

EOI NOTICE

RAILTEL CORPORATION OF INDIA LIMITED (A Govt. of India Undertaking)
Plate-A, 6th Floor, Office Tower-2, NBCC Building,
East Kidwai Nagar, New Delhi-110023

EOI No: RCIL/EOI/COMKTG/VAB/25-26/CoR-ANCI/09/E-50213 Dated 05.08.2025

RailTel Corporation of India Ltd., (hereafter referred to as “RailTel”) invites Expression of Interest (EOI) for “Selection of Business Partner from RailTel’s Empaneled Partners for Aadhaar based Fingerprint Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards for End Customer.”

The details are as under:

SCHEDULE OF EVENTS

1	Date of Publishing of EOI Notice	05-AUG-2025
2	Last date for submission of Bids against EOI	08-AUG-2025 at 13:00 Hours
3	Opening of Technical Bids received against EOI	08-AUG-2025 at 13:30 Hours
4	Bidding System	Single Stage (Single Packet System)
5	EOI document Fee- inclusive of taxes (non-refundable)	Rs. 11,800/-
6	EOI processing fee- inclusive of taxes (non-refundable)	As per eNivida Portal
7	Earnest Money Deposit (EMD) Total EMD amount: Rs. 54,00,000/-	<p>(i) Token EMD: EMD for an amount of Rs. 5,00,000/- (Rupees Five Lakh Only) is to be paid along with EOI. (To be submitted via online bank transfer only). RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064.</p> <p>(ii) Balance EMD of Rs. 49,00,000/- (Rupees Forty Nine Lakh Only). To be submitted by shortlisted Business Associate (L1 bidder), in the form of BG or online transfer before RailTel submits its Bid/Proposal to the end customer.</p> <p>i) In Case of Balance EMD is submitted in the form of Bank Guarantee: The validity of EMD BG should be valid for two month beyond the bid validity period of 180 Days. (SFMS report guidelines:- BG advising message – IFN 760COV/ IFN 767COV via SFMS</p> <ul style="list-style-type: none"> To mandatory send the Cover message at the time of BG issuance. IFSC Code of ICICI Bank to be used (ICIC0000007).

		<ul style="list-style-type: none"> Mention the unique reference (RAILTEL6103) in field 7037.) <p>ii) In case Balance EMD is submitted through Online Transfer, the same may be transferred in the following Bank Account.</p> <p>RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064.</p> <p>The partner needs to share the online payment transfer details like UTR No. date and Bank along with the proposal.</p> <p>EMD deposited shall not bear any interest.</p>
8	RailTel GST No	07AABCR7176C2ZE (Delhi)
9	RailTel PAN No	AABCR7176C
10	Bid Submission Mode	Online on https://railtel.enivida.com only.

Note: RailTel reserves the right to change the above dates at its discretion.

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

Contact Details for this EOI:

Contact: Sh. Rajnish Verma (AGM/VAB)

Email: rajnish.verma@railtelindia.com, Contact: +91 9717644213

Contact: Sh. Anand Singh Chandel (GM/VAB)

Email: a.chandel@railtelindia.com, Contact: +91 9717644111

Note:

1. The EOI response is invited from eligible **Empaneled Partners of RailTel only**.
2. All the document must be submitted with proper indexing and page number duly signed and stamped at each page as a token of acceptance of EOI by authorized signatory of the Bidder/Partner.
3. Transfer and Sub-letting: The Business Partner has no right to give, bargain, sell, assign or sublet or otherwise dispose-off the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof, except OEM.
4. Partner can submit their responses as an individual organization only. No Consortium is allowed.
5. Bidder has to agree to comply with all technical & financial documentation including

Technical certificates/others as per end-to-end requirement mentioned in the tender ID No. 2025_UPSC_868229_1 published on <https://eprocure.gov.in/eprocure/app>.

6. The selected bidder will have to accept all Terms & Conditions of EOI and Customer RFP/Work order on back-to-back basis.
7. Any corrigendum(s) issued by RailTel against pertinent EOI shall be the part and scope of this EOI document on back-to-back basis.
8. All the clauses of the customer document (RFP/Corrigendum/Work order/Scope of work) shall be applicable on back-to-back basis including payment terms. SLA/Penalty/LD etc. will be passed on to the selected vendor on back-to-back basis in full.
9. Original copy of the POA, Non-Disclosure Agreement, Integrity Pact, Undertaking and Affidavit must reach RailTel, East Kidwai Nagar office within 3 days from the last date of bid submission.
10. The EOI not accompanied by Earnest Money as mentioned or if any of the documents submitted by the tenderers is proved to be fraudulent, the offer will be summarily rejected & EMD will be forfeited.
11. **Return of EMD for unsuccessful Bidder:** The EOI EMD/Bid Security of unsuccessful Bidders will be returned by the RailTel, without any interest, as promptly as possible or when the EOI Inviting Authority cancels the Bidding Process.
12. **Return of EMD for successful Bidder:** The EOI EMD/Bid Security of the successful bidder will be discharged / returned as promptly as possible after the receipt of Performance Security Deposit as per the terms of the EOI by the successful L1 bidder.
13. This is an exclusive pre-bid partnership arrangement with an empaneled business associate of RailTel for participating in the end customer RFP. The selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to the end customer organization by RailTel). This undertaking has to be given with this EOI Response.

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



NOTICE INVITING EXPRESSION OF INTEREST (EOI)

EOI No.: RCIL/EOI/COMKTG/VAB/25-26/CoR-ANCI/09/E-50213 Dated 05.08.2025

Expression of Interest (EOI) for “Selection of Business Partner from RailTel’s Empaneled Partners for Aadhaar based Fingerprint Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards for End Customer.”

Issued by:

RailTel Corporation of India Ltd.

(A Navratna PSU under Ministry of Railways)

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

New Delhi-110023

<https://www.railtelindia.com>

Disclaimer

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

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1. About RailTel

RailTel Corporation of India Ltd (RailTel) is one of the largest neutral telecom infrastructure providers in the country owning a Pan-India optic fiber network on exclusive Right of Way (ROW) along Railway track. The OFC network presently reaches to over 4500 towns & cities of the country including several rural areas. With its Pan India high-capacity network, RailTel is working towards creating a knowledge society at various fronts. The portfolio of services provided by RailTel includes Data Centre & DR services, Tele-presence as a service, NLD services, IP-1 services, Internet and Broadband services on a pan-India basis.

Equipped with an ISO 9001, 20000-1:2011 & 27000 certification, RailTel offers a wide gamut of managed telecom services to Indian Telecom market including Managed lease lines, Tower colocation, MPLS based IP-VPN, Internet, Data Centre services, NGN based voice carriage services to Telecom Operators, Dark fibre leasing to MSOs/LCOs. The major customer segment for RailTel comprises of Enterprises, Banks, Government Institutions/Department, Educational Institutions/Universities, Telecom Service Providers, Internet Service Providers, MSOs, etc. RailTel being a “Navratna” PSU is steaming ahead in the enterprise segment with the launch of various services coupled with capacity augmentation in its Core network.

2. Background of EOI

RailTel Corporation of India Ltd (hereafter referred to as 'RailTel') an ICT arm of Indian Railways has been in the forefront of building innovative platforms and solutions and vision to build range of Information and Communication Technology (ICT) Services for its customers.

RailTel intends to participate in a tender floated by Customer of RailTel to Aadhaar based Fingerprint Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards and accordingly seeks to select a suitable partner from RailTel's Empaneled Business Partners for pre-bid teaming agreement for participating in the customer floated tender/EOI for Aadhaar based Fingerprint Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards on Turn-key basis on back to back term basis. The empaneled business partner is expected to have excellent execution capability and good understanding of the customer local environment.

Bidder has to agree to comply with all technical & Financial

documentation including Technical certificates/others as per end-to-end requirement mentioned in the scope of work (Annexure-12).

3. Scope of Work and Partner Selection

The indicating scope of work shall be as per the Annexure-12 for “Selection of Business Partner from RailTel’s Empaneled Partners for Exclusive Pre-Bid teaming arrangement for Aadhaar based Fingerprint Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards for End Customer.”

Special Note: Bidder may please note that RailTel may retain some portion of the work mentioned in the CoR’s PO/RFP as per the discretion of RailTel post selection of the partner.

- 3.1 Purpose of EOI: This EOI is proposed to select a suitable partner for fulfilling the customer requirement as per Annexure-12 for Selection of Business Partner from RailTel’s Empaneled Partners for Exclusive Pre-Bid teaming arrangement for Aadhaar based Fingerprint Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards for End Customer on back-to-back basis”. In order to complete the same work, this EOI is being floated by RailTel.
- 3.2 The present proposal seeks the turnkey solution for carrying out CoR needs. It is proposed to provide services as mentioned in Annexure-12.
- 3.3 Empaneled partners are required to submit bid (techno commercial bid) through Online on <https://railtel.enivida.com> only.
- 3.4 **Interested partners may note that this is a Single Stage-Single Packet Bid.**
- 3.5 Only those bids shall be opened, which have been submitted within the stipulated time as mentioned in this EOI document.

4. Compliance Requirements and Eligibility Criteria for Interested Bidders:

- (A) **Packet -1:** (Technical Bid): The Technical Bid includes essential Eligibility requirements. Bidders must submit the necessary documentation as specified in **Annexure-1** to demonstrate their qualifications.

(B) Packet-1 (Price Bid) (Price bid will be evaluated for the technically qualified bidder only).

Bidder has to quote the price bid in the format as per annexure-4 considering the complete scope of the work. Price Bid of only those bidder shall be considered who are technically qualified.

- 4.1 Bid evaluation will be done based on above mentioned documents. The bidder will be selected on the lowest quote (L-1) basis for complete 'Scope of Work' as mentioned in the EOI document. The so selected partner will be termed as 'Commercially Suitable Partner (hereafter referred to as 'CSP')/Selected Bidder.
 - i. It is re-mentioned, that the final selection of CSP will be on the L-1 basis only from the technically qualified bidders. Further, RailTel reserves the right to have negotiation with the CSP.
 - ii. If more than one bidder quote same rate which stands lowest at the time of opening, then the bidder who have the maximum turnover among the Lowest quoted bidder shall be declared as L1 Bidder.
 - iii. If L1 bidder fails to submit the Balance EMD payment (if any) / Performance Bank Guarantee payment within the stipulated timeline, EMD deposited by the L1 bidder shall be forfeited and empanelment with RailTel shall be terminated. The bidder will be classified as the disqualified L1 bidder.
 - iv. If the lowest bidder (L1) is disqualified, the contract may be awarded to the next lowest bidder (L2), provided they are able to match L1's price. In this case, the bidder will be esteemed as the selected L1 bidder.
- 4.2 As of now, EOI response from interested partners is invited considering that the selected partner will be responsible for delivering of complete 'Scope of Work'. **However, RailTel at its discretion, may take- up a certain portion / percentage of 'Scope of Work' by communicating to the Partner at any point of time during the engagement period.** (The day at which 'Partner' is declared, will mark the start of the engagement period. The period will be valid till completion of the work. The engagement period will get auto-extended to the period RailTel serves CoR for the concerned work, unless terminated earlier by RailTel as per terms and conditions

mentioned in this EOI document). In this scenario, commercial engagement with the Partner will be for that portion / percentage only, which has not been taken by RailTel. Accordingly, resultant value of work will be derived on the basis of negotiated (in case) commercial bid of the Partner.

- 4.3 Validity of the submitted bid (technical and commercial) should be 90 days from the last date of submission of bid.
- 4.4 RailTel will enter into a agreement with selected L1 bidder with detailed Terms and conditions.
- 4.5 Final PO to the L1 bidder shall be issued on the final accepted rate (after negotiation if any) only and only after receipt of the work order form the End customer.
- 4.6 The rates on which LOA/PO is issued, will remain valid for the entire duration of the contract.

5. Proposal Preparation and Submission Cost

The interested partner is responsible for all costs incurred in connection with participation in this EOI process, including, but not limited to, cost incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by RailTel to facilitate the evaluation process or all such activities related to the bid process. RailTel will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This EOI document does not commit to award a contract or to engage in negotiations.

6. Amendment to EOI Document

At any time prior to the deadline for submission of bids, RailTel, may, for any reason can modify the EOI document by an amendment. All the amendments made in the document would be informed by displaying on RailTel's (www.railtelindia.com) website and on RailTel E-Procurement portal i.e. <https://railtel.enivida.com/> only. The interested bidders are advised to visit the RailTel website and e-Nivida portal on regular basis for checking necessary updates. RailTel also reserves the rights to amend the dates mentioned in this EOI for bid process. RailTel may, at its discretion, extend the last date for receipt of EOI response.

7. Bid Validity

- 7.1. Bid of Interested partners shall remain valid for the period of 180 days from the last date of submission of EOI, as mentioned in this EOI document.
- 7.2. RailTel may request for an extension of the period of validity. The validity of the 'EMD', should also be suitably extended if the duration of bid submission is extended. The request and the responses thereto shall be made in writing through e-mail communication only. Further, whenever the bid validity extension is submitted by the interested partner, it should be ensured by interested partner that their PBG related to the empanelment should have minimum validity of 180 days from the last date of extended bid validity period.

8. Right to Terminate the Process

RailTel may terminate the EOI process at any time without assigning any reason. RailTel makes no commitments, express or implied, that this process will result in a business transaction with anyone. This EOI does not constitute an offer by RailTel. The interested bidder's participation in this process may result in RailTel selecting the CSP to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by RailTel to execute a contract or to continue negotiations. RailTel may terminate negotiations at any time without assigning any reason

9. Language of Bid

The bid prepared by the interested partner and all correspondence and documents relating to the bids exchanged by the bidder and RailTel, shall be written in English Language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Authorised Signatory of the interested partner.

10. Submission of Bid

- 10.1 The interested bidder should take into account all corrigendum to this EOI document that have been published before submitting their EOI response. The bid is to be submitted in the mode as mentioned in this EOI document. EOI response submitted in any other mode will not be entertained.

- 10.2 Interested bidders in their own interest are advised to submit the EOI response well in time before the last date and hence to avoid any inconvenience at the last moment.
- 10.3 An Organization / Interested Bidder can submit only 'One EOI Response'. Submission of multiple EOI Response by interested bidder(s) may lead to rejection of all of its bid.
- 10.4 Empaneled partners are required to submit their bid response through online E-procurement portal of RailTel i.e. <https://railtel.enivida.com> only. Bid document should be signed by Authorized Signatories with Company seal and stamp.

11. Rights to Accept / Reject any or all EOI Response

RailTel reserves the right to accept or reject any EOI Response, and to annul the bidding process and reject all Bids at any time prior to award of the Contract, without thereby incurring any liability to the affected interested bidder(s), or any obligation to inform the affected Bidders of the ground for RailTel's action.

12. Payment Terms

12.1. Payment will be on '**back-to-back**' basis.

12.2. Payment will be released after receiving the invoice for the work / services and after RailTel has received the payment from CoR for the same work / services.

12.3. No advance payment shall be released by RailTel to selected bidder.

12.4. Any deduction /Penalties levied by CoR on invoices of RailTel will be carried back-to-back and will be deducted from CSP's invoices, subject to the cause to deduction / penalty is due to deviation in terms and conditions of service standards by the CSP.

12.5. TDS will be deducted as per prevailing rates. The consideration aforementioned is all inclusive and no other amounts will be payable to the Business Partner by RailTel on any account whatsoever, unless otherwise specifically agreed to in writing.

12.6. Documents list required at the time of payment/invoice submission by selected bidder shall be: -

- i. Tax e-invoice.
- ii. PO Copy
- iii. Copy of Bank Guarantee
- iv. Work Acceptance Certificate

12.7. Bill passing authority will be GM/VAB/CO and bill paying authority will be GM/Fin/CO.

13. Performance Bank Guarantee (PBG)

- 13.1 The CSP shall at its own expense, deposit with department, within fifteen (15) days of the notification of award (done through issuance of the LOA/Purchase Order / Work Order etc.) and communicated through email, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized/ Commercial Scheduled Indian Bank as per the format enclosed in this EOI, payable on demand, for the due performance and fulfilment of the contract by the CSP. This PBG will be for an amount of '**5 (%)**' of the contract value including all taxes, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the CSP. Besides, if the total BG amount comes upto ₹05 Lakhs, then same may be deposited through DD/RTGS/NEFT. Along with submission of PBG, CSP needs to submit PBG issuing bank's SFMS report. The SFMS report is also to be submitted in case of renewal / extension of PBG.
- 13.2 The PBG shall be valid until **6 months** beyond the last date of the contract period of 6 years. The PBG may be discharged / returned by RailTel upon being satisfied that there has been due performance of the obligations of the CSP under the contract. However, no interest shall be payable on the PBG. In the event, CSP being unable to service the contract for whatsoever reason, RailTel would invoke the PBG at its discretion. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the CSP's failure to complete its obligations under the contract. RailTel shall notify the CSP in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the CSP is in default.
- 13.3 RailTel shall also be entitled to make recoveries from the CSP's bills, PBG or from any other amount due to him, the equivalent value of

- any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement. If any adjustments are made to the PBG amount, the bidder must resubmit the PBG as per Clause 13.1..
- 13.4 If the service period gets extended by virtue of extension of same by CoR, submitted PBG should also be amended (value and period) accordingly by the CSP.
- 13.5 During the contract period, RailTel may issue Purchase Order(s) for the additional works/ services ordered by CoR (in case) to RailTel. In such scenario(s) also, Clause No. 13.1. to Clause No. 13.4. are to be followed by the CSP.
- 13.6 In case the CoR has sought PBG of the contract in the terms of Indemnity Bond from RailTel, the selected bidder has to provide the equivalent value PBG from scheduled Bank to RailTel. No Indemnity Bond from Selected Bidder will be accepted in lieu of PBG from Scheduled Bank.
- 13.7 Detail for online SFMS confirmation using the plate form is as below:
- BG advising message – IFN 760COV/ IFN 767COV via SFMS
 - To mandatorily send the Cover message at the time of BG issuance.
 - IFSC Code of ICICI Bank to be used (ICIC00000007).
 - Mention the unique reference (RAILTEL6103) in field 7037.
 - Customer ID: 571916103,
 - Unique identifier for Field 7037: RCIL571916103.

