



RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking, Ministry of Railways)
Gumidelli Towers 6th Floor, 1-10-39 to 44, 6A,
Begumpet Airport Road, Opp. Shoppers Stop, Hyderabad-500 016..

TENDER TYPE
OPEN TENDER

RailTel/e-Tender/OT/SR/DC/2025-26/05, Dt:22-07-2025

NAME OF THE WORK

**Picture Archiving and Communications System (PACS)/ Radiology information System
(RIS) for Indian Railways with warranty 4 years**

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RailTel Corporation of India Limited

A Government of India (Ministry of Railways) Undertaking

Southern Region Head Quarters, Second Floor, B-Block, Rail Nilayam, Secunderabad-500071 (AP)
visit www.railtelindia.com, Tel: 040-27821134 Fax: 040-27820682,

Corporate Office: Plot No.143, Institutional Area, Sector-44, Gurgaon – 122003, NCR (India).

TENDER NOTICE

OT No: RailTel/e-Tender/OT/SR/DC/2025-26/05

Dt:22-07-2025

RailTel Corporation of India Ltd., Secunderabad invites sealed tenders for the work “Picture Archiving and Communications System (PACS)/ Radiology information System (RIS) for Indian Railways with warranty 4 years as per technical specification and schedule with four year support for maintenance/repair/replacement of component” as per schedule of requirement (SOR) and specification enclosed in the tender document.

SI No	Description of work	Earnest Money (EMD)
1	Picture Archiving and Communications System (PACS) / Radiology information System (RIS) for Indian Railways with warranty 4 years	Rs.4,99,100/-

Tender downloading starts from	22-07-2025
Last Date for submission of e-bids	13-08-2025 at 15.00 hrs.
Date of Tender Opening	13-08-2025 at 15.30 hrs.
Validity of Offer	90 Days from the date of opening to tender
Delivery Period	60 Days from the date of issue of PO/Sub PO + AMC period 4 years
Approximate value of work	Rs.2,49,54,389/-
Address for communication	The Executive Director, RailTel Corporation of India Limited, Second Floor, B-Block, Rail Nilayam, Secunderabad–500071

For Small Scale Units / Micro Small Enterprises/ MSME registered with UDYAM under Ministry of MSME and participating in this tender shall be exempted from depositing Earnest money. Copy of certificate to be submitted along with tender bid and please see para No.2 to avail exemption.

Note: Tender Notice and Tender Document are available on RailTel’s website and can be downloaded from www.railtel.in or from the e-Tendering portal <https://railtel.enivida.com> For online bid submission the bidder will have to necessarily download an official online copy of the tender documents from <https://railtel.enivida.com> e-portal. All future Information viz. corrigendum /addendum/ amendments etc. for this Tender shall be posted on the e-Tendering Portal only. Printed copy of Tender document will not be sold from RailTel office.

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

(Sanjeeva Kumar)

JGM/DC&TP/SC

rector/SR

for Executive Di-



CHAPTER I
INSTRUCTIONS TO TENDERERS

1.1 TENDERING INSTRUCTIONS:

The tender document in original along with the schedule filled in and duly signed and stamped on each page, complete in all respects shall be enclosed in an envelope. The Tenderer shall also enclose in his offer that they accept all the RailTel's terms and conditions and have not offered any counter clauses. This envelope shall then be sealed and following shall be super scribed on the envelope

Open Tender No: RailTel/e-Tender/OT/SR/DC/2025-26/05 Dt:22-07-2025

1.2 Addressed for communication: **The Executive Director, RailTel Corporation of India Limited, 2nd Floor, B-Block, Rail Nilayam, Secunderabad – 500071** and tenders must be submitted online on or before **15:00 hrs on 13-08-2025**. The Tender will be opened on the same day at **15:30 hrs**. If it is happening to be a holiday, tender will be opened on the next working day.

1.3 Tenders must be submitted through online e-nivida portal only. The Tenders which are received after the time and date specified above shall not be considered. For delays by Department of Posts/courier agency etc., RailTel will not be responsible.

2.0 EARNEST MONEY:

The tenderer shall deposit earnest money through online only as detailed below:

SI No	Description of work	Earnest Money Deposit (EMD) in Rs.
1	Picture Archiving and Communications System (PACS)/ Radiology information System (RIS) for Indian Railways with warranty 4 years	Rs.4,99,100/-

No bank guarantee for EMD is accepted. Earnest Money of unsuccessful Tenderers shall be returned & that of successful tenderer after supply and acceptance of the material and upon submission of valid SD/PBG. **Tenders without earnest money will be summarily rejected.** However, Firms registered with UDYAM under single point registration scheme or any other body recognized by MSME are exempted from submission of EMD provided they registered tendered items/work and valid and in current. Copy of certificate to be submitted along with tender bid.

Firms registered with UDYAM under Ministry of MSME are exempted from submission of EMD and they are valid and in currency. Copy of certificate to be submitted along with tender bid.

These exemptions shall be applicable provided Tenderer registered with UDYAM and registration is current and valid. Firms claiming these exemptions are required to submit along with their offer, a copy of their current and valid UDYAM registration certificate, otherwise their offer would not be considered, will be treated as invalid and summarily rejected.

As mentioned in Section 7(4) of Ministry of MSME's Notification No. S.O2119 (E) dated 26th June, 2020, an enterprise registered with any other organization under the Ministry of MSME shall register itself under Udyam Registration. With effect from 01.07.2020, MSEs registered under Udyam Registration are eligible to avail the benefits under the Policy.

However, traders/ distributors/ sole agent/ Works Contract are excluded from the purview of Public Procurement Policy for MSEs Order, 2012. Further, as mentioned in O.M. No. 5/2(2)/2021-E/P & G/Policy dated 02.07.2021, Retail and Wholesale traders can register on Udyam Registration Portal for the purpose of Priority Sector Lending (PSL) only. Accordingly, in Udyam site if it is mentioned as below:



Then, the tenderer submitted Udyam certificate showing above in Udyam site will not be considered for exemption of EMD and their tender will be summarily rejected.

EMD exemption for - DPIIT

Startups as recognized by Department of Promotion of Industry and Internal Trade (DPIIT). Valid certificate must be submitted to avail this, without which and their tender will be summarily rejected.

Firms participated availing UDYAM & DPIIT, must submit Bid Security Declaration, (Annexure-5) without which and their tender will be summarily rejected.

No interest is allowed on this Deposit and RailTel Corporation reserves the right to forfeit the Earnest Money Deposit in case of failure on part of the contractor to fulfill the conditions of contract. EMD should remain valid for a period of 90 days beyond the final bid validity period.

Forfeiture of Earnest Money:

When the tenderers withdraw or revised their offer within the validity period, RailTel has the right to forfeit the Earnest Money Deposit.

3.0 Evaluation Criteria :

The Total All Inclusive Rate on FOR destination given in Schedule-A, will be criteria for deciding the inter-se-position and consideration of offers against the Schedule of Requirements given in the Schedule A.

4.0 SECURITY DEPOSIT (SD):

- 4.1 On Receipt of the Letter of Acceptance/PO of Tender from the RailTel, the successful **Tenderer shall deposit an amount equal to 5% of contract value as Security deposit** for due fulfillment of the contract within a period of 15 days.
- 4.2 The Earnest Money already paid by the successful Tenderer may at the discretion of the successful Tenderer be adjusted towards payment of this Security deposit and the additional amount shall be paid in any one of the following forms:
 - (a) Demand Draft from any scheduled banks.
 - (b) Irrevocable Bank Guarantee issued by any scheduled bank acceptable to purchaser (Proforma of PBG available at Chapter –IV Annexure-1).

- 4.3 The Security Deposit will bear no interest.
- 4.4 **The Instruments for security deposit should be valid for three months beyond the defects liability/warranty period and AMC of 4 year.** On successful completion of AMC period and on certification of concerned RailTel engineer, the security deposit will be refunded or Bank guarantee released to the contractor after adjustment of any dues payable by the contractor.
- 4.5 CONTRACT PERFORMANCE GUARANTEE (PBG):**
- 4.5.1 On receipt of the Letter of Acceptance of Tender from the RailTel, the successful Tenderer should give a Performance Guarantee in the form of irrevocable bank guarantee from any Nationalized Bank or Scheduled Bank in the Form given in Tender document amounting to **5% of the contract value.**
- 4.5.2 The Performance Guarantee should be furnished by the successful contractor after letter of acceptance has been issued, but before signing of the agreement. The agreement should normally be signed within 30 (fifteen) days after issue of LOA/PO and Performance Guarantee should also be submitted within this time limit. The Instruments for Performance Guarantee should be valid for three months beyond the completion period.
- 4.5.3 Performance Guarantee upto ₹5 Lakhs will be accepted only through Bank transfer only. As per RBI guidelines BG above ₹50,000/- should be signed by two bank officials. PBG should be from scheduled commercial bank (either private or PSU) but not from any cooperative Bank or NBFC and BG issuing bank must be SFMS enabled. Under SFMS system, a separate advice of the BG (via SFMS IFN 760COV) to be sent to the advising bank (RailTel) through SFMS by the issuing Bank (Applicant). Similar process to be followed for bank guarantee amendment also and separate advice (via SFMS IFN 767COV) is sent to the advising bank (RailTel). RailTel Bank (i.e A/c No, IFSC Code, Branch address etc.,) details will be provided to the vendor for SFMS purpose. Vendor should ensure BG expiry date and BG claim date should be 63 months. Also, if RailTel insisit for extension of PBG, vendor must ensure extension of PBG must be carried out at least prior to 90 days of the PBG expiry date.
- 4.5.4 Performance Guarantee shall be released after satisfactory completion of the work.
- 4.5.5 Wherever the contracts are rescinded, the security deposit shall be forfeited and the Performance Guarantee shall be en-cashed.
- 4.5.5 The balance work shall be got done independently without risk and cost of the original contractor.
- 4.5.6 The original contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a Joint Venture (JV) or a partnership firm, then every member/partner of such a firm would be debarred from participating in the tender for the balance work either in his/her individual capacity or as a partner of any other JV/partnership firm.

