

RailTel Corporation of India Ltd
(A Navratna CPSE under Ministry of Railways)



**Expression of Interest (EOI) for Selection of Service Provider for
Supporting various Training Programs**

EOI No.: RCIL/2025/CO/BD/EOI/Training Services/01

dated 18-07-2025

Issued by:

RailTel Corporation of India Ltd

(A Navratna PSU under Ministry of Railways)

Corporate Office,

Plate-A, 6th Floor, Office Block Tower-2,

East Kidwai Nagar, New Delhi - 110023,

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<https://www.railtelindia.com>

DISCLAIMER

RailTel Corporation of India Ltd. (herein after called the RailTel) has prepared this Expression of Interest (EOI) document solely to assist prospective bidders in making their decision of whether or not to bid. While the RailTel has taken due care in the preparation of information contained herein and believes it to be accurate, neither the RailTel or any of its Authorities or Agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. This information is not intended to be exhaustive and interested parties are required to make their own inquiries and do site visits that it may require in order to submit the EOI. The information is provided on the basis that it is non-binding on RailTel, any of its authorities or agencies or any of their respective officers, employees, agents or advisors. The RailTel reserves the right not to proceed with the bidding/EOI process at any stage without assigning any reasons thereof, or to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the EOI further with any party submitting an EOI. No reimbursement of cost of any type will be paid to persons or entities submitting the EOI.

EOI NOTICE

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

EOI Notice No: RCIL/2025/CO/BD/EOI/Training Services/01 dated 18-07-2025

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel’s Empanelled Partners for Selection of Service Provider to provide support services to organise Training Program for RailTel.

Schedule of Events

1	EOI document Availability	Through RailTel website only
2	Last date for submission of Bids against EOI	22-07-2025 at 15:00 Hours
3	Opening of Bids received against EOI	22-07-2025 at 15:30 Hours
4	Mode of Bid Submission	<p>“Single stage” with physical submission of sealed envelope containing both Technical Bid and Commercial Bid. The physical submission is to be done at the address mentioned below:</p> <p>To GM/BD, RailTel Corporation of India Limited, Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi-110023</p> <p>All interested partners may note that this is a 'Single Packet Bid Submission'. EOI response submitted through any other mode will not be accepted.</p>
5	EOI fees (non-refundable)	NIL
6	EMD amount	<p>a) Rs. 48,800/- (Fifty-Five Thousand Only) to be submitted along with EOI (To be submitted via online bank transfer only).</p> <p>For Online Transfer: RailTel Bank Details: Union Bank of India Account No.: 340601010050446 IFSC Code: UBIN0534064</p> <p>Submission through Online Mode only</p>

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

Level 1: Contact: Shubhika Chohan Designation: DM/Mktg (BD) Email: shubhika.chohan@railtelindia.com	Level 2: Contact: Sh. Alok V Agnihotri Designation: GM/BD Email: avagnihotri@railtelindia.com
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Note:

1. The EOI response is invited from Empanelled Partners of RailTel only.
2. Empanelled partners are required to submit hard copy of their EOI submissions at the address mentioned in the Schedule of Events, duly signed by Authorized Signatory having Power of Attorney with Company seal and stamp.
3. All documents must be submitted with proper indexing and pagination, ensuring transparency and traceability of compliance with RailTel and end-customer requirements.
4. **Transfer and Subletting:** The selected partner has no right to give, bargain, sell, assign, or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
6. **Invoice & Certification Support:** Selected bidder shall support RailTel to submit invoices to end customer on time by providing completion certificates for its scope of work.
7. **Milestone Adherence:** RailTel shall raise the invoices to end customer as per project milestones. Successful bidder must ensure that project milestones are met so that invoicing can be done in time bound manner.
8. **Role Clarification:** Bidder/selected partner understands that if he so selected will be treated as Bidder and not vendor in any manner. It is categorically agreed without any doubt that provision related to MSME shall not be applicable to the selected partner and payment terms shall be governed in accordance with the definitive agreement entered with the bidder.
9. **Back-to-Back Compliance:** The selected partner, must comply with all technical and eligibility conditions specified in the customer requirement and corrigenda on a back-to-back basis, with no delegation to any third-party.
10. **Payment Terms:** Payment milestones and schedules will be applicable to the selected partner strictly on a back-to-back basis, and all deliverables must be completed by the partner organization itself to be eligible for payment.
11. **Variation:** Any variation in scope or quantity in the customer requirements shall be applicable on a back-to-back basis and shall be delivered by the selected partner without subcontracting.