14. Details of Commercial Bid / Financial Bid

- 14.1 Interested partner should submit commercial bid as per format given in the EOI.
- 14.2 The commercial bid should clearly bring out the cost of the goods/ services with detailed break-up of taxes.
- 14.3 The rates mentioned in the commercial bid of the CSP will form basis of commercial transaction between RailTel and bidder.
- 14.4 The quantity of 'Line Items' may vary at the time of placing of Purchase Order or during the Contract Period, as communicated by CoR (in case) to RailTel. In such scenarios, the 'Per Unit' cost will be considered to arrive on contractual amount between RailTel and CSP.
- 14.5 It is also possible that CoR may surrender/ increase, some or all of the quantities of service items ordered to RailTel during the contract period and accordingly the contractual amount between RailTel and

CSP shall be considered, at sole discern of RailTel.

15. Contract Duration and Variation

- (1) The Indicative contract Duration shall be for a period of 1 years from the date of issuance of the Purchase Order (LOI/LOA/PO). The contract duration shall be same as of CoR's contract duration with RailTel until otherwise terminated earlier.
- (2) This project business procurement is governed by the Terms and Condition of end customer i.e. UPSC, therefore any variation in quantity in this procurement will be governed by end customer requirement irrespective of any limit with the approval of the Competent Authority.

16. Restrictions on 'Transfer of Agreement'

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

17. Suspension, Revocation or Termination of Contract / Agreement

- 17.1 RailTel reserves the right to suspend the operation of the contract / agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities, in such a situation, RailTel shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the contract / agreement will not be a cause or ground for extension of the period of the contract / agreement and suspension period will be taken as period spent. During this period, no charges for the use of the facility of the CSP shall be payable by RailTel.
- 17.2 RailTel may, without prejudice to any other remedy available for the breach of any conditions of agreements, by a written notice of One (01) month or as per CoR tender condition whichever is earlier issued to the CSP, terminate/or suspend the contract / agreement under any of the following circumstances:
 - i. The CSP failing to perform any obligation(s) under the contract / agreement.
 - ii. The CSP failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.

- iii. Non adherence to Service Level Agreements (SLA) which RailTel has committed to CoR for the pertinent tender.
- iv. The CSP going into liquidation or ordered to be wound up by competent authority.
- v. If the CSP is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to RailTel in writing. In that case, the written notice can be modified by RailTel as deemed fit under the circumstances. RailTel may either decide to issue a termination notice or to continue the agreement by suitably modifying the conditions, as deemed fit under the circumstances.
- vi. It shall be the responsibility of the CSP to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of contract / agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of which CSP's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.
- vii. Breach of non-fulfillment of contract / agreement conditions may come to the notice of RailTel through complaints or as a result of the regular monitoring. Wherever considered appropriate RailTel may conduct an inquiry either Suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the successful bidder or not. The CSP shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the CSP in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of CSP available with RailTel can be forfeited.

18. Dispute Settlement

- 18.1 In case of any dispute concerning the contract / agreement, both the CSP and RailTel shall try to settle the same amicably through mutual

discussion / negotiations. Any unsettled dispute shall be settled in terms of Indian Act of Arbitration and Conciliation 1996 or any amendment thereof. Place of Arbitration shall be New Delhi.

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

18.3 All arbitration proceedings shall be conducted in English.

19. Governing Laws

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

20. Statutory Compliance

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

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

21. Intellectual Property Rights

21.1 Each party i.e., RailTel and CSP, acknowledges and agree that the other party retains exclusive ownership and rights in its trade secrets, inventions, copyrights, and other intellectual property and any

hardware provided by such party in relation to this contract / agreement.

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

22. Severability

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

23. Force Majeure

- 23.1 If during the contract period, the performance in whole or in part, by other party, of any obligation under this is prevented or delayed by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENT) , provided notice of happenings of any such event is given by the affected party to the other, within twenty one (21) days from the date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this contract shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.
- 23.2 In the event of a Force Majeure, the affected party will be excused from performance during the existence of the force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this contract. Neither party shall be liable for any breach, claims, and

damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

24. Indemnity

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

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

24.2 Any payment made under this contract to an indemnity or claim for

breach of any provision of this contract shall include applicable taxes.

25. Limitation of Liability towards RailTel

- 25.1 The CSP liability under the contract shall be determined as per the Law in force for the time being. The CSP shall be liable to RailTel for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the CSP and its employees (direct or indirect), including loss caused to RailTel on account of defect in goods or deficiency in services on the part of CSP or his agents or any person / persons claiming through under said CSP, However, such liability of the CSP shall not exceed the total value of the contract.
- 25.2 This limit shall not apply to damages for bodily injury (including death) and damage to real estate property and tangible personal property for which the CSP is legally liable.

26. Confidentiality cum Non-disclosure

- 26.1 The Receiving Party agrees that it will not disclose to third party/parties any information belonging to the Disclosing Party which is provided to it by the Disclosing Party before, during and after the execution of this contract. All such information belonging to the Disclosing Party and provided to the Receiving Party shall be considered Confidential Information. Confidential Information includes prices, quotations, negotiated issues made before the execution of the contract, design and other related information. All information provided by Disclosing Party to the Receiving Party shall be considered confidential even if it is not conspicuously marked as confidential.
- 26.2 Notwithstanding the foregoing, neither Party shall have any obligations regarding non-use or non-disclosure of any confidential information which:
- a) Is already known to the receiving Party at the time of disclosure:
 - b) Is or becomes part of the public domain without violation of the terms hereof;
 - c) Is shown by conclusive documentary evidence to have been developed independently by the Receiving Party without

violation of the terms hereof:

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

- 26.3 The terms and conditions of this contract, and all annexes, attachments and amendments hereto and thereto shall be considered Confidential Information. No news release, public announcement, advertisement or publicity concerning this contract and/or its contents herein shall be made by either Party without the prior written approval of the other Party unless such disclosure or public announcement is required by applicable law.
- 26.4 Notwithstanding the above, information may be transmitted to governmental, judicial, regulatory authorities, if so, required by law. In such an event, the Disclosing Party shall inform the other party about the same within 30 (thirty) Days of such disclosure.
- 26.5 This Confidentiality and Non- Disclosure clause shall survive even after the expiry or termination of this contract.

27. Assignment

Neither this contract nor any of the rights, interests or obligations under this contract shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this contract will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns.

28. Insurance

The CSP agrees to take insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software etc. as per scope of work and validity of insurance should be upto the date of complete execution and acceptance from the customer of RailTel.

29. Exit Management

29.1 Exit Management Purpose

- a) This clause sets out the provision, which will apply during Exit Management period. The parties shall ensure that their respective associated entities carry out their respective obligation set out in this Exit Management Clause.

- b)** The exit management period starts, in case of expiry of contract, at least 03 months prior to the date when the contract comes to an end or in case of termination contract, on the date when the notice of termination is sent to the CSP. The exit management period ends on the date agreed upon by RailTel or Three (03) months after the beginning of the exit management period, whichever is earlier.

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

- a)** Information relating to the current services rendered and performance data relating to the performance of the services; documentation relating to the project, project's customized source code (if any); any other data and confidential information created as part of or is related to this contract;
- b)** All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RailTel and its nominated agencies, or its replacing vendor to carry out due diligence in order to transition the provision of the services to RailTel or its nominated agencies, or its replacing vendor (as the case may be).

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

29.4 Rights of Access to Information: Besides during the contract period, during the exit management period also, if asked by RailTel in writing, the CSP shall be obliged to provide an access of information to RailTel and / or any Replacing Vendor in order to make an inventory

of the Assets (including hardware / software / active / passive), documentations, manuals, catalogues, archive data, Live data, policy documents or any other related material.

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

30. Liquidated Damages

- If the successful bidder fails to execute the work within the time specified in this EOI or within the period of extension granted, RailTel may deduct penalty at the rate of 0.5% on per week or part thereof on the uncompleted portion of work (rounded off to the nearest whole number) for the actual delay, if delay is on successful bidder account, occasioned beyond the appointed time by which the work shall have been completed under the contract.
- The total value of LD/penalty shall be deducted from the vendor bills as deducted by the Customer of RailTel (CoR) on back-to-back basis.
- If the total value of penalty on account of delay in implementation exceeds 10%, RailTel will be within its rights to terminate the contract.

31. Waiver

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

32. Local Content Compliance: As this is an EOI for hiring of agency for providing Services hence this clause is not applicable.

33. Work Execution Time:

Bidder has to execute the work as per the terms & consideration mentioned in the customer RFP document immediately from the date of Advance LOA/Purchase order.

34. Changes in Contract Agreement

No modification of the terms and conditions of the Contract Agreement shall be made except by written amendments signed by the both CSP and RailTel. If any condition is changed by the Customer of RailTel, the same shall be applicable on back to back basis to Selected Bidder.

.....

(A) Technical Eligibility

SN	Type	Description	Document Required	Page No
1	Empanelment	Bidder must be empaneled with RailTel as business associate/Business partner/ System Integrator. The bidder shall be a legally valid entity registered under the Indian Companies Act 1956 or 2013 of GOI and should have been in existence in India for last 3 years as on day of bidding. Consortium / Joint venture bid not allowed.	Copy of Empanelment letter issued by RailTel. Empanelment should be valid as on date of submission of bid submission date.	
2	POA	The bid should be duly signed and submitted by Authorised Signatory. The bidder has to submit the notarized on Rs. 100 of non-judicial stamp paper. Power of Attorney having authorised signatory's nomination along with board resolution in favour of power of attorney.	Bidder has to submit the Notarized Power of Attorney for the authorized person as per the Annexure-15	
3	(a) EOI Document Fee	EOI Document Fee	Bidder has to submit the proof of EOI Document Fee payment along with the Bid.	
	(b) EMD payment	EMD payment	Bidder has to submit the proof of EMD payment along with the Bid.	
4	Non- Black Listing	Bidder should not be backlisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body on the last date of submission of EOI	Bidder has to submit and undertaking on letterhead duly signed and stamped by authorized signatory for non black listing.	
5	Land border sharing	Compliance to insertion of Rule 144(xi) in the GFR, 2017 vide office OM no. 6/18/2019-PPD dated 23-July-2020 issued by Ministry of Finance, Government of India, including revisions	Bidder has to submit undertaking.	
6	No- arbitration	There should not be any	Bidder has to submit	

SN	Type	Description	Document Required	Page No
	with RailTel	ongoing or past, arbitration case(s) between 'RailTel or Organizations under Indian Railways' and 'Interested Bidder' on the last date of submission of EOI	and undertaking on letterhead duly signed and stamped by authorized signatory for no ongoing or past, arbitration case(s) between RailTel and bidder	
7	Unconditional Acceptance of EOI.	Undertaking on letter head duly signed and stamped by authorised signatory for unconditional Acceptance of the Scope of work along with all the terms & Conditions as per the EOI, corrigendum and addendum.	Bidder has to submit Undertaking on letterhead duly signed and stamped by authorised signatory for unconditional Acceptance of the Scope of work along with all the terms & Conditions of the EOI, corrigendum and addendum.	
8	Turnover	The Bidder should have a minimum cumulative turnover of Rs. 48.6 Crores including turnover from Examination-based projects during the last three financial years i.e., 2022-23, 2023-24 and 2024-25.	The bidder must submit the Balance Sheet and a Certificate issued by a Chartered Accountant (CA), both containing the UDIN number issued by ICAI, for the financial years 2022-23 and 2023-24. For FY 2024-25, if the audited Balance Sheet is not yet available, a provisional Balance Sheet signed by the CA must be submitted.	
9	Work Experience (value)	<p>Bidder should have an experience of executing "Eligible Projects" during the last 3 (Year) financial years:</p> <p>ONE Eligible Project not less than Rs. 11.34 Crore</p> <p>OR</p> <p>Two Eligible Projects with each having a project value not less than Rs. 6.48 Crore</p> <p>OR</p> <p>three Eligible Projects with each having a project value not less</p>	<p>(i) Copy of Work Order /LOA or Signed copy of Agreement AND</p> <p>(ii) Work Completion Certificate</p>	

SN	Type	Description	Document Required	Page No
		than Rs. 4.86 Crore *Eligible projects: Ancillary Service (Aadhaar based Biometric Authentication/ Digital Fingerprint Capturing/ Facial Recognition / QR Code Scanning of Admit Cards		
10	Work Experience (In a Day)	The bidder should possess experience in conducting at least 01 (one) project related to Aadhaar based biometric authentication / digital fingerprint capturing for authenticating at least 90,000 candidates in a day during the last 5 (five) years in Government departments, Public Sector Undertakings (PSUs), Public Service Commissions or Govt. bodies / organizations.	(i) Copy of Work Order /LOA or Signed copy of Agreement AND (ii) Work Completion Certificate	
11	Work Experience (In a Exam)	The bidder must have the capability to conduct the project for at least 10.8 Lakh candidates in a single slot in the cities as mentioned in the customer RFP.	The bidder shall submit an undertaking in this regard.	
12	Document	i. Certificate of Incorporation/ Registration Certificate ii. GST Registration iii. PAN Card	Bidder has to provide the valid document for each compliance.	
13	Data Centre	The bidder or its empaneled agency should have its own/rental of Tier-3 Data Centre and DR recovery at 2 different locations within India for storage of sensitive data of examinations.	Documentary proof to be submitted along with Technical Bid	
14	ISO Certificate	The Bidder should have valid ISO/ IEC-9001: 2015 or above, ISO 27001:2013 or above certified.	Copy of Valid certification as on date	
Annexures:				

SN	Type	Description	Document Required	Page No
1	Annexure – 01	CHECKLIST OF DOCUMENTS FOR BID SUBMISSION	Bidder has to submit the checklist of document submitted along with the bid	
2	Annexure - 02	EOI COVER LETTER	Bidder has to submit the EOI Cover letter	
3	Annexure - 03	Local Content Compliance	Not applicable	
4	Annexure – 04	Commercial Bid	Bidder has to submit the quote as per the Price Bid Format Annexure-4	
5	Annexure - 05	PROFORMA FOR PERFORMANCE BANK GUARANTEE	Bidder has to submit undertaking to accept the PBG format	
6	Annexure-06	Non-Disclosure Agreement	Bidder has to submit the signed copy of NDA along with bid.	
7	Annexure 07	Technical Compliance	Bidder has to submit the technical compliance along with the bid	
8	Annexure 08	Pre-Bid Agreement	Will be signed with the L1 bidder after evaluation of the bid	
9	Annexure 09	Integrity pact	Bidder has to submit the signed copy of the Integrity pact along with bid on Rs. 100 in two set.	
10	Annexure 10	EMD BANK GUARANTEE FORMAT	Bidder has to submit the EMD in the format enclosed as applicable.	
11	Annexure – 11	AFFIDAVIT form	Bidder has to submit notarized affidavit as per the format enclosed along with the bid on Rs 100 stamp paper. If the bidder has not submitted the Annexur-11, bid shall be Summarily rejected.	
12	Annexure-12	Scope of the Work	Bidder has to submit the unconditional acceptance of the scope of the work.	
13	Annexure-13	Format for Agreement	Agreement shall be signed with the Successful bidder. Format acceptance is to be given by the bidder.	
14	Annexure-14	Bidder profile	Bidder has to submit the detail of the bidder in the format as per Annexure-14.	

SN	Type	Description	Document Required	Page No
15	Annexure-15	Power of Attorney Format	Bidder has to submit Notarized POA on a Rs 100/- Non Judicial Stamp.	
16	Exclusive Bidding	Undertaking for exclusive bidding with RailTel	Bidder has to give Undertaking that they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to the end customer organization by RailTel)	

Note:

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

Signature of Authorised Signatory

Name:

Designation:

**EOI COVER LETTER
(On Organization Letter Head)**

To,

General Manager (VAB),
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023

Eoi Ref No.: _____ Dated: XX-XX-XXXX

Dear Sir,

1. I, the undersigned, on behalf of M/s, having carefully examined the referred EOI offer to participate in the same, in full conformity with the said EOI and all the terms and conditions thereof, including corrigendum issued till last date of submission of EOI. It is also undertaken and submitted that we are in abidance of Clause 4 (from Clause 4.1 to Clause 4.11) of EOI.
2. I agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical and Commercial Proposals, for a period of _____ days from the date fixed for submission of Proposals as stipulated in the EOI and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Commercially Suitable Partner (CSP) for the aforesaid Service, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Proposal are true copies of their respective originals.
4. I undertake, if our Bid is accepted, to commence our services as per scope of work as specified in the contract document.
5. Until a formal Purchase Order or Contract is prepared and executed, this Bid and supplement / additional documents submitted (if any), together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. I hereby undertake and give unconditional acceptance for compliance of all terms & conditions of CoR RFP issued vide ref no. _____ Dated: _____ on e-tender portal, against this EOI based customer's requirement.
7. I hereby undertake that there will be no deviation from the Terms and Conditions of EOI and CoR 's RFP issued vide ref no.: _____ Dated: _____ on _____ portal.

