\leq 0.1\Omega$	
	DC/AC Volt Endurance: DC 1000V/AC 750V 1 Min	
	Plug Insertion Life: ≥ 750 Cycles with FCC Compliant RJ-45 Plug	
	Plug & Jack Contact: ≥ 100 Grams with FCC Compliant RJ-45 Plug Force	
	Plug Retention Force: ≥ 11 LBF	
	Durability: 200 Termination Cycles	
	Operating Temperature: -10 Degree ~ 60 Degree	
	Operating Humidity: 10% ~ 90% RH	
	Storage Temperature: -40 Degree ~ 68 Degree	

	Annexure-L	
	Technical Specifications for Work Station:	Compliance (Yes/No)
	Processor: Up to one Intel® Xeon® E-2224G with up to 4 cores per processor or higher	
	Memory: 16 DDR4 RAM with 4x DDR4 DIMM slots, UDIMM, up to 2666MT/s	
	Controllers: Software RAID: Intel® RSTe 4.7	
	Drive Bays: Up to 3 x 3.5" SATA (HDD), max 12TB	
	HDD: 1 Tb 7.2k Rpm SATA HDD included	
	Power Supplies: 300W Bronze	
	Form Factor: Mini Tower	
	Embedded Management: Intel Active Management Technology 12.0	
	Security: Cryptographically signed firmware, Intel® SGX (Software Guard Extensions), Secure Boot TPM 2.0	
	I/O & Port: Network options: 1 x 1GbE Front ports: 2 x USB 2.0, 2 x USB 3.1 Rear ports: 2 x PS2, 2 x Display Ports, 1 x Serial, 1 x Audio, 2 x USB 2.0, 4 x USB 3.1 PCIe: 1 x Gen3 slot (x16) 2X Gen3 slot (x4) 1 X PCI ;	
	Operating System: windows latest operating System	

Chapter- 3

B INSTALLATION, TESTING & COMMISSIONING

3.B.1 INTRODUCTION :

The work involves Supply, Installation, Testing and Commissioning of Datacom equipment and creation of campus Wi Fi Network at Ramadevi Women's University including associated work, Configuration of network as per the requirement of Ramadevi Women's University, and maintenance for three years within SLA given in the tender, For Firewall License & Warranty for 05 years and FMS service for 05 Years This also includes handover of all the deployment documents, architecture, system credentials, Training of officials managing the network and also integration of existing network.

3.B.1.1 PROVISIONAL ACCEPTANCE CERTIFICATE (PAC)

On Installation, Configuration and Commissioning of supplied equipment, network testing, the bidder shall certify and advise RailTel Supervisor in writing that the installation is Completed and Ready for satisfactory commercial service and (iii) Ready to be handed over. After successful completion of Go-Live. Provisional Acceptance Certificate (PAC) will be issued by RailTel PAC will not be held back for want of minor deficiencies not affecting the functioning of the solution. Deficiencies, if any, pointed at the time of issuance of PAC, will be rectified by the contractor within one month.

3.B.1.2 TRIAL RUN/FIELD TRIALS

Upon conclusion of the site acceptance testing, the Tenderer shall keep the facilities commissioned for one month for 'TRIAL RUN/FIELD TRIALS'. During this period Tenderer shall provide Engineers & Technicians including experts at the site to maintain the total log, incidents, failures & for assisting site engineer & for total co-ordination.

If during 'TRIAL RUN/FIELD TRIALS' any defect is noted in the system, the Tenderer shall rectify, replace the same to the satisfaction of Purchaser/Engineer. The decision to repeat the final test or restart the 'Trial / Field Trials' shall be of Purchaser/Engineer depending upon the severity of the defect.

During trial run / field trial, if any issue occurs to any supplied solution, Tenderer shall identify and rectify the same and provide report, history of all faults to the Purchaser.

Ideally, during the 'TRIAL RUN / FIELD TRIALS', no outage of the system due to failure of existing functionality should happen. A record of all failures shall be kept for each cases accordingly and results submitted to Purchaser/engineer. If the system fails to come up to the guaranteed performance, the Tenderer, within a period of thirty (30) days shall take any and all corrective measures and resubmit the system for another 'Trial Run' of trial period. All modifications, changes, corrective measures etc. shall be at the cost of the Tenderer. In case the date of completion for the second trial run exceeds the time schedule for the project, he shall be liable to pay liquidated damages. If the system fails to reach the guaranteed performance even after

the second trial run, the Purchaser shall be free to take any action as he deems fit against the Tenderer and to bring the system to the guaranteed performance with the help of third party at the expense of the Tenderer.

3.B.1.3 FINAL ACCEPTANCE CERTIFICATE (FAC)

The final acceptance of the works completed shall take effect from the date of successful completion of 03 years after issue of PAC provided in any case that the contractor has complied fully with his obligations in respect of each item under the contract. The Final Acceptance Certificate against the contract shall be issued by RailTel. Notwithstanding the issue of Final Acceptance Certificate, the contractor and the purchaser shall remain liable for fulfillment of any obligation incurred under the provision of the contract prior to the issue of Final Acceptance Certificate which remains unperformed at the time such certificate is issued and for determining the nature and extent of such obligation the contract shall be deemed to remain in force between the parties hereto.

CHAPTER 4

A. COMMERCIAL TERMS & CONDITIONS

4.A.1 Offer letter and Validity of offer

- 4.A.1.1 The bidder shall complete the offer letter (Chapter-1, Section-I) and the Price Schedule (Chapter-2, Section-I) furnished in the tender documents, indicating the goods to be supplied, description of the goods, associated technical literature, quantity and prices etc.
- 4.A.1.2 The offer should remain valid for a minimum period from the date of opening of tender including the date of opening as indicated in Bid Data Sheet (BDS) Chapter-5, Section- I.

4.A.2 Warranty

- 4.A.2.1 The warranty would be valid for a period as indicated in Bid Data Sheet (BDS) Chapter-5, Section-I. The supplier shall warrant that stores to be supplied shall be new and free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards of materials of the type ordered and shall perform in full conformity with the specifications and drawings. The supplier shall be responsible for any defects that may develop under the conditions provided by the contract and under proper use, arising from faulty materials, design or workmanship such as corrosion, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in design and/or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty.
- 4.A.2.2 If it becomes necessary for the contractor to replace or renew any defective portion/ portions of the supplies under this clause, the provisions of the clause shall apply to the portion/portions of the equipment so replaced or renewed or until the end of the above mentioned period in BDS of Chapter-5. If any defect is not remedied within a time mentioned in the Clause 4.A.2.4.5 and action will be taken as mentioned in the Clause 4.A.8, the Purchaser may proceed to do the work at the contractor's cost, but without prejudice to any other rights which the Purchaser may have against the contractor in respect of such defects.
- 4.A.2.3 Replacement under warranty clause shall be made by the contractor free of all charges at site including freight, insurance and other incidental charges.
- 4.A.2.4 **Warranty Support**
- 4.A.2.4.1 Material for repair during Warranty Period shall be handed over/taken over by contractors engineer at respective site or mutually agreed RailTel PoP location/University Server Room.

4.A.2.4.2 During the warranty period, the contractor shall be responsible to the extent expressed in this clause for any defects that may develop under the conditions provided for by the contract and under proper use, arising from faulty materials, design or workmanship in the plant, or from faulty execution of the work by the contractor but not otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser Engineer who shall state in writing in what respect the portion is faulty.

4.A.2.4.3 Deleted

4.A.2.4.4 Bidder should provide one qualified Support Engineers at University after supply of Hardware and Software for network maintenance.

4.A.2.4.5 Bidder's Responsibility:

The Bidder will provide the replacement of all Faulty equipment/cards/optics/other accessories. Warranty/ maintenance Support shall include complete Hardware and Software offered under this Tender including rectification of U/G OFC cable laid as indicated below:

Warranty on the Hardware	03 years
Warranty and License validity for Firewall	5 Years
On-site deployment of One Technical manpower for network maintenance	For 5 years

4.A.2.5 Deleted

4.A.3 Long Term Maintenance Support (AMC)
Deleted

4.A.4 Delivery/Implementation timelines

4.A.4.1 Design, Supply, Installation, Testing, Commissioning, and Integration from the date of issue of Letter of Acceptance (LOA) is completed within the time period indicated in the bid Data Sheet.

All timeline calculations are from the date of issue of LOA. Bidders need to share their detailed project plan as per the schedule mentioned above. Time is essence of the contract, and all timelines should be strictly followed. Bidders are required to plan all activities in such a manner that the project is completed within the above prescribed timeline and to carry out activities in parallel to the extent possible.

4.A.4.2 Spares (if required) shall be supplied by bidder to RailTel with no additional cost to RailTel.

- 4.A.4.3 Bidder in all cases is required to adhere to the project timelines and the project plan shared. In case of delay in implementation and/or on the basis on inability to adhere to the functional and operational requirements of the System as stated in this Tender, RailTel will be within its right to take measures as detailed in Terms and Conditions of the Contract.

RailTel Eastern Region's Details:

SN	Region/Head Office	Address
1	Eastern Region	Principal Executive Director, RailTel Corporation of India Limited, 19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block GN, Sector-V, Salt Lake City, Bidhannagar, Kolkata-700091

4.A.4.6 Project Preparation

- 4.A.4.6.1 The successful bidder shall submit a detailed implementation plan as per the project deliverables timelines with the technical bid and before the commencement of the project.

4.A.4.7 Design and approval

- 4.A.4.7.1 The successful bidder shall conduct a detailed study of functional and technical requirements of the material to work to make the required system configuration and design modifications to its solution if required in order to achieve the desired functionality. However, the same must be tested, accepted and approved by CoR.

4.A.4.7.2 Deleted

4.A.4.8 Installation, Testing, Commissioning and Integration with Existing Infra.

- 4.A.4.8.1 Installation and commissioning of software, hardware and equipment as per terms and condition of the tender.

4.A.4.8.2 Carry out all the customization/configuration activities as identified during Design phase by RailTel.