5.0 GENERAL

- 5.1 All corrections and over-writing must be attested.
- 5.2 The Tenderer should read the conditions carefully and also see the schedule of requirement and technical specifications before submitting the offer. The Tenderers are also advised to go through the Special Terms and Conditions before submitting the Offer.
- No counter conditions for the clauses laid down will be permitted. Such offers are liable for rejections without intimation. In all matters of dispute, the decision of the Executive Director, Southern Region, Secunderabad shall be final and binding.
- 5.3 Tenderer while quoting may specifically note the following: -

- a) Price breakup has to be given as per SOR.
- b) During the course of Supply, any statutory variation in taxes / duties shall be to RailTel account and shall be admissible on production of valid documentary evidence. Tenderer may submit the taxes / duties structure considered by him while quoting the rates.

6 Clause Wise Compliance:

Clause wise compliance statement of the technical specifications and commercial terms & conditions shall be enclosed with the offer along with technical literature of the material and other documents in support of relevant clauses. The tender document issued by RailTel should be signed on each page along with stamp of the company/firm and should be submitted along with bid.

- 7 Delivery Period:** The material should be supplied within 60 days from the date of issue of Sub PO + AMC 4 years.

8 Proven-ness of the material / equipment supplied:

In order to enable the Purchase to assess the Proven-ness of the materials offered, the bidder shall provide documentary evidence regarding the materials being offered by him.

9 WARRANTY PERIOD:

- 9.1 The materials should be warranted as per OEM from date of Installation. The bidder 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 material of the type ordered and shall perform in full conformity with the specifications. The contractor shall be responsible for any defects that may develop under the conditions provided in tender and under proper use, arising from faulty materials design or workmanship such as corrosion, inadequate quantity of material to meet requirements, inadequate protection, deficiencies in circuit 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.
- 9.2 If it becomes necessary for the contractor to replace or renew any defective portion/portions of the material under this clause, the provisions of the clause shall apply to the portion/portions of the material so replaced or renewed or until the end of the above mentioned period of twenty four months, whichever may be later, if any defect is not remedied within a reasonable time, the Purchaser may proceed accordingly at the contractor's risk and expenses, but without prejudice to any other rights which the Purchaser may have against the contractor in respect of such defects.
- 9.3 Replacement under warranty clause shall be made by the contractor free of all charges at site including freight, insurance and other incidental charges, if any.

10 TERMS OF PAYMENT

- a) For line item No.1 (OTC), 100% payment# will be made on completion of installation and commissioning and upon certification by end users/Nodal person accompanied with the necessary documents.
- b) AMC payment# will be made quarterly after service upon certification by end users/Nodal person accompanied with the necessary documents.

c) Documents required for releasing of payment.

- Invoice
- Work Order
- No pending issues certificate of Consignee.
- Attendance certificate duly issued by consignee.
- Delivery Challan accepted by Consignee
- Warranty Certificate of OEM/Supplier
- Certificate for Fall Back Clause

#Any deduction LD/Penalty levied by customer on RailTel will be deducted from vendor in value terms.

11 Paying Authority: Bill passing officer is JGM/DC&TP/SC and bill paying officer is Sr.DGM/Finance/SR.

12 GST No : GST of both Vendor & Customer (as per ship to address) details to be mentioned on the bill for arranging payment.

13 Taxes & Duties

The price quoted should be firm, indicating the breakup and inclusive of all taxes & duties like import, custom, c.v.d., ED & Sales Tax, Octroi, Entry Tax, VAT/GST etc as applicable while submission of tender document. The offer should be inclusive of packing, forwarding, freight & insurance charges. Form C will be issued by RailTel Corporation of India Limited if applicable and specified by the agency

14 Others: The details / proof of payment of GST on materials supplied to RailTel if paid shall be furnished along with the invoice.

15 Transportation : The rates quoted should be F.O.R. destination. Place of Delivery will be as per Sub PO issued by respective region.

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

17 Liquidated Damages

The timely delivery is the essence of this project. Liquidated damages will be applicable at the rate of half percent(0.5%) per week or part thereof for undelivered portion subject to a maximum of **10% of the cost of supply**. RailTel will have the right to cancel the order, place order on alternative source at risk & cost of the supplier besides levying the LD.

18 Purchaser's Right to Vary Quantities

The Purchaser reserves the right to increase or decrease by up to 30% of the quantity of goods and services specified in the Schedule of Requirements without any change in unit price of the ordered quantity or other terms and conditions during currency of the contract. The variation clause is as per Para No. 17 of Special Terms and Conditions.

19 Purchaser's Right to accept any Bid and to reject any or all Bids

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract 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.

20 Annulment of Award - Deleted

21 UNIT PRICES

- 21.1 The Unit price quoted by the tenderer shall include prices of all materials, incidental charges for transport, loading/unloading and handling of materials, charges for arranging dispatch by rail/road direct from manufacturer's factory. The prices would also include charges towards completing all necessary formalities such as submission of forwarding notes, arranging placement of Wagon, Siding/shunts charges, banker's charges for Bank Guarantee, Indemnity Bonds inclusive of cost of Stamp etc. As applicable and also the charges, if any, levied by the Railway.
- 21.2 The Unit prices shall include all Taxes, Duties, Royalty and other levies applicable on this contract. Therefore, the firm should quote their prices taking into account any other tax livable on the contract.
- 21.3 The Unit price to be quoted by the tenderers should take into account the credit availed on inputs under the VAT/CENVAT/GST scheme. The tenderers should give a declaration that any set off in respect of duties on inputs as admissible under law is being totally and unconditionally passed on to the purchaser in the price quoted by him. The bidder in this regard may submit the details of breakup of all taxes and duties so that RailTel can avail the CENVAT credit benefits.
- 21.4 The Unit prices quoted in the contract shall be inclusive of all taxes i.e. excise duty, octroi, entry tax, local levies, sales tax levied by any statutory authority, VAT or any other tax. The tenderer will indicate the details of taxes included in the unit prices. Offer received without specific details/ break up of various taxes included in the unit prices are liable to be summarily rejected.
- 21.5 The purchaser shall make statutory deductions if required to do so. The deducted amount shall be remitted to the concerned authority and the purchaser shall in no way be responsible for any disputes between such authorities and the contractor in this regard.
- 21.6 Arrangement for all permits/ licenses required for delivery of materials at site including Road Permits etc. will be the responsibility of contractor and the Contractor will have to make his own arrangements. No import license shall be arranged by the RailTel for this work.
- 21.7 The price shall be firm in Indian Rupees and FOR Destination. No foreign exchange will be made available by the purchaser.
- 21.8 The price quoted by the bidder shall remain fixed during the entire period of contract and shall not be subject to variation on any account.

22 Offer letter and Validity of Offer

The bidder shall complete the offer letter and the price schedule furnished in the bid documents, indicating the goods to be supplied, description of the goods, associated technical literature, quantity and prices etc. For the items not manufactured by bidders, the authorization from original manufacturer should be enclosed.

The offer should remain valid for a period of 90 days from the date of opening.

23 Deleted

24 Consignee Details: Mgr./HMIS/SC will be the consignee for this work.

25 FORCE MAJEURE CLAUSE:

If at any time during continuance of this Contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earth quakes, explosions, strikes, epidemics, quarantine, restrictions lockouts, any statute, statutory rules, regulations, order of requisitions issued by any Government Department or Competent Authority or acts of God (here-in-after referred to as event) then provided notice of the happening of any such, event is given by either party to the other within twenty one days from the date of occurrence thereof neither party shall by reason of such event be entitled to terminate this Contract nor shall either party have any claim for damage against the other in respect of such non-performance or delay in performance, and the obligations under the Contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event beyond a period as mutually agreed to by the RailTel and the Contractor after any event or 60 days in the absence of such an agreement whichever is more, either party may, at its option, terminate the Contract provided also that if the contract is so terminated under this clause the RailTel may, at the time of such termination, take over from the Contractor at prices as provided for in the contract, all works executed or works under execution.

- 26 ARBITRATION:** Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by a sole arbitrator in accordance with provisions contained in Arbitration and Conciliation Act, 1996.
- a. The sole arbitrator shall be appointed by the Managing Director of RailTel Corporation of India Limited. It is expressly understood between the parties that no objection shall be raised at any time after execution hereof to the appointment of the arbitrator by the Managing Director of RailTel Corporation of India Limited including that the person appointing the arbitrator is connected to and /or employed with the RailTel Corporation of India Limited.
 - b. The Venue of the arbitration shall be Secunderabad (India). The arbitration proceedings shall be conducted in English and cost of the arbitration shall be borne between the parties in equal proportion.
 - c. The Arbitrator shall give a reasoned award, which shall be binding on the parties.

27 TERMINATION OF CONTRACT:

RailTel reserves the right to interrupt and terminate the contract at any time, should in RailTel's opinion, the cessation of work become necessary, owing to paucity of funds of the Contractor, the Contractor's apparent inability to perform, non procession of equipments and tools required for the work or defective and mal-functioning equipments, inability to provide men and material or for any other cause deemed reasonable. In such case, the value of approved materials utilized at site and of certified and accepted work done to date by the Contractor shall be paid for in full at the rates specified in the Contract subject to the clause of Liquidated damages contemplated herein. All such materials become the property of the RailTel. Notice in writing from the RailTel of such termination and reason thereof shall be conclusive evidence of taking over of works from the contractor. The security deposit will be forfeited in such case of termination.