Signature of Authorised Signatory

Name:

Designation:


Annexure - 03

**Local Content Compliance
(On Organization Letter Head)**

Not Applicable

Annexure – 04

Commercial Bid

		RAILTEL CORPORATION OF INDIA LIMITED (A Govt. of India Undertaking) Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023		
To,				
General Manager (VAB), Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023				
EOI NO. RCIL/EOI/COMKTG/VAB/25-26/CoR-ANCI/09/E-50213 Dated 05.08.2025				
Name Of Work:- "Selection of Business Partner from RailTel's Empaneled Partners for Aadhaar based Fingerprint Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards for End Customer."				
Name of Company/Firm		M/s		
SN	Activity	Rate Variable	Rate per Candidate per Shift (exclusive of taxes) (in Rs.)	Effective rate of taxes in % as applicable on date of tender
1	Aadhaar based Fingerprint Authentication & QR Code scanning of e-Admit Cards	Rate per Candidate per Shift		
2	Digital Fingerprint Capturing & QR Code scanning of e-Admit Cards	Rate per Candidate per Shift		
3	Facial Recognition of Candidates	Rate per Candidate per Shift		
Total (exclusive of taxes)				
Note: - 1. The above price bid shall not be disclosed along with the technical bid documents by the bidder and it shall be the part of the price bid only. 2. Rates should be quoted exclusive of taxes along with effective rate of tax for each item as in the proforma. 3. Rates quoted by the bidder shall be inclusive of all incidental cost including transportation, handling, and installation etc. 4. Taxes will be taken into account for financial evaluation. 5. Payment will be made by taking into account the effective rate of tax as applicable at the time of payment. 6. Rates shall remain valid for the entire duration of the contract or extension period, if agreed, as per provision at Clause 5 of the tender document. 7. Customer of RailTel, at its discretion, may choose to avail any, all, or a combination of the above services, partially or fully during its exams. 8. The total number of candidates mentioned in the tender document is an estimate and may increase or decrease for each exam. 9. The first year will start from the date of award of the contract.				

PROFORMA FOR PERFORMANCE BANK GUARANTEE
(On Stamp Paper of ₹ One Hundred)

To,

General Manager (VAB),
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023

1. In consideration of the RailTel Corporation of India Limited (CIN : L64202DL2000GOI107905), having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi – 110023 (herein after called “RailTel”) having agreed to exempt..... (CIN:) having its registered office at (hereinafter called “the said Contractor”) from the demand, under the terms and conditions of Purchase Order No. dated..... made between RailTel and for (hereinafter called “the said Agreement”) of security deposit for the due fulfilment by the said Contractor of the terms and condition contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs..... Only). We (indicate the name and address and other particulars of the Bank) (hereinafter referred to as ‘the Bank’) at the request of contractor do hereby undertake to pay RailTel an amount not exceeding Rs. (Rs Only) 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 of any of the terms or conditions contained in the said Agreement.
2. We, the Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage by the said Contractor of any of terms or conditions contained in the said Agreement 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 (Rs _____ Only).
3. We, the Bank undertake to pay the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor 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 shall have no claim against us for making such payment.
4. We, the Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid an its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before We shall be discharged from all liability under this Guarantee thereafter.
5. We, the Bank further agree with the RailTel that the RailTel shall have 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 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 or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

This Guarantee will not be discharge due to the change in the constitution of the Bank or the Contractor. (Indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of RailTel in writing.

Dated the Day of 2025 for (Name of Bank)

In the presence of Witnesses:

Signature With Date	Signature With Date
Name:	Name:
Designation:	Designation:

Encl: SFMS PBG Report

NON-DISCLOSURE AGREEMENT
(On Non-Judicial Stamp Paper of Rs. 100)

This Non-Disclosure Agreement (this "Agreement") is made and entered into on this _____ day of _____, 20XX (the "Effective Date") at _____.

By and between

RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905), a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023 (hereinafter referred to as 'RailTel'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

(_____) (CIN: _____), a company duly incorporated under the provisions of Companies Act _____, having its registered office at _____, (hereinafter referred to as '_____'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

RailTel and _____ shall be individually referred to as "Party" and jointly as "Parties"

WHEREAS, RailTel and _____, each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non- technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the "Information");

WHEREAS, the Parties have initiated discussions regarding a possible business relationship _____ for

WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the "Disclosing Party") to the other Party (each Party, in such receiving capacity, the "Receiving Party") subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

1. Permitted Use.

a) Receiving Party shall:

- i. hold all Information received from Disclosing Party in confidence;
- ii. use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and
- iii. restrict disclosure of such Information to those of Receiving Party's officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the "Representatives") who the Receiving Party, in its reasonable discretion, deems need to know such

Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

- b) The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate:
 - i. is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party;
 - ii. at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party;
 - iii. is approved for release by written authorization of Disclosing Party; or
 - iv. is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.
- c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorized disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

2. Designation.

- a) Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:
 - i. written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or
 - ii. oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.
- 3. Cooperation. Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.
- 4. Ownership of Information. All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.
- 5. No Obligation. Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.
- 6. Return or Destruction of Information.
 - a) All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:
 - i. termination of this Agreement;
 - ii. expiration of this Agreement; or
 - iii. Receiving Party's determination that it no longer has a need for such Information.
 - b) Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all

materials containing such Information (including all copies thereof) have been destroyed.

7. Injunctive Relief: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement
8. Notice.
 - a) Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:
 - i. by personal delivery, when delivered personally;
 - ii. by overnight courier, upon written verification of receipt; or
 - iii. by certified or registered mail with return receipt requested, upon verification of receipt.
 - b) Notice shall be sent to the following addresses or such other address as either Party specifies in writing.
RailTel Corporation of India limited:
Attn:
Address:
Phone:
Email.:
Attn:
Address:
Phone:
Email
9. Term, Termination and Survivability.
 - a) Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of years from the effective date hereof.
 - b) Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.
 - c) Notwithstanding the foregoing clause 9(a) and 9 (b) , Receiving Party agrees that its obligations, shall:
 - i. In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and
 - ii. not apply to any materials or information disclosed to it thereafter.
10. Governing Law and Jurisdiction. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.
11. Counterparts. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement
12. No Definitive Transaction. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "Final Agreement"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

13. Settlement of Disputes:

- a) The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or
- b) consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.
- c) In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

14. The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the part

15. CONFIDENTIALITY OF NEGOTIATIONS

Without the Disclosing Party's prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

16. REPRESENTATION

The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

17. ASSIGNMENT

Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns.

18. EMPLOYEES AND OTHERS

Each Party shall advise its Representatives, contractors, subcontractors and licensees, and shall require its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

19. NO LICENSE

Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

20. RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

21. UNPUBLISHED PRICE SENSITIVE INFORMATION (UPSI) agrees and acknowledges that _____, its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. _____ shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

22. MISCELLANEOUS.

This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

By: _____	RailTel Corporation of India Limited
Name:	By:
Title:	Name:
	Title:

Witnesses: 1

Witnesses: 2

Technical Compliance

Eol Ref. No.: _____ Date: XX-XX-XXXX

We, the undersigned, hereby certify that our bid for the above-mentioned EOI is in full compliance with all the technical specifications, terms, and conditions mentioned in the tender document.

We confirm that:

1. **No deviations** have been taken from the EOI specifications, terms, and conditions.
2. We comply with all the **technical requirements** as specified in the EOI Document.
3. We understand that any deviation may lead to the rejection of our bid.

We further declare that we shall abide by all the provisions of the EOI document and agree to supply the items/services as per the specified requirements.

Signature of Authorised Signatory

Name:

Designation:

Pre-Bid Agreement

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

This Pre-Bid Agreement (the "Agreement") is made at New Delhi on this _____ Day of _____(month) 2025.

BETWEEN

M/s. RailTel Corporation Of India Limited, (CIN: L64202DL2000GOI107905) a company registered under the Companies Act 1956, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi India – 110 023 and Northern Regional office at 6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi - 110053 (hereinafter referred to as "RailTel" which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the FIRST PART.

AND

M/s. _____, (CIN: _____) a company registered under the Companies Act 1956, having its registered office at _____ and its Corporate Office located at _____, (hereinafter referred to as "XXXX" which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the SECOND PART.

RailTel and _____ shall be hereinafter individually referred to as "Party" and collectively as "Parties."

WHEREAS,

A. RailTel is a "Navratna" CPSU of Ministry of Railways, having exclusive right of way along Indian Railways and has created an OFC backbone and associated transport and network infrastructure to provide carrier class telecom services. RailTel has Unified License issued by DoT to provide a range of telecom services. RailTel also has two tier III certified data Centre's at Secunderabad and Gurugram. RailTel has created a slew of digital services like cloud, hosting, hosted Video Conferencing service, Aadhar Services, Content delivery platform, Wi-Fi as a service etc. RailTel has strong capabilities in managing telecom infrastructure, MPLS network infrastructure, data centre services like IaaS (Infrastructure as a Service) and PaaS (Platform as a Service).

B. (DETAILS OF SECOND PART)

C. RailTel had floated an EOI No: _____ dated _____ pursuant to the RFP floated by End Customer for " _____" for End Customer Organization for agreed Scope of Work"(hereinafter referred as "The said work/project/tender"), and subsequently, based on the offer submitted by M/s _____ towards the RailTel's EOI, M/s _____ has been selected by RailTel as Business Associate for the said Project.

D. RailTel is in the process of participating in the tender issued by end customer, complete details of which have deliberately not been shared with XXXX and XXXX has waived its right to get the RFP document of end customer owing to confidentiality concern raised by the end customer. However, a limited scope of work on 'need to know Basis' and as detailed in clause 1.7 below, which will be carried out by XXXX has been

shared with XXXX and based on the representation of "XXXX" that "XXXX" has read the said limited Scope of Work and has understood the contents thereof and that "XXXX" has sufficient experience to execute the said limited and defined scope of work, the Parties have mutually decided to form a " Business association" wherein RailTel shall act as the "Bidder" and "XXXX" shall act as the "business associate" in terms of the said Tender and in accordance to the terms agreed hereunder;

E. RailTel shall submit Rupees YYYY as BG against pre integrity pact at the time of submission of bid as an Integrity Pact bank guarantee to end customer and accordingly "XXXX" shall submit Rupees ZZZZ as BG of pre integrity pact on back-to-back basis to RailTel before final submission of the said bid to end customer. (This is applicable on cases to case basis as per CoR requirement. May please read in conjunction of the current RFP.)

F. Party hereby acknowledges that RailTel has received Rs. _____ (Rs. In words) from M/s _____ as per the Terms and conditions of EOI no. _____ dated _____.

G. The Parties are thus entering into this Agreement to record the terms and conditions of their understanding and the matters connected therewith.

RailTel has agreed to extend all the necessary and required support to "XXXX" during the entire contract period.

NOW, THEREFORE, in consideration of the mutual covenants set forth herein it is hereby agreed by and between the Parties hereto as under:

1. SCOPE OF CO-OPERATION

- 1.1 Parties have agreed to form a "business association" to co-operate with each other on an exclusive basis with respect to execution of the said Project.
- 1.2 It has been further agreed between the Parties that Parties shall not bid individually for the said Project nor shall they enter into any arrangement with other parties for the purpose of bidding for the said Project during the validity of this Agreement.
- 1.3 The Parties also agree that the terms of the said EOI for limited and defined scope of work along with the Corrigendum's issued thereafter shall apply mutatis-mutandis to this Agreement.
- 1.4 The Parties further agree that they shall, enter into a 'Definitive Agreement' containing elaborate terms and conditions, role and responsibilities and respective scope of work of this Agreement after declaration of RailTel as the successful bidder of the said Project.
- 1.5 RailTel shall submit the PBG amounting Rs. _____, earnest money deposit/ EMD declaration (whichever is applicable) and performance bank guarantee to End customer and accordingly "_____" shall submit to RailTel, BG amounting to Rs. _____ as the earnest money deposit. Further, _____ shall also pay the performance bank guarantee in proportionate to the extent of its defined scope of work.
- 1.6 RailTel may further retain some portion of the work mentioned in the end organization's RFP, where RailTel has competence so that overall proposal becomes most winnable proposal. _____ agrees, undertakes and acknowledges that following shall be Scope of Work of _____ out of the total project work.:

2. Technical Terms – As per CoR document

3. TERM AND TERMINATION

- 3.1 This Agreement shall come into force as of the date of signing and shall continue to be in full force and effect till the complete discharge of all obligations, concerning the carrying out of the said Project, except terminated earlier by the Parties in terms of this Agreement or in terms of the said project, whichever is applicable.
- 3.2 This Agreement can be terminated by either Parties forthwith in the event of happening of the following events:
- a) End customer announces or notifies the cancellation of the said Project and / or withdrawing the said RFP.
 - b) The receipt of an official communication that End customer chooses not to proceed with RailTel for the said Project or RailTel is not short listed by End customer.
 - c) Material breach of any of the terms and conditions of this Agreement by either of the Parties and the same is not rectified by the defaulting Party beyond 15 (fifteen) days (or a reasonable time period as mentioned under the notice issued by the other Party) from the date of receipt of notice from the other Party to cure the said breach.
- 3.3 Parties agree and understand that as of the execution of this Agreement they are contractually bound and obligated to perform the services, obligations and the scope of work entrusted, should RailTel be declared as the successful bidder of the said Project. Any Party shall not withdraw its participation subsequent to execution of this Agreement, at any point in time except in case of material breach of any of the terms of the Agreement.
- 3.4 In case "XXXX" breach the terms of Agreement i.e. defaulting party in such case the balance unsupplied quantity or service shall be completed by RailTel i.e. non-defaulting party and cost for completion of that balance unsupplied quantity or service of such defaulting party shall be executed by RailTel at the risk and cost of such defaulting party.

4. Liability:

It is understood that the parties are entering into this pre-bid teaming agreement for requirement of submission of bid against the RFP floated by end customer for Implementation of Network Security System and Integration for end Customer Organization. Parties acknowledge and agree that "XXXX" shall be completely liable for the successful execution of this project, in relation to its defined scope of work (as detailed in clause 1.7 above), fully complying the end customer requirements. Accordingly, it is agreed that notwithstanding anything contained in the RFP document, "XXXX" shall be liable to RailTel with regard to its obligations and liability to complete the agreed and defined scope of work as detailed in clause 1.7 above.

5. EXCLUSIVITY

Parties agree to co-operate with each other for the purpose of the said Project on an exclusive basis with respect to applying for, submitting and execution of the said Project including providing of technical demo, proof of concept for the agreed and defined scope of work.

6. PAYMENT TERMS

The payment terms between the parties shall be only on receipt of payment from end customer.

7. TAXES

Parties agrees that they will comply with the Indian Income Tax Act in force from time to time and pay Indian Income Tax, as may be imposed / levied on them by the Indian Income Tax Authorities, for the payments received by them for the Project under this agreement and any other taxes, cess, surcharge, etc. for their respective scope of works.

8. INDEMNIFICATION

8.1 Parties agree to and undertake to indemnify and hold each other, its officers, directors, agents and employees harmless, from and against any and all claims, demands, causes of action, losses, damages, costs and expenses (including attorney's reasonable fees, costs of investigation and defense) arising out of or resulting from any claim, action or other proceeding (including any proceeding by any of the indemnifying party's employees, agents or contractors) based upon:

- i. any breach or contravention of any of the terms, conditions, covenants of this Agreement by the Party;
- ii. Unethical business practices;
- iii. any acts or omission of the Party and/ or any of its employees, agents or contractors, and the liability for damages to property arising from or out of party operations in connection with the performance of this agreement;
- iv. any claim for taxes that might arise or be imposed due to this performance of Services hereunder;
- v. any representation or warranty or information furnished by the Party being found to be false;
- vi. Parties' failure to pay all applicable compensation to its respective personnel;
- vii. death or personal injury to any person;
- viii. destruction or damage to any property by acts or omissions of either Party, its representatives or personnel;
- ix. any violation/non-compliance by the Party with any applicable laws' governmental regulations or orders;
- x. any third-party liability;
- xi. improper handling or misuse of the Confidential Information of the Party(ies) by the Party

8.2 _____ shall be liable to all risks and consequences (including the risk of payments) suffered in the performance of services under the Project and undertakes to indemnify RailTel from and against any non-payments (of RailTel's share payable to RailTel), recoveries and claim from End Customer or any other cost or losses incurred due to default/nonperformance on part of XXXX.

9. COMPLIANCES TO STATUTORY OBLIGATIONS

9.1 Parties shall also obtain and keep in place necessary insurance policies, Medclaim policies, group insurance schemes of adequate value to cover their workmen, supervisors, etc. with regard to any accidents, injury or the liability under the Employee Compensation Act.

9.2 Parties shall observe and be responsible for the compliance of all labour laws (including labour Cess) as per government notifications and shall maintain necessary records for the same and shall submit the same to RailTel when so required.

9.3 Parties shall duly maintain all records / registers required to be maintained by them under various labour laws mentioned above and shall produce the same before the concerned Statutory Authorities whenever required and called upon to do so.

10. LEGAL STATUS

This Agreement constitutes a contractual relationship and shall relate solely to the Project and shall not extend to other activities or be construed to create a corporation, body corporate, partnership or any other form of legal entity.

11. REPRESENTATIONS AND COVENANTS

11.1 Each Party represents and warrants to the other Party as follows:

11.1.1 That it has full capacity, power and authority and has obtained all requisite consents and approvals to, enter into and to observe and perform this Agreement and to consummate the transactions contemplated hereunder. Each of the Persons / personnel executing this Agreement on behalf of the each of the Parties have full capacity and authority to sign and execute this Agreement on behalf of the respective Parties;

11.1.2 The execution, delivery and consummation of, and the performance by it, of this Agreement shall not conflict with, violate, result in or constitute a breach of or a default under, (a) any contract by which it or any of its assets or properties, are bound or affected, and/or (b) its constitutional documents;

11.1.3 This Agreement constitutes its legal, valid and binding obligations, enforceable against it, in accordance with their terms under Applicable Statutory Law(s);

11.1.4 It has the right, authority and title to execute this Agreement;

12. SUBCONTRACTING BETWEEN PARTIES

Sub Contracting of the work is not permitted under the contract.

13. GOVERNING LAW AND JURISDICTION

The construction, validity and performance of this Agreement shall be governed in all respects by the Laws of India. The Parties hereby submit to the exclusive jurisdiction of the Indian courts at Delhi only.

14. GOOD FAITH NEGOTIATION AND DISPUTE RESOLUTION

The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.

In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.