4.A.4.8.3 RailTel reserves the right to seek customization to meet University requirements.

4.A.5 Payment Terms

Note: It may be noted that bidder is permitted to quote only in Indian Rupees. Accordingly, all payments will be made in Indian Rupees only.

Payment & penalties will be on back-to-back basis as follows:

4.A.5.1 80% payment of the value of the individual Capex SOR items would be made on receipt of material at designated store or sites by consignee duly inspected and submission of the following documents subject to any deductions or recovery which RailTel may be entitled to make under the contract. (Payment on Prorata basis for Qty delivered is applicable)

- * Original Tax Invoice.
- Delivery Challan.
- Original Consignee receipt.
- Warranty Certificate from Authorized Partner or OEM.
- Copy of Submitted Performance Guarantee (PG)
- Inspection Certificate.
- Insurance
- E-Way bill.

4.A.5.2 15% after project Go live and receiving the payment from customer on back to back basis.

4.A.5.3 5% will be paid after completion of AMC period i.e. 03 years and receiving the payment from customer on back-to-back basis. For FMS Service post quarterly basis upon receiving the payment from Customer & submission of joint Attendance Certificate. Refer clause 4.A.5.8.2

4.A.5.4 Delivery and inspection certificate jointly signed by RCIL and Customer nominated SPOC to be submitted for payment process.

4.A.5.5 Accounting unit/bill passing unit for the supplies under SOR is RailTel Territory office, Bhubaneswar. Bills to be claimed through RailTel's Bill Tracking System and original documents shall be submitted to the RailTel Bhubaneswar Territory office for passing and payment. The bidder will submit certifying receipt of material & services issued from consignee, for passing for payment.

4.A.5.6 The breakup of taxes has to be furnished and same should be reflected in the bills so that any CENVAT/input credit can be availed by RailTel.

4.A.5.7 Penalty on account of Delay in Delivery of Hardware or Delay in implementation shall be deducted from the payable amount on back to back basis.

4.A.5.8 **Payment for Services (Warranty/maintenance Support for 3 years)**

4.A.5.8.1 Payment of 5% balance amount would be paid upon completion of 3 years AMC/warranty period on back to back basis and deduction of any penalty charged by Ramadevi Women's University to RailTel against SLA for the network created and maintained by the successful bidder subject to any deductions or recovery which RailTel may be entitled to make under the contract on submission of claim along with the following document:

- Deductions, if any against service SLA and Replacement services.
- All above documents should be duly certified by RailTel section-in-charge

4.A.5.8.2 Payment against Facility Management Service (SOR-12) will be made on quarterly basis. The contractor shall submit the invoice end of every quarter after commissioning the Network for the contract period on submission of the following documents:

- Invoice.
- Monthly Fault and Replacement Report.
- Month wise Attendance sheet of Support Engineer.
- All above documents should be duly certified by RailTel section-in-charge.

4.A.5.8.3 Bill passing unit for SOR items is by Territory office /Bhubaneswar through its concerned GGM/GM. All Bills shall be submitted to RailTel Bhubaneswar office certifying & verification and forwarded to the Finance Department of RailTel for releasing the payment.

4.A.5.8.4 Monthly reports will be shared with RailTel regularly. Format will be mutually decided by RailTel and Bidder.

4.A.5.8.5 All the invoices raised by the bidder will be raised in the name of M/s RailTel Corporation of India Limited and corresponding payments will be processed by RailTel Bhubaneswar Territory.

4.A.5.8.6 The breakup of taxes has to be furnished and same should be reflected in the bills so that input GST credit can be availed by RailTel (RCIL).

4.A.5.8.7 All invoices will be raised by the contractor state-wise as per clause 4.A.7.

4.A.5.8.8 Bill passing Authority : Group General Manager/Territory Manager/Bhubaneswar and Bill Paying Authority : Head of Finance/ RailTel/ER

4.A.6 Performance Bank Guarantee & Security Deposit (PBG & SD)

4.A.6.1 Performance Bank Guarantee (PBG)

4.A.6.1.1 The successful bidder has to furnish Performance Guarantee in the form of online transfer or irrevocable Bank Guarantee from any scheduled commercial bank (either Private or PSU) but not from any cooperative Bank or NBFC @5% for issued PO/ LOA value, (Round off to next Rs. 1000/-) 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 till the date of receipt of PBG. This PBG should cover warranty period. 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. The claim period for submitted PBG should be one year from the date of expiry.

If the contractor fails to submit the requisite PG even after 60 days, from the date of issue of LOA, the contract liable to be terminated.

4.A.6.1.2 The PBG validity should be Work Completion period plus AMC period and claim period should be valid 1 year after completion of AMC . Any performance security up to a value of Rs. 5 Lakhs is to be submitted through online transfer only.

4.A.6.1.3 Interest on PBG Amount:

The Performance Bank Guarantee will bear no interest.

4.A.6.1.4 This PBG would be released after satisfactory completion of contract including warranty period plus 4 months. In case of any extension of the project, the PBG shall be extended for the extended period plus 4 months.

4.A.6.1.5 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 own 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.

Details for online SFMS confirmation using the platform is as below:

BG advising message – IFN 760COV/ IFN 767COV via SFMS

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

4A.6.2 Security Deposit.

4A.6.2.1 Residual EMD of the successful bidder will be converted to Security Deposit.

4A.6.2.2 Security Deposit should be recovered by percentage deduction from the Contractor's "on account" bills. Provided also that in case of defaulting Contractor the RailTel may retain any amount due for payment to the Contractor on the pending "on account bills" so that the amounts so retained may not exceed 10% of the total value of the contract.

4A.6.2.3 Unless otherwise specified in the special conditions, if any, the rates for Deposit / rate of recovery / mode of recovery shall be as under

(a) Security Deposit should be 5% of the contract value.

(b) The rate of recovery should be at the rate of 10% of the bill amount till the full security deposit is recovered. (c) Security Deposits will be recovered from the running bills of the contract and no other mode of collecting SD such as SD in the form of instruments like FD etc. shall be accepted towards Security Deposit.

4A.6.2.4 Security Deposit shall be returned to the contractor after passing final bill and complete physical completion of the works and Go Live of project and after issue of PAC. The competent authority shall normally be the authority who is competent to sign the contract.

4A.6.2.5 No interest will be payable upon the Earnest Money and Security Deposit or amounts payable to the Contractor under the Contract

4.A.7 Taxes & Duties

The price quoted in the offer should be firm, fixed indicating the breakup and inclusive of all taxes & duties like import, custom, antidumping, CGST, SGST, IGST, UTGST etc. The Offer should be inclusive of packing, forwarding, freight upto destination, insurance charges.

- 4.A.7.1 Tenderer shall quote all-inclusive rates, but there shall be break up of basic price and all type of applicable taxes such as SGST/CGST/IGST/UT GST along with respective HSN/SAC Code under GST Law (Including tax under reverse charges payable by the recipient).
- 4.A.7.2 Bidder shall issue valid tax invoice to RailTel for availing proper credit of CGST/SGST/IGST/UTGST in case of award of Contract. GST will not be reimbursed in the absence of valid tax invoice. The GST will be paid to the successful bidder only when it will be reflected on GST Portal otherwise Basic Invoice amount will be paid after necessary statutory deductions.
- 4.A.7.3 For all the taxable supplies made by the Bidder, the Bidder shall furnish all the details of such taxable supplies in the relevant returns to be filed under GST Act.
- 4.A.7.4 If the Bidder fails to comply with any of the above, the Bidder shall pay to purchaser any expense, interest, and penalty as applicable under the GST Act.
- 4.A.7.5 In case of incorrect reporting of the supply made by the Bidder in the relevant return, leading to disallowance of input credit to purchaser, the Bidder shall be liable to pay applicable interest under the GST Act to the credit of purchaser. The same provisions shall be applicable in case of debit/credit notes.
- 4.A.7.6 Wherever the law makes it statutory for the Purchaser to deduct any amount towards GST at sources, the same will be deducted and remitted to the concerned authority.
- 4.A.7.7 In regard to works contract, the tenderer should have registration no. of GST and shall furnish GST registration certificate on award of LOA.
- 4.A.7.8 The imposition of any new tax and/or increase/ in the aforesaid taxes, duties levies, after the last stipulated date for the receipt of tender including extensions if any and the bidder there upon necessarily and properly pays such taxes/levies/cess, the bidder shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of RailTel attributable to delay in execution of work within the control of bidder. The bidder shall, within a period of 30 days of the imposition of any such tax or levy or cess, give a written notice thereof to RailTel that the same is given pursuant to this condition, together with all necessary information including details of input credit relating thereto. In the event of non-payment/default in payment of any of the above taxes, RailTel reserves the right to with-hold the dues/payments of bidder and make payment to state/Central Government authorities as may be applicable. However, if the rates are reduced after the last stipulated date for receipt of tender, bidder has to pass on the benefits to RailTel.

4.A.7.9 In-case of Imported equipment

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

4.A.8 Service Level Agreement (SLA) and Penalties after issuance of PAC

- 4.A.8.1 The purpose of this Service Level Agreement (SLAs) is to define the level of service to be provided by the successful bidder to RailTel for the warranty period. The successful bidder has to comply with all SLAs defined below to ensure adherence to project timelines, quality and availability of associated Hardware/Software supplied under this Tender. Non-compliance of SLAs will lead to penalties as defined in subsequent sections.

Penalties shall not be levied on the successful bidder in the following cases: -

- a) Non-compliance of SLAs has been solely due to reasons (acceptable to RailTel's customer i.e. Ramadevi Women's University) beyond the control of the successful bidder and
- b) There's a Force Majeure event affecting the SLA which is beyond the control of the successful bidder, accepted by Ramadevi Women's University .

SLA & Penalties

SLA defines the terms of the successful bidder's responsibility in ensuring the performance of the network based on the agreed performance indicators as detailed in the agreement. Successful bidder has to co-ordinate with Berhampur University and RailTel and gets the complaint closed and has to produce documentary evidence regarding failure of Bandwidth by ISP & not by Network equipment's.