1. About RailTel

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

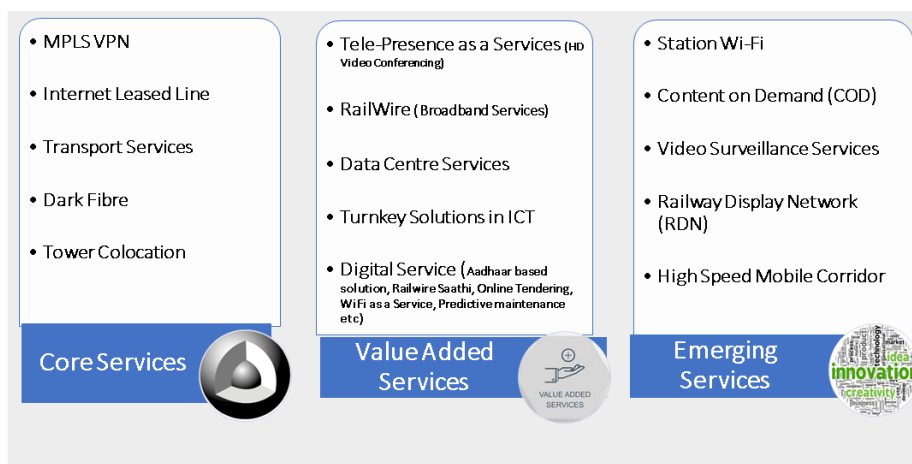
RailTel has approximately 61000 kms of OFC along the protected Railway tracks. The transport network is built on high-capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / co-locating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High-Definition Video Conference facility bundled with required BW is provided as a Service.

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

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

Licenses & Service portfolio:

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



a) Carrier Services

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

b) Enterprise Services

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

c) DATA CENTER Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centers in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centers. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's / hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centers. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

d) High-Definition Video Conference: RailTel has unique service model of providing high-definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

2. Background of the EOI

RailTel Corporation of India Ltd. (hereinafter “RailTel”), a leading ICT solutions provider under the Ministry of Railways, is committed to inclusive development through digital empowerment and skill-based initiatives. In line with the objectives of Govt. of India, RailTel proposes to undertake NSQF-compliant, physical-mode Training Programs for various Govt. institutions/agencies.

This Expression of Interest (EOI) invites proposals from experienced Training Service Partners (TSP) to assistance in in delivery of high-quality training programs aimed at fostering self-employment, enhancing employability in emerging sectors, and promoting inclusive entrepreneurship across various geographies. These programs will be delivered strictly in adherence to the SOP (Standard Operating Procedure) and guidelines of issued by the relevant Govt. of India organisations.

3. Scope of Work

The selected partner shall assist RailTel with necessary Infrastructure, technical & administrative services exclusively at the direction of RailTel Corporation of India Ltd. The services shall include but not limited to:

3.1. INFRASTRUCTURE

3.1.1. Training Center and Infrastructure Support and Candidate Mobilization

a) Setup and provide operational support of skill development training centers at the following locations:

- Kannauj, Uttar Pradesh
- Ranchi, Jharkhand
- Bhind, Madhya Pradesh

b) Each center must have:

- Minimum student capacity of 30 candidates per batch which may increase as per customer requirement.
- Complete infrastructure setup including:
 - IT equipment (computers, projectors, biometric attendance systems, etc.).
 - Furniture (classroom seating, desks, storage, etc.).
 - Branding materials (posters, banners, social media QR codes, etc.).
 - Power backup

c) Mobilization support for a minimum of 30 SC/ST candidates per location.

d) Mobilization support activities include:

- Outreach via local advertisements in print, social media, community engagement, or partnerships with local organizations.
- Branding of Mobilisation Material
- Conducting motivational and awareness camps to attract eligible candidates.