The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and

binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

15. FORCE MAJEURE

“Force Majeure Event” shall mean any event beyond the reasonable control of the affected Party including acts of God, fires, earthquakes, strikes, pandemic, epidemics, lock down, and labor disputes, acts of war or terrorism, civil unrest, economic and financial sanctions, or acts or omissions of any Governmental Authority occurring on or after the Signature Date.

No Party shall be liable to the other if, and to the extent, that the performance or delay in performance of any of its obligations under this Agreement is prevented, restricted, delayed or interfered with, due to a Force Majeure Event.

The Party affected by Force Majeure Event shall promptly inform the other Party in writing and shall furnish within 30 (thirty) days thereafter, sufficient proof of the occurrence and expected duration of such Force Majeure Event. The Party affected by Force Majeure Event shall also use all reasonable endeavor to mitigate the negative effects of such Force Majeure Event on such Party's ability to perform its contractual obligations. In the event of a Force Majeure Event, the Parties shall immediately consult with each other in order to find an equitable solution and shall use all reasonable endeavors to minimize the consequences of such Force Majeure Event.

The occurrence of a Force Majeure Event shall however, not relieve a Party of any obligation to pay any sum due under this Agreement prior to the occurrence of the Force Majeure Event.

If the Force Majeure lasts for more than 6 (six) months, the Parties may mutually decide in writing on the future course of action with respect to this Agreement.

16. INTELLECTUAL PROPERTY RIGHTS

16.1 Each Party shall remain the sole owner of all industrial or intellectual property rights, Technical Data, Know-How, designs, specifications and the like, generated or acquired before the signature, or beyond the scope of this agreement.

16.2 Each Party shall remain the sole owner of all industrial or intellectual property rights, technical data, know-how, design specifications and the like generated solely by that Party during the course of the performance of this agreement and shall not be free to use it by the other party and if the other party uses that intellectual property rights prior permission shall be taken with paying necessary fees for such rights.

16.3 In case of joint development, the work-share and associated ownership of intellectual property of each Party shall be mutually agreed upon and defined in advance in the definitive agreement for the specific program. However, should any invention be jointly made by the Parties in the performance of this agreement, without neither Party being in a position to reasonably claim the ownership of said intellectual property right, the said right shall be jointly owned by the Parties and the corresponding measures of protection for both Parties of the said right as may be practicable shall be mutually agreed by both Parties and cost for such registration of such right shall be borne by the parties proportionately as per the ownership of the rights.

16.4 As on date, Parties confirm that there are no infringements of any Intellectual Property Rights of the products contemplated under this agreement, in accordance with the laws prevailing in the country.

16.5 The Parties undertake and confirm that the Technology / Knowhow /

Design owned by each of them and intended to be put into use for execution of various Projects pursuant to this agreement has been originally developed by each of such Parties. The Parties are entitled to all the Intellectual Property Rights in Technology / Knowhow / Design intended to be put into use for execution of various Projects and no third-party Intellectual Property Rights have been put into use either in their original or modified form without proper authorisation of such third party. The Parties further vouchsafes that the foregoing undertaking is actuated by truth and accuracy and no misrepresentation is being put into use for inducing each other to enter into this agreement.

17. CONFIDENTIALITY

17.1 During the term of this agreement, either party may receive or have access to technical information, as well as information about product plans and strategies, promotions, customers and related non-technical business information which the disclosing party considers to be confidential ("Confidential Information as per RFP tender document"). In the event Confidential Information is to be disclosed, the Confidential Information must be marked as confidential at the time of disclosure, or if disclosed orally but stated to be confidential, and be designated as confidential in writing by the disclosing party summarizing the Confidential Information disclosed and sent to the receiving party within thirty (30) days after such oral disclosure.

17.2 Confidential Information may be used by the receiving party only with respect to the performance of its obligations under this Agreement, and only by those employees of the receiving party and its subcontractors who have a need to know such information for purposes related to this Agreement, provided that such subcontractors have signed separate agreements containing substantially similar confidentiality provisions. The receiving party must protect the Confidential Information of the disclosing party by using the same degree of care to prevent the unauthorized use, dissemination or publication of such Confidential Information, as the receiving party uses to protect its own confidential information of like nature.

17.3 The obligations are not applicable to any information which is:

- 17.3.1 Already known by the receiving party prior to disclosure;
- 17.3.2 Publicly available through no fault of the receiving party;
- 17.3.3 Rightfully received from a third party without being responsible for its confidentiality;
- 17.3.4 Disclosed by the disclosing party to a third party without being responsible for its Confidentiality on such third party;
- 17.3.5 Independently developed by the receiving party prior to or independent of the disclosure;
- 17.3.6 Disclosed under operation of law;
- 17.3.7 Disclosed by the receiving party with the disclosing party's prior written approval.

17.4 _____ agrees and acknowledges that _____, its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. _____ shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, _____ shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading

of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

17.5 Notwithstanding anything contained in this agreement, _____ undertakes, agrees and acknowledges that being RailTel's Business Associate, _____ shall maintain utmost confidentiality in relation to said Project. _____ further, undertakes that any information relating to said Project which is or will be disclosed/ divulged by RailTel on need-to-know basis, will be received and treated by _____ strictly confidential and _____ shall not, without the prior written consent of the RailTel or as expressly permitted herein, disclose or make available to any other person such information.

18. NOTICES

Notices, writings and other communications under this Agreement may be delivered by hand, by registered mail, by courier services or facsimile to the addresses as set out below:

To RailTel Corporation of India Limited

To: RailTel Corporation of India Ltd., Kind Attn: General Manager-Value Added Business

Address: Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 Tel No.: +91 11 22900600, Email: a.chandel@railtelindia.com

To _____

To: _____

Kind Attn: _____ Address: _____

Mob. No.: _____ Email: _____

19. AMENDMENT

No amendment or modification or waiver of any provision of these presents, nor consent to any departure from the performance of any obligations contained herein, by any of the Parties hereto, shall in any event be valid and effective unless the same is in writing and signed by the Parties or their duly authorized representative especially empowered in this behalf and the same shall be effective only in respect of the specific instance and for the specific purpose for which it is given.

20. PRIOR UNDERSTANDING

This Agreement contains the entire Agreement between the Parties to this Agreement with respect to the subject matter of the Agreement, is intended as a final expression of such Parties' agreement with respect to such terms as are included in this Agreement is intended as a complete and exclusive statement of the terms of such agreement, and supersedes all negotiations, stipulations, understanding, Agreements, representations and warranties if any, with respect to such subject matter, which precede or accompany the execution of this Agreement.

21. GENERAL

21.1 Binding Effect: This Agreement shall be binding upon and inure to the benefit of the Parties here to and their respective legal successors.

21.2 Counterparts: This Agreement may be executed simultaneously in 2 (two) counterparts, each of which shall be deemed to be original and all

of which together shall constitute the same Agreement.

21.3 Non-Partnership:

21.3.1 This Agreement shall be on a principal-to-principal basis and shall not create any principal-agent relationship between the Parties.

21.3.2 Nothing in this Agreement shall be deemed to constitute a partnership or joint venture between the Parties or otherwise entitle either Party to have an authority to bind the other Party for any purpose.

21.4 Severability: In the event any provision of this agreement is held invalid or un-enforceable by a court of competent jurisdiction, such provision shall be considered separately, and such determination shall not invalidate the other provisions of this agreement and annexure/s which will be in full force and effect.

21.5 Waiver: A failure by any Party to exercise or enforce any rights conferred upon it by this Agreement shall not be deemed to be a waiver of any such rights or operate so as to bar the exercise or enforcement thereof at any subsequent time.

21.6 Time is of essence: Time is the essence of this agreement and the Parties herein agree and acknowledge to abide by the same.

22. Miscellaneous

22.1 No Party to this agreement will have any rights or obligations arising from or in relation to this agreement in excess of those rights and obligations expressly declared herein.

22.2 No Party to this agreement is entitled to sell, assign or otherwise transfer any of its rights and/or obligations arising from or in relation to this agreement to any third party, without the prior written consent of the other Party of this agreement.

22.3 Each Party shall be solely responsible for its own actions or failures to act and for its own commitments and undertakings. Neither Party shall present itself as the representative or agent of the other Party, nor shall it have the power or the authority to commit the other Party, unless it receives the other Party's prior written consent.

22.4 No release shall be made by any Party to the news media or the general public relating to this agreement and/or the subject matter thereof without prior written approval of the other Party.

22.5 During the term of this agreement, each party shall refrain from taking any action or attempt to take any action with the intent of impairing or causing prejudice to the business relationship, whether existing or prospective that subsists between the other party and its customers and business partners. Each party shall also desist from inducing or influencing or attempting to induce or influence any customer or business partner, whether existing or prospective of the other party, resulting into prejudice or detriment to business prospects of the other party.

Furthermore, Parties shall not compete with or cause detriment to the business prospects of each other by making use of confidential information, whether in its embodied or disembodied form, shared pursuant to this agreement.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the day and year first above written.

For RailTel Corporation Of India Limited

Authorised Signatory

Name:

Designation:

In Presence of witness:

Signature:

Name:

Address:

For _____

Authorised Signatory

Name:

Designation:

Signature:

Name:

Address:

Annexure 9**Integrity Pact****Details of IEM**

The following eminent personalities have been appointed as Independent External Monitors (IEMs) by RailTel for effective implementation & monitoring of Integrity Pact:

Name	Contact
Shri. Vinit Kumar Jayaswal	Add: E-34, Brahma Apartments, Plot-7, Sector-7, Dwarka, New Delhi-110075. E-Mail: gkvinit@gmail.com M.No. +91-9871893484
Shri. Punati Sridhar	Add: 8C, Block 4, 14-C Cross, MCHS Colony, HSR 6th Sector, Bangaluru 560102. E-Mail: poonatis@gmail.com M.No. +91-9448105097

Annexure 9 -A

GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS

1.0 There shall be compulsory registration of agents for all global (Open) Tender and Limited Tender. An agent who is not registered with RailTel Units shall apply for registration in the prescribed Application -Form.

1.1 Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/ Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/ remuneration/ retainer-ship being paid by the principal to the agent before the placement of order by RailTel.

1.2 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working on the basis of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order.

2.0 DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA, IF ANY.

2.1 Tenderers of Foreign nationality shall furnish the following details in their offer:

2.1.1 The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative be a foreign Company, it shall be confirmed whether it is real substantial Company and details of the same shall be furnished.

2.1.2 The amount of commission/ remuneration included in the quoted price(s) for such agents/representatives in India.

2.1.3 Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/ representatives in India, may be paid by RAILTEL in Indian Rupees only.

2.2 Tenderers of Indian Nationality shall furnish the following details in their offers:

2.2.1 The name and address of the foreign principals indicating their nationality as well as their status, i.e., whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.

2.2.2 The amount of commission /remuneration included in the price(s) quoted by the tenderer for himself.

2.2.3 Confirmation of the foreign principals of the Tenderer that the commission/ remuneration, if any, reserved for the Tenderer in the quoted price(s), may be paid by RAILTEL in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items.

2.3 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission/ remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 180 days after the discharge of the obligations under the contract.

2.4 Failure to furnish correct and detailed information as called for in paragraph 2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by RAILTEL. Besides this there would be a penalty of banning business dealings with RAILTEL or damage or payment of a named sum.

Annexure 9-B**GUIDELINES ON BANNING OF BUSINESS DEALINGS****CONTENTS**

S.No.	Description
1	Introduction
2	Scope
3	Definitions
4	Initiation of Banning / Suspension
5	Suspension of Business Dealings
6	Ground on which Banning of Business Dealings can be initiated
7	Banning of Business Dealings
8	Removal from List of approved Agencies-Suppliers/ Contractors etc.
9	Procedure for issuing Show-cause Notice
10	Appeal against the Decision of the Competent Authority
11	Review of the Decision by the Competent Authority
12	Circulation of the names of Agencies with whom Business Dealings have been banned

1. Introduction

1.1 RailTel Corporation of India Ltd (RAILTEL), being a Public Sector Enterprise, under the administrative control of the Ministry of Railways and therefore being an authority deemed to be the state within the meaning of Article 12 of Constitution of India, has to ensure preservation of rights enshrined in Chapter III of the Constitution. RAILTEL has also to safeguard its commercial interests. RAILTEL deals with Agencies, who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of RAILTEL to deal with Agencies who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on RAILTEL to observe principles of natural justice before banning the business dealings with any Agency.

1.2 Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

2. Scope

2.1 The General Conditions of Contract (GCC) of RAILTEL generally provide that RAILTEL reserves its rights to remove from list of approved suppliers/ contractors or to ban business dealings if any Agency has been found to have committed misconduct and also to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated.

2.2 Similarly, in case of sale of material there is a clause to deal with the Agencies/ customers/ buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.

- 2.3 However, absence of such a clause does not in any way restrict the right of Company (RAILTEL) to take action / decision under these guidelines in appropriate cases.
- 2.4 The procedure of (i) Removal of Agency from the List of approved suppliers/ contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.
- 2.5 These guidelines apply to Corporate Office, all Regions and Subsidiaries of RAILTEL.
- 2.6 It is clarified that these guidelines do not deal with the decision of the Management to avoid entertaining any particular Agency due to its poor / inadequate performance or for any other reason.
- 2.7 The banning shall be with prospective effect, i.e., future business dealings.

1.0 Definitions

In these Guidelines, unless the context otherwise requires:

- i. Party / Contractor / Supplier / Purchaser / Customer shall mean and include a public limited company or a private limited company, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. Party / Contractor / Supplier / Purchaser / Customer in the context of these guidelines is indicated as Agency.
- ii. Interconnected Agency shall mean two or more companies having any of the following features:
 - a) If one is a subsidiary of the other;
 - b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
 - c) If management is common;
 - d) If one owns or controls the other in any manner;
- iii. Competent Authority and Appellate Authority shall mean the following:
 - a) For Company (entire RAILTEL) wide Banning: The Director shall be the Competent Authority for the purpose of these guidelines. CMD, RAILTEL shall be the Appellate Authority in respect of such cases except banning of business dealings with Foreign Suppliers of imported items.
 - b) For banning of business dealings with Foreign Suppliers of imported items, RAILTEL Directors Committee (RDC) shall be the Competent Authority. The Appeal against the Order passed by RDC, shall lie with CMD, as First Appellate Authority.
 - c) In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach Railway Board as Second Appellate Authority.
 - d) For RailTel Regions only: Any officer not below the rank of General Manager appointed or nominated by the Executive Director of concerned Region shall be the Competent Authority for the purpose of these guidelines. The Executive Director of the concerned Region shall be the Appellate Authority in all such cases.
 - e) For Corporate Office only: For procurement of items / award of contracts, to meet the requirement of Corporate Office only, Concerned Group General Manager / General Manager shall be the Competent Authority and concerned Director shall be the Appellate Authority.
 - f) CMD, RAILTEL shall have overall power to take Suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.
- iv. Investigating Department shall mean any Department or unit

investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.

- v. List of approved Agencies - Parties / Contractors / Suppliers/ Purchaser/ Customers shall mean and include list of approved /registered Agencies- Parties/ Contractors / Suppliers / Purchasers / Customers, etc.

4.0 Initiation of Banning / Suspension

Action for banning / suspension of business dealings with any Agency should be initiated by the department having business dealings with them after noticing the irregularities or misconduct on their part. Besides the concerned department, Vigilance Department of each Region / Unit/ Corporate Office may also be competent to initiate such action.

5.0 Suspension of Business Dealings

- 5.1 If the conduct of any Agency dealing with RAILTEL is under investigation by any department (except Foreign Suppliers of imported items), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.
- 5.2 The order of suspension shall be communicated to all the departmental heads within the unit/ region/ Corporate Office as the case may be. During the period of suspension, no business dealing may be held with the agency. As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.
- 5.3 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of RAILTEL, as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his recommendation to Chief Vigilance Officer (CVO), RAILTEL Corporate Office alongwith the material available. If Corporate Office considers that depending upon the gravity of the misconduct, it would not be desirable for all the units/ regions of RAILTEL to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the units/ Regions / Corporate Office by the Competent Authority of the Corporate Office, copy of which may be endorsed to the Agency and all concerned. Such an order would operate for a period of six months from the date of issue.
- 5.4 for suspension of business dealings with Foreign Suppliers of imported items, following shall be the procedure:
 - i. Suspension of the foreign suppliers shall apply throughout the Company/ Regions including Subsidiaries.
 - ii. Based on the complaint forwarded by ED / GGM / GM or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of RAILTEL to continue to deal with such agency, pending investigation, Corporate

Vigilance may send such recommendation on the matter to Executive Director / GGM / GM, to place it before a committee consisting of the following:

1. ED/ GGM/ GM (viz. Representative of Corporate Finance).
2. ED/ GGM/ GM (viz. Representative of Department concerned with procurement of imported items)- Convener of the Committee.
3. ED / GGM/ GM (to be nominated on case-to-case basis).
4. ED / GGM/ GM ((viz. Representative of Corporate Law).

The committee shall expeditiously examine the report and give its comments / recommendations within twenty-one days of receipt of the reference by ED/ GGM/ GM.

- iii. The comments / recommendations of the Committee shall then be placed by ED/GGM/GM, before RAILTEL Directors Committee (RDC) constituted for import of items. If RDC opines that it is a fit case for suspension, RDC may pass necessary orders which shall be communicated to the foreign supplier by the ED/GGM/GM.

5.5 If the Agency concerned asks for detailed reasons of suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.

5.6 It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months' time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.