- c) All the hardware's are supplied under this project will have post-delivery inspection by the stake holders of University .
- d) The table below summarizes the performance indicators for the services to be offered by the successful bidder.

S/N	SLA Terms	Description
1	Uptime	'Uptime' refers to network backbone availability across various segments of central location network i.e. between campus Junction/locations and Server "%Uptime" means ratio of 'up time' (in minutes) in a month to Total time (in minutes) in the month multiplied by 100.

2	Planned Network Outage	‘Planned Network Outage’ refers to unavailability of network services due to infrastructure maintenance activities such as configuration changes, up gradation, or changes to any supporting infrastructure. Details related to such planned outage shall be approved by the Ramadevi Women’s University or authorized authority and shall be notified to the entire concerned stakeholder in advance (at least three working days). It is desirable that such outage shall be taken on Sundays or other Government holidays to the extent possible.
3	Unplanned Network Outage	‘Unplanned Network Outage’ refers to as on when required for maintenance of the network apart from the schedule down-time for which campus are connects to the fiber network Backbone.
4	Incidence Resolution (Network)	The network outage, security or performance related issues impacting the network availability/performance and leading to unavailability of the services. Resolution of incidence as per below priority Levels: <ul style="list-style-type: none"> • L1 Level Severity: Impacting the central Server. • L2 Level Severity: impacting the network. • L3 Level Severity: Impacting one or more Departments/ Offices
5	Incidence Resolution	<ul style="list-style-type: none"> • Priority Level 1 Incident - Within 6hr • Priority Level 2 Incident - Within 12hr • Priority Level 3 Incident - Within 24hr <p>Note: Incidents will be logged in the support desk and the same will have to resolve the incident and provide necessary updates through email and co-ordinate with the stakeholders. Root Cause should be identified for all incidents; if root cause is not identified then additional penalties will be levied. The business hour is considered for resolution.</p>
6	Request Resolution	<ul style="list-style-type: none"> • Priority Level 1 Incident - Within 4hr • Priority Level 2 Incident - Within 12hr • Priority Level 3 Incident - Within 24hr <p>Note: Requests (like password reset, firewall port opening, hardening, etc.) will be logged with the support desk team and will have to resolve the request and provide necessary updates through email on a daily basis and co-ordinate with the stakeholders. The business hour is considered for resolution.</p>

- Appropriate Penalties will be recovered from the contractor to achieve required Service levels as mentioned below.

S/ N	SLA	Target	Penalties
1	Delay in Delivery of Hardware	As per implementation Timeline	• 0.5% of Contract value (Capex Cost) of undelivered/delayed hardware (as per Schedule) per week or part thereof for delay in delivery

2	Delay in Implementation: Installation and Commissioning and FAT of hardware at Central Location	As per implementation Timeline	<ul style="list-style-type: none"> • 0.05% of Contract value per week or part thereof for delay in implementation, subject to a maximum of 5% of the contract value. • Once the maximum penalty is reached, RailTel may terminate the contract.
3	Availability/Uptime of End Points like Network Switch, Router, Firewall/ Wi-Fi APs/ etc.	99.00%	<ul style="list-style-type: none"> • 99.00% or Better= NIL • 98.50% to 98.99%=0.50% of QP • 98.00 to 99.49% = 1.00% of QP • 95.00 to 98% = 1.50% of QP • Less than 95% = 5% of QP • The business hour is considered for resolution. • QP is Quarterly Payment calculated by dividing the balance 5% of the CAPEX into 12 Quarters.

The penalty if any imposed by Ramadevi Women's University to RailTel will be charged back-to-back to the successful bidder for the SLA violation of Network created by the successful bidder.

4.A.8.2 Dedicated Support Engineer:

To enforce fulfilment of support objectives, contractor shall provide qualified Support Engineers at Ramadevi Women's University Server Room during the working days and as required by CoR over the period of this contract.

(a) Responsibility Matrix of appointed Support Engineers for Maintenance of Network and associated modules/software's/Hardware:

1. Network Monitoring and Surveillance
2. Fault Management
3. Network Performance Management
4. Routine & Preventive Maintenance
5. Configuration Changes
6. On call support for Field operations to support.
7. Secure components
8. Prepare Monthly fault logs.
9. Any other duty assigned by In-charge.

(b) General Terms and Conditions Applicable for dedicated Facility Management Service Support

1. Prior to deployment of the Engineer by the Contractor should intimate RailTel and CoR.
2. The above support offerings will be as per University Working days
3. Normally the services of the engineers will be available during the above mentioned office hours, however in case of emergency the engineer will be

available any time either on telephone or in University Server Room on call basis. Subsequent compensatory offs will be given to the engineer to compensate rest time.

4. The bidder shall arrange the suitable replacement in case the assigned Engineers goes on leave or is unavailable due to any other reason to ensure uninterrupted support services.
5. The Engineers must be equipped with all necessary facilities/equipment such as Laptop, mobile telephone and conveyance accommodation etc.
6. The prices quoted in SOR do not include any travel/boarding & lodging expenses outside of the working headquarter (decided by RailTel).
7. In case of requirements from contractor to log in to the system remotely, if Ramadevi Women's University provide adequate data communications facilities, remote access, telephone and modem connections, all in accordance with RailTel's / Ramadevi Women's University 's Security policies and procedures, as may be necessary for the proper performance of contractor's obligations.
8. In case of unsatisfactory service, the Engineer will be withdrawn and replaced by a suitable one with a clear notice of 15 days.
9. For proposed, bidder shall keep engineer i.e., for Hardware and Software for 5 Days (General Office Timing) in Server Room of Ramadevi Women's University after Supply, design, Installation, Commissioning & Testing during Warranty period. The engineers will generate monthly/quarterly reports of the failures and health of the equipment is generated from the system and submitted to the University authorities. Additional manpower, if considered necessary shall be provided by contractor to stabilize the Network.

In case of frequent SLA breaches, RailTel reserve the right to forfeit the PBG submitted by the bidder.

4.A.9 Deleted

4.A.10 Insurance

Insurance of the complete Capex SOR items has to be done by the contractor in favour of RailTel Corporation of India Ltd.

- 4.A.10.1 The Contractor shall take out and keep in force a policy or policies of insurance against all liabilities of the Contractor or the Purchaser at common law or under any statute in respect of accidents to persons who shall be employed by the contractor in or around the site for the purpose of carrying out the works on the site. The Contractor shall also take out and keep in force a policy or policies of Insurance against all recognized risks to their offices and depots. Such insurance shall in all respects be to the approval of the Purchaser.

- 4.A.10.1.1 The Contractor shall take out and keep in force a policy or policies of insurance from the date, the delivery of material starts (including the transit portion) against all liabilities of the Contractor or the Purchaser. The contractor shall take out and keep in force a Policy or policies of Insurance for all materials covered in schedule

of requirement irrespective of whether used up in the portion of work already done or kept for the use in the balance portion of the work until such material are provisionally handed over to RailTel. The goods will be issued by purchaser to supplier and risk of goods shall remain with supplier until the issue of PAC by RailTel (RCIL). Insurance policy has to be kept valid by the contractor till issue of PAC by RailTel (RCIL).

4.A.10.2 The Contractor should also insure the stores brought to site, against risks in consequence of war and invasion, as required under the Emergency Risk (Goods) Insurance Act in force from time to time.

4.A.10.3 It may be noted that the beneficiary of the insurance policy should be RailTel (RCIL) or the policies should be pledged in favor of RailTel (RCIL). The contractor shall keep the policy/policies current till the equipment are installed and commissioned on the site. It may also be noted that in the event of contractor's failure to keep the policy current and alive, renewal of policy will be done by purchaser for which the cost of the premium plus 20% of premium shall be recovered from the contractor.

4.A.11 Liquidated Damages

The timely delivery is the essence of this tender. Liquidated damages will be applicable as per the details indicated below for any reason whatsoever attributed to failure of bidder. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.

S/ N	SLA	Target	Penalties
1	Delay in Delivery of Hardware	As per Implementation Timeline	<ul style="list-style-type: none"> 1% of Contract value (Capex Cost) of undelivered/delayed hardware (as per Schedule) per week or part thereof for delay in delivery
2	Delay in Implementation: Installation and Commissioning and FAT of hardware at Central Location	As per Implementation Timeline	<ul style="list-style-type: none"> 0.05% of Contract value per week or part thereof for delay in implementation subject to maximum of 5% of the contract value. Once the maximum penalty reached, RailTel may terminate the contract.

The LD/Penalty/any other deductions imposed by Ramadevi Women's University to RailTel will be charged back-to-back to the successful bidder if the successful bidder is responsible for the delay.

4.A.12 Transportation

4.A.12.1 The rates quoted should be CIP destination. The destination shall be specified location of Ramadevi Women's University .

4.A.13 Statutory Deduction

These will be made at source as per the rules prevalent in the area of work.

4.A.14 Qualification Criteria

Qualifying criteria under this clause lays down minimum acceptable qualifications in various areas to ensure that qualified bidder has necessary experience, technical expertise, equipment and financial and human resources to successfully complete the project. Bids from bidder not meeting these qualification criteria may liable to be REJECTED.

In case a bidder has submitted the CA certificate or statutory auditor certificate against eligibility clause, contact details of CA or statutory auditor along with UDIN No. shall be mandatorily mentioned.

4.A.14.1 Eligibility Criteria Requirements for Bidders:

S N	Basic Requirement	Eligibility Criteria Requirements	Supporting Document Required
(a)	EMD & Cost of Tender Document	The responding bidder should have deposited EMD and cost of tender document on in the form of online transfer to RailTel's account (as mentioned in BDS, Chapter- 5, 4.A.22). or Demand Draft/Pay Order/Banker's Cheque drawn in favour of RailTel Corporation of India Ltd. payable at Kolkata	Original Demand Draft/ Pay Order/ Banker's Cheque / proof of submission of online EMD in RailTel Account shall be enclosed with the bid.
(b)	Financial Capability	Not Applicable	
(c)	Technical Capability	Not Applicable	
(d)	Undertaking to be Submitted by the Bidder	The bidder should not have been black listed currently by Central Govt./State Govt./CPSU in India or anywhere globally by Government for security reasons.	Point-A of Form no. 8 (Chapter-6) - To be signed by the Bidder.