28 GOVERNING LAWS:

This 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.

29 TERMINATION FOR INSOLVENCY:

The purchaser may at any time terminate the order/contract by giving written notice to the supplier, without compensation to the supplier, if the supplier becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect to the Purchaser.

30 FALL BACK CLAUSE:

The order / contract, if and when placed, will be subject to following fall back clause:

- a. The price quoted by the supplier should not be higher than the maximum price, if any, for the materials and the same shall not be higher than the price usually charged by the supplier for materials of the same nature, class or description to any other purchaser.
- b. The price charged for the materials supplied under the order/contract by the supplier shall in no event exceed the lowest price at which the supplier sells the materials of identical description to any other person during the period till performance of all supply orders placed during the currency of the contract is completed. If at any time during the period the supplier reduced the sale price of such materials or sells such materials to any other person including his dealers at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction or sale to the purchase and the price payable under the contract for these materials supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.
- c. If it is discovered that the supplier has contravened the above conditions, then without prejudice to any other action which might be taken against him, it shall be lawful for the purchaser to terminate the order/contract and purchase the materials at the risk and cost of the supplier and in that event the provision of general conditions of tender shall, as far as possible, be applicable or recover the loss.
- d. The contractor shall furnish the following certificate to the concerned account officer along with each bill for payment of suppliers made against the order/contract.

“I/We certify that there has been no reduction in sale price of the stores of description identical to the stores supplied to the Government under the contract herein and such stores have not been offered/sold by me/us to any person/organization including the purchaser or any Department of Central Government or any Railway Office or any Railway Undertaking as the case may be up to the date of bill/the date of completion of supplies against all supply orders placed during the currency of the order/contract at a price lower than the price charged to the RailTel, Southern Region, under the contract.”

31. GST

1. The imposition of any new tax and /or increase in the aforesaid taxes, duties levies (including fresh imposition of any other Tax like goods and Service Tax subsuming the indirect taxes like excise, VAT, Service Tax etc), after the last stipulated date for the receipt of tender including extensions if any and the bidder thereupon 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 withhold the dues / payments of bidder and make payment to local/ state / Central Government authorities as may be applicable.

2. After imposition of GST as explained clause 1 above, bidder shall issue proper invoice to RailTel for availing input credit of CGST/SGST/IGST. GST will not be reimbursed in the absence of proper invoice for availing input tax credit.
3. The break-up of price of each item of SOR in terms of basic unit price, Excise duty, Sales Tax, Freight, Custom Duty, Forwarding, Packing, Insurance and nay other Levies/Charges already paid or payable by the bidder shall be quoted in the SOR. Bidder has to quote all inclusive rates (with tax break-up). Even after the introduction of GST, all inclusive unit rates payable will not exceed the all inclusive rates offered by the bidder. However, if rates are reduced in the current tax structure the bidder has to pass on the benefit to RailTel.

32. Make in India:

The provisions of the Public Procurement (Preference to Make in India) Order 2017 dated June 15, 2017 (or subsequent revisions, if any) by Department of Industrial Policy and Promotion, GoI shall apply to this tender to the extent feasible. Minimum Local Content for SOR Items shall be 50% for purchase preference as per the Notification No. 18-10/2017-IP dated 29th August 2018 issued by Department of Telecommunications, Ministry of Communications or as per the latest notification. Bidder shall be required to give a self-certification in his bid that the item offered meets the local content and shall give details of the location(s) at which the local value addition is made. Further the bidder shall provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.

In case of any false declaration, action shall be taken in line with the provisions of the PPP-MIII order.

33. AMC – SLA terms and conditions:

$$\text{Service Availability (SA) Calculation: } \frac{[(TT)-(EU)-(PU)-(SU)]}{[(TT)-(EU)-(PU)]} * 100\%$$

Service Availability means the aggregate percentage of hours in a calender month during which the data center service is actually available to the RailTel customer.

TT (Total Time) - means the total hours in the calendar month. E.g., 30*24=720 hours in a 30-day calendar month EU (Excused Unavailability) – means the agreed aggregate number of hours in any month that RailTel shall seek to carry out troubleshooting or upgrade to the infra, with

intent to better the services. This unavailability will be subject to prior written consent and confirmation from customer.

PU (Planned Unavailability) – means the aggregate number of hours in any month during which the services unavailability is requested by RailTel to carry out any checks, configuration changes, preventive maintenance of RailTel infra.

Examples of activities covered:

- Anti-virus @ Patch updates
- Routine preventive
- Preventive maintenance of utilities like AC, UPS, Server Room
- Application version upgrades

SU (Service Unavailability) – Shall mean an unscheduled disruption/failure in any data service offered by bidder as per the tender.

The issues reported will be classified under three categories

- a) P1 (Severity One): System is down and business is impacted
- b) P2 (Severity Two): System is degraded with no impact on business
- c) P3 (Severity Three): Information-based queries related to the solution stack Penalties w.r.t. software issues on the quarterly bill shall be calculated as per Table A (Table A)

Severity	Response Time	Resolution Time
P1	15 Mins	2 Hours
P2	15 Mins	4 Hours
P3	15 Mins	8 Hours

- a) Bidder shall ensure the service level requirements (SLR) for all the components. The SLA calculation will be on quarterly basis.

No	Item	Availability	Penalty
1	Availability of 'Services'	99.9% or above	No Penalty
		99.9 % < Availability >= 99.5 %	0.5 day equivalent
		99.5 % < Availability >= 99 %	01 day equivalent
		99 % < Availability >= 98.5 %	03 day equivalent
		98.5 % < Availability >= 98 %	05 day equivalent
		98 % < Availability >= 97.0 %	07 day equivalent
		Availability less than 97.00 %	09 day equivalent

34. Updation of Labour data on Railway's shramik kalyan Portal

- A. Contractor is to abide by the provisions of Payment of Wages Act & Minimum Wages 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.shramikkalyan.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:

- (a) Contractor shall apply for one-time 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.

- (b) 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.
- (c) 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.
- (d) After approval of LOA by Engineer, 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.
- (e) It shall be mandatory upon the contractor to ensure correct and prompt uploading of all salient details of engaged contractual labour & payments made thereof after each wage period.

- B.** While processing payment of any 'On Account bill' or 'Final bill' or release of 'Advances' or 'Performance Guarantee / Security deposit', 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 'www.shramikkalyan.indianrailways.gov.in' till Month, Year."

Eligibility Criteria

SN	Description	Documents to be uploaded
A) General Eligibility		
1	a) Should be an organization registered under the provisions of the Indian Companies Act, 2013/ Companies Act, 1956 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008 or an organization registered under society Act. b) Registered with the Income Tax Authorities c) Registered with GST Network d) Should have been operating for the last 3 years as on date of bid submission (applicable only for non-MSE bidders).	a) Certificate of Incorporation. b) Copy of PAN Card. c) Copy of GST registration certificate. d) Letter from Company Secretary/ Statutory Auditor for operating business for last 3 years as on date of bid submission.
2	Cover letter of the bid with valid authorization details of the person(s) signing the bid document as on date of bid submission.	a) Cover letter signed by an authorized signatory of the bidder as per Form 1 b) Power of Attorney (PoA) on Non-Judicial stamp paper of Min Value of Rs. 100/- along with Board Resolution.
3	Notarized Affidavit as per Annexure-6 (Bids without Notarized Affidavit as per Annexure-6 will be summarily rejected)	Notarized Affidavit as per Annexure-6
B) Financial Eligibility		
1	The bidder should have an average annual turnover of at least 150% of tender value in the last 3 audited financial years. (FY 2022-23, 2023-24 & 2024-25).	Copy of the audited financial statement and ITR certified by CA for required financial years. Audited Accounts (Balance Sheet and Profit and Loss Account, ITR certified by CA etc.) with Certificate from CA/CS/Cost Accountant with valid UDIN for last 3 FYs ending 31.03.2025.
C) Technical Eligibility		
1	The Bidder should have developed/deployed same or similar Category Products / Services, in at least one of the last three Financial years before the bid opening date. Similar category means PACS & RIS application.	a) Work order from client with Completion/performance Letter from client containing project value completed/executed by the bidder. b) In case of non-availability of completion/performance certificate from client, the certificate regarding proof of timely /regular payments received against the rendered services duly certified by CA and the same on

SN	Description	Documents to be uploaded
		notarized non-judicial stamp paper by authorized signatory.
2	Client references and contact details (email/ land-line/ mobile) of customers for whom the Bidder has executed similar projects.	Bidder should specifically confirm on their letter head in this regard
3	Undertaking that the bidder not black listed or debarred from any Organization.	Undertaking on Company's letter head.
4	The proposed PACS should have been deployed at more than 10 sites within India out of which at least 5 should be in hospitals of 1000 + beds and 2 should be Government Teaching Hospital.	Work order from client on letterhead confirming deployment.

OFFER LETTER

To,
Executive Director,
RailTel Corporation of India Limited,
2nd Floor, B-Block, Rail Nilayam,
Secunderabad – 500 071.

I/We _____ have read the various conditions detailed in tender documents 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 will be liable for forfeiture of my/our Earnest Money. I/We offer to supply of Schedule of supply given in the Tender Document in Chapter 2 at the rates quoted in the attached schedule and hereby bind myself/ourselves to complete the supply within 60 Days from the date of issue of Purchase Order. 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 for the present contract.