6.0 Ground on which Banning of Business Dealings can be initiated

- 6.1 If the security consideration, including questions of loyalty of the Agency to the State, so warrants;
- 6.2 If the Director / Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offences involving moral turpitude in relation to its business dealings with the Government or any other public sector enterprises or RAILTEL, during the last five years;
- 6.3 If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc;
- 6.4 If the Agency continuously refuses to return / refund the dues of RAILTEL without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law;
- 6.5 If the Agency employs a public servant dismissed / removed or employs a person convicted for an offence involving corruption or abetment of such offence;
- 6.6 If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise;
- 6.7 If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts;
- 6.8 If the Agency uses intimidation/ threatening or brings undue outside pressure on the Company (RAILTEL) or its official in acceptance/ performances of the job under the contract;
- 6.9 If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations;
- 6.10 Willful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-dispatch inspection was carried out by Company (RAILTEL) or not;
- 6.11 Based on the findings of title investigation report of CBI / Police against the Agency for malafide/ unlawful acts or improper conduct on his part in matters relating to the Company (RAILTEL) or even otherwise;
- 6.12 Established litigant nature of the Agency to derive undue benefit;

6.13 Continued poor performance of the Agency in several contracts;

6.14 If the Agency misuses the premises or facilities of the Company (RAILTEL), forcefully occupies tampers or damages the Company's properties including land, water resources, etc.

(Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealing for any good and sufficient reason).

7.0 Banning of Business Dealings

7.1 Normally, a decision to ban business dealings with any Agency should apply throughout the Company including subsidiaries. However, the Competent Authority of the Region/ Unit except Corporate Office can impose such ban Region-wise only if in the particular case banning of business dealings by respective Region/ Unit will serve the purpose and achieve its objective and banning throughout the Company is not required in view of the local conditions and impact of the misconduct/ default to beyond the Region/ Unit. Any ban imposed by Corporate Office shall be applicable across all Regions/ Units of the Company including Subsidiaries.

7.2 For Company-wide banning, the proposal should be sent by ED of the Region/ Unit to the CVO/RailTel setting out the facts of the case and the justification of the action proposed alongwith all the relevant papers and documents except for banning of business dealings with Foreign Suppliers of imported items.

The Corporate Vigilance shall process the proposal of the concerned Region/ Unit for a prima-facie view in the matter by the Competent Authority nominated for Company-wide banning.

The CVO shall get feedback about that agency from all other Regions/ Units.

Based on this feedback, a prima-facie decision for banning / or otherwise shall be taken by the Competent Authority.

If the prima-facie decision for Company-wide banning has been taken, the Corporate Vigilance shall issue a show-cause notice to the agency conveying why it should not be banned throughout RAILTEL.

After considering the reply of the Agency and other circumstances and facts of the case, a final decision for Company-wide banning shall be taken by the competent Authority.

7.3 There will be a Standing Committee in each Region/ Unit to be appointed by Chief Executive Officer for processing the cases of "Banning of Business Dealings" except for banning of business dealings with foreign suppliers. However, for procurement of items/ award of contracts, to meet the requirement of Corporate Office only, the committee shall be consisting of General Manager/ Dy. General Manager each from Operations, Finance, Law & Project. Member from Project shall be the convener of the committee. The functions of the committee shall, inter-alia include:

- I. To study the report of the investigating Agency and decide if a prima-facie case for Company-wide / Region wise banning exists, if not, send back the case to the Competent Authority.
- II. To recommend for issue of show-cause notice to the Agency by the concerned department.
- III. To examine the reply to show-cause notice and call the Agency for personal hearing, if required.
- IV. To submit final recommendation to the Competent Authority for banning or otherwise.

7.4 If the Competent Authority is prima-facie of view that action for banning business dealings with the Agency is called for, a show- cause notice may be issued to the Agency and an enquiry held accordingly.

7.5 Procedure for Banning of Business Dealings with Foreign Suppliers of imported items.

- i. Banning of the agencies, shall apply throughout the Company including subsidiaries.
- ii. Based on the complaint forwarded by Executive Director or received directly by Corporate Vigilance, an investigation shall be carried out by Corporate Vigilance. After investigation, depending upon the gravity of the misconduct, Corporate Vigilance may send their report to Executive Director/ GGM/ GM, to be placed before a Committee consisting of the following:
 1. ED / GGM/ GM (viz. Representative of Corporate Finance).
 2. ED / GGM/ GM (viz. Representative of Department concerned with procurement of imported items)- Convener of the Committee.
 3. ED / GGM/ GM (to be nominated on case-to-case basis).
 4. ED / GGM/ GM ((viz. Representative of Corporate Law).

The Committee shall examine the report and give its comments/ recommendations within 21 days of receipt of the reference by ED.

- iii. The comments/recommendations of the Committee shall be placed by ED/ GGM/GM before RAILTEL Directors' Committee (RDC) constituted for import of foreign items. If RDC opines that it is a fit case for initiating banning action, it will direct ED/ GGM/ GM to issue show-cause notice to the agency for replying within a reasonable period.
- iv. On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED to RDC for consideration & decision.
- v. The decision of the RDC shall be communicated to the agency by ED/GGM/GM concerned.

8.0 Removal from List of Approved Agencies Suppliers/ Contractors, etc.

- 8.1 If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies - Suppliers / Contractors, etc.
- 8.2 The effect of such an order would be that the Agency would not be disqualified from competing in Open Tender Enquiries but LTE (Limited Tender Enquiry) may not be given to the Agency concerned.
- 8.3 Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

9.0 Show-cause Notice

- 9.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the imputation of misconduct or misbehavior may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its Defence.
- 9.2 If the Agency requests for inspection of any relevant document in possession of RAILTEL, necessary facility for inspection of documents may be provided.
- 9.3 The Competent Authority may consider and pass all appropriate speaking order:
 - a) For exonerating the Agency if the charges are not established.
 - b) For removing the Agency from the list of approved Suppliers/ Contractors, etc.
 - c) For banning the business dealing with the Agency.
- 9.4 If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

10.0 Appeal against the Decision of the Competent Authority

10.1 The agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall lie to Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.

10.2 Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.

11.0 Review of the Decision by the Competent Authority

Any petition / application filed by the Agency concerning the review of the banning order passed originally by Chief Executive / Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Chief Executive / Competent Authority upon disclosure of new facts/ circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee for examination and recommendation.

12.0 Circulation of the names of Agencies with whom Business Dealings have been banned

12.1 Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.

12.2 If Government Departments or a Public Sector Enterprise requests for more information about the Agency with whom business dealings have been banned, a copy of the report of the Inquiring authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.

12.3 If business dealings with any Agency have been banned by the Central or State Government or any other Public Sector Enterprise, RAILTEL may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its interconnected Agencies.

12.4 Based on the above, Regions / Units may formulate their own procedure for implementation of the guidelines.

Annexure 9-C**INTEGRITY PACT**

RailTel Corporation of India Limited, hereinafter referred to as "The Principal".

And

....., hereinafter referred to as "The Bidder/ Contractor"

1. Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for

The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and /or Contractor(s).

In order to achieve these goals, the Principal will appoint an Independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

2. Section 1- Commitments of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal will during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the process or the contract execution.
 - c. The Principal will exclude from the process all known prejudiced persons.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

3. Section 2- Commitments of the Bidder(s) / Contractor(s)

1. The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - a. The Bidder(s)/contractor(s) will not, directly or through any other persons or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any

advantage during tender process or during the execution of the contract.

- b. The Bidder(s)/Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s) /Contractors will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the bidder(s)/contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" as annexed and marked as Annexure A.
- e. The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

4. Section 3: Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process & exclude him from future business dealings as per the existing provisions of GFR,2017,PC ACT 1988) or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings" and any other Financial Rules/Guidelines applicable to the Principal. Copy of the "Guidelines on Banning of business dealings" is annexed and marked as Annexure "B".

5. Section 4: Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to be terminated the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

6. Section 5: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last three

years with any other company in any country conforming to the anti-corruption approach or with any other public sector enterprise in India that could justify his exclusion from the tender process.

2. If the bidder makes incorrect statement on this subject, he can be disqualified from the tender process for action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

7. Section 6: Equal treatment of all Bidders / Contractors/Subcontractors.

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a signed commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.
2. The Principal Contractor shall take the responsibility of the adoption of IP by the sub- contractors. It is to be ensured that all sub-contractors also sign the IP.
3. In case of a Joint Venture, all the partners of the Joint Venture should sign the Integrity pact.
4. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions

8. Section 7: Criminal charges against violation by Bidder(s) / Contractor(s) / Sub contractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

9. Section 8: Independent External Monitor / Monitors

1. The Principal appoints competent & credible Independent External Monitors for this pact as nominated by the Central Vigilance Commission (CVC) Government of India, from the panel of IEMs maintained by it. The task of the Monitors is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD, RailTel.
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor.
4. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Subcontractor(s) with confidentiality.
5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

Note: However, the documents /records/information having National Security implications and those documents which have been classified as Secret/Top Secret are not to be disclosed.

6. For ensuring the desired transparency and objectivity in dealing with the complaints arising out of any tendering process or during execution of contract, the matter should be examined by the full panel of IEMs jointly, who

would look into the records, conduct an investigation, and submit their joint recommendations to the Management. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

The advice of the IEM panel is restricted to resolving issues raised by a bidder regarding any aspect of the tender which allegedly restricts competition or bias towards some bidders.

7. The panel of IEMs are expected to submit a joint written report to the CMD, RailTel within 30 days from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. Monitor shall be entitled to compensation on the same terms as being extended to / provided to Independent Directors on the RailTel Board.
9. The IEMs would examine all complaints received by them and give their recommendations/views to the CMD, RailTel at the earliest. They may also send their report directly to the CVO in case of suspicion of serious irregularities requiring legal/administrative action. Only in case of very serious issue having a specific, verifiable vigilance angle, the matter should be reported directly to the Chief Vigilance Commission.
10. The word 'Monitor' would include both singular and plural.
11. In the event of any dispute between the management and the contractor relating to those contracts where Integrity Pact is applicable, in case, both the parties are agreeable, they may try to settle dispute through mediation before the panel of IEMs in a time bound manner. If required, the organizations may adopt any mediation rules for this purpose. In case, the dispute remains unresolved even after mediation by the panel of IEMs, the organization may take further action as per the terms & conditions of the contract. However, not more than five meetings shall be held for a particular dispute resolution. The fees/expenses on dispute resolution shall be equally shared by both the parties.

10. Section 9: Pact Duration

Integrity Pact, in respect of a particular contract, shall be operative from the date IP is signed by both the parties till the completion of contract. After award of work, the IEMs shall look into any issue relating to execution of contract, if specifically raised before them. However, the IEMs may suggest systemic improvements to the management of the organization concerned, if considered necessary, to bring about transparency, equity and fairness in the system of procurement.

In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the contract has been awarded.

If any claim is made / lodged by either party during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by CMD of RailTel.

11. Section 10: Other Provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Principal, i.e., New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive

to come to an agreement to their original intentions.

5. The parties signing the IP shall not approach the Courts while representing the matters to the IEMs and he/she will await the decision in the matter.
6. Principal contractor shall take the responsibility of the adoption of IP by the sub-contractor
7. The Integrity pact shall be deemed to form a part of contract and parties shall be bound by its provision.
8. Issues like warranty/guarantee etc. should be outside the purview of IEMs.
(For & on behalf of the Principal) (For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place: _____

Date: _____

Witness 1:

Witness 1:

Address: _____

Address: _____

Witness 2:

Witness 2:

Address: _____

Address: _____

Annexure 9-D**Integrity Pact Program**

Bringing the practices in RailTel Corporation of India Limited up to the internationally acclaimed best practices for raising integrity levels in procurement of works and services, RailTel is implementing the Integrity Pact Program in line with the recommendation of Central Vigilance Commission (CVC).

The Integrity Pact Program envisages an 'Integrity Pact', an agreement between the prospective Bidders & Contractors and RailTel, committing the persons/officials of both parties, not to exercise any influence on any aspect of the contract.

Coverage:

The Integrity Pact Program will cover the following tenders/procurements:

All tenders relating to procurement of OFC, quad cable, pre-fab shelters, electronic equipments and its installations and/or commissioning etc. and other item(s) or activity/activities proposed to be carried out or required by the Company for the value exceeding Rs. 15 crores at a time including for repair and maintenance of cable /network and any other items required for special works assigned to RailTel

Implementation:

The accompanying 'Integrity Pact' will be issued along with the bidding documents and will also be uploaded on the website.

Bidder of Indian origin shall submit the Integrity Pact (in 2 copies) on a non-judicial stamp paper of Rs. 100/- duly signed by the person signing the bid. Bidder of foreign origin may submit the Integrity Pact on its company's letterhead, duly signed by the person signing the bid.

If the bidder is a partnership or a consortium, the Integrity Pact shall be signed by all the partners or consortium members.

The 'Integrity Pact' shall be returned by the Bidder duly signed along with the Bid in a separate envelope, duly superscripted with 'Integrity Pact'.

On behalf of RailTel, the Integrity pact will be signed by the concerned representative of the Projects department in the Bid Opening Committee immediately on receipt of Integrity Pact signed by the Bidder at the time of Bid opening. One copy of the Integrity Pact shall be retained by RailTel and the 2nd copy will be issued to the representative of the bidders during bid opening. If the Bidders representative is not present during the Bid opening, the 2nd copy shall be sent to the bidder by post/courier.

Bidder's failure to submit the Integrity Pact duly signed along with the Bid shall lead to outright rejection of the Bid.

The bidder shall not change the contents of the Integrity pact.

All the pages of the Integrity Pact are to be signed by both RailTel and the Bidder.

Independent External Monitors (IEMs):

1. CMD of RailTel is the authority to appoint Independent External Monitor(s) to oversee Integrity Pact Program's implementation and effectiveness with respect to the tenders/procurements to which Integrity Pact Program applies. For this purpose, CVC would nominate IEMs for RailTel from the panel of IEMs maintained by it. The Terms and Conditions of their appointment would be decided by CMD, RailTel in line with CVC guidelines in the matter.
2. In all tenders covered under the Integrity Pact, particulars of all IEMs, including their email IDs should be mentioned.

3. A copy of such Tender Document shall be forwarded to both IEM's promptly after publishing of the same, Information regarding the contracts awarded against the said Tender shall be provided to the concerned IEM at regular intervals as decided in consultation with CVO. Additional details/documents, if any, shall be furnished to the concerned IEM/IEMs, as and when sought by them.
4. IEM/IEMs shall provide their opinion on the complaints received by them to CMD RailTel at the earliest. They may however send their report directly to the CVO in case of suspicion of serious irregularities requiring legal/administrative action.

Annexure 10

EMD BANK GUARANTEE FORMAT

WHEREAS, _____ [name of Bidder] (hereinafter called "the Bidder") has submitted his Bid dated _____ [date] Selection of Implementation Partner from RailTel Empaneled Business Associate for exclusive ARRANGEMENT for the work of "....." [name of Contract] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We _____ [name of bank] of

_____ [name of country] having our registered office at

_____ (Hereinafter called "the Bank") are bound unto RailTel Corporation of India Limited., Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 [name of Employer] (hereinafter called "the Employer") in the sum of Rs. xxxxxxx (Rupees **in words** only) for which payment well and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this _____ day of _____ 2025.

THE CONDITIONS of this obligation are:

(1) If after Bid opening the Bidder withdraws his bid during the period of Bid validity specified in the Form of Bid;

or

(2) If the Bidder having been notified of the acceptance of his bid by the Employer during the period of Bid validity:

a) Fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required;

or

b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders;

or

c) does not accept the correction of the Bid Price;

we undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date

_____ days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE _____ SIGNATURE OF THE BANK _____

WITNESS _____ SEAL _____

[Signature, name, and address]* _____ days after the end of the validity period of the Bid.

Annexure 11**FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI 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 BA) **

I _____ (Name and designation)** appointed as the attorney/ authorized signatory of the BA (including its constituents), M/s _____ (hereinafter called the BA) for the purpose of the EOI documents for the work of _____ as per the EOI No. _____ of _____ (RailTel Corporation of India Limited), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. 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 EOI document. In case of any discrepancy noticed at any stage i.e., evaluation of EOI, 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 EOI 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 EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA)** 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 BA

VERIFICATION

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

DEPONENT

SEAL AND SIGNATURE OF THE BA

Place:

Dated:

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

Scope of Work:

Sub: Selection of Business Partner from RailTel's Empaneled Partners for Exclusive Pre-Bid teaming arrangement for Aadhaar based Fingerprint Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards.

Customer tender reference Document: Tender Reference Number: F.No. 2/6/2022-G.II Tender ID : 2025_UPSC_868229_1and issued corrigendum published on <https://eprocure.gov.in/eprocure/app> for Engagement of Service Provider for Aadhaar based Fingerprint Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards ".

The selected bidder must execute the work according to the terms and conditions specified in the customer tender on a back-to-back basis. RailTel may choose to retain a portion of the work outlined in the CoR's purchase order/RFP, at its discretion, following the selection of the partner. Consequently, the total contract value for the selected bidder will be adjusted accordingly.

All LD/SLA/Penalty/ Deduction shall be adjusted with the selected bidder bills in full on back to back basis.



सत्यमेव जयते

Union Public Service Commission
Dholpur House, Shahjahan Road
New Delhi-110069

Website: <https://upsc.gov.in>

Tender responses are invited from PSUs for Aadhaar based Fingerprint
Authentication/Digital Fingerprint Capturing & Facial Recognition of Candidates and QR
Code Scanning of e-Admit Cards

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NOTICE INVITING TENDER

1. ABOUT UPSC

Union Public Service Commission (UPSC) is a constitutional body entrusted with the task of conducting of examinations for appointment to the services of the Union. In a calendar year, UPSC conducts 14 major Examinations and a number of Recruitment Tests and Interviews for induction to Group 'A' and Group 'B' posts of the Government of India.

2. ABOUT TENDER

The UPSC attaches great importance to the conduct of its examinations in a free, fair and impartial manner. In its endeavor to fulfill these objectives, the Commission intends to make use of the latest digital technology to match and cross-check the biometric details of the candidates to prevent cheating, fraud, unfair means and impersonation. Accordingly, the Commission desires to incorporate Aadhaar based fingerprint authentication (else digital fingerprint capturing) & facial recognition of candidates, scanning of QR Code of e-Admit Cards. In this regard, UPSC intends to enter into a rate contract for availing the above services wherein UPSC at its discretion, may choose to avail any, all, or a combination of the above services, partially or fully during its exams.