4.A.14.2 Eligibility Criteria Requirements for OEM's:

Not used

4.A.14.3 Eligibility Credentials and Verification

4.A.14.3.1 For client credentials where NDA has been signed, the bidder may submit the corresponding NDA document along with a self-declaration confirming the requirements of the eligibility criteria for which the NDA is being submitted.

- 4.A.14.3.2 The tenderers shall submit a notarized affidavit on a non-judicial stamp paper stating that they are not liable to be disqualified and all their statement/documents submitted along with bid are true and factual. Standard format of the affidavit to be submitted by the bidder is enclosed as Form no. 4 (Chapter-6, Section-I). NON-SUBMISSION OF AN AFFIDAVIT BY THE BIDDER SHALL RESULT IN SUMMARY REJECTION OF HIS/THEIR BID. And it shall be mandatorily incumbent upon the tenderer to identify, state and submit the supporting documents duly self-attested by which they/he is qualifying the Qualifying Criteria mentioned in the Tender Document. It will not be obligatory on the part of Tender Committee to scrutinize beyond the submitted document of tenderer as far as his qualification for the tender is concerned.

The RailTel (RCIL) reserves the right to verify all statements, information and documents submitted by the bidder in his tender offer, and the bidder shall, when so required by the RailTel (RCIL), make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification by the RailTel (RCIL) shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of the RailTel there under.

In case of any wrong information submitted by tenderer, the contract shall be terminated. Performance Guarantee (PG)) of contract forfeited and agency will be barred for doing business on RailTel (RCIL) for 5 (five) years.

4.A.14.4 RailTel Reserves the right:

- i) To verify, if so desired, the correctness of documentary evidence furnished by the bidder.
- (ii) To verify the successful operation and performance of qualifying projects and bidder shall arrange permission for the same.
- (iii) To carry out capability assessment of the bidder(s) including referral to in-house information.
- (iv) RailTel shall not be responsible for any delay in the receipt of tenders and reserves the right to ACCEPT/REJECT any or all tenders without assigning any reason. RailTel may ask the clarification and supporting documents in respect to submitted eligibility documents.

4.A.15 Consortium Bids

Deleted

4.A.16 System Performance Guarantee

- 4.A.16.1. The Bidder shall give unqualified and unconditional guarantee that when the equipment/material supplied by him is installed and commissioned at site, it shall achieve the desired objective and that in the event of performance of the system when installed not complying with the end objective or with the specifications, he shall further strengthen the system to realize the end objectives with full

compliance of the specifications contained in these documents and inform RailTel. No additional payment will be made to the contractor for supply of any additional goods and service required in this regard.

4.A.16.2. This certificate in the Performa given in Chapter-6 (Section-I) Form No. 2, shall accompany the final offer and this will be part of the agreement. Absence of this certificate may make the bid liable to be rejected.

4.A.16.3 The Bidder has to give unqualified and unconditional guarantee that when the Hardware/Software supplied by him is installed and commissioned at site, it shall achieve the desired objective mentioned in the Tender document. The certificate in the Performa given in Chapter-6 (Section-I) Form No. 2.

4.A.17 Evaluation of Offer

4.A.17.1 During evaluation of offer, if required RailTel may ask clarification from the bidder.

4.A.17.2 Additional features offered by the bidder, over and above the ones asked for in the tender documents, shall not be considered for evaluation of bids.

4.A.17.3 The bidder should make available the offered products, if desired during technical evaluation of offered equipment for testing and benchmarking at any testing facility approved by RailTel.

4.A.17.4 The bidders should quote for all items & the offer will be evaluated in totality. The bidders should indicate brand name, type/model number of the products offered. Optional items (if any) will not be considered for evaluation of offers. The equipment and software should be supplied as per Technical Specifications given in Chapter-3.

4.A.17.5 Inter se position of the offers will be determined on total cost which will include basic rate, custom duty, CGST, SGST, IGST, UTGST, freight, insurance and any other charge or cost quoted by the tenderer, including GST payable, on reverse charge by RailTel.

4.A.17.6 Deleted

4.A.17.7 All Contract management including payment will be done by the by Bhubaneswar Territory In-charge RailTel through its GGM/Bhubaneswar. Paying Authority: Finance Head of RailTel, Eastern Region.

4.A.18 Security Considerations & Security Agreement

4.A.18.1 Deleted

4.A.18.2 The directives issued from time to time by the Department of Telecommunications (DoT), Ministry of Communications and IT or any other Ministry of Govt. of India on security considerations shall be applicable to the present tender.

4.A.18.3 Deleted

- 4.A.18.4 In case any security breach is found in the system at any stage, the contract shall be terminated and PBG shall be forfeited and the banning/blacklisting of the bidder and the concerned OEM will be initiated.

Deleted.

- 4.A.18.5 Additional guidelines issued by Ministry of Finance through OM no. 6/18/2019-PPD dated 23.07.2020.

- 4.A.18.6 Relevant guidelines have been given below and in case of contradiction with any condition of this tender document, guidelines issued by Ministry of Finance vide above mentioned OM (including any addendum/corrigendum issued by MoF and any other relevant guidelines pertaining to the subject issued by GoI) shall prevail:

- (i) Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- (ii) “Bidder” (including the term ‘tendered’, ‘consultant’, ‘service provider’ or ‘OEM’ in certain contexts) means any person or firm or company, including any member of a consortium, every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- (iii) “Bidder from a country which shares a land border with India” for the purpose of this Order means:
 - a) An entity incorporated, established or registered in such a country; or
 - b) A subsidiary of an entity incorporated, established or registered in such a country; or
 - c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - d) An entity whose beneficial owner is situated in such a country; or
 - e) An Indian (or other) agent of such an entity; or
 - f) A natural person who is a citizen of such a country; or
 - g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- (iv) Subcontractor for the purpose of this order means:
 - a) An entity engaged by the bidder for execution of work or part of work; or
 - b) An entity engaged by any Subcontractor for execution of work or part of work; or
 - c) An entity engaged by OEM for supply of part of material used in manufacturing of supplied item under this Project.
- (v) The beneficial owner for the purpose of (iii) above will be as under:
 - i. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation-

“Controlling ownership interest” means ownership of or entitlement to more than twenty-five percent of shares or capital or profits of the company;

“Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or share holders agreements or voting agreements;

- ii. In case of a partnership firm, the beneficial owner is the natural persons(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership:
- iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- iv. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
- v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- vi. An agent is a person employed to do any act for another, or to represent another in dealings with third person.
- vii. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with Competent Authority i.e., DPIIT.

4.A.18.6.1 Undertaking regarding such clause need to submit in the format given below:

- i. Certificate to be provided by the bidder as mentioned in Form no. 8 of Chapter-6 on their letter heads.

4.A.18.6.2 The said instructions will not apply to the bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Govt. Of India is engaged in development projects. Updated list of countries to which line of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of external affairs.

- 4.A.18.6.3 Any discrepancy between above mentioned clauses and guidelines issued from Public Procurement Division of Department of Expenditure under Ministry of Finance vide letter no. F. No. 6/18/2019-PPD dt. 23.07.2020, later will be applicable.

4.A.19 Purchaser's Right to Vary Quantities

The purchaser shall be at liberty to enhance or reduce the quantity mentioned in the LOA as indicated in Bid Data Sheet (BDS) Chapter-5 (Section-I) without assigning any reasons. The bidder shall comply with such modifications unconditionally provided these are made before completion of the deliveries under the purchase order/LOA.

4.A.20 Purchaser's Right to accept any offer / Bid and to REJECT any or all offer/ Bid

- 4.A.20.1 The Purchaser reserves the right to ACCEPT or REJECT any offer / bid, and to annul the bidding process and REJECT all offers / bids, at any time prior to award of order without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Purchaser's action.

4.A.21 Annulment of Award

Failure of the successful bidder to comply with the requirement of various clauses of tender document shall constitute sufficient ground for the annulment of the award and forfeiture of EMD in which event the Purchaser may make the award to any other bidder at the discretion of the Purchaser or call for new offers/ bids.

4.A.22 Earnest Money Deposit (EMD)/Bid Security

The tenderer shall furnish amount mentioned in Bid Data Sheet (BDS) Chapter 5 as Earnest Money Deposit in the form of Demand Draft/Pay Order/Banker's cheque drawn in favour of RailTel Corporation of India Limited" payable at Kolkata. EMD may also submitted through online transfer with details as follows:

RTGS / Internet Banking in Beneficiary Name: RailTel Corporation of India Limited Account No.: 401601010519491, IFSC Code: UBIN0540161, Bank Name: Union Bank of India, Branch address: Chowrighee Road Branch, 1/1, Camac Street, Ground Floor, Kolkata - 700 016.

- 4.A.22.1 The EMD may be forfeited if a bidder withdraws or amends its/his tender or impairs or derogates from the tender in any respect within the period of validity of the tender or in the case of a successful bidder, if the bidder fails to accept the Purchase order/LOA or fails to furnish performance bank guarantee in accordance with clause 4.A.6.
- 4.A.22.2 Offers not accompanied with EMD shall be summarily rejected.

4.A.22.3 EMD of the unsuccessful bidder will be returned as promptly as possible but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.

4.A.22.4 The successful bidder's EMD will be refunded upon the bidder's acceptance of the purchase order/LOA satisfactorily and furnishing the performance bank guarantee in accordance with clause 4.A.6.

Earnest Money will bear no interest.

4.A.23 For Micro and Small Enterprises (MSEs)

Being a works Tender, no exemption (for Tender fee and submission of EMD) is available for MSEs in this Tender.