EMD for SOR (Supply and installation) :

2. A sum of Rs. _____ (or) UDYAM/DPIIT is herewith forwarded as “Earnest Money”. The full value of Earnest Money shall stand forfeited without prejudice to any other rights or remedies if, I/We withdraw or modify the offer within validity period to that effect.

SIGNATURE OF SUPPLIER (S) with Seal

Date:

SIGNATURE OF WITNESS CONTRACTOR (S) ADDRESS

- 1.
- 2.

CHAPTER-II
SCHEDULE OF REQUIREMENT

Name of the Work: Picture Archiving and Communications System (PACS)/ Radiology information System (RIS) for Indian Railways with warranty 4 years
Open Tender No: RailTel/e-Tender/OT/SR/DC/2025-26/05 **Dt:** 22-07-2025

SL NO	Item Description	Quantity	Basic Price	Taxes	Basic Price with Taxes	Total Price	HSN Code
1	Picture Archiving and Communications System (PACS)/ Radiology information System (RIS) & warranty 4 years (OTC)	1					
2	AMC charges for 1st year will commence from the date of OTC and quarterly payment will be made upon completion	1					
3	AMC charges for 2 nd year - quarterly payment will be made upon completion	1					
4	AMC charges for 3 rd year - quarterly payment will be made upon completion	1					
5	AMC charges for 4 th year - quarterly payment will be made upon completion	1					
	Grand Total						
	Grand Total in words						

Note :

- (i) If there is any discrepancy in the total amount and the Unit Rate, the value shown in the Unit Rate shall be considered for the evaluation.
- (ii) Rates quoted should be inclusive of FOR cost etc.
- (iii) Evaluation of tender is on the basis of total offered value inclusive of all taxes .
- (iv) Bidders Participating as Authorized Partner of CA, MAF specific to tender is mandatory to submit along with Bid (non submission will result in rejection)
- (v) **Compliance of Technical specification and Special terms and condition** is mandatory to submit along with Bid. ((non submission will result in rejection)
- (vi) **RailTel may ask for a POC before issuing the PO for technical compatibility compliance. Bidder should implement the PoC with in 15 days and at no additional cost. RailTel will provide the data for backup and retrieval testing. Failing of implementation of PoC/Non Compliance will result in rejection of the offer. Details of POC (if required by evaluation committee) will be intimated separately.**

Signature of Tenderer
with seal

Scope of the Work & Evaluation Criteria

2.1 PROJECT BACKGROUND AND OBJECTIVE OF TENDER

RailTel invites TENDERS from qualified Bidders with sufficient experience in the design and production of Radiology PACS (client-based cluster architecture solution with web based functionality also available) as well as the installation, Master Trainer training related to the Archiving and Display of images created by diagnostic radiology imaging equipment. Said Experience is to include:

- Expertise in configuring, installing and fine tuning a database management system, data server and archive media subsystem(s).
- Expertise in configuring, installing, and applications programming to insure image quality and utilization acceptable to each of the radiologists;
- Expertise in interfacing all components of the proposed subsystems and components to the new/existing Network, specifically interfacing to the suite of DICOM SOP classes required in this project.
- Expertise in interfacing the proposed PACS Server(s) to the Hospital Information System and to insure the complete and successful bi-directional communications required to support the specified applications.
- Project Management Expertise, as the Bidder is expected to manage the installation and testing of the system.
- Expertise in interfacing the proposed PACS Server(s) to Non DICOM equipment and to insure the complete and successful communications required to support the specified applications.
- Expertise in conducting a successful “Training the Trainer” program to insure that Client personnel will be properly trained on the use and care of the proposed system and that the Training Program can be successfully repeated on site by Client personnel as required supporting a fully digital radiology department.

2.2 SCOPE OF WORK:

This Scope of Work delineates the requirements, design, and implementation details for a **Picture Archiving and Communications System (PACS) and Radiology Information System (RIS)** to be deployed in Indian Railway Hospitals. The PACS will be implemented as a client-based cluster architecture solution with web-based functionality, enabling all users to access full system capabilities through major internet browsers. The primary objectives of this PACS system are as under:

- **Paperless Strategy:** Implement a comprehensive document scanning and management strategy integrated into the PACS to eliminate paper use.
- **High-Volume Support:** Utilize high-volume reading and multithreading technology for efficient DICOM communication.
- **Seamless Integration:** Ensure seamless integration with the Hospital Information System (HIS) using HL7 interface compatibility.
- **Secure and User-Friendly System:** Offer a secure and user-friendly system featuring robust authentication, access control, and data management.
- **Advanced Visualization and Analysis:** Provide advanced visualization and analysis capabilities, including 3D processing, vessel analysis, and CAD software.

- **Efficient Image Management:** Enable efficient image display, manipulation, and reporting functionalities for both diagnostic and review workstations.
- **Reliable Data Storage:** Ensure reliable and redundant data storage through a Vendor Neutral Archive (VNA) solution

Technical requirements

1. Major requirements

- The PACS / RIS shall be client based cluster architecture solution with web based functionality also available with all users accessing all functions through the major Internet Browsers.
- With the intention of Client to eliminate paper, the bidder shall include a strategy for document scanning and management of the application that can be integrated into the PACS.
- PACS should support multithreading technology for DICOM communication.
- There should be no restriction of License in PACS based on exams per annum.
- Offered PACS should support high volume reading.
- Solution should support image viewing from Tabs based on android and ios interfaces.
- Offered system should have a common GUI for all PACS workplaces
- PACS should support and connect unlimited modalities both present & future. No extra license cost will be applicable for any new modality connectivity. All new modalities will be connected free of cost.
- PACS should integrate bidirectionally with the HIS using in Indian Railway Hospitals with HL7 interface compatibility. The responsibility for the same lies with the vendor which he has to do without any extra cost including additional software / licences if required.

2. System Requirement

- The proposal shall include a detailed description of the architecture of the system, documenting the system topology and the components of the system.
- The system shall meet all performance requirements in this specification with the database storing **10 years** examinations.
- The system shall support system-wide authentication of users through the use of a unique user-ID and password for each user or through an alternative approach with equivalent result by integrating with the HIMS.
- The bidder shall provide mechanisms to assure the security of all system components to minimize loss of equipment or data due to theft or malicious tampering.

- The system should provide same user interface to any user if logged from any computer
- In case of network disconnection, the system shall automatically resume the image display on reconnection
- System shall display the complete image available at that moment in case of network disruption or disconnection.
- Should support collaboration features like Video conferencing, Chat and Desktop sharing from the PACS directly to allow users to collaborate with each other
- Any user preferences like keyboard shortcuts, worklist columns once setup by a user should be available if the user logs from any computer.

3. Main PACS Application/Database Requirements

- The system shall support the creation of individual users each having individually configurable access-privileges.
- The system shall provide an access control mechanism that enables assignment of unique access privileges to individual users to access or alter system resources and data.

Examples of such functions are:

- Displaying approved reports
 - Displaying unapproved (unsigned) reports
 - Displaying images
 - Printing images
 - Burning CD/DVD's
 - Changing the status of images and exams
 - Changing the display attributes of exams
 - Approving reports
 - Creating, modifying, or deleting studies
- The database should also support a direct DICOM Query/Retrieve interface which should be viewer version 3:0 or above, such as could be used for 3rd party workstations or modality retrievals, without noticeable performance degradation.
 - A system-wide administration function shall be provided to facilitate user profile creation, worklist query creation, system configuration management, data integrity checks and maintenance, and any other administration functions as required by the implementation of the product. A graphical user interface for this function is required. In particular, patient merges and split, as well as exam merge and split features shall be provided.
 - The system shall implement the following minimum DICOM SOP Classes
 - DICOM Storage

- DICOM Verification
- DICOM Print
- DICOM Q/R
- DICOM Send

4. Image Archive Requirements

- The system shall provide sufficient storage capacity to provide direct rapid access to 06 months of image production in online archive.
- Secondary archive should store 10 years data and must retrieve automatically without manual intervention
- The vendors are required to assess the workload of department by visiting department and in consultation with head. The responsibility of storage to be adequate for this period lies with the vendor.
- Should be Vendor Neutral Archive (VNA) preferably level 3 and above.
- The system shall not store any image in the storage system with non-reversible compression. (Lossy compression)
- The system shall make exams available for retrieval by workstations.
- The storage system shall tolerate the failure of a single disk drive without loss of data.
- The storage system shall remain operational in the event of the failure of a single disk drive.
- The storage system shall remain operational during the service required to correct a failed disk drive.
- The storage system shall support the storage and retrieval of all SOP classes needed to accommodate the present modalities. It shall support Explicit as well as Implicit Value Representation as part of its Syntax and store Explicit VR as its default transfer syntax.
- The system shall provide a DICOM interface to which DICOM-compliant external devices may connect. External devices are devices not supplied with the system and include but are not limited to image review workstations, image printers and modalities.
- The system shall include a DICOM Query/Retrieve SCP which is based on the Patient and Study Root Information model and which provides query responses for all studies, series, and images stored in either the Storage System and/or the Archive System.
- The system shall include a DICOM Modality Worklist Management SCP
- The system shall include a DICOM Storage Commitment SCP which accepts storage commitment by the modalities.
- The bidder shall provide with the proposal the Conformance Statements covering all DICOM services of the system for each individual component.

- The external DICOM interface shall support storage of ultrasound images using the Ultrasound Storage SOP Class.
- The system shall provide DICOM Support for ultrasound & cathlab cine loops.
- Image library function for research and marking interesting cases must be available.
- Teleradiology module for accessing images and reporting from remote locations should be available.