Accordingly, bids are invited from experienced PSUs through CPP portal to provide Aadhaar based Fingerprint Authentication (else Digital Fingerprint Capturing) & Facial Recognition of Candidates and QR Code Scanning of e-Admit Cards during examination process conducted by UPSC.

3. PROCEDURE FOR SUBMISSION OF BIDS

The required bid document shall be submitted through the CPP portal as per the instructions. All the document submitted should be signed by the authorized signatory of the bidder organisation along with the designation. UPSC shall accept only those bids that shall be submitted through CPP Portal, no other means of submission shall be entertained.

3.1 Technical Bid

The following documents (signed and scanned) are to be uploaded on CPP portal (<https://eprocure.gov.in/eprocure/app>) by the bidder organisation along with the Technical Bid as per the bid document:-

- (i) Copy of Earnest Money Deposit (EMD) amounting to Rs. 54,00,000/- or Bid Security Declaration as per the prescribed format given in Annexure-VI of this document.
- (ii) Copy of PAN card.
- (iii) Copy of Goods and Services Tax Registration certificate.
- (iv) Copies of I.T. returns of the bidder for the preceding three years i.e. 2021-22, 2022-23 & 2023-24.

- (v) Copies of Audited Balance Sheets, Profit & Loss Account of the bidder for the preceding three years i.e. 2021-22, 2022-23 & 2023-24.
- (vi) Copy of Financial Information as per proforma at Annexure-IV duly signed by a Chartered Accountant
- (vii) Copy of Certificate of Incorporation of the bidder.
- (viii) Copies of Work Order and their respective Completion Certificates during the last five years.
- (ix) Copies of ISO 9001:2015 and ISO 27001:2013 (Information Security Management System Standard)/STQC certificate.
- (x) Copy of Tender Acceptance Letter as at Annexure-V
- (xi) Copy of Technical Compliance Report (as at Annexure-IX) w.r.t. Scope of Work.
- (xii) Copy of Certificate (as at Annexure-XI) duly signed by the authorized signatory.
- (xiii) Copy of Undertakings (as at Annexure-II & Annexure-X) duly signed by the authorized signatory.
- (xiv) Copy of Declarations (as at Annexure-III & Annexure-XII) duly signed by the authorized signatory.
- (xv) Copy of documentary proof that the bidder or its empaneled agency has its own/rental of Tier-3 Data Centre and DR recovery at 2 different locations within India for storage of sensitive data of examinations.
- (xvi) Copy of Checklist as at Annexure-XIV.

3.2 Financial Bid

The bidder will submit its rates in **the prescribed format on CPP portal** in accordance with the proforma for Price Schedule prescribed at **Annexure-XIII**. Rates quoted by the bidder shall be inclusive of all incidental cost including transportation, handling, and installation etc. Disclosing of quoted rates in any manner in the technical bid or quoting the rates apart from the prescribed format will result in summary rejection of the bid.

3.3 Submission of Earnest Money Deposit or Bid Security Declaration

3.3.1 The bidder shall submit either Earnest Money Deposit (EMD) amounting to **Rs. 54,00,000/- (Rupees Fifty Four Lakh Only)** or **Bid Security Declaration** as per the prescribed format given in **Annexure-VI** of this document.

3.3.2 If the bidder opts for submission of EMD, the **hard copy** of original instruments EMD of Rs. 54,00,000/- (Rupees Fifty Four Lakh Only) in the form of a Demand Draft/Pay Order/Banker's Cheque/Bank Guarantee/Fixed Deposit Receipt payable to the Secretary, UPSC must be delivered **to Under Secretary (G-II), Room No. 208A-ASB, UPSC on or before bid submission end date/time** as specified in the tender document.

- 3.3.3** Original EMD instrument/Bid Security Declaration must be submitted in a sealed envelope titled “**Bid response invited from PSUs for providing Aadhaar based fingerprint authentication (else digital fingerprint capturing) & Facial Recognition of candidates, QR Code Scanning of e-Admit Cards**”. Receipt of successful submission of EMD has to be uploaded online with the Technical bid. If not complied, bid may not be considered for opening and may be rejected summarily.
- 3.3.4** The EMD should remain valid for a period of forty-five days beyond the final bid validity period.
- 3.3.5** The EMD of the unsuccessful bidders would be returned to them after the finalization of the tender. No interest on EMD would be payable by UPSC under any circumstance.
- 3.3.6** No exemption would be permitted from submission of EMD or Bid Security Declaration except as provided in Rule 170 of GFR 2017. Bids without either Earnest Money Deposit or Bid Security Declaration and in any form other than prescribed above will be summarily rejected.
- 3.3.7** The EMD shall be forfeited, if the bidder withdraws or modifies/alters the bid after opening of the bids and during the validity period or if the bidder tries to influence the evaluation process. The EMD shall also be forfeited if the bidder quotes zero or unreasonable prices as compared to the industry prevailing prices

4. IMPORTANT SCHEDULE AND DETAILS

1	Mode of Submission	Through CPP Portal (https://eprocure.gov.in/eprocure/app)	
2	Earnest Money Deposit (EMD)	Rs. 54,00,000/- (Rupees Fifty Four Lakh only) or Bid Security Declaration	
3	Contact Details of Tender Inviting Officer	Name: Shri R.K. Dixit, Under Secretary Email: rakeshdixit-upsc@gov.in	
4	Address for Communication	Union Public Service Commission Dholpur House, Shahjahan Road, New Delhi-110069	
5	Critical Dates	Tender Published Date	10.07.2025 (1430 hrs)
		Tender Document Download Start Date	10.07.2025 (1430 hrs)
		Seek Clarification Start Date	10.07.2025 (1430 hrs)
		Seek Clarification End Date	16.07.2025 (1700 hrs)
		Pre Bid Meeting	21.07.2025 (1430 hrs)
		Bid Submission Start Date	10.07.2025 (1430 hrs)
		Bid Submission End Date	11.08.2025 (1430 hrs)
		Bid Opening Date	12.08.2025

5. CONTRACT PERIOD

The contract shall be **valid for a period of 1 (one) year** from the date of award of the contract. In addition to the above, UPSC may, at its discretion, extend the contract for a further period of up to 2 (two) years on the same terms, conditions & rates. UPSC may also terminate the contract by giving one month's notice at any point of time during the contract.

NOTE: UPSC may, at its discretion, extend the date for the submission of bid by amending the Tender documents in which case all rights and obligations of UPSC and the Bidder previously subject to the original date shall thereafter be subject to the new deadline as extended.

Sd/-
(R.K. Dixit)
Under Secretary
UPSC

6. SCOPE OF WORK (SoW)

To strengthen examination process and eliminate the possibility of malpractices by candidates, UPSC has decided to incorporate the use of technology (Aadhaar based Fingerprint Authentication else Digital Fingerprint Capturing) and Facial Recognition of Candidates in the examination process. UPSC conducts 14 major Examinations and a number of Recruitment Tests and Interviews in 1 to 3000 venues across 1 to 80 centres with a candidature ranging up to 12 lakhs. The Successful Bidder (henceforth 'Service Provider') is required to provide the aforementioned services as per detailed scope of work given in the subsequent clauses (6.1). The general terms of the scope of work are as provided below:-

- (a) The examination schedule, detailed list of examination venues and number of candidates for each venue will be provided by UPSC to the Service Provider 2 to 3 weeks prior to commencement of the examination for making on-site preparation in consultation with the Venue Supervisor.
- (b) UPSC will provide candidate details (Name, Roll No., Photo etc.) seven (7) days prior to the date of commencement of Exam for use in the Aadhaar based Fingerprint Authentication (else Digital Fingerprint Capturing) process, Facial Recognition and QR Code Scanning of e-Admit Cards.
- (c) The Service Provider has to maintain the entire database and application server at two different seismic zones within India, making one site as DC (Data Centre) and other site as DR (Disaster Recovery)
- (d) The Service Provider shall take special care of PwBD candidates allotted at the venues to ensure that no inconvenience is caused to them in completion of the given process and they may be allowed separate/privileged entry wherever possible.
- (e) The Service Provider shall maintain strict secrecy and confidentiality and will not divulge any information relating to assignment or examination to any third party, person, individual or body corporate.

6.1 IMPERSONATION CONTROL THROUGH BIOMETRIC AUTHENTICATION AND QR CODE SCANNING

The Service Provider will have to ensure the implementation of QR Code Scanning of e-Admit Cards, Aadhaar based Fingerprint Authentication (else Digital Fingerprint Capturing) and Facial Recognition of the candidates as per the following Scope of Work:-

- 6.1.1** The Service Provider will use the data provided by UPSC for Aadhaar based Fingerprint Authentication (else Digital Fingerprint Capturing) of candidates and Facial Recognition during the exam.
- 6.1.2** The Service Provider will have to deploy sufficient number of QR code scanner integrated hand-held devices along with sufficient manpower at each & every

Examination venue to ensure that Aadhaar based Fingerprint Authentication (else Digital Fingerprint Capturing) and Facial Recognition of candidates activities are completed in accordance with the schedule given in the work order. At every examination venue, sufficient number of backup hand-held devices should be made available without any additional charges by the Service Provider to ensure the smooth conduct of authentication (else digital fingerprint capturing) process.

- 6.1.3** Provision should be made for real-time attendance monitoring system through secured web server. System should have provision for real time monitoring of the enrolment activity along with GPS coordinates against every enrolment and timestamp to ensure that enrolment is done during the stipulated shift.
- 6.1.4** The Service Provider shall ensure that all the data captured at each examination venue is synchronized in the main server and the same should be intimated to UPSC 30 minutes before the end of each shift of the examination. In this regard, the Service Provider shall submit the requisite reports as at Annexure-I(A) in the data format prescribed by UPSC. **Clear / Unclear Cases as mentioned in the Annexure-I(A) shall be identified and determined in accordance with SOP to be finalized in consultation with UPSC.**
- 6.1.5** The Service Provider has to ensure that Center/Venue-wise candidate data is downloaded in hand-held devices deployed at respective centres/venues. This activity should be done two (2) days before the examination. All devices should have data stored in secure & encrypted format.
- 6.1.6** QR code on the Admit Card (containing roll number of the candidate) should be scanned to auto-fetch the candidate's details from Application Database (provided by UPSC). In case QR code on Admit Card is not scannable, then manual entry of candidate's roll number from Admit Card has to be done. This will be followed by Aadhaar based Fingerprint Authentication else Digital Fingerprint Capturing of candidate's fingerprint data. The Service Provider shall then perform Facial Recognition of the candidate by the hand-held device. All activities should be completed before the commencement of each shift of the examination within the stipulated time as instructed by UPSC from time to time.
- 6.1.7** The Service Provider should deploy de-duplication algorithm across the database to avoid the duplicity of enrollment records.
- 6.1.8** The Service Provider should deploy fingerprint scanners and facial recognition devices having functionality of On-Device encryption of data.
- 6.1.9** The facial recognition should be performed in a completely stateless transaction of two images (one image provided during the online registration and the other captured on the day of the exam).
- 6.1.10** The image for facial recognition shall be provided to the Service Provider in the following format:-

- (a) JPEG/JPG
 - (b) The photo uploaded by the candidate in their exam applications will be provided to the Service Provider for facial verification of the candidates at the examination venue.
- 6.1.11** The Service Provider has to perform physical verification of candidates' photos with Application Database (provided by UPSC) at the time of security gate entry.
- 6.1.12** After the completion of the entire process as per the scope of work, the Service Provider will hold the data on its Secured Cloud Server with 256-bit encryption for a minimum period of one (01) year from the date of the examination or 30 days after the declaration of final result of the examination, whichever is later. The Service Provider will have to provide the link of the data to UPSC through a secured channel, when asked for. Without the written consent of UPSC, the bidder shall not delete the data collected during examination process. The Service Provider will issue a certificate of destruction of data after above period and will be liable for damages and legal action in case of any unauthorized keeping/preservation or use of such data.
- 6.1.13** The Service Provider will have to ensure that all the devices remain functional throughout the examination process and that they have captured Fingerprint & Photograph of each and every candidate who has appeared in the examination at each venue.
- 6.1.14** If the examination is conducted in two or more shifts in a day, the activity should be performed separately in all the shifts.
- 6.1.15** After completion of work, the Service Provider has to submit self-attested venue-wise work completion service certificate duly signed/verified by Venue Supervisor to the UPSC as per proforma provided at Annexure-XV(B).
- 6.1.16** Solution should not be Laptop/PC based. It should be a Hand-held device integrated with STQC (Standardization Testing and Quality Certificate) approved touch-less scanner only. Weight of the machine should not be more than 1 kilogram.
- 6.1.17** At the time of mains examination/interview/verification process as scheduled by UPSC, the Service Provider must verify identity of the candidates from the candidate data captured during the initial stages of the examination. Personality Tests/Interviews will be conducted in Delhi.
- 6.1.18** The Service Provider will not enter the Examination Hall/Room to perform Biometric Authentication/Digital Fingerprint Capturing & Facial Recognition of candidates and/or scan QR Code on e-Admit Cards etc.

7. INSTRUCTION TO BIDDERS

7.1 Floating of Tender documents

Bidders are requested to download tender documents through CPP Portal. Interested bidders are advised to read the tender documents thoroughly and carefully before submitting the required documents as instructed in the Tender.

7.2 Procedure for Submission of Bids

Bidders shall submit the bid through CPP Portal on or before the closing date. Technical bid and financial bid should be submitted separately. Pre-qualification proposal or Technical bid containing the financial bid information shall be declared non-responsive and shall be rejected.

7.3 Validity of Bids

The Bidder shall keep the 'Financial Bid' valid for acceptance for a minimum period of 180 days after the last date of receipt of the Bids.

7.4 Other Terms & Conditions

- a. Consortium and Joint venture bid will not be allowed and would be liable for summary rejection.
- b. Hypothetical and conditional bids will not be entertained and will be rejected summarily.
- c. UPSC reserves the right to accept or reject all or any of the bids without assigning any reason. The decision of the Secretary, UPSC in this regard would be final and binding.
- d. The bidder shall submit a certificate stating that all the terms and conditions of the tender are acceptable to them (Annexure-V). The bidder shall also furnish a clause by clause Technical Compliance Report (Annexure-IX) with respect to the Scope of Work. In case of deviations, a statement of the deviations in activities/scope w.r.t. tender document conditions shall be given by the bidder. UPSC, however, reserves the right to accept or reject them and will not be bound to give reasons for its refusal to consider the bid with such deviations.
- e. UPSC will issue separate Work Orders for each examination to be conducted. It will not be necessary or mandatory for UPSC to issue the work order in any condition according to the estimated number of candidates.
- f. Bidder has to bid for all the required services as per the Scope of work of this bid. Partial bids will be outrightly rejected.
- g. The Service Provider will have to submit the list of all the personnel deployed at each venue along with the details such as Aadhaar number, Mobile Number, No Relation Certificate, Character certificate etc. to the UPSC and Venue Supervisor at least 5 days before the examination is scheduled. Any change due to exigency will be

intimated immediately but not later than a day before the Examination is scheduled. The Service Provider will not deploy any person outside of the list so submitted.

- h. In the event of breach of contract with respect to Scope of Work and terms and conditions of the tender document, the Service Provider may be debarred/blacklisted in addition to liquidated damages, penalty and forfeiture of performance security.
- i. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of bid validity period. Withdrawal of a bid during the interval may result in forfeiture of EMD of such bidder and/or may result in the bidder being debarred from being eligible for bidding/award of all future tender(s) of UPSC for a period of 02 (two) years.
- j. The bidder should not be debarred/blacklisted by any Government Organization/Board/Council/University/Commission and any other Government /PSU/Government Undertaking organization as on the date of submission of bid.
- k. Bid should strictly conform to the scope of work mentioned at Clause 6 (Scope of Work) of the tender document. All bidders are required to fill the technical compliance statement (Annexure-IX) without which the bid is liable to be rejected.
- l. The Service Provider shall execute the work strictly in accordance with the terms and conditions of NIT including Scope of Work.
- m. Sub-standard or poor quality of work in terms of infrastructure/technical manpower shall not be acceptable.
- n. The Service Provider will have to make necessary arrangements at all the venues/centres as per the requirement communicated by the Commission.
- o. No charges for transportation etc. will be paid by the Commission.
- p. The Service Provider shall be solely and directly responsible for executing the Work Order and also solely responsible for the conduct of its employees or employees of its empaneled agencies

7.5 Amendment to the Tender Document

- a. At any time prior to the last date of submission of bids, UPSC reserve the right to update/amend/modify or supplement the tender document. All such amendments or modifications shall be notified on the CPP portal which shall be binding on the bidders. Bidders are requested to frequently visit the website for updates.
- b. In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, UPSC may, at its discretion, extend the last date for the submission of Bids.
- c. The queries from bidders shall be addressed through CPP Portal/email of the tender inviting authority only. Communication in this regard by any other means shall be summarily rejected.

7.6 Clarification

When deemed necessary, UPSC may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid submitted or value quoted.

7.7 Language of Bids

The Bids submitted by the Bidder and all correspondence and documents relating to the bid exchanged between the Bidder and UPSC, shall be written in the English language. It is further being clarified that any document submitted by the bidder in support of the bid if in any language other than English, then the said document has to be accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall prevail.

7.8 Bidder Authorized Signatory

- a. The individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as:
 - Constituted Attorney of the company, or
 - Duly Authorized Representative/Signatory of the company, in which case he/she shall submit a certificate of authority as Power of Attorney or Board Resolution on behalf of the company.
- b. The Bidder shall sign its Bids with the exact name of the Company to whom the contract is to be issued. Each bid shall be signed by a duly authorized signatory executed under seal.
- c. The Bidder shall clearly indicate their legal constitution and the person signing the Bids shall state his capacity and also source of his ability to bind the Bidder.
- d. The power of attorney or Board resolution of the firm as proof of the ability of the signatory to bind the Bidder shall be annexed to the bid. UPSC may out rightly reject any bid not supported by adequate proof of the signatory's authority.