4.A.24 Rate Contract
Deleted

4.A.25 Offer/ Bid Prices

4.A.25.1 The bidder shall give the prices indicating all levies and taxes, packing forwarding, freight and insurance etc. The basic unit price and all other components of the price need to be individually indicated against the goods it proposes to supply under the tender document as per schedule given in Chapter-2 (Section-I). The price shall be quoted in Indian Rupees only.

4.A.25.2 The break-up of price of each item of SOR in terms of basic Unit price, GST/CGST/IGST, Freight, Custom Duty, Forwarding, Packing, Insurance and any other Levies/charges already paid or payable by the bidder shall be quoted in the SOR Chapter-2(Section-I). Bidder has to quote all-inclusive rates (with tax break-up shall be submitted).

4.A.26 NIL Deviation Compliance

4.A.26.1 Bidder is required to submit the "NIL Deviation compliance undertaking" for all the terms and conditions of tender including all corrigenda shall be enclosed with the offer as per proforma given in Form no. 6 (Chapter-6, Section-I).

4.A.27 Inspection

4.A.27.1 Inspection of all the items have to be done by RailTel as under:

4.A.27.2 Pre-shipment / pre-dispatch inspection shall be carried out at manufacturer's / bidder's works by RailTel's authorized representative. The material should be offered for inspection within 30 days of issue of confirmed LOA. Traveling, lodging & boarding expenses of RailTel's representative shall be borne by RailTel but necessary facilities to carry out tests/witness inspection shall be provided by the manufacturer/ bidder, free of cost.

4.A.27.3 Along with inspection call, the Bidder/manufacturer shall submit details of test procedures, test programme, test parameters together with permitted values, etc.,

and their Quality Assurance Plan if required.

- 4.A.27.4 In case material fails during inspection, the fresh lot of material shall be offered without any extra cost, by the manufacturer/bidder. In such a case, total cost of re-inspection including travel, lodging & boarding of the inspecting officials shall be to manufacturer's/ bidder's account.
- 4.A.27.5 The bidder shall arrange Factory test Report during inspection. RailTel reserve the right to conduct inspection of material at manufacturer's / bidder's works or at site by consignee I.

4.A.28 Force Majeure

- 4.A.28.1 If during the Agreement, the performance in whole or in part, by either party, of any obligation under this is prevented or delayed, by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENTS), provided notice of happenings of any such EVENT is given by the affected party to the other, within twenty one (21) days from date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this Agreement shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.
- 4.A.28.2 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 thirty (30) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this Agreement. Neither party shall be liable for any breach, claims, damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

4.A.29 Settlement of Disputes/Arbitration

- (i) The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.
- (ii) In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.
- (iii) For this purpose, RailTel will share to the other party, panel of independent arbitrators maintained by RailTel, having expertise in their respective domains.

The other Party will suggest any 3 names out of the said panel for appointment as sole arbitrator. Thereafter, out of the said three names so suggested by the other Party, RailTel shall appoint the sole arbitrator. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

4.A.30 Governing Laws

The LOA 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.

4.A.30.1 Indemnity by Contractors

The Contract shall indemnify and save harmless the RailTel from and against all actions, suit proceedings, losses, costs, damages, charges, claims, and demands of every nature and description brought or recovered against the RailTel by reason of any act or omission of the Contractor, his agents or employees, in the execution of the works or in his guarding of the same. All sums payable by way of compensation under any of these conditions shall be considered as reasonable compensation to be applied to the actual loss or damage sustained, and whether or not any damage shall have been sustained.

4.A.31 Termination for Default

4.A.31.1 The purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the bidder, terminate this contract in whole or in part.

- a) If the bidder fails to deliver any or all of the goods within the time period(s) specified in the contract.
- b) If the bidder fails to perform any other obligation(s) under the contract; and
- c) If the bidder, in either of the above circumstance(s) does not remedy his failure within a period of 30 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the Purchaser.

4.A.32 Risk & Cost

If the contractor fails to deliver the equipment or honour the contractual commitment within the period fixed for such delivery in the contract, the Purchaser may terminate the LOA/contract in whole or in part, the Purchaser may proceed to purchase, upon such terms and in such manner as it deems appropriate, goods similar to those undelivered at no risk and cost to contractor. However, Performance Bank Guarantee shall be encashed. The failed bidder shall not be permitted to take part in the tender for balance work.

The Maximum Liability of bidder to any Loss/Damages to RailTel including Liquidity Damages and Performance Guarantee shall be limited to 100% of Value of contract.

4.A.33 Termination for Insolvency

The purchaser may at any time terminate the LOA by giving written notice to the bidder, without compensation to the bidder, if the bidder becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.

4.A.34 Rates During Negotiation

The purchaser may call the successful bidder for the negotiation for reducing the rates. During negotiation the bidder/s shall not increase his/their quoted rates including payment terms in case the RailTel negotiates for reduction of rates. Such negotiations shall not amount to cancellation or withdrawal of the original offer and the rates originally quoted will be binding on the bidder/s.

4.A.35 Pre-Bid Clarification Requests

It is solicited that the written queries/ clarifications may be sent to the RailTel's office latest by date as indicated in the Bid Data sheet (BDS, Chapter-5, (Section-I) through e-mail in (Excel format) as mentioned in BDS (Chapter-5). All relevant clarifications sought will be replied. The clarification should be submitted in the below given format:

SN	Page No	Chapter No.	Tender Clause No.	Point number of Clause, if any	Bidders Query	Justification/ Reason
1						
2						

4.A.36 Submission of Offer (Offline Tendering)

- 4.A.36.1 All offers in the prescribed forms should be submitted before the time and date fixed for the receipt of the offers.
- 4.A.36.2 In case the schedule of requirement quoted by tenderer is incomplete with reference to tender document, the offer is liable to be REJECTED.
- 4.A.36.3 ATTESTATION OF ALTERATION: No scribbling is permissible in the tender documents. Tender containing erasures and alterations in the tender documents are liable to be REJECTED. Any correction made by the tenderer/ tenderers in his/their entries must be signed (not initialized) by him/them.
- 4.A.36.4 The tenderer shall submit his bid to RailTel/ER office (Sealed tender deposited in the tender box kept at the office) at the following address:
RailTel Corporation of India Ltd., 19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block GN, Sector-V, Salt Lake City, Bidhannagar, Kolkata-700091

4.A.36.5.1 The offer shall be submitted in Single Packet. Both Bids, Credential Bid (Techno-Commercial Bid) & Price Bid

- a) Schedule of Requirements with quantities with rate duly filled
- b) Earnest Money and cost of Tender Document in prescribed form
- c) Audited balance sheet duly attested
- d) Constitution of Firm and Power of Attorney.
- e) Clause wise compliance to tender conditions.
- f) Not used.

4.A.36.5.2 Complete technical data and particulars of the equipment offered, as specified in the Tender papers together with descriptive literature, leaflets, Drawings, if any, complete with list etc.

4.A.36.5.3 Documentary proof of equipment being proven and working for more than 6 months in India or outside India along with user certificate and Contact Details of user/firm.

4.A.36.5.4 Technical proposal of tenderer in conformity with system design or alternative proposal of the tenderer, if any.

4.A.36.5.5 System Performance Guarantee as per Chapter 6 Form no. 2

4.A.36.5.6 NIL Deviation certificate.

4.A.36.5.7 Any other information desired to be submitted by the tenderer.

4.A.37 Constitution of Firm and power of Attorney

4.A.37.1 Any individual(s) signing the tender or other documents connected therewith should specify whether he is signing: -

- a) As sole proprietor of the concern or as attorney of the sole Proprietor.
- b) As a partner or partners of the firm.
- c) As a Director, Manager or Secretary in the case of Limited Company duly authorized by a resolution passed by the Board of Directors or in pursuance of the authority conferred by Memorandum of Association.

4.A.37.2 In the case of a firm not registered under the Indian Partnership Act, all the partners or the attorney duly authorized by all of them should sign the tender and all other connected documents. The original Power of Attorney or other documents empowering the individual or individuals to sign should be furnished to the Purchaser for verification, if required.

4.A.37.3 The RailTel will not be bound by Power of Attorney granted by the bidder or by the

changes in the composition of the firm made subsequent to the execution of the contract agreement.

- 4.A.37.4 In case where the Power of Attorney partnership deed has not been executed in English, the true and authenticated copies of the translation of the same by Advocate, authorized translators of Courts and Licensed Petition Writers should be supplied by the Contractor(s) while tendering for the work.
- 4.A.37.5 Power of attorney in favour of the signatory duly authorizing the signatory. Original copy is need to be submitted by the successful bidder before issuance of LOA.

4.A.38 Opening of Tender

- 4.A.38.1 Bids received from the Bidders shall be opened on due date and time. The opening of the Bids shall be carried out in the presence of the designated representatives of RailTel and the Bidders. During bid opening, only two authorized representatives of each bidder shall be allowed to be present.
- 4.A.38.2 Tender will be opened at office of RailTel Corporation of India Ltd., 19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block GN, Sector-V, Salt Lake City, Bidhannagar, Kolkata-700091.
- 4.A.38.3 RailTel shall subsequently examine and evaluate the Bids in accordance with the provisions set out in clause 4.A.14 of this Chapter.
- 4.A.38.4 To facilitate evaluation of Bids, RailTel may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Bid.

4.A.39 Non-Transferability & Non-Refundability

The tender documents are not transferable. The cost of tender paper, if any, is not refundable.

4.A.40 Errors, Omissions & Discrepancies

The Contractor(s) shall not take any advantage of any misinterpretation of the conditions due to typing or any other error and if in doubt, shall bring it to the notice of the purchaser without delay. In case of any contradiction only the printed rules, and books should be followed and no claim for the misinterpretation shall be entertained.

4.A.41 Wrong Information by bidder

If the Bidder/s deliberately gives/give wrong information in his/their tender which creates/create circumstances for the acceptance of his/their tender, the RailTel (RCIL) reserves the right to REJECT such bidder at any stage.