5. Image Display Workstations

Two categories of Display workstations are required:

- Diagnostic workstation (DWS) primarily located in the radiology department and used for Diagnostic interpretation, and Review workstations (RWS) primarily located in radiology department for reviewing purposes.

6. User Interface Requirements

- The cursor shall move within and between monitors in a smooth and continuous manner under the control of a mouse or trackball pointing device with the cursor remaining visible during its movement.
- The system shall enable all users to create their own profiles accessible from any workstation which specifies at a minimum:
 - Window width and level presets
 - Default display protocols
 - Mouse Settings
 - Worklist Columns as per choice
 - Electronic Signature
 - Auto refresh time for Worklist
 - Size of Worklist
- The system shall provide the capability to access user specific hanging protocols from each workstation. These hanging protocols should be created through a user friendly GUI which would allow a user to edit the default protocols and/or generate them from scratch. These hanging protocols will be modality and body-part specific.
- The system shall provide a mechanism for automatic logoff of a user at a workstation after a configurable period of workstation inactivity.

7. Exams, Folders, Worklists, and Queries

- The system shall allow dynamically updated worklists to be created by the system administrator for a specific user. For the purpose of this RFP, a worklist is any database

query, which returns a list of exams or patients. Dynamically updated means that as exams change status in such a way as to change the contents of a worklist, the worklist is automatically refreshed within a specific time. The requirement for dynamic updating can be satisfied by periodic polling of the database with a frequency defined by a parameter which is configurable by the system administrator.

- A worklist entry for an exam shall include at least the patient name and ID, examination procedure, exam date and time, report status, modality, number of images, referring doctor, age & sex.
- The system shall support worklist which display a list of exams based on queries of:
 - Patient name
 - CR Number (patient ID)
 - UHID/hospital registration number
 - Modality
 - Report status
 - Study date
 - Between a range of dates
 - Marked studies
- Worklists shall be generated and stored centrally to the PACS network so that a user, logged on to any workstation, may access any worklist from the network and display exams selected from this worklist to his/her current workstation location.
- Worklist should be customizable for each user and allow the user to display their own set of columns. User should also be able to setup his page size and dual monitor support.
- The workstation shall allow the user, with a single click, to sort the studies on any of the columns displayed in the Worklist.
- Offered system should utilize a data locking methodology, if several concurrent users access images i.e. Concurrent users will get reading access to images & no reporting except by 1st user is allowed.
- All exams shall be accessible from every workstation, limited only by security mechanisms.
- Old exams should be automatically displayed in the image viewer along with history & report. User should be able to load upto 4 priors of any modality for comparison
- A mechanism shall be provided to permit a user with proper privileges to select images or exams for inclusion into one or more manually created folders for teaching and research purposes.
- It shall provide a mechanism to lock a study to prevent deletion of that study by another user
- It shall provide a mechanism to attach a message from one user to another to every study
- The Worklist shall display STAT request by easily identifiable color codes
- Should be possible to merge 2 studies together
- Should be possible to split a study into multiple as per the requirement.
- Should support scanning of paper/reports and conversion to DICOM series
- The Worklist shall display the studies which have been locked or printed with some indication
- It should be possible to add a keyword to a study and then search & retrieve a list of studies based on that keyword

- It should be possible to search report content for any user definable keyword and get a list of reports with such keywords.

8. Reports Requirements

- The workstation shall allow creation of reports based on user selectable templates
- The workstation shall allow pre-configured header/footer in the report
- The report window shall be opened separately and multiple such windows can be opened
- The report shall allow insertion of key images for printing in user selectable format
- The report shall automatically display the patient demographics from the DICOM header
- The workstation shall allow a user with the proper privileges to display the report for any reported exam without requiring the display of its associated images.
- The administrative status of any report (e.g., approved or not approved) shall be indicated when the report is displayed.
- The system shall allow creation of multiple templates according to user/modality/organ
- The system shall support capture and attachment of audio file by the radiologist user for reporting
- The system shall allow the transcriptionist to review the audio and transcribe the report and submit it for approval of the radiologist
- The report shall support all standard formatting functions available in MS Word
- Report text search engine should be available
- PACS should support email/Whatsapp/SMS of reports automatically on finalization.
- PACS should support speech recognition using dragon software.

9. Exam Display, Arrangement and Image Processing

- The PACS system should be able to integrate with viewing software of major vendors like E-film, apple Osiris and radiant etc as well as software like flash, active X, java script and java applet.
- The workstation shall support the display of multiple images from one exam on one or more monitors.
- It shall be possible to choose among multiple image display formats for the monitors of a workstation, for example: 1:1, 2:1, 3:1, 4:1, 6:1, 9:1, 16:1, 20:1 and 24:1
- The system shall provide user-selectable, user-definable protocols for display of the images of an exam where the protocols are specific to the type of exam. The intent of this requirement is to allow physicians' preferences for display to be satisfied.
- The workstation shall allow a user with the proper privileges to save the information that controls the display of the images of an exam, including window width and level, display sequence, orientation, magnification, pan position, and any annotations.
- The workstation shall support the display of multiple exams simultaneously.
- The system shall provide for display of multiple exams of a patient. The intent of this requirement is to support the presentation of historical studies along with a new study for diagnosis.
- The system shall support rapidly moving to the next or previous exam/series/image in a Worklist using the equivalent of one keystroke.
- The workstation shall have the capability to display CT and MRI scout images with the slice position lines overlaid on the image. User shall have the option of displaying all lines or only 1 line specific to one image

- Rapid sequential paging through images of an exam displayable on a single monitor shall be provided.
- Should display indication of printed studies
- Should display indication of finalized studies
- Should be possible to give keywords to any images and search on those later
- If multiple image series are viewed, it shall be possible to page through the series independently.
- The workstation shall support arranging groups of images into a stack (with only the top image visible) and displaying them sequentially forward or backward.
- The workstation shall support Thumbnail view providing a quick glance at the series within a study.
- The workstation shall support image display based on Acquisition time, Table position and Instance number of CT images
- The workstation shall support linking two or three image stacks and moving through them synchronously so that the same anatomic position or image sequence position is displayed in each stack.
- The Workstation shall provide for full screen image display and paging in this full screen window.
- A cine function with a user selectable, variable frame rate of at least 1 to 30 frames per second shall be provided.
- The cine function shall support user selectable continuous display, reverse playing and true size display of images.
- The user shall be able to extract frames from the cine file and save it as individual image.
- The workstation shall display all images of a cine file in user selectable display format in one keystroke/mouse click
- The workstation shall provide dynamic window width and level through the entire image grayscale dataset.
- The window width and level function shall be applicable to a single image, selected images or all images
- Window width and level values shall be displayed on the image in real time
- Display of the inverse grayscale of any image shall be supported.
- The system shall provide unlimited user-configurable window width and level defaults for each user.
- Window width and level defaults shall be user-, modality- and organ-specific.
- A rapid method to select among default window width and level values shall be provided. The intent of this requirement is to allow the user to jump between, for example, bone windows and soft tissue windows in CT using function keys.
- If an image is received from a modality along with a window width and level for viewing, the window width and level parameters shall be used for the initial display on the workstation.
- If an image is displayed for which no window width and level is available, the workstation shall select a set of values, which at least make the image visible as a starting point for subsequent manual changes.
- Ability to load different studies of different patients, side by side for comparison
- System should provide a quick filter function for one click search of studies (Weekly, Daily, Monthly)
- Predefined modality-specific display layouts
- The workstation shall allow user to convert image/series/study from DICOM to JPEG/BMP format for local storage.
- DSA Module is required for Cathlab images.

10. Image Orientation, Zoom, Pan, and Magnifying Glass Requirements

- The workstation shall allow sequential 90 degree clockwise and counter-clockwise rotation of any image as well as flip in the horizontal and vertical axes.
- The workstation shall support angular rotation in any degree
- It shall be possible to reorient a single image, selected images, or all images in one operation.
- The workstation shall be capable of enlarging an image by interpolation of pixel values.
- It shall be possible to zoom a single image, selected images, or all images in one operation.
- Zoomed images shall be repositionable by panning (roaming) the image within the area allocated for display of the image.
- When the actual image size is greater than the monitor resolution or the resolution of the available display window, it shall be possible to display the image in True size
- The workstation shall include a magnifying glass function
- It should be possible to invert, reverse, flip an image or images

11. Region of Interest, Distance, and Angle Measurements

- The workstation shall compute point-to-point measurements with automatically calibrated, user-selectable scales (micrometres, mm, cm, or inches).
- The workstation shall support angle measurement.
- The workstation shall support region of interest mean (in image units, e.g., Hounsfield units for CT) and area measurement based on ellipses and rectangular tracing.
- The Workstation shall provide Protractor and Cross Product calculation tools
- The workstation shall allow cropping/masking of image using ellipse or rectangle
- The workstation shall allow user to select a region of interest and move it to another part of image for highlighting a pathology.

12. Image Annotation

- The workstation shall provide tools allowing the user to position and orient multiple instances of text and graphics (lines, arrowheads, rectangle, freehand and circles) for image annotation.
- The Workstation shall provide tool for automatic labelling of intervertebral space and vertebrae (Spine Labelling)
- It shall be possible to edit or delete the annotations if required at a later date
- It shall be possible to print the annotations on film if required
- It shall be possible to change the colour, size and font of the annotations and set them as default.

13. Image Identification

- The workstation shall display along with each image at least the following patient data, where appropriate for the image and modality:
 - patient name
 - CR Number (patient ID)
 - exam date and time

- image orientation
 - kVp
 - mAs
 - pulse sequence
 - slice position
 - image or slice number
 - referring physician
 - Referring Hospital Name
 - Equipment Model
- All the above shall have configurable position for display on any corner of image and user can set it in default position.
 - The workstation shall allow the user to toggle the display of image identification text on and off.
 - The workstation shall provide a function to display the entire contents of the DICOM header for a selected image.