- Help mobilise keen candidates and encourage participation of female and Divyang SC/ST candidates

e) Candidate eligibility as per guidelines:

- Minimum age of 18 years.
- Belonging to the SC/ST category.
- Minimum 75% attendance to be maintained

f) Assist in upload of candidate data on designated portal.

g) Support in collection and maintenance of candidate documents such ID and age proof, caste certificate, UAM/Udyam Certificate etc.

h) Provide support in maintaining training-related records and documentation.

3.1.2. Accommodation Facilities

a) Provision of hygienic and safe accommodation facilities for a minimum of 30 candidates per location, which may be increased as per customer requirements.

b) Facilities must include:

- Clean dormitories or rooms with adequate sanitation
- Washrooms
- Canteen/mess area.
- Clean drinking water.
- Daily housekeeping and maintenance services.

c) Facilities will be subject to periodic inspection as per relevant monitoring standards.

3.2 SERVICES

3.2.1. Provision of Manpower for Training Centers

a) Deployment of qualified and experienced staff at each training location, including:

- Certified trainers relevant to the skill courses offered.
- Administrative staff for record-keeping, compliance, and reporting.
- Support staff for day-to-day center operations.

b) Trainers and staff must comply with the eligibility and quality requirements as per RailTel's customer's training guidelines.

3.2.2. Operational Services

- a) Provision of hygienic and nutritious food meals and clean drinking water facilities for a minimum of 30 candidates per location, which may be increased as per customer requirements. Facilities will be subject to periodic inspection as per relevant standards.
- b) Provide support in candidate assessments and assist in candidate feedback.
- c) Provide support in any required operational and maintenance activities.

3.3. POST-TRAINING AND OUTCOME SUPPORT

- a) Provide end-to-end post-training services, including:
 - Handholding support for self-employment and wage employment.
 - Regular outcome tracking and documentation of job placements, self-employment ventures, and entrepreneurial activities.
 - Assistance in preparing and submitting outcome reports in the prescribed formats.
 - Support for linkages with CPSEs, tender participation, bank loan facilitation, enrolment on GeM, GST registration, and other relevant opportunities.

4. Response to EOI guidelines

4.1. Language of Proposals

The proposal and all correspondence and documents shall be written in English language only.

4.2. RailTel's Right to Accept/Reject Responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time before selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

4.3. EOI Response Document

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

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

4.4. Period of Validity of Bids

4.4.1. Bid of Interested partners shall remain valid for the period of 180 days from the date of submission of EOI, as mentioned in this EOI document.

4.4.2. RailTel may request for an extension of the period of validity. The request and the responses thereto shall be made in writing through e-mail communication only.

4.5. EMD

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

4.5.2. Offers not accompanied with valid EOI Earnest Money Deposit shall be summarily rejected.

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

4.5.4. Return of EMD for successful Business Associate: EOI-EMD & Earnest Money Deposit (balance proportionate EMD) if applicable of the successful bidder will be discharged / returned as promptly as possible after signing of NDA.

4.5.5. Forfeiture of EOI EMD or EOI EMD & EMD (balance proportionate EMD) and or Penal action as per EMD Declaration: “The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.”

4.6. Security Deposit / Performance Bank Guarantee (PBG)

SD/PBG shall be applicable on back-to-back basis in case RailTel is required to pay to the end user.