4.A.42 Limitation of Liability:

Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

4.A.42.1 The Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and

4.A.42.2 The aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.

4.A.43 Mandatory Updation of Labour Data on Railway's Shramikkalyan Portal

4.A.43.1 Contractor is to abide by the provisions of Payment of Wages Act & act in terms of clause 54 and 55 of Indian Railways General Condition of Contract. In order to ensure the same, an application has been developed and hosted on website 'www.shramikkalyam.indianrailways.gov.in'. Contractor shall register his firm/company etc. and upload requisite details of labour and their payment in this portal. These details shall be available in public domain. The Registration/updation of Portal shall be done as under:

I. Contractor shall apply for onetime registration of his company/firm etc in the Shramik kalyan portal with requisite details subsequent to issue of Letter of Acceptance.

Engineer shall approve the contractor's registration on the portal within 7 days of receipt of such request.

II. Contractor once approved by any Engineer, can create password with login ID (PAN No.) for subsequent use of portal for all LoAs issued in his favour.

III. The contractor once registered on the portal, shall provide details of his Letter of Acceptance (LoA)/Contract Agreements on shramik kalyan portal within 15 days of issue of any LoA for approval of concerned engineer. Engineer shall update (if required) and approve the details of LoA filled by contractor within 7 days of receipt of such request.

IV. After approval of LoA, contractor shall fill the salient details of contract labours engaged in the contract and ensure updating of each wage payment to them on shramik kalyan portal on monthly basis.

V. It shall be mandatory upon the contractor to ensure correct and prompt uploading of all salient of engaged contractual labour & payments made thereof after each wage period.

4.A.43.2 While processing payment of any 'On Account bill' or 'Final bill' or release of 'Advances' or Performance Guarantee, contractor shall submit a certificate to the Engineer or Engineer's representatives that "I have uploaded the correct details of contract labours engaged in connection with this contract and payments made to them during the wage period in Railway's Shramik kalyan portal at

‘shramikkalyan.indianrailways.gov.in’ till Month Year.”

4.A.44 Integrity Pact Program

Not Applicable

4.A.45 Deleted.

4.A.45.8 The successful bidder shall be obliged to fulfil the requirements of quality and delivery time in accordance with the provisions of the Purchase order/contract.

4.A.45.9 Sanctions

4.A.45.9.1 RailTel shall impose sanction of bidder/successful bidder for not fulfilling LC in accordance with the value mentioned in certificate of LC.

4.A.45.9.2 The sanctions may be in the form of written warning, financial penalty and blacklisting.

4.A.45.9.3 If the bidder does not fulfil the obligation after the expiration of the period specified in such warning. RailTel shall initiate action for blacklisting such bidder/successful bidder.

4.A.46 The Network for customer

The Network is being provided to meet the requirements of Ramadevi Women’s University . Accordingly, the network shall take into consideration the National Security requirements and National Security aspects.

4.A.47 Proof of Concept (POC)/Demonstration

4.A.47.1 If desired by RailTel, Bidders offering their Solutions are to conduct POC/Demonstration as advised by RailTel. Bidders must ensure that make and model of Hardware & Software used in POC/Demonstration should be same as offered in their submitted bids. Please note that no deviation in terms of Make & Model offered in Tender will be permitted. In case of any deviation found in make and model in Hardware/Software offered for POC/Demonstration, bidder’s bid will be technically disqualified.

4.A.47.2 Any additional Hardware/Software required for conducting POC/Demonstration shall be arranged by the bidder without any cost to the RailTel. RailTel shall provide only rack space and power supply for POC.

4.A.48 Deleted

4.A.49 Contract Agreement

On completion of the selection process, RailTel will enter into a contract agreement (Form no. 14, Chapter-6) with the selected bidder(s). The contract entered with RailTel would be operated by RailTel. The Contract Agreement shall be entered by RailTel only

after submission of valid Performance Guarantee by the successful bidder. Failure to do so shall constitute a breach of the agreement affected by the acceptance of the tender. In such cases the RailTel may determine that such tenderer has abandoned the contract and there upon his tender and acceptance thereof shall be treated as cancelled and the RailTel shall be entitled to forfeit the full amount of the Earnest Money Deposit and other dues payable to the Contractor under this contract. The failed Contractor shall be debarred from participating in the re-tender for that work.

The following documents would form part of the agreement between RailTel & the successful bidder: -

- i. This tender document and all the issued addendum/ corrigendum.
- ii. The bidder's proposal in response to this tender and clarifications made in course of evaluation, including all Appendixes and supporting documents.
- iii. Copy of Signed LOA along with the copy of the PBG document.

4.A.50 Damage to University/RailTel Property or Private Life and Property: The Contractor shall be responsible for all risk to the work and for trespass and shall make good at his own expense all loss or damage whether to the works themselves or to any other property of the University/RailTel or the lives, persons or property of others from whatsoever cause in connection with the works until they are taken over by the University/RailTel, although all reasonable and proper precautions may have been taken by the Contractor. In case the University/RailTel shall be called upon to make good any costs, loss or damages, or to pay any compensation, including that payable under the provisions of the Workmen's Compensation Act or any statutory amendments thereof to any person or persons sustaining damages as aforesaid by reason of any act, or any negligence or omissions on the part of the Contractor; the amount of any costs or charges including costs and charges in connection with legal proceedings, which the University/RailTel may incur in reference thereto, shall be charged to the Contractor. The University/RailTel shall have the power and right to pay or to defend or compromise any claim of threatened legal proceedings or in anticipation of legal proceedings being instituted consequent on the action or default of the Contractor, to take such steps as may be considered necessary or desirable to ward off or mitigate the effect of such proceedings, charging to Contractor, as aforesaid; any sum or sums of money which may be paid and any expenses whether for reinstatement or otherwise which may be incurred and the propriety of any such payment, defence or compromise, and the incurring of any such expenses shall not be called in question by the Contractor.

SECTION-I**CHAPTER-4****B. INSTRUCTIONS TO THE BIDDERS****4.B.0 INSTRUCTIONS FOR BID SUBMISSION:**

Following are the instruction for bid submission as per the term and conditions:
The bidders are required to submit their bids in sealed envelope to the office of RailTel Corporation of India Ltd., 19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block GN, Sector-V, Salt Lake City, Bidhannagar, Kolkata-700091. Prepare their bids in accordance with the requirements and submitting their bids to RailTel office.

4.B.1 PREPARATION OF BIDS

4.B.1.1 Bidder should take into account any corrigendum published in RailTel Website/received though e-mail on the tender document before submitting their bids.

4.B.1.2 Tender documents are send to the approved tenderers though e-mail in PDF format and through courier/Speed post. Tender may use hard copy of the Tender document received through speed post/courier service or use printed copy Tender document received in PDF format through e-mail.

4.B.2 SUBMISSION OF BIDS

4.B.2.1 Bidder should submit their bid well in advance i.e., on or before the submission time. Bidder will be responsible for any delay due to any issues.

4.B.2.2 The bidder has to duly sign and submit the required bid documents as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RailTel.

4.B.2.3 Tender shall submit tender fee / EMD as applicable in the form of Demand Draft/ Pay Order/ Banker's Cheque drawn in favour of RailTel Corporation of India Limited payable at Kolkata. Tender fee / EMD can submit in the following RailTel Bank Account:

Name of the Bank and Address	Union Bank of India, Chowringhee Road Branch, 1/1 Camac Street, Ground Floor, Kolkata – 700016
Name of the account holder	RAILTEL CORPORATION OF INDIA LIMITED
Account No.	401601010519491
IFSC Code	UBIN0540161

Bidder enclosed the transaction details with the bid.

- 4.B.2.4 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable

The envelope containing bid documents shall be addressed to RailTel Corporation of India Ltd., 19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block GN, Sector-V, Salt Lake City, Bidhannagar, Kolkata-700091 indicating the following: “Tender No., Name of the work, Due on _____” “Do not open before 17.07.2025 at 15:30 hrs.” and shall be deposited in the Tender Box kept at RailTel office.

4.B.3 ASSISTANCE TO BIDDERS:

- 4.B.3.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

RailTel Contact-I (for general Information)
Shri Bandaru Manohar
Sr. Manager/O&M
Mobile No. 7085059032
E-mail ID: bmanohar@railtelindia.com

RailTel Contact-II (for general Information)
Shri Pooran Singh
Asst. General Manager/Tender
Mobile No.: 9007044140
E-mail ID: pooransingh@railtelindia.com

- 4.B.3.2 official to receive representation regarding afterward of contract:

Shri P K Chand
GGM/TM/Bhubaneswar
Mobile Telephone No.: 9777444100
E-mail ID: pkchand@railtelindia.com

4.B.4 BID RELATED INFORMATION FOR THIS TENDER

The entire bid-submission would be offline at RailTel office Kolkata address indicated 4B.0.

Broad outline of submissions are as follows:

- i. Submission of Tender Fee, Bid Security/ Earnest Money Deposit (EMD)
- ii. Submission of duly signed copy of Tender Documents/Addenda
- iii. Response to Terms & Conditions of Tender.

NOTE: Bidder must ensure that the bid must be timely submitted to RailTel office.

4.B.5 BID SUBMISSION:

The bidder is required to submit all the relevant documents offline only with the following documents.

1. EMD submission as per details mentioned in tender notice.
2. Tender Document Cost submission as per details mentioned in tender notice.
3. Power of attorney to be submitted in accordance with Clause – 4.A.37, Chapter 4 along with Affidavit.

4.B.6 SUBMISSION OF ELIGIBILITY CRITERIA RELATED DOCUMENTS:

Eligibility criteria related documents as applicable shall be submitted “OFFLINE” only.

4.B.7 ATTENDANCE OF REPRESENTATIVES FOR TENDER OPENING:

Representatives of bidders desirous to attend the tender opening can do so on production of a proper letter of authority from the respective firm, failing which they may not be allowed to attend the tender opening. Authorized representatives of those firms who have submitted the tender documents alone shall be allowed to attend the tender opening.