14. Utility Functions

- During the execution of a time-consuming function, the workstation shall indicate that the system is working.
- The workstation shall provide a function to allow the user to protect selected images from deletion.
- The workstation shall provide a function to allow the user to mark interesting studies and search them.
- Should support a user-friendly admin user interface
- User creation and different rights assignment should be available
- Remote administration of workplaces and PACS servers should be possible
- Should be possible to store the client configuration data centrally
- IT Dashboard which provides information of major activities like number of users logged in, study status, DICOM Services status should be available
- Statistical reports must be possible to be produced based on different criterion like TAT, Study volumes, radiologist TAT, CD Written, Films printed etc
- Should be possible to export the MIS reports to MS Excel
- System should support roaming user profiles (After logon, the user-specific settings are loaded independently on the workplace).
- Settings should be saved in a central repository
- Should define user groups according to the departmental structures
- User administration possible should be without programming skills
- Should provide complete audit trail of activities in the system.

15. Hard Copy Printing

- The workstation shall allow users with the proper privileges to print exams on any DICOM image printer connected to the network.
- No installable program must be required for printing films from any station
- Requests for printing shall not compromise workstation operation or performance.
- The workstation shall allow the user to choose from multiple standard image formats: 1:1, 2:1, 4:1, 6:1, 9:1, 12:1, 16:1, 20:1 and 24:1 in either landscape or portrait format.
- The workstation shall allow the user to create his own customizable non standard format like 1:3, 2:3, 2:5 etc

- The workstation shall allow the user to arrange the images of the examination within the selected image format.
- The workstation shall allow the user to produce multiple copies of the same image with one request, up to a maximum limit specific to the user.
- The workstation shall allow the user to cancel a print request which he has previously entered.
- Adding Header/Footer and changing the position of the same should be possible
- Indian Railways Logo /patient photo may be allowed to be added for printing
- The workstation shall allow user to select different film sizes and film orientation
- It shall allow configuration of multiple DICOM printers into the system
- The workstation shall allow the user to print multimodality images on same film.
- The system shall have a film composer window with ability to process images before printing
- The system shall also allow image printing on standard paper printers.

16. CD/DVD - reader/burner

- Client requires images that are brought in on CD's to be imported into the system and also needs to create CD or DVD's for patients and/or physicians to be taken.
- The images shall be imported and added to the permanent PACS database, in case it includes an in-patient and it has to be added to the patient record. Such studies
- should be flagged and easily identifiable
- System should write images in DICOM format on CD/DVD
- Should support Robotic CD/DVD Writers
- Should include a DICOM viewer on CD/DVD with features like W/L, Zoom, Pan etc
- Should support writing of multiple studies/multiple patients on the same Disc
- System should support writing in multi-session mode
- It should be possible to create individual label templates for CDs/DVDs
- Should be possible to add the report with images on the CD/DVD
- Should be possible to write DICOM images to USB sticks
- Should support Blu Ray DVDs
- Should support CD writing of Multi frame DICOM images including their viewing as cine.

17. Advanced 3D Features:

- Advanced 3D should be platform based and /or server-client based.
- Basic 3D processing like MIP/MPR should possible directly at the reporting workstation without additional application changing.

Following additional 3D features are required for concurrent use

- Should work on Windows OS/Mac/Linux
- Multiplanar Reformat (MPR)
- MIP/AveIP/MinIP
- Curved Planar Reformat (CPR)
- Medial Axial Reformat
- Oblique/Double Oblique
- SSD
- Volume Rendering (VR)
- Auto Bone removal

- Table & Gantry Removal
- Volume Sculpting
- Volume Measurement
- Flythrough and Virtual Endoscopy
- 3D Clipping
- 3D Cursor

18. **Advanced Visualization software**

Advanced Visualization software with following features are required on 03 stations in radiology department for concurrent use

- Vessel Analysis (including coronary)
- Calcium Scoring
- Time-Volume Analysis (e.g. Cardiac Function)
- Segmentation, Analysis & Tracking (lung nodule analysis)
- Lung/Colon Sphere Finder Detection
- Multi-phase MR (basic, e.g. Breast MR)
- Parametric Mapping (e.g. for Breast MR)
- Time Density Analysis (e.g. perfusion)
- Dental Software
- CAD software for mammography.
- Fusion for CT/PET and other modalities
- CT/CTA Subtraction
- Flythrough (Colon)

19. **RIS Features Requirement**

The Radiology Information System (RIS) shall be an integral component of the PACS solution, enabling seamless radiology workflow management across multiple healthcare institutions. The RIS should integrate with the existing **HMIS and Mobile App (Android/iOS)**.

i. Core Functional Requirements

- a) **Patient Registration & Demographics**
 - Integration with HMIS for automatic patient data import (via HL7/API).
 - Manual entry interface for standalone use (if required).
- b) **Radiology Order Management**
 - Receive requisitions from HMIS.
 - Allow manual order entry by authorized users.
 - Modality Worklist (MWL) support via DICOM.
- c) **Scheduling & Appointments**
 - Configurable appointment slots.
 - SMS/email/mobile app notifications to patients (via HMIS integration).
 - Support for **appointment scheduling** across different modalities, with conflict checks and availability views.
 - User should be able to categorize patients under labels such as MLC (Medico-Legal Case), Serious Diagnosis, Doubtful Cases, VIP, etc., and should be able to generate category-wise reports for analysis and decision-making.
 - Support for walk-in and emergency cases.
- d) **Worklist & Status Tracking**
 - Technologist worklists based on modality, priority, and location.
 - Status update options: Scheduled, In Progress, Completed, Reported, Verified.

e) **Modality Integration**

- DICOM-compliant modality communication.
- Bi-directional integration with PACS for study and image status.

f) **Reporting & Dictation**

- Structured and unstructured reporting support.
- Integration with voice dictation/NLP systems (optional).
- Configurable report templates per modality.
- Auto-save and version tracking.

g) **Report Approval & Distribution**

- Role-based workflows for review and final sign-off.
- Auto-publish to HMIS (PDF format) along with radiologist signatures.
- Share reports via HMIS Mobile App and patient portals.
- Link generation for secure online access to reports/images.

h) **Data Archiving & Retrieval**

- Indexed storage of patient records.
- Quick search by UHID, Study Date, Modality, Referring Doctor.

i) **Analytics & Dashboards**

- Real-time dashboards for workload, TAT, modality utilization.
- Customizable reports for management and audit purposes.

20. Advanced Visualization

Advanced Visualization Module with following Modules

- Vessel Analysis (including coronary)
- Calcium Scoring
- Time-Volume Analysis (e.g. Cardiac Function)
- Segmentation, Analysis & Tracking (lung nodule analysis)
- Lung/Colon Sphere Finder Detection
- Multi-phase MR (basic, e.g. Breast MR)
- Parametric Mapping (e.g. for Breast MR)
- Time Density Analysis
- Fusion for CT/PET and other modalities
- CT/CTA Subtraction

21. Security & Compliance

- **Role-Based Access Control (RBAC) with Audit Trails:**

The RIS must support granular **Role-Based Access Control (RBAC)** to restrict user actions based on their designated roles (e.g., Radiologist, Technician, Admin, etc.).

All user access and actions should be **securely authenticated via the HMIS portal**, ensuring **centralized user management** and **single sign-on (SSO)** capability where applicable.

A comprehensive **audit trail** must be maintained for all user activities, including logins, data views, edits, report generation, and approvals, with timestamp and user details for accountability and traceability.

- Compliance with standards: **DICOM, HL7 v2.x, IHE-RAD profiles.**
- Data encryption (at rest and in transit).

22. Integration Requirements

- **HMIS Integration:** HL7 FHIR/API-based integration for patient, order, report, and billing data.
- **PACS Integration:** Seamless communication for image viewing and report association.
- **Mobile App Integration:**
 - Push requisitions to RIS from mobile app.
 - Enable viewing of reports and links to PACS images from mobile.

23. Deployment Requirements

- Web-based, responsive user interface.
- Deployment at centralized DC and DR.
- Scalability to support multiple hospitals/zones.
- Failover and disaster recovery support.
- Role-based remote access for authorized users.

24. L-2 Support Engineer Requirements

Qualification:

- Bachelor's Degree in Computer Science OR Information Technology OR Biomedical Engineering, or a related field.
- Professional knowledge related to networking, databases, or healthcare IT (e.g., DICOM, HL7, ITIL, PACS/RIS integration) will be an added advantage.

Experience:

- Minimum **3 years** of hands-on experience in providing support for healthcare imaging systems (PACS/RIS).
- Must have experience in handling DICOM, HL7 workflows, and database-level troubleshooting.
- Experience in hospital IT environments, interfacing PACS/RIS with HIS/HMIS, modalities (CT, MRI, X-ray), and knowledge of radiology workflow.

Availability:

- Must be available **during business hours** (e.g., 9 AM to 6 PM) and **on-call support after hours and on weekends** in case of critical issues.
- Should be able to respond within **30 minutes** during critical PACS/RIS outages as per SLA.
- Availability for **monthly health checkups and preventive maintenance support.**

Duties and Responsibilities:

- Act as the **second-level technical support** for all PACS/RIS issues escalated by L1/helpdesk.
- Coordinate with OEM/development team for resolution of application-level or data-base-level issues.
- Manage PACS/RIS server infrastructure, monitor system performance, logs, storage usage, and initiate corrective actions.
- Conduct **regular system health checks**, backup validation, and ensure image/report retention policies are enforced.
- Support modality integration (MWL, MPPS, Storage Commitment) and resolve DI-COM communication errors.
- Provide **training and support** to Master Trainer for optimized system usage.
- Document incidents, actions taken, root cause analysis (RCA), and solutions implemented.
- Ensure **compliance with hospital IT policies**, data privacy regulations, and audit readiness.