4.7. Last date & time for Submission of EOI response

EOI response must be submitted to RailTel with physical submission of sealed envelope containing both Technical Bid and Commercial Bid not later than the specified date and time mentioned in the preamble. The physical submission is to be done at the address mentioned below:

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

4.8. Modification and/or Withdrawal of EOI response

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

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

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

4.9. Clarification of EOI Response

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

4.10. Period of Association/ Validity of Agreement

RailTel will enter into an agreement with selected bidder with detailed Terms and conditions. The agreement to have terms and conditions that is in line with end customer requirements & mutually agreed upon.

5. Eligibility Criteria

5.1 Eligibility Criteria for interested partners

S. No.	Parameter	Qualifying Criteria	Document Required
1	Empanelment	Bidder must be empaneled with RailTel as business associate on date of bid submission.	Copy of valid Empanelment letter.
2	Turnover and Net Worth	<p>The bidder should have a cumulative turnover from operations in the last three financial years (FY 21-22, 22-23, 23-24) of at least INR 10 Crore.</p> <p>and</p> <p>The bidder must have positive net worth in each of the last 3 Financial Years i.e. (FY 21-22, 22-23, 23-24).</p>	<p>A copy of turnover statement and net worth certificate duly certified by the Chartered Accountant must be enclosed.</p> <p>and</p> <p>Audited Balance sheets of last three financial years (FY 21-22, 22-23, 23-24)</p>
3	Experience	<p>The bidder must have executed similar work in last 7 years, ending last day of the month previous to the one in which EOI is invited</p> <p>i. Three similar works each costing not less than the amount equal to 16.5 Lakh, or</p> <p>ii. Two similar works each costing not less than the amount equal to 22 Lakh or</p> <p>iii. One similar work each costing not less than the amount equal to 33 Lakh</p>	Self certificate with copy of Purchase/ Work Order and completion/ satisfactory performance certificate issued by client/ chartered accountant (CA).

4	Non-Blacklisting	Non-Blacklisting: The bidder should not be backlisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body in India, on the last date of submission of BID	Bidder must submit an undertaking on letterhead duly signed and stamped by authorized signatory for non-black listing (RailTel's Non-blacklisting format at Annexure-03)
5.	Quality Certification	Interested Bidder should possess below Certifications (any 1) which are valid on the date of bid submission: <ul style="list-style-type: none"> • ISO 9001 • ISO 14001 • ISO 27001 	Copy of certificate

6. Evaluation Criteria

6.1. The Bidders will be evaluated on the basis of the Eligibility Criteria as mentioned at para 5.

6.2. The bidder shall also submit a proof of documentation against the following:

S. No.	Parameter	Area	Document to be submitted
1	Infrastructure & Logistics	Capability to provide training infrastructure (venue, equipment, biometric systems).	Self declaration with details of available infrastructure, photos, and agreements.
2	Food and Accommodation Facilities	Provision of hygienic and safe food and accommodation facilities	Self declaration with details of available infrastructure and services and photos
3	Trainer Availability	Ability to provide qualified trainers	Self declaration with trainer details and qualifications.
4	Candidate Mobilization	Strategy for candidate outreach (Any type like aspirational districts, SC/ST, women, BPL, PWDs, etc.).	Self declaration with details such as past campaign plans and past mobilization reports

6.3. RailTel reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final.

6.4. The price bid of the bidder fulfilling these eligibility criteria's mentioned in para 5 would be opened and the bidder who has offered highest Margin to RailTel will be considered for awarding the work for the defined scope of work.

7. Payment Terms

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

7.2. Actual payment terms shall be as per agreement between RailTel and Customer and shall be confirmed at the time of PO issuance.

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

7.4. Payment terms are on back-to-back basis on receipt of the payment from customer for various milestones based payments.

8. Details of Commercial Bid / Financial Bid

8.1. INTERESTED BIDDER shall submit commercial bid strictly as per the format mentioned in this EOI document or subsequent corrigendum (if any).