4.B.8 Addenda / Corrigenda:

Addenda / Corrigenda to the tender documents may be issued by RailTel prior to the date of opening of the tenders, to clarify or reflect modifications in the contract terms and conditions or in the design. Such addendum/corrigendum shall be available on RailTel website and CPP portal and will be send through e-mail. Bidders who are unable or unwilling to bring their tenders to conform to the requirements of the RailTel are liable to be REJECTED.

4.B.9 Ambiguity/ Pre- Bid Clarification Requests:

If there is any ambiguity or doubt as to the meaning of any of the tender clauses/ conditions or if any additional information required, the matter should immediately be referred to the RailTel in writing through emails to RailTel Contacts defined under Para 4.B.3. The format to be used for seeking clarification is mentioned in Clause 4.A.35.

4.B.10 Compulsory Compliance Conformations by all Participating Bidders

- 4.B.10.1 The instructions given in the tender document are binding on the bidder and submission of the tender shall imply unconditional acceptance of all the Terms & conditions by the bidder.
- 4.B.10.2 Each and every page of submitted tender document including documentation shall be serially numbered & indexed. Bidders shall enclose relevant documents in their bid document to support their claims of experience/ eligibility/ compliance meeting criteria mentioned under different clauses of the tender.
- 4.B.10.3 In case some false information is submitted by any bidder in support of experience,

performance certificate, financial turnover, etc., then the bidder tender shall be REJECTED and EMD will be forfeited

- 4.B.10.4 RailTel shall be sole judge in the matter of shortlisting bidders at all stages of the tender and the decision of RailTel shall be final and binding on the bidders.

SECTION-I**CHAPTER- 5****BID DATA SHEET (BDS)**

The section consists of provisions that are specific to various Clauses of the tender document {Chapter-1, Chapter 3, Chapter 4(A) & Chapter-4 (B), Chapter-6 of Section-I}.

Clause	Description
	Scope of Work
	Supply, Installation, Testing and Commissioning of Datacom equipment and creation of campus Wi-Fi Network at Ramadevi Women's University including associated work and maintenance for Three years
Clause 4.A.1, Chapter-4-A, (Section-I)	Validity of offers
	60 Days
Clause 4.A.2, Chapter-4-A, (Section-I)	Warranty of hardware shall be initially for a period of 03 years; Warranty & License for Firewall is for five years. On-site deployment of one technical manpower for Network maintenance: Five years.
Clause 4.A.4, Chapter-4-A, (Section-I)	Delivery/Implementation Timelines
	30 days from date of issue of Letter of Acceptance/Purchase Order
Clause 4.A.5.5, Chapter-4-A, (Section-I)	Billing Address:
	RailTel Corporation of India Limited, 1 st Floor, Annex Building, B Block, Rail Vihar, Chandrashekharpur, Bhubaneswar -751023
Clause 4.A.6, Chapter-4-A, (Section-I)	Performance Bank Guarantee
	Equivalent to 5% of the total value of the LOA issued. For more details, please refer Clause 4.A.6 of Chapter-4.

Clause 4.A.19, Chapter-4-A, (Section-I)	Purchaser's Right to Vary Quantities
	(A) Up to maximum extent of +/- 50% subject to following condition
	i. Up to +25% with no rebate.
	ii. From +25% to +40% with 2% rebate
	iii. From +40% to +50% with 4% rebate
	(B) For variation beyond +50% of the quantity mentioned in the SOR may be done after proper negotiation with the selected bidder.
Offer Letter (Chapter-1) & Clause 4.A.22, (Section-I)	Earnest Money Deposit (EMD) – To be submitted in the form of Demand Draft/Pay Order/Banker's cheque/online transfer to RailTel Account. ₹ 3,57,000/-
Clause 4.A.35, Chapter-4-A, (Section-I)	Pre- Bid Clarification Requests
	Last date of Submission of Clarification
	Date: 14-07-2025 15:00 hrs.
Tender Notice (Section-I)	Last Date of Submission of Offer
	Date: 17-07-2025
	Time: 15:00 hours
	Date of Opening of Tender
	Date: 17-07-2025
	Time: 15:30 hours
Clause 4.B.3, Chapter-4-B, (Section-I)	RailTel Contact-I (for general Information) Shri Bandaru Manohar Sr. Manager/O&M Mobile No. 7085059032 E-mail ID: bmanohar@railtelindia.com RailTel Contact-II (for general Information) Shri Pooran Singh Asst. General Manager/Tender Mobile No. 9007044140 E-mail ID: pooransingh@railtelindia.com
Regional Address Chapter-1, Chapter-6,	RailTel Corporation of India Limited 19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block GN, Sector-V, Salt Lake City, Bidhannagar, Kolkata-700091

Note:

1. If the details given in BDS contradict with referred clause in the detailed tender document, the details in BDS will have overriding priority over the referred clause in the tender document.
2. In the tender document, RailTel and University have been used at various places. It can be interchangeably used wherever required for various purposes of contract management purposes, as may be decided / intimated by the contract managing authority, i.e., RailTel.

CHAPTER – 6 FORM(S)/ PROFORMA (S)

Form No. 1

PROFORMA FOR PERFORMANCE BANK GUARANTEE BOND

(to be in accordance with the stamp act)

[To be used by approved commercial Bank, (either private or PSU) but not from cooperative Bank or NBFC]

1. In consideration of the RailTel Corporation of India Limited, having its registered office at 19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block GN, Sector-V, Salt Lake City, Kolkata – 700 091 (Herein after called RailTel) 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 (hereinafter called “the said Agreement”) of performance guarantee for the due fulfilment 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) / Supplier(s).

We, Bank further agree that this guarantee shall be invocable at our place of business at...../Kolkata (indicate detailed address of the local Kolkata Branch with Code No.) The branch of Kolkata being advised accordingly.

(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.

Dated the

day of

2025

for

Witness

(indicate the name of the Bank)

1. Signature
Name

2. Signature
Name

PROFORMA FOR THE SYSTEM PERFORMANCE GUARANTEE

(On Stamp Paper of Rs. One hundred)

The Principal Executive Director,
 RailTel Corporation of India Limited,
 Eastern Region, Kolkata- 700091.

Tender No. RailTel/Tender/ST/ER/HQ/2025-26/1562, Dt. 10.07.2025

I / We hereby guarantee that the design on the basis of which we have submitted our tender no. has been carefully made to conform to the end objectives in the tender documents and to technical specification therein. We further guarantee that in the event of the performance of the system, when installed, not complying with the end objectives or with the specifications contained in the tender documents, we shall provide further inputs to enable the RailTel to realize the end objectives contained in these documents without any additional payment for any additional equipment which may be required in this regard. We further guarantee that all the expenses for providing the additional inputs under the System Guarantee will be borne by us. We further guarantee that these additional inputs will be provided by us to make the system workable within 1 month from the date on which this guarantee is invoked by the Purchaser. The guarantee is valid for a period of one year from the date of commissioning of the system.

(Signature of Firm's Authorized Officer)

Seal

Signature of witness:

1.

2.

Form No. 3:

Proforma for Long Term Maintenance Support:

Not used

Form No. 4:

**FORMAT FOR AFFIDAVIT TO BE SUBMITTED BY TENDERER ALONGWITH
THE TENDER DOCUMENTS**

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

I..... (Name and designation) ** appointed as the attorney/authorized

signatory of the tenderer (including its constituents),

M/s _____ (hereinafter called the tenderer) for the purpose of the Tender documents for the work of _____ as per the tender No. _____ of (RailTel Corporation of India Ltd., Eastern Region), do hereby solemnly affirm and state on the behalf of the tenderer including its constituents as under:

1. I/we the tenderer (s), am/are signing this document after carefully reading the contents.
2. I/we the tenderer(s) also accept all the conditions of the tender and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have used the tender documents received RailTel Corporation of India Ltd., Eastern Region, Kolkata, there is no addition, no deletion or no alternation to be content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenders, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credential submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of tenders,

it shall lead to forfeiture of the tender EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the tenderer) **__and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

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

DEPONENT

SEAL AND SIGNATURE OF THE TENDERER

VERIFICATION

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

DEPONENT

SEAL AND SIGNATURE OF THE TENDERER

Place :

Dated:

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

Form No. 5:

Proforma for Signing the Integrity Pact:

Not Applicable

FORM NO. 6:

PROFORMA FOR “NIL DEVIATION COMPLIANCE UNDERTAKING”

(To be signed by the Bidder)

To

RailTel Corporation of India Limited,
19th Floor, Aurora Waterfront Building,
Plot No. 34/1, Block GN, Sector-V, Salt Lake City,
Bidhannagar, Kolkata-700091

Tender No. RailTel/Tender/ST/ER/HQ/2025-26/1562, Dt. 10.07.2025

Sub: NIL Deviation Compliance

Over and above all our earlier conformations and submissions as per your requirements of the Tender, we confirm that,

1. All proposed in scope supplies are compliant to the technical specifications of the equipment as mentioned in the Chapter-3 & 8 of Tender document.
2. We hereby certify that the hardware and software mentioned in our technical solution and Bill of Material (BOM) are complete.
3. We confirm that there is no requirement of any other hardware and software to fulfill requirements as per scope against the Tender. If any additional hardware and software is required to meet in scope requirements, then it would be procured by us at no extra cost to RailTel.
4. We will also ensure our unconditional compliance of all the terms and conditions as mentioned in the Tender document including all corrigenda and specifications.
5. List of deviations (Partial Compliance and Non-compliance) from terms and conditions as mentioned in the Tender document including all corrigenda and specifications, if any, is enclosed as Annexure with this form. We understand that any partial compliance or non-compliance, may result in REJECTION of our bid.

Seal and signature of the bidder Place:

Date:

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

FORM NO. 7

**OEM'S UNDERTAKING ON LETTER HEAD FOR MAF, PROVEN FACILITY,
BLACKLISTING, MALICIOUS CODE, IPR & RESTRICTION ON COMPANIES
FROM LAND BORDER SHARING COUNTRIES WITH INDIA:**

Not Used.