25. Warranty and Support

- warranty shall remain valid for a period of 4 years post GO-LIVE
- All upgrades shall be done by the vendor free of cost during the warranty/CMC period.
- The systems supplied shall have no defects arising from design or workmanship or any act or omission of the bidder. The reported issues need to be resolved as per SLA parameters.
- An L-2 engineer is required to provide immediate technical support and ensure smooth operations.

26. RIS-PACS Software License & Requirements:

Bi-Directional HL7 HMIS Integration	1
Radiologist Workstation Licenses	Unlimited
RIS Module	Required
Physician Viewer/Web Viewing Station Licenses	Unlimited
Viewing Licenses	Unlimited
2D Viewer With MIP/MPR Workspace	Unlimited
3D Viewer	Unlimited
Procedures/Images Per Year	Unlimited
Connectivity to DICOM Modalities	Unlimited
DICOM Modality Worklist Licenses	Unlimited
Teleradiology Licenses	Unlimited
Inbuilt Voice Recorder	Required
Report Search Engine	Required
MIP/MPR Licenses	Unlimited
Mammography Viewer Licenses	Unlimited
Annual Study Volume Licenses	Unlimited
Mobile/Tab Viewing Licenses	Unlimited
Vendor Neutral Archive	Must be Vendor Neutral Archive (VNA) level 5 with Cross-Enterprise Document

	Sharing (XDS) with IHE Integration profile.
Peer Review Module	Required
Critical Results Alert Module	Required
Image library & CME module Licenses	Unlimited
CD/DVD Writing Licenses	Unlimited
Global Worklist Server (Central Server License)	Required
Centralise User Management	Required
VMWARE Compatible	Required
Document Scan Module	Required
DICOM Router Application	20 Licenses
DICOM Cache-Router Application	100 Licenses
DICOM Print Module	Required
DICOM Web Uploader	Required
MIS Dashboard	Required
Advanced Visualization Module <ul style="list-style-type: none"> Advanced 3D License(Integrated with PACS Viewer and should be windows based) Multipanar Reformat (MPR) MIP/AveIP/MinIP Curved Planar Reformat (CPR) Medial Axial Reformat Volume Rendering (VR) Oblique/Double Oblique Auto Bone removal Table & Gantry Removal Volume Sculpting Volume Measurement 	Unlimited
L-2 Engineer	Required
Real Time Support	Required

27. Training Requirements

The selected bidder must undertake to provide a user manual two hard copies as well as soft copy and comprehensive training to all Master Trainers including:

- System administration training
- End-user training
- Technical support training
- Refresher training as needed

28. Other Requirements

- Bidder should co-ordinate with the existing HMIS application deployed for Indian Railways for end to end integrations in all aspects and also should continue in case any new requirement arises during the AMC/CMC period.
- The overall implementation / integration duration should not exceed 4-6 weeks including integration with HMIS application.
- Bidder will be asked to demonstrate the features, and **inability to show any feature can result in their bid being rejected.**
- Bidder should make provisions for onsite technical support with special mention about maximum downtime if any.

CRITERIA FOR WEIGHTAGE DURING TECHNICAL EVALUATION

MERIT POINT SYSTEM:

The following merit point system for weighing evaluation factors/ criteria will be applied for technical proposals. Minimum qualifying score is 70 out of 100.

EVALUATION CRITERIA

A. OVERALL EVALUATION:

S No	Parameter	Scoring Criteria	Max. Marks	Documentary Evidence Required
i	Relevant Experience of PACS and RIS	<ul style="list-style-type: none"> Deployed in Government Hospital having more than 500 beds Max 10 Marks – each deployment 2.5 marks (maximum for four projects) Deployed for more than five years duration will be awarded additional 5 marks. 	15	Work order and Completion Certificate from client on letterhead confirming deployment.
ii	Integrated Radiology PACS Software Development Experience	Experience of Integration with Imaging Equipment: Integration with up to 30 devices: 5 marks Integration with more than 30 devices: 10 marks	15	Certificate from client on letterhead.
		Provision of secure web access for patients and doctors to view radiology images equipped with all essential diagnostic tools (e.g., zoom, pan, rotate, window levelling, measurement tools) images: 5 marks		
iii	Relevant Support and Maintenance Experience of Turn-Key Solution for Up-gradation of Software through Integrated Module / System	Integration with HMIS and support between 1 to 3 year 3 marks ; 3 to 5 years 5 marks and more than 5 years 10 marks	10	
iv	AI solution of interpretation of images	Successful Deployment for CT / MRI Images	5	Certificate from client on letterhead.
V	Speech to text integrated for reporting	Successful Deployment	5	Certificate from client on letterhead.

Total Marks	50
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B. PRODUCT EVALUATION:

S No	Parameter	Sub Parameter	Marks
1	Product Certifications # : All product certifications submitted must be valid as on the date of tender submission. Expired or invalid certificates will not be considered for evaluation.	ISO 9001	2
2		US FDA Certification	4
3		ISO 13485:2016	2
4		ISO/IEC 12207	2
5	Product Presentation ##		30
	Total Marks		40

#Note- Product Certifications:

- The bidder must provide copies of valid certificates issued by accredited certification bodies.
- Certificates must clearly mention the **issue date, validity period, and certifying authority**.
- In case of conditional certifications or registrations (e.g., US FDA registration), supporting proof of current validity must be attached (e.g., screen capture or verification link from official website).

Product Presentation – The date, time, and mode of presentation will be communicated to the qualified bidders via email. Qualified bidders are required to present a PowerPoint presentation and provide a live walkthrough of the product either from the UAT environment or from any hospital where the solution has already been deployed.

C. BIDDER EVALUATION:

S No	Parameter	Score	Max Score	Documentary Evidence Required
a	Capability for Execution of Commercial Work Orders (Last 03 Financial Years as on bid submission)			
	Orders above 3 Cr	5	5	Commercial Work Order and Confirmation from client on letterhead confirming deployment.
	Orders above 2.5 Cr but less than 3 Cr	3		
	Orders 2 Cr to 2.5 Cr	2		
b	Annual Turnover of the Company			
	More than 7 Cr	5	5	Copy of the audited financial statement and ITR certified by CA for required financial years. Audited Accounts (Balance Sheet and Profit and Loss Account, ITR certified by CA etc.) with Certificate from CA/CS/Cost Accountant with valid UDIN for last 3 FYs ending 31.03.2025.
	5 Cr to less than 7 Cr	3		
	150% of tender value to less than 5 Cr	2		

Chapter III

E-tendering Instructions to Bidders

General

Submission of Bids only through online process is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, RailTel has decided to use the portal <https://railtel.enivida.com> E-Procurement system (E-NIVIDA).

Benefits to Suppliers are outlined on the Home-page of the portal. Bidders are advised to visit the E-NIVIDA Portal for details related to E-Tender i.e. Registration, FAQ, Helpdesk, Learning Center etc.

1. Tender Bidding Methodology:

The Bidder has to submit both Technical and Financial bid in Railtel's enivida portal "ONLINE."

E-NIVIDA Helpdesk

Please visit Helpdesk section on E-NIVIDA Portal.

Phone No.: - 011-49606060 / 9205898228

Mail id: - eprocurement@RailTelindia.com

RailTel Contact-I (for general Information)

Shri. Sanjeeva Kumar: JGM/DC&TP

Telephone : 9949036346

E-mail ID: sanjeeva@railtelindia.com

RailTel Contact-II (for general Information)

Shri. D Rajani Kanth : Manager/IT-HR/SC

Telephone: +91 74164 86769

E-mail ID: rajanikanthd28@railtelindia.com

2. Bid related Information for this Tender (Sealed Bid)

The entire bid-submission would be online on E-NIVIDA Portal.

Broad outline of submissions are as follows:

1. Submission of Bid Security/ Earnest Money Deposit (EMD)
2. Submission of digitally signed copy of Tender Documents/Addenda
3. Single Packet (Credential/ Techno commercial Bid & Price Bid in one cover)
4. Online response to Terms & Conditions of Tender.
5. (Optional) Online Submission of modification, substitution bids for technical or financial parts, or withdrawal bid.

NOTE: Bidder must ensure that the bid must be successfully submitted online as per instructions of E-NIVIDA Portal.

2.1 GUIDELINES FOR REGISTRATION

- 2.1.1** Bidders are required to enroll on the e-Procurement Portal (<https://rail-tel.enivida.combidderRegistration/newRegistration>) or click on the link “Bidder Enrolment” available on the home page of e-tender Portal by paying the required Registration fee.
- 2.1.2** As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 2.1.3** Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
- 2.1.4** Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify / TCS / nCode / eMudhra etc.), with their profile.
- 2.1.5** Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 2.1.6** Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC /e-Token.
- 2.1.7** The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.
- 2.1.8** After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id eprocurement@Rail-Telindia.com for activation of account.

2.2 SEARCHING FOR TENDER DOCUMENTS

- 2.2.1** There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- 2.2.2** Once the bidders have selected the tenders they are interested in, you can pay the Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective ‘requested’ Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

2.3 PREPARATION OF BIDS

- 2.3.1** Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2.3.2** Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 2.3.3** Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with Color option.
- 2.3.4** To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided

to the bidders. Bidders can use “My Documents” available to them to upload such documents.