7.9 Arbitration

Any dispute or difference whatsoever arising between UPSC and the Service Provider out of or relating to the conclusion, meaning and operation or effect of this contract or the breach thereof shall be settled in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on UPSC & the Service Provider. The venue of Arbitration shall be at Delhi.

7.10 Jurisdiction

Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

7.11 Risk Purchase Clause

If the bidder after submission of bid and due acceptance of the same i.e. after the placement of order, fails to abide by the terms and conditions of the tender document and/or fails to execute the work as per prescribed schedule given or at any time repudiates the contract, the UPSC will have the right to forfeit the PBG, debar the bidder from being eligible for bidding/award of all future tender(s) for a period of 02 (two) years and get the work done from other entity at the risk and expense of the Service Provider. The cost difference between the alternative arrangement and bidder's bid value will be recovered from the Service Provider along with other incidental charges. In case UPSC is forced to get the work done through alternative sources and if the cost is lower, no benefit on this account would be passed on to the bidder.

7.12 Selection Process

- a. UPSC has adopted a two-stage selection process (collectively called the "Selection Process") in evaluating the bids comprising the prequalification criteria (technical) and financial bids. In the first stage, a prequalification evaluation will be carried out as specified in this bid document at Clause 8. Only prequalified bids will be eligible for financial evaluation. Based on the technical evaluation, a list of short-listed bidders shall be prepared.
- b. In the second stage, a financial evaluation will be carried out as specified in this tender document. Only the financial bids of technically qualified bidders will be opened for consideration.
- c. The selection of L-1 bidder will be based on the total rates quoted by the bidder inclusive of taxes as per Annexure-XIII.
- d. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that UPSC's decisions are final and binding without any right of appeal whatsoever.

7.13 Award of Contract

Following process shall be followed for award of contract to the L-1 bidder:-

- a. The Commission shall issue a Letter of Intent (LoI) to the L-1 bidder notifying that its bid has been accepted for award of contract.
- b. In case the tendering process has not been completed within the stipulated period, UPSC may request the Bidders to extend the validity period of their Proposal.
- c. Upon receipt of the Letter of Intent, the selected bidder shall furnish a Performance Security within 10 days from the receipt of Letter of Intent.
- d. Award of Contract to the successful bidder shall not be deemed to create any right to the successful bidder to execute all scope of work in this tender in all UPSC examinations specified in Annexure-I(C). UPSC, at its discretion, may choose to avail any, all, or a combination of the above services, partially or fully during its exams
- e. The UPSC will issue WORK ORDER for each examination separately indicating the exact scope and deliverables, in full or part for each of such examinations being conducted.

7.14 Performance Security

- (a) The Service Provider will be required to furnish Performance Security @5% of the total value of the contract within 10 days of award of contract. The Performance Security shall remain valid till 60 (sixty) days beyond the date of the completion of all contractual obligations including warranty obligations, if any. The Performance Security shall be in the form of Demand Draft/Pay Order/FDR/Bank Guarantee in favour of Secretary, UPSC payable at Delhi. Bidder should submit the Original copy of Performance Security in an envelope super scribed as, **“PBG for the contract for providing Aadhaar based fingerprint authentication (else digital fingerprint capturing) & Facial Recognition of candidates, QR Code Scanning of e-Admit Cards”** and should be addressed to “Secretary, UPSC, Dholpur House, Shahjahan Road, New Delhi-110069” through Speed Post/by Hand. The Performance Security would be retained by the Commission till satisfactory completion of the project.
- (b) It should be clearly understood that in the event of the work not being completed as per the Scope of Work and time schedule laid down by the UPSC, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalty, if any, which may be imposed as specified in the terms and conditions hereto. The EMD would be refunded to the Service Provider on receipt of Performance Security. No interest on Performance Security would be payable by UPSC under any circumstances

7.15 Contract Signing

After submission of Performance Security in physical form at UPSC, L-1 Bidder has to sign a separate Contract as per Annexure-VIII of this RFP within a period of 15 days from the date of receipt of Letter of Intent (LoI).

7.16 Period of Contract

- (a) The contract shall be **valid for a period of one (01) year** from the date of award of the contract. In addition to the above, UPSC may, at its discretion, extend the contract for a further period of up to two (02) years on the same terms, conditions & rates.
- (b) In case the performance of the Service Provider is not found to be satisfactory or not in conformity with the terms and conditions of the contract, the same shall be terminated even before the expiration of the contract after following due procedure of law.
- (c) In the event of termination of contract for reasons mentioned herein above, the Performance Security may be forfeited along with penalty as decided by the Commission.

7.17 Delivery Schedule

UPSC intends to conduct pilot study and trials for each service at selected centres, basis which, SOP formulation and 'go-ahead' decision/full deployment decision will be taken. UPSC, therefore, at its discretion, may choose to avail any, all, or a combination of the above services, partially or fully during its exams. UPSC shall issue separate work orders for every exam to the Service Provider as per the Indicative Proforma placed at Annexure-XV(A) for providing one or more services as mentioned in the Scope of Work along with necessary details. The Service Provider will have to mandatorily comply with all the instructions given by UPSC from time to time with regard to the services being provided by the bidder. While working under such given instructions the Service Provider shall be expected to conduct the entire process flawlessly.

7.18 Payment Terms

- a. No advance payment shall be made to the Service Provider under any circumstances.
- b. Payments will be made on the basis of finally registered candidates for every exam for the services indicated in the work order.
- c. 90% payment would be released after successful conduct of Examination/Recruitment Test/Interview as per the work order issued to the Service Provider by UPSC and handing over of the complete data to the satisfaction of Examination Branch/Recruitment Branch of UPSC.
- d. Remaining 10% payment would be released after declaration of final results of the relevant Exam/RT and analysis of data, rectification of discrepancies, if any, by the Service Provider and upon certification by Examination Branch/Recruitment Branch.
- e. Rate quoted by the successful bidder shall be inclusive of all incidental cost including transportation, handling, and installation etc. No extra costs shall be paid by UPSC on any additional account head to the Service Provider.
- f. All payments shall be made in Indian Rupees as per the price quoted in the financial bid.
- g. Payment will be made by taking into account the effective rate of tax as applicable at the time of payment.
- h. All payments shall be subject to deductions as per legal norms and conditions prevailing at that time such as Income Tax Act, Goods & Services Act. Payments will be made deducting GST, TDS etc. as well as deducting penalties, if any.

7.19 Penalty Terms

- (a) In case of any candidate being leftover, intentionally or unintentionally, during Biometric authentication/digital fingerprint capturing & facial recognition stage at the time of Examination, the bidder would be liable to pay penalty as given below:-
 - i. No Amount will be paid for such number of candidates
 - ii. 10 percent of the total amount payable for that component of work for the venue would be levied as penalty for that shift
 - iii. In case of any impersonation detected at a later stage at any exam venue, the payment for that venue shall not be paid by the Commission. In case payment is made by that time, the bidder will have to deposit the said

amount with the Commission. In addition, a penalty of 10 percent of the estimated payment for the venue shall also be imposed on the Service Provider.

- (b) In case of non-deployment of necessary logistical support and manpower at any exam venue, a penalty of 5% of total billed amount for such service of that exam venue shall be imposed on the Service Provider.
- (c) The conduct and behaviour of the deployed personnel at the examination venue is the sole responsibility of the Service Provider. If the competent authority finds the Service Provider/deployed personnel prima facie guilty of any indiscipline/foul practice/misbehaviour, legal action may be initiated against the Service Provider and/or the deployed personnel as per the law of the land / Public Examination (Prevention of Unfair Means) Act, 2024 and rules made under the said Act and as amended from time to time or Rules/Regulations/Notifications issued by the Government of India from time to time in this regard.
- (d) If the deployed personnel at the exam venue are found to be outside of the list of the personnel so supplied by the Service Provider and any deployed personnel is being found and proved to be indulging in any unlawful activity or not mentioned in the list submitted by the Service Provider then the competent authority of UPSC may initiate legal proceedings against the Service Provider or deployed personnel or both.
- (e) In case the Service Provider is not able to adhere to the Scope of Work as specified at Clause 6 of the tender document, penalty/penalties as mentioned above shall be imposed from the total payment due for that RT/Exam. However, the maximum penalty shall be limited to 10% of the total annual value of the contract in the year.
- (f) In addition to the penalty terms mentioned above, UPSC reserves the right to take appropriate legal action against the Service Provider for breach of the Scope of Work as per the provisions of the law/ Public Examination (Prevention of Unfair Means) Act, 2024 or any rules made under the Act and as amended from time to time.

7.20 Liquidated Damages

The Service Provider has to execute the work strictly as per scope of work and in accordance with the terms & conditions of the tender. In the event of failure to abide by the tender terms & conditions, UPSC may, without prejudice to any other right or remedy available, recover any such amount suffered as loss from the Service Provider as ascertained/assessed by this office as liquidated damages in addition to forfeiture of Performance Security submitted by the Service Provider, subject to a maximum of 10% of the contract value.

7.21 Integrity Pact

The bidders are required to enter into “Integrity Pact” as notified by the CVC vide Circular No.04/06/23 (file No.015/VGL/091 dated 14.06.2023) and amended from time to time. Only those bidders who commit themselves to such a pact with UPSC would

be considered competent to participate in the bidding process. The Integrity Pact is to be submitted on a 'Non Judicial Stamp paper of Rs.100/-.

7.22 Confidentiality

All information collected, analyzed, designed, developed, processed or in whatever manner provided by the Service Provider to UPSC in relation to this project shall be the property of UPSC. The Service Provider shall not use any information, the name or the logo of UPSC except for the purposes of providing the Services as specified under this proposed contract. The Service Provider may only disclose Confidential Information in the following circumstances with the prior written consent of UPSC:-

- a. If she/he is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract.
- b. The Service Provider shall do everything reasonably possible to preserve the confidentiality of the Confidential Information to the satisfaction of UPSC. The Service Provider shall notify UPSC promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of UPSC.
- c. If in case UPSC finds the breach of confidentiality expected from the Service Provider, then UPSC shall take cognizance of the situation and necessary legal actions/imposition of penalty/termination of contract may be initiated against the Service Provider.

7.23 Proprietary Data

- a. Subject to the provisions of Clause 7.22 above, all documents and other information provided by UPSC or submitted by the Service Provider to UPSC shall remain or become the property of UPSC. The Service Provider and its empaneled agency, as the case may be, are to treat all information as strictly confidential. All information collected, analyzed, designed, developed, processed or in whatever manner provided by the Service Provider to UPSC in relation to this project shall be the property of UPSC.
- b. All Knowledge/Data which come to their notice as part of engagement shall not be used by the successful bidder for any purpose other than stated in this tender and shall be destroyed one year after conduct of examination or declaration of result whichever is later.
- c. The Correspondence both Physical and Electronic shall be in the name of Secretary, UPSC.
- d. Dedicated official e-mail ID mentioned in the tender shall alone be used for all correspondence associated with the engagement.
- e. The Bidder shall not promote their Company in these correspondences and shall not disclose their identity in any manner.
- f. In case of termination of the contract or a new service provider is engaged by UPSC then it would be responsibility of the previous service provider to hand over all data collected by them as directed by UPSC.

7.24 Force Majeure

On the occurrence of any unforeseen event, beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof. Unless otherwise directed by the Procuring Entity in writing, the contractor shall continue to perform its obligations under the contract as far as reasonably practicable and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days.

7.25 Information Security and Data Privacy

The Service Provider will be responsible for providing secure systems. The bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices. The bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire system. The Service Provider shall have to maintain strict privacy and confidentiality of all the data it gets access to.

7.26 Indemnity Bond

The Service Provider shall submit an Indemnity Bond (**Annexure-XVI**) on a Non-Judicial Stamp Paper of Rupees Two Hundred stating that they shall fully comply with the applicable provisions of law including the Aadhaar Act 2016, Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020, Information Technology Act, 2000, Digital Personal Data Protection Act, 2023 or any other rule made under the Act from time to time and that they shall completely indemnify UPSC in case of any breach of data in the execution of this contract at any point of time.

8. ELIGIBILITY/PRE-QUALIFICATION CRITERIA

Following will be the minimum qualification/eligibility criteria. Each eligible bidder should possess all the following qualification criteria. All the documents submitted with Technical bid should contain the name & designation of authorized signatory with organization seal. Responses not meeting the minimum qualification criteria will be rejected and will not be evaluated.

S. No.	Eligibility/Pre-Qualification Criteria	Supporting Compliance Document(s)
1.	The bidder shall be a legally valid entity in the form of a Public Sector Undertaking, registered under the Indian Companies Act 1956 or 2013 of GOI and should have been in existence in India for last 5 years as on day of bidding. Consortium / Joint venture bid not allowed. Proprietorship / Partnership firms are also not allowed to participate.	Copy of relevant Certificates along with:- a) Name(s) and addresses of the Director(s) b) Certificate of Incorporation c) GST Registration certificate d) PAN card
2.	The Bidder should be a profit-making entity having an average annual turnover of at least INR 18 Crore including turnover from Examination-based projects during the last three financial years i.e. 2021-22, 2022-23 & 2023-24.	a) IT Returns of the bidder for the preceding three years i.e. 2021-22, 2022-23 & 2023-24. b) Audited Balance Sheets, Profit & Loss Account of the bidder for the preceding three years i.e. 2021-22, 2022-23 & 2023-24. c) Certificate from Chartered Accountant (CA) clearly stating the annual turnover of the bidder from Examination-based projects during the preceding three years i.e. 2021-22, 2022-23 & 2023-24.
3.	a) The bidder should possess experience in conducting at least 01 (one) project related to Aadhaar based biometric authentication / digital fingerprint capturing for authenticating at least 1,00,000 persons in a day during the last 5 (five) years in Government departments, Public Sector Undertakings (PSUs), Public Service Commissions or Govt. bodies / organizations.	At least one (01) work order along with completion certificate is to be attached with the technical bid as proof of requisite experience.
	b) In addition to the above, the bidder must also have the capability to conduct the project for at least 12 Lakh candidates in a single slot in the cities as listed at Annexure-I(C).	The bidder shall submit an undertaking as per proforma at Annexure-XI
4.	The bidder or its empaneled agency should have its own/rental of Tier-3 Data Centre and DR recovery at 2 different locations within India for storage of sensitive data of examinations.	Documentary proof to be submitted along with Technical Bid
5.	The bidder or its empaneled agency should have valid ISO 9001:2015 and ISO 27001:2013 (Information Security Management System Standard)/STQC certificate	Documentary proof to be submitted along with Technical Bid

6.	The bidder should not have been debarred/ blacklisted by any Govt. Organization/ Board/ Council/ University/ Commission and any other Government/ PSU / Government undertaking organization. Any director or employee in the bidder company should neither be convicted by any court of law nor any criminal case be pending in any court of law/pending investigation in reference to conduct of examination/recruitment.	Undertaking on Bidder's Letter Head to be submitted
7.	Bidder has to submit its bid for all the required services as part of Scope of Work of this tender. Conditional / Partial bid will be rejected out rightly.	Undertaking to be submitted on Notary affidavit of INR 100.
8.	Technical Compliance Report w.r.t. Scope of Work as per Annexure-IX	Document signed by the authorized signatory
9.	Certificate (as at Annexure-XI) duly signed by the authorized signatory	Document signed by the authorized signatory
10.	Undertakings (as at Annexure-II & Annexure-X) duly signed by the authorized signatory	Document signed by the authorized signatory
11.	Declarations (as at Annexure-III & Annexure-XII) duly signed by the authorized signatory.	Document signed by the authorized signatory

9. PROFORMA FOR TECHNICAL BID

(To be submitted along with the Technical Bid)

i)	Name and Address of the Bidder							
ii)	Name of Authorised Signatory of the Bidder Phone No. Mobile No. Email Id.							
iii)	Certificate of Incorporation							
iv)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 45%;">Total Annual Financial Turnover (Attach photocopies of Audited Balance Sheet and Profit & Loss Account)</td> <td style="width: 55%;">FY 2021-22</td> </tr> <tr> <td></td> <td>FY 2022-23</td> </tr> <tr> <td></td> <td>FY 2023-24</td> </tr> </table>	Total Annual Financial Turnover (Attach photocopies of Audited Balance Sheet and Profit & Loss Account)	FY 2021-22		FY 2022-23		FY 2023-24	
Total Annual Financial Turnover (Attach photocopies of Audited Balance Sheet and Profit & Loss Account)	FY 2021-22							
	FY 2022-23							
	FY 2023-24							
v)	PAN No. / TIN No. / TAN No.							
	GST Registration No.							
	(attach photocopies of Income Tax Return certificate)							
vi)	Quality Certification No / License if any							
	Details of Issuing Authority							
	Validity of Certificate							
vii)	Details of Work Orders							
viii)	Since when engaged in providing related services							
ix)	Details of Earnest Money Deposit (EMD) (No., Date, Bank, Amount etc.)							

Signature:

Date:

Name of Bidder:

EXCEPTION REPORT - STAGE-I [PRELIM]														
EXAM NAME :														
CENTRE:					SUB-CENTRE:				SHIFT/PAPER					
S.No.	RID	Roll Number	Name	QR Code Scanned (YES/NO)	PHOTO MATCHING				AADHAAR-BASED FINGERPRINT AUTHENTICATION			CASE		Remarks
					Photo captured at venue (YES /NO) [Roll No. wise photo captured to be sent in a separate file]	Time Stamp of Photo captured at venue	Photo Matching Score (Threshold level:)		Aadhaar-based Authentication successful? (Yes/No)	Else, Fingerprint captured? (YES/NO) [Roll No. wise fingerprint captured to be sent in a separate file]	Time Stamp of Aadhaar authentication / fingerprint capturing	CLEAR	UNCLEAR	
							Matching of photo captured at venue with online application photo (SCORE)	Photo Matched (YES/NO)						

Note: As prescribed by UPSC.