8.2. The rates mentioned in the commercial bid of the SELECTED BIDDER will form basis of commercial transaction between RailTel and bidder.

8.3. It is also possible that CUSTOMER may surrender some or all of the quantities of service items ordered to RailTel during the contract period and accordingly the contractual amount between RailTel and SELECTED BIDDER shall be considered.

8.4. In addition to the Payment Terms, all other Contractual Terms will also be on 'back-to-back' basis between RailTel and SELECTED BIDDER.

9. Variation & Duration of the Contract Period

9.1. The contract duration shall be same as of CUSTOMER'S contract duration with RailTel until otherwise terminated earlier, subject to successful participation of RailTel in the pertinent CUSTOMER'S inquiry. The contract duration can be renewed / extended by RailTel at its discern, in case CUSTOMER extends / renews / additional services with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by Customer to RailTel.

10. Penalty

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

11. Billing Authority

Bill passing authority is GM/BD/CO and Bill payment authority is Finance/CO.

12. Delivery Period/Project Execution Timeline

Delivery period for the project will be applicable as per the customer Requirements.

13. Limitation of Liability towards RailTel

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

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

14. Dispute Settlement

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

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

14.3. All arbitration proceedings shall be conducted in English.

15. Governing Laws

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

16. Statutory Compliance

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

16.2. The Bidder shall comply and ensure strict compliance by his/her employees and agents of all applicable Central, State, Municipal and Local laws and Regulations and undertake to indemnify RailTel, from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against RailTel or its Customer under Employees Compensation Act, 1923, The Employees Provident Fund and

Miscellaneous Provisions Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, Shop and Establishment Act and Labour Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising there from and/or related thereto.

17. Intellectual Property Rights

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

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

18. Force Majeure

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

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

19. Indemnity

19.1. The SELECTED BIDDER agrees to indemnify and hold harmless RailTel, its officers, employees and agents (each an "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees

and disbursements) and expenses (collectively, "Losses") to which the Indemnified party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from:

- a) Any misstatement or any breach of any representation or warranty made by SELECTED BIDDER; or
- b) The failure by the SELECTED BIDDER to fulfill any covenant or condition contained in this contract by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverables (or the access, use or other rights thereto), created by SELECTED BIDDER pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by SELECTED BIDDER pursuant to this contract, or the SLAs (i) infringes a copyright, trade mark, trade design enforceable in India, (ii) infringes a patent issues in India, or (iii) constitutes misappropriation or unlawful disclosure or used of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); or
- c) Any compensation / claim or proceeding by ECT or any third party against RailTel arising out of any act, deed or omission by the SELECTED BIDDER or
- d) Claim filed by a workman or employee engaged by the SELECTED BIDDER for carrying out work related to this agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

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

20. Confidentiality cum Non-disclosure

The selected bidder shall sign an NDA with RailTel within 15 days from the date of issue of LOI/LOA.

21. Exit Management

21.1. Exit Management Purpose

- a) This clause sets out the provision, which will apply during Exit Management period. The parties shall ensure that their respective associated entities carry out their respective obligation set out in this Exit Management Clause.
- b) The exit management period starts, in case of expiry of contract, at least 03 months prior to the date when the contract comes to an end or in case of termination contract, on the date when the notice of termination is sent to the SELECTED BIDDER, the exit management period ends on the date agreed upon by RailTel or Three (03) months after the beginning of the exit management period, whichever is earlier.

21.2. Confidential Information, Security and Data: SELECTED BIDDER will promptly, on the commencement of the exit management period, supply to RailTel or its nominated agencies the following (if asked by RailTel in writing):

a) Information relating to the current services rendered and performance data relating to the performance of the services; documentation relating to the project, project's customized source code (if any); any other data and confidential information created as part of or is related to this contract;

b) All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RailTel and its nominated agencies, or its replacing vendor to carry out due diligence in order to transition the provision of the services to RailTel or its nominated agencies, or its replacing vendor (as the case may be).