FORM NO. 8:

**BIDDER'S UNDERTAKING ON LETTER HEAD FOR BLACKLISTING,
MALICIOUS CODE, SITE INSPECTION & RESTRICTION ON COMPANIES ON
LAND BORDER SHARING COUNTRIES WITH INDIA.**

(To be signed by the Bidder)

To

RailTel Corporation of India Limited,
19th Floor, Aurora Waterfront Building,
Plot No. 34/1, Block GN, Sector-V, Salt Lake City,
Bidhannagar, Kolkata-700091.

Tender No. RailTel/Tender/ST/ER/HQ/2025-26/1562, Dt. 10.07.2025

Sub: Bidder Undertaking

Dear Sir,

I / Wehereby certify that

- (i) I/We have not been black-listed or debarred currently by Central Govt./State Govt./CPSU in India or anywhere globally by Government for security reasons either in Individual capacity or as a member of partnership firm/LLP/JV/Society/Trust.
- (ii) All the Hardware and Software, offered in our bid documents, are as per Technical specifications mentioned in Chapter-3 & 8 of the above referred tender document.
- (iii) I/We Certify that,
 - i. All proposed hardware and software components in scope of supplies when shipped by _____, does not contain embedded malicious code that would activate procedures to:-
 - a. Inhibit the desired and designed function of the equipment.
 - b. Cause physical damage to the user or equipment during the exploitation.
 - c. Tap information resident or transient in the equipment/networks.

- ii. I/We, _____ will be considered to be in breach in case physical damage or malfunctioning is caused due to activation of any such malicious code in embedded software and thus be liable to repair, replace or refund the price of the infected software if reported (or, upon request, return) to the party supplying the software to Customer, if different than _____
- iii. Security breach or damages to system, if any, so caused by any embedded malicious code or otherwise, due to the act of either OEM or bidder or both, the OEM as well as the bidder would be considered liable jointly or severally and shall be banned for conducting any business with RailTel. Also the pre- sent contract, may liable to be terminated by the purchaser.
- (iv) Before submitting a tender, I/We deemed to have satisfied myself by actual inspection of the sites and locality of the works, that all conditions liable to be encountered during the execution of the works are taken into account and that the rates enters in the tender forms are adequate and all inclusive.
- (v) I/We have read the clause 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; I/We certify that I/We is/are not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that I/We fulfils all requirements in this regard and is eligible to be considered.
- (vi) I/We certify that all the licenses of Firmware and Software of the offered Network solution under this Tender would be registered in favor of M/s RCIL.

Seal and signature of the authorized representative of Bidder

Name and Designation of the authorized representative of Bidder

Place:

Date:

FORM NO. 9:

CERTIFICATE FROM BIDDER'S COST/STATUTORY AUDITOR

(Not Used)

Form No. 10:

Affidavit by each Consortium Member/JV Member:

Not Applicable

Form No. 11:

Joint Venture Agreement/Memorandum of Agreement:

Not Applicable

Form No. 12:

Consortium Agreement/Memorandum of Agreement:

Not Applicable

FORM NO. 13:

PAST EXPERIENCE FORM

(not used)

Form No. 14:**PROFORMA FOR CONTRACT AGREEMENT**

(CA No. _____ for the work of “Supply, Installation, Testing and Commissioning of Datacom equipment and creation of campus Wi Fi Network at Ramadevi Women’s University including associated work and maintenance for Five years”

This AGREEMENT is made at _____ on this _____ day of _____ two thousand and Twenty _____, by and between RailTel Corporation of India Limited (A Govt. of India Undertaking) having its Corporate office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi- 110023 and Regional Office at 19th Floor, Aurora Waterfront Building, Plot no. 34/1, Block -GN, Sector - V, Salt Lake City, Kolkata -700091, West Bengal acting in the premises through _____/Eastern Region (hereinafter referred to as ‘RailTel’, which expression should unless repugnant to the context or meaning thereof include its successors and permitted assigns) of the one part;

And _____ having its registered office at _____ acting in the premises through _____ (hereafter referred to as “Contractor”, which expression should unless repugnant to the context or meaning thereof include its successor and permitted assigns) of the other part.

Whereas in response to a call for Tender by RailTel for the work of “Supply, Installation, Testing and Commissioning of Datacom equipment and creation of campus Wi Fi Network at Ramadevi Women’s University including associated work and maintenance for Five years” as per tender papers at Annexure ‘A’ read with Corrigendum Issued by RailTel hereto, the Contractor has submitted a Tender as per Annexure ‘B’ hereto

AND WHEREAS the said Tender of the Contractor has been accepted for the work of “Supply, Installation, Testing and Commissioning of Datacom equipment and creation of campus Wi Fi Network at Ramadevi Women’s University including associated work and maintenance for Five years” as per copy of Letter of Acceptance of Tender No. _____ Dated _____ complete with enclosures at the accepted rates and agreed deviations from tender papers as per Annexure-C hereto at contract value of Rs._____(Rupees_____ Only) duly accepted by the contractor.

Now this agreement witnesses that in consideration of the premises and the payment to be made by the Purchaser (RailTel) to the Contractor provided for herein, the Contractor shall execute and perform service for which the said Tender of the Contractor has been accepted strictly according to the various provisions in Annexure ‘B’ and ‘C’ hereto and upon such execute and performance to the satisfaction of the purchaser (RailTel) and the purchaser (RailTel) shall pay to the Contractor at the rates accepted as per the said Annexure ‘C’ and in terms of the provisions therein.

IN WITNESS whereof both the parties have hereunto set and subscribed their respective hands and/or seals on the day and year respectively mentioned against their respective signatures.

Signed and delivered by Shri _____ for and on behalf of RailTel Corporation of India Ltd.

The contract within named in the presence of :

1. Signature :

Date :

Name in Block Capitals :

Address

2. Signature :

Date :

Name in Block Capitals :

Address :

Signed and delivered by Shri. _____ for and on behalf of
_____, the contractor within named in the presence of:

1. Signature :

Date :

Name in Block Capitals :

Address :

2. Signature :

Date :

Name in Block Capitals :

Address :

Annexure – A : Tender Paper No. _____ with corrigendum, if any.

Annexure – B : Firm's offer.

Annexure – C : Letter of Acceptance No._____with all enclosures.

Annexure – D : Copy of Contract Performance Guarantee.

CHAPTER-8

8.1 General Conditions

- 8.1.1 It may kindly be noted that in the specification wherever support for a feature has been asked for, it will mean that the feature should be available without RailTel requiring any other hardware/software/licenses. Thus, all hardware/software/licenses required for enabling the support/feature shall be included in the offer.
- 8.1.2 All Offered software's shall be of proven performance in (at least one) Government department or Public Sector Units or Telecom service provider or public listed companies in India or outside India. Relevant document clearly mentioning the functionality deployed in support of the same shall be submitted (like Customer satisfactory performance certificate /Public Case Study etc).
- 8.1.3 If RailTel desired Technical evaluation, RailTel shall asked of POC/ Demonstration for offered equipment. Interoperability test with will also conduct during POC/ Demonstration. POC/ Demonstration may be exempted in case Offered Equipment or similar/higher capacity equipment of same OS is running in RailTel Network (In that case bidder or OEM request for exemption may be provided). For exemption of POC/ Demonstration, RailTel decision will be final. POC should be completed within 21 days after intimation to bidder. In case of Bidder failed to complete POC/ Demonstration successfully, in that case offered equipment will be technical disqualified.
- 8.1.4 Bidder or OEM should provide professional OEM support services for integration of equipment with existing System.
- 8.1.5 Supplied equipment should have support of Firmware upgradation till the OEM announces End of Life (EoL). Hardware and Software offered by OEM should have End of Life (EOL) not less than 8 years from the date of Supply. End of Sale (EOS) of offered Hardware and Software should not be less than 4 years from the date of Supply.
- 8.1.6 OEMs or Authorized service Partner should have 24*7 TAC support in India. Relevant document in support of the same shall be submitted.
- 8.1.7 Bidder or OEMs should guarantee that the systems delivered to the RailTel are brand new, including all components. All hardware must be supplied with their original and complete printed documentation. Line-by-line compliance of the technical conditions should be submitted by the bidder and vetted by respective OEMs on their letter head duly signed by Authorized signatory.

Chapter-9

CHECK LIST (To be filled up & submitted)

SN	Have you submitted the following documents	Submitted /Complied or not	Page No./ref No. of Offer
1.	Cost of Tender Document (as per TENDER NOTICE, Page No. 3 of Tender) - to be submitted (Mandatory)		
2.	Submission of Earnest Money Deposit (EMD) as mentioned in (as per TENDER NOTICE) Page No. 3 of Tender)- to be submitted. (Mandatory)		
3.	Offer Letter as per Chapter-1 (Mandatory)		
4.	Price Bid duly filled to be submitted Chapter-2. (Mandatory)		
5.	Legal Entity - Constitution of Firm and Power of Attorney as per clause 4.B.5 of Chapter-4.		
7.	Bidder Compliance to Technical Requirements as mentioned in Clause 3.A.3 of Chapter-3.		
8.	Complete technical data and particulars of the equipment offered, as specified in the Tender papers together with descriptive literature, leaflets, Drawings, if any, complete with list etc. (Mandatory)		
9.	Form No. 2 (Chapter-6) - System Performance Guarantee to be signed by the Bidder. (Mandatory)		
10.	Form No. 4 (Chapter-6) – Affidavit – to be submitted by the bidder as per Clause no. 4.A.14.3.3. (Mandatory)		
12.	Any other information required to be submitted by the bidder as per technical and eligibility criteria.		
14.	Project Implementation Plan as per Clause 4.A.4 of Tender document.		
15.	Duly signed & stamped complete tender document (Mandatory)		
16.	Manufacturer's Authorization Form or Authorized Partner Certificate against SOR item Nos. 1, 2, 4, 10, 13, 14, 15 & 18		

----- End of Tender Document -----