EXCEPTION REPORT - STAGE-II [MAINS]														
EXAM NAME :														
CENTRE:					SUB-CENTRE:				SHIFT PAPER:					
S.No.	RID	Roll Number	Name	QR Code Scanned (YES/NO)	PHOTO MATCHING				AADHAAR-BASED FINGERPRINT AUTHENTICATION			CASE		REMARKS
					Photo captured at venue (YES /NO) <i>[Roll No. wise photo captured to be sent in a separate file]</i>	Time Stamp of Photo captured at venue	Photo Matching Score (Threshold Level:)		Aadhaar-based Authentication successful? (Yes/No)	Else, Digital Fingerprint capturing and matching with fingerprint captured at Stage-I (YES/NO) <i>[Roll No. wise fingerprint captured to be sent in a separate file]</i>	Time Stamp of Aadhaar authentication/ fingerprint capturing	CLEAR	UNCLEAR	
							Matching of photo captured at venue with online application photo and photo captured at venue in Stage-I (SCORE)	Stage-I photo + Online Application photo + Currently captured photo matched (YES/NO)						

Note: As prescribed by UPSC.

EXCEPTION REPORT - STAGE-III [INTERVIEW]														
EXAM NAME :														
CENTRE:									SUB-CENTRE:					
S.No.	RID	Roll Number	Name	QR Code Scanned YES/NO	PHOTO MATCHING				AADHAAR-BASED FINGERPRINT AUTHENTICATION			CASE		REMARKS
					Photo captured at venue (YES /NO) <i>[Roll No. wise photo captured to be sent in a separate file]</i>	Time Stamp of Photo captured at venue	Photo Matching Score (Threshold Level:)		Aadhaar-based Authentication successful? (Yes/No)	Else, Digital Fingerprint capturing and matching with fingerprints captured at Stage-I & Stage-II (YES/NO) <i>[Roll No. wise fingerprint captured to be sent in a separate file]</i>	Time Stamp of Aadhaar authentication/ fingerprint capturing	CLEAR	UNCLEAR	
							Matching of photo captured at venue with online application photo and photos captured at the venues in Stage-I and Stage-II (SCORE)	Stage-I photo + Stage-II photo + Online Application photo + Currently captured photo matched (YES/NO)						

Note: As prescribed by UPSC.

**Indicative List of Cities where UPSC is planning to conduct the upcoming
Exams/Recruitment Tests**

S.No.	Centre Name
1	1 - Ahmedabad
2	2 - Prayagraj
3	3 - Bengaluru
4	4 - Bhopal
5	5 - Mumbai
6	6 - Kolkata
7	7 - Cuttack
8	8 - Delhi
9	9 - Dispur (Guwahati)
10	10 - Hyderabad
11	11 - Jaipur
12	12 - Chennai
13	13 - Nagpur
14	14 - Dehradun
15	15 - Patna
16	16 - Shillong
17	17 - Shimla
18	18 - Srinagar
19	19 - Thiruvannthapur
20	20 - Puducherry
21	21 - Aligarh
22	22 - Jodhpur
23	24 - Kochi
24	26 - Lucknow
25	34 - Jammu
26	35 - Chandigarh
27	36 - Panaji(Goa)
28	37 - Port Blair
29	38 - Aurangabad
30	39 - Dharwar
31	40 - Madurai
32	41 - Ranchi
33	42 - Gangtok
34	43 - Kohima

ANNEXURE-I(B) (contd.)

S.No.	Centre Name
35	44 - Imphal
36	45 - Agartala
37	46 - Jorhat
38	47 - Aizawl
39	48 - Itanagar
40	49 - Raipur
41	50 - Tirupati
42	51 - Vishakhapatnam
43	52 - Udaipur
44	53 - Sambalpur
45	54 - Bareilly
46	56 - Coimbatore
47	57 - Kozhikode
48	58 - GautamBudhNgr
49	59 - Ghaziabad
50	60 - Gorakhpur
51	61 - Varanasi
52	62 - Vijayawada
53	63 - Gurgaon
54	64 - Faridabad
55	65 - Navi Mumbai
56	66 - Pune
57	67 - Thane
58	68 - Jabalpur
59	69 - Gwalior
60	70 - Ludhiana
61	71 - Ajmer
62	72 - Rajkot
63	73 - Mysuru
64	74 - Vellore
65	75 - Tiruchirapalli
66	76 - Ananthapur
67	77 - Bilaspur
68	78 - Indore
69	79 - Agra
70	80 - Gaya
71	81 - Siliguri

ANNEXURE-I(B) (contd.)

72	82 - Warangal
73	83 - Leh
74	84 - Srinagar(UK)
75	85 - Almora(UK)
76	86 - Nashik
77	87 - Surat
78	88 - Dharamshala
79	89 – Mandi
80	Kargil

ANNEXURE-I(C)

Indicative List of Examinations/Recruitment Tests along with number of candidates (tentative) and number of shifts in a calendar year for implementation of Aadhaar based Biometric Authentication/Digital Fingerprint Capturing & Facial Recognition, QR Code Scanning:

S.No	Name of Exams/RTs	Tentative Months of conduct of Examinations/RTs	No. of days for conduct of Exam/RT	No. of Shifts in the Exam/RT	Tentative Number of candidates
1	Recruitment Tests (RTs)	January	2 Days	2	25,000
2	Engineering Services (P) Exam, 2024	February	1 Day	2	84,000
3	Combined Geo-Scientist (P) Exam, 2024	February	1 Day	2	25,000
4	RTs	February	2 Days	2	25,000
5	CISF AC(EXE) LDCE-2024	March	1 Day	2	1,100
6	RTs	March	2 Days	2	25,000
7	NDA & NA Exam (I), 2024	April	1 Day	2	3,45,000
8	CDS Exam(I), 2024	April	1 Day	3	1,80,000
9	Civil Services (P) Exam, 2024	May	1 Day	2	10,30,000
10	I.E.S./I.S.S. Exam, 2024	June	3 Days	2	7,000
11	Combined Geo-Scientist (Main) Exam, 2024	June	2 Days	2	2,200
12	Engineering Services (Main) Exam, 2024	June	1 Day	2	3,600
13	RTs	July	2 Days	2	25,000
14	Combined Medical Services Exam, 2024	July	1 Day	2	51,000
15	Central Armed Police Force (ACs) Exam, 2024	August	1 Day	2	1,65,000
16	RTs	August	2 Days	2	25,000
17	NDA & NA Exam (II), 2024	September	1 Day	2	3,45,000
18	CDS Exam(II), 2024	September	1 Day	3	1,80,000
19	Civil Services (Main) Exam, 2024	September	5 Days	2	15,000
20	RTs	October	2 Days	2	25,000
21	Indian Forest Service (Main) Exam, 2024	November	7 Days	2	1,700
22	S.O./Steno (GD-B/GD-I) LDCE	December	2 Days	2	4,200
23	RTs	December	2 Days	2	25,000
TOTAL					26,14,800

Letter of Undertaking

(ON THE LETTER HEAD OF THE BIDDER)

To

The Secretary
Union Public Service Commission,
Dholpur House, Shahjahan Road,
New Delhi-110069

Sir,

This bears reference to Tender Ref. No. _____ dated ____/____/2025. We, hereby, accept all the terms and conditions for submitting bid as mentioned in this tender document.

We hereby certify that no terms and conditions have been restricted by us in the Technical Bid.

We warrant that the services do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall not prevent UPSC from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of tender document and contract.

The above document is executed on ____/____/2025 at (*place*) _____ and we accept that if anything out of the information provided by us is found wrong, our bid/ work order shall be liable for rejection.

Yours faithfully,

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Date:

Place:

To

The Secretary
Union Public Service Commission,
Dholpur House, Shahjahan Road,
New Delhi-110069

Sir,

In response to the Tender Ref. No. _____ dated _____ 2025, I/we hereby declare that presently our Company/Organization _____ is having unblemished record and is not declared ineligible or blacklisted for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central Govt. /State Govt. / Semi-Govt. / PSU/ University/ Educational Institutions/ Organization/ or Court of Law or by CVC as on day of bidding and there is no enquiry registered against us in any of the vigilance organization like ED, CBI, EOW, SIT, STF, CVC etc. as on the day of bidding.

If this declaration is found to be incorrect, then, without prejudice to any other action that may be taken, my/our EMD/PBG may be forfeited in full and the bid if any, to the extent accepted may be cancelled.

Yours faithfully,

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Date:

Place:

FINANCIAL INFORMATION

Details to be furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last three years and certified by the Chartered Accountant, as submitted by the Bidder to the Income-Tax Department (copies to be attached).

S. No.	Details	(1) 2021-22	(2) 2022-23	(3) 2023-24
i)	Gross annual turnover			
ii)	Turnover from Examination related projects (also provide details of the examination related projects)			
iii)	Profit/Loss			
iv)	Net Worth			

Please attach –

- Audited Balance Sheet
- Profit / Loss statement
- Details/documents pertaining to examination related projects

Note: Attach sheets, if necessary.

(Signature of Auditor)

Name:

Date of sign:

Stamp:

TENDER ACCEPTANCE LETTER

Date: _____

To

The Secretary
Union Public Service Commission,
Dholpur House, Shahjahan Road,
New Delhi-110069

Sir / Madam,

Subject: Acceptance of Terms & Conditions of Tender.

Tender Ref. No: _____

Name of Tender / Work: _____

I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely _____ as per your advertisement, given in the above mentioned website(s).

I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents such as annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

The corrigendum(s) issued from time to time by UPSC has also been taken into consideration, while submitting this acceptance letter.

I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your Commission/ organisation shall without giving any notice or reason thereof can summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

BID SECURITY DECLARATION IN LIEU OF EARNEST MONEY DEPOSIT
(On Bidder's Letter Head)

I/we, the authorized signatory of _____, participating in Tender Ref. No. _____, for the job of _____, do hereby declare that in the event:-

1. I/we withdraw/modify our bid during the period of bid validity; OR
2. I/we commit any other breach of tender conditions/contract which would have otherwise attracted forfeiture of EMD; OR
3. I/we fail to/refuse to initiate the execution of the awarded Contract as per the terms of the Contract;

Then, I/we could be suspended/debarred from being eligible for bidding/award of all future tender(s) of UPSC for a period of 02 (two) years.

Signature and seal of authorized signatory of bidder

Name of authorized signatory

PROFORMA FOR PERFORMANCE BANK GUARANTEE

To,
 The Secretary
 Union Public Service Commission,
 Dholpur House, Shahjahan Road
 New Delhi-110069

I. Against Price Agreement concluded by the advice acceptance of the Tender Ref. No. Dated / /20.... Covering supply of..... (Hereinafter called the said contract), entered between Union Public Service Commission (Hereinafter called “UPSC”) and (Hereinafter called the “Bidder organisation”), this is to certify that at the request of the Bidder organisation, We (Bank) are holding in trust in favour of the Secretary, UPSC the amount of Rs. only (write the sum in words.....) to indemnify and keep indemnified UPSC against any loss or damage that may be caused to or suffered by UPSC by reason of any breach by the Bidder organisation or any of the terms and conditions of the said contract and/or the performance thereof. We agree that the decision of UPSC whether any breach of any of the terms and conditions of the said contract and / or in the performance thereof has been committed by the Bidder organisation and the amount of loss or damage that has been caused or suffered by UPSC shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to UPSC.

II. We, (Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder organisation, i.e., till (for a period of 14 months from date of contract) hereinafter called the “said date” and that if any claim accrues or arises against us (Bank) by virtue of this guarantee before the said date, the same shall be enforceable against us (Bank) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us..... (Bank) by UPSC before the said date. Payment under this letter of guarantee shall be made promptly upon receipt of notice of that effect from UPSC.

III. It is fully understood that this guarantee is effective from the date of the said contract and that we..... (Bank) undertake not to revoke this guarantee during its currency without the consent in writing of UPSC.

IV. We undertake to pay to UPSC any money so demanded notwithstanding any dispute raised by the Bidder organization in any suit or proceedings pending before any court of tribunal thereto, our liability is absolute and unequivocal.

ANNEXURE-VII(contd.)

V. We(Bank) further agree that UPSC shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder organisation from time to time or to postpone for any time or from time to time any of the powers exercisable by UPSC against the said contract and to forbear or enforce any of the terms and conditions relating to the said contract and we (Bank) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder organisation or for any forbearance and / or omission on the part of UPSC or any indulgence by UPSC to the said Bidder organisation or by any other matter or thin what-so-ever, which under the law relating us from our liability in the constitution of the bank or Bidder organisation.

Date:

Signature

Place:

Printed Name

(Designation)

(Bank's Common Seal)

ANNEXURE-VIII

Contract Agreement for Aadhaar based Biometric Authentication (else Digital Fingerprint Capturing) & Facial Recognition of Candidates, QR Code Scanning of e-Admit Cards during Examinations conducted by UPSC

This agreement is made on the between
(hereinafter referred to as 'UPSC') and M/s (here in after referred to as the 'The Service Provider ') for providing during multiple examination being conducted by UPSC.

The terms and conditions of Tender Notice, corrigendum etc. shall also be the part of this contract.

Scope of Work, Responsibilities and Terms & Conditions would be as per Tender Ref. No. dated

Signed today on the Day of at

For The Service Provider

Designation:

Contractor Address:

Witness:

For UPSC

Designation:

Address: Union Public Service Commission,
Dholpur House, Shahjahan Road,
New Delhi-110069

Witness:

Compliance Report w.r.t. Scope of Work

We _____ (Name of Bidder Organization)
_____ hereby furnish the technical
compliance report as per NIT as under:-

Sr. No.	Particulars	Compliance Report (Yes or No)	Page No.
1.	We confirm the acceptance & understanding of deliverables by the bidder with respect to Scope of Work and other terms and conditions of UPSC.		
2.	We confirm that we/our empaneled agency has its own/rental site of Tier-3 Data centre and Disaster recovery at 2 different locations within India for storage of sensitive data of examination.		
3.	We confirm that we/our empaneled agency have ISO 9001:2015 and ISO 27001:2013 (Information Security Management System Standard)/STQC certificates.		
4.	We confirm that we shall provide sufficient QR code scanner integrated hand-held device along with sufficient manpower at each and every examination venue to ensure that QR Code Scanning of e-Admit Cards, Aadhaar based Fingerprint Authentication (else Digital Fingerprint Capturing) and Facial Recognition of candidates activities are completed before the commencement of each shift of the exam within the stipulated time as instructed by UPSC from time to time.		

*The bidder must provide all the requisite details along with reference page number in separate sheet.

The following are the deviations in activities/scope w.r.t. tender document conditions: -

Dated:	Signature:
Name of Firm:	
Company Seal:	

We _____ (Name & Address of the Bidder organization) have in response to your Tender Ref. No. & Date. _____ submitted a technical & financial bid for the said tender. As required, we hereby certify as under: -

1. That all the terms and conditions of the tender are acceptable to us;
2. That we have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years;
3. That we fully understand the Scope of Work specified in the tender and our bid is strictly in accordance with the Scope of Work;
4. That we shall maintain data security and confidentiality and shall not divulge any details, whatsoever, pertaining to the project to anybody without the prior permission of UPSC;
5. That we are not debarred/blacklisted by any Organization/Board/Council/ University/ Commission and any other Government/PSU/ Government undertaking organization as on the date of submission of bid.

(Authorized Signatory)
Name & Address of the Bidder organization
Phone No. of Authorized Signatory

UNDERTAKING FOR CAPABILITY

We _____ (Name of the bidder) hereby affirm that we have the capability to conduct the project for implementation of Aadhaar based fingerprint authentication (else digital fingerprint capturing) & Facial Recognition of candidates, QR Code scanning of e-Admit cards during UPSC Exam/RT/Interview venues for at least 12,00,000 candidates in a single slot in the 80 centres as mentioned at Annexure-I(B) to the tender document.

(Authorized Signatory)

Name & Address of the Bidder organization

Phone No. _____

DECLARATION

I _____ s/o/d/o Shri
_____ hereby declare that none of the relatives of any employee
of our organization is employed in Union Public Service Commission (UPSC), New Delhi.
In case at any stage, it is found that the information given by me is false/incorrect,
UPSC shall have the absolute right to take any action as deemed fit without any prior
intimation to me,

Dated: _____

Authorized Signature,

Date :

Designation :

Organization :

Mobile Number:

(with Stamp)

FINANCIAL BID / PRICE SCHEDULE**(To be uploaded in the prescribed format in the Financial bid only)**

S. No.	Particulars	Rate per Candidate per Shift (exclusive of taxes) (in Rs.)	Effective rate of taxes in % as applicable on date of tender
A	Clause 6.1 of the Scope of Work:		
	i.) Aadhaar based Fingerprint Authentication & QR Code scanning of e-Admit Cards		
	ii.) Digital Fingerprint Capturing & QR Code scanning of e-Admit Cards		
	iii.) Facial Recognition of Candidates		
Total [A{(i) + (ii) + (iii)}] (exclusive of taxes)			

Note:

- The above price bid shall not be disclosed along with the technical bid documents by the bidder and it shall be the part of the price bid only.**
- Rates should be quoted exclusive of taxes along with effective rate of tax for each item as in the proforma.
- Rates quoted by the bidder shall be inclusive of all incidental cost including transportation, handling, and installation etc.
- Taxes will be taken into account for financial evaluation.
- Payment will be made by taking into account the effective rate of tax as applicable at the time of payment.
- Rates shall remain valid for the entire duration of the contract or extension period, if agreed, as per provision at Clause 5 of the tender document.
- UPSC, at its discretion, may choose to avail any, all, or a combination of the above services, partially or fully during its exams.
- The total number of candidates mentioned in the tender document is an estimate and may increase or decrease for each exam.
- The first year will start from the date of award of the contract.

CHECKLIST

S. No.	Particulars	Whether enclosed/not	Page No.
1.	Whether Earnest Money Deposit (EMD) amounting to Rs. 54,00,000/- (Rupees Fifty Four Lakh only