21.3. Employees : Promptly on reasonable request at any time during the exit management period, the SELECTED BIDDER shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide RailTel a list of all employees (with job titles and communication address), dedicated to providing the services at the commencement of the exit management period; To the extent that any Transfer Regulation does not apply to any employee of the SELECTED BIDDER, RailTel or the replacing vendor may make an offer of contract for services to such employees of the SELECTED BIDDER and the SELECTED BIDDER shall not enforce or impose any contractual provision that would prevent any such employee from being hired by RailTel or any replacing vendor.

21.4. Rights of Access to Information: Besides during the contract period, during the exit management period also, if asked by RailTel in writing, the SELECTED BIDDER shall be obliged to provide an access of information to RailTel and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / software / active / passive), documentations, manuals, catalogues, archive data, Live data, policy documents or any other related material.

Note: RailTel at its sole discern may not enforce any or all clauses / sub-clauses under the 'Exit Management' clause due to administrative convenience or any other reasons as deemed fit by RailTel.

22. Changes in Contract Agreement

22.1. Modification (if any) of the terms and conditions of the Contract Agreement shall be made through written amendments signed by both SELECTED BIDDER and RailTel.

Annexure-01: Format for BID COVER LETTER

COVERING LETTER (To be on company letterhead)

To,

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

Dear Sir

SUB: Participation in the Eol process

Ref: EOI No.: RCIL/2025/CO/BD/EOI/Training Services/01 dated 18-07-2025

We, hereby acknowledge the receipt of the above referred EOI and offer to participate in conformity with the said Invitation for Eol document.

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for Eol document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for Eol document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Eol is liable to be rejected.

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

Authorized Signatory

Name

Designation

Annexure-02: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

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

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

Ref: **EOI No.: RCIL/2025/CO/BD/EOI/Training Services/01 dated 18-07-2025**

We, Company Name, having its registered office at Address

hereby declares that the Company has not been blacklisted/debarred by any Governmental/ Non-Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure-03: Power of Attorney* Format

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

AUTHORIZATION

We, _____ ((CIN: _____), having its registered and Corporate Office at _____ India, do hereby constitute, appoint and authorize _____, who is presently employed with us and holding the position of _____ and whose signature is given below, as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to submission of our Bid in response to the EOI by RailTel Corporation of India for “their Customer Bid Number _____ and for RCIL EOI no. _____ including signing and submission of the bid and all documents specified in the bid, including, undertakings, letters, certificates, acceptances, clarifications, guarantees, etc., participating in the meetings, responding to the queries, submission of information or documents and generally to represent us in all the dealings with RailTel and Customer of RailTel, in all matters in connection with our bid response for the said Project.

Dated –

Place –

Name

Designation

For and on the behalf of

Accepted:

Signature of Attorney

Name:

Designation:

Company name:

***Note: Chain of attorney should be attached herewith.**

Annexure-4 : Bidder's Profile**Ref: EOI No.: RCIL/2025/CO/BD/EOI/Training Services/01 dated 18-07-2025**

S.No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation, and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and Email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation, and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax, and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

Annexure-5: Price Bid (Financial Bid)

To,

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

SUB: Financial Bid**Ref: EOI No.: RCIL/2025/CO/BD/EOI/Training Services/01 dated 18-07-2025**

The best offered rates against the above referred EOI is as below:

Description	Total no. of Candidates	Offered Cost	Quoted % above / below	Resultant Figure (Cost)
Total cost of Infrastructure & Services	90	41,28,975/-	__ %	

Quoted % Value in words: _____**Resultant Figure in words:** _____**Note:**

1. All figures to be quoted in INR.
2. The above values are exclusive of Taxes and shall be paid extra on actual at the time of payment.
3. In case of difference between amount in number and words, words shall prevail.
4. For any variation in future, the unit rate shall be used for any additional order.

Signature of the authorised signatory: _____

Name and Designation: _____

Date: _____