- 2.3.5** These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

2.4 SUBMISSION OF BIDS

- 2.4.1** Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2.4.2** The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RailTel.
- 2.4.3** Bidder has to select the payment option as “e-payment” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 2.4.4** In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
- 2.4.5** Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored(unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 2.4.6** The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 2.4.7** The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 2.4.8** Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- 2.4.9** The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

3. Online Submissions:

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

- a) EMD/UDYAM submission **through E-NIVIDA portal.**
- b) Submission **through E-NIVIDA portal.**
- c) Power of attorney to be submitted online. Original copy is needed to be submitted by the successful bidder before issuance of LOA, if requested by RailTel.
- d) In case bidder happens to be an MSE bidder, the documentary evidence for same shall be submitted on line.

4. Submission of Eligibility Criteria related documents

Eligibility criteria related documents as applicable shall also be scanned and submitted ON LINE

NOTE: In case of internet related problem at a bidder's end, especially during 'critical events' such as - a short period before bid-submission deadline, during online public tender opening event, during e-auction, it is the bidder's responsibility to have backup internet connections.

In case there is a problem at the e-procurement/ e-auction service provider's end (in the server, leased line, etc.) due to which all the bidders face a problem during critical events, and this is brought to the notice of RailTel by the bidders in time, then RailTel will promptly re-schedule the affected event(s).

5. Instructions for Tender Document TO THE BIDDERS

The RailTel Tenders are published on www.railtel.in and on E-NIVIDA Portal <https://railtel.enivida.com/>. In addition to submitting the e Tender documents online, they should also submit cost of tender document through E-NIVIDA.

NOTE: For online bid submission the bidder will have to necessarily download an official online copy of the tender documents from E-NIVIDA portal, and this should be done well before the deadline for bid-submission.

6.Submission of Offers and Filling of Tender:

This e-tender should be duly submitted online using the e-Procurement Portal <https://railtel.enivida.com/>. For detailed instructions please refer to E-NIVIDA Portal.

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.

* * * * *

Chapter IV
Proformas

Annexure-1

Proforma for Performance Bank Guarantee

PERFORMANCE BANK GUARANTEE BOND

(On Stamp Paper of Rs. One Hundred)

(To be used by approved Scheduled Banks)

1. In consideration of the RailTel Corporation of India Limited: Gumidelli Towers 6th Floor, 1-10-39 to 44, 6A, Begumpet Airport Road, Opp. Shoppers Stop, Hyderabad-500 016.

2. (Herein after called RailTel) having agreed to exempt (Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement No. dated made between and for (hereinafter called “the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, or 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.

3. We, Bank **and our local branch at New Delhi (indicate detail address of local New Delhi Branch with code no.)** 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.

4. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.

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

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

Dated the day of 2025

for
(Indicate the name of the Bank)

Witness

Annexure-2

Manufacturer Authorization Form

**Executive Director,
RailTel Corporation of India Ltd.**

Dated:

.....
.....
.....

**Subject: Manufacturer Authorization form (MAF) to M/s for
.....**

Ref: Tender No.....dated.....

Dear Sir,

We, M/s....., are established and reputed manufacturer and service provider of
.....(Product details), having our registered office at
.....

We hereby authorize M/s (bidder name), Office
..... to participate in bid and subsequently upon
award of the bid to execute the supply and Installation & Commissioning of our range of prod-
ucts against your above said bid.

We further extend our warranty for years for our range of products offered by
M/s against the above-said bid.

Thanking you,
Best regards,

Authorized Signatory



PROFORMA FOR STATEMENT OF DEVIATIONS

- (1) The following are the particulars of deviations from the requirements of the tender specification.

Clause	Deviation	Remarks (including justification)
--------	-----------	--------------------------------------

- (2) The following are the particulars of deviations from the requirements of the instructions to Tenderers, General and Special Conditions of contract-

Clause	Deviation	Remarks (including justification)
--------	-----------	--------------------------------------

Signature and seal of the
Manufacturer/Tenderer.

Note: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating "No Deviations".

Annexure-4

Format for instruction to be provided by vendor/contractor for RTGS payment to be made to them by RailTel against tenders.

Date:

To
M/s. RailTel Corporation of India Ltd.
Gumidelli Towers 6th Floor, 1-10-39 to 44, 6A,
Begumpet Airport Road,
Opp. Shoppers Stop, Hyderabad-500 016.

Dear Sir,

Re: Option for payment of our bills/dues relating to tenders floated by RailTel.

Kindly refer to tender no. _____ dated _____
Which was awarded to our company as per your award letter no. _____ dated _____
Against the above PO/LOA participated/awarded to us, we authorize you
make payment of dues/bills to us in RTGS/EFT mode against the particulars mentioned below:

1. Name of the agency as given in Bank account :
2. Authorized Person Name :
3. Authorized Signatory Details for GST (Name, Email ID
And Phone Number) :
4. Email and Phone No:
5. Name of the Bank :
6. Bank Branch & address :
7. Bank account no :
8. Bank account type (savings / current/Over Draft) :
9. IFSC code :
10. NEFT Code :
11. Agency's Address :
12. Agency's telephone & mobile no :
13. GST Registration Details :
14. PAN No :
15. MSME/NON-MSME :
16. Women Owned(Y/N) :

We also enclose herewith a copy of canceled cheque of the above mentioned bank account for verification of particulars.

I hereby declare that the above particulars given above are correct and complete.

Encl: As above.

(Sign & Seal of the Vendor)

Certified that the particulars furnished at item no. 1 to 16 above are correct as per our records.

**Signature of Authorized
Official from the bank.**

Format for Bid Security Declaration
(On Non-judicial stamp paper of Rs. 100/-)

Whereas, I/We _____ (Name of Agency) has submitted bid for _____ (Name of Work and Tender No.) and whereas Earnest Money Deposit is being exempted in the aforesaid tender to give relief to the bidders as per Govt. of India guidelines due to severe financial crunch on account of slowdown in the economy due to the pandemic,

I/We hereby submit the following “Bid Security Declaration” in lieu of exemption from submitting Earnest Money Deposit :-

1) If I/We withdraw or modify my/our bid during the bid validity period (including extended validity of tender) specified in the tender documents;

Or

2) If, after the award of work, I/We fail to accept LOA/LOI, or to sign the contract agreement or fail to submit performance guarantee or fail to commence the work within stipulated time period prescribed in tender documents;

Or

3) If I/We furnish any incorrect or false statement / information/ document;

Or

4) If I/We hide any relevant information or do not disclose any material fact in the tender;

Or

5) If I/We commit any breach of integrity Pact;

I/We may be disqualified and banned for a period of three years and shall not be eligible to bid for future tenders in RailTel Corporation of India Ltd. for the period of three years from date of issue of such orders.

(Signed by the Authorized Representative of Firm)

Name of Authorized Representative

Name of Firm

Date

Annexure-6

FORMAT FOR AFFIDAVIT TO BE UPLOADED 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.), 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. I/we hereby declare that I/we have downloaded the tender documents from <https://railtel.enivida.com>
3. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the 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/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the 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 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 aboveaffidavit are true and correct. Nothing has been concealed and no part of it is false.

Place & Dated:

DEPONENT

SEAL AND SIGNAURE OF THE TENDERER

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

CHECK LIST

The following document must be submitted by the vendor, non-submission of the following documents, bids will be summarily rejected.

SN	Have you submitted the following documents?	Submitted /complied or not	Page No./ref No. of Offer
1.	Earnest money		
2.	Constitution of Firm and Power of Attorney, Partnership Deed, Memorandum of Joint Venture/Consortium, if applicable		
3.	Offer Letter duly signed by authorized signatory		
4.	Specific authorization (MAF) addressed to Rail-Tel from the OEM		
5.	Downloaded tender document digitally signed.		
6.	Clause wise compliance statement of all the terms & conditions of tender document, including technical; addenda/ corrigenda, if any		
7.	Deviation Statement, if any (Chapter wise and Clause wise from Technical Specification & Tender conditions.		
8.	Schedule of Requirements		
9.	If the Firm is registered with UDYAM, the Valid Certificate to be submitted vide para no 2		
10.	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 also include details mentioned at Annexure-7		
11.	OEM vetted BOM in compliance to conditions and technical specification.		
12.	No deviation certificate.		
13.	Affidavit on Rs.100/- stamp paper duly notarized (Annexure -6)		
14.	Power of Attorney on Rs.100/- stamp paper duly notarized Along with Board Resolution		
15.	Bid Security Declaration on Rs.100/- stamp paper		
16.	Technical & Financial Eligibility Documents		

Annexure - 7

The bidder shall submit **complete technical data and particulars of the PACS solution and associated equipment** being offered, in accordance with the specifications outlined in the tender document.

This shall include, but is not limited to:

- Detailed **technical specifications** of each component of the PACS system.
- System **architecture and workflow diagrams**
- **Compliance matrix** clearly indicating adherence to tendered specifications
- Manufacturer's **product catalogues, descriptive brochures, and technical leaflets**
- **Third-party certifications**, if any (e.g., CE, FDA, ISO)
- **Network and system integration plan** with DICOM modality worklist, HL7, and RIS/HMIS compatibility
- List of **supported modalities** and number of integrations done (with documentary proof where applicable)
- **Functional features** such as image viewing tools, reporting templates, role-based access, audit logs, and analytics modules
- Details of **data security and backup mechanism**, including disaster recovery strategy
- **List of installations** carried out in government/reputed institutions (with contact details, if possible)
- Detailed **Bill of Material (BoM)** and system configuration
- Any **deviation statement**, if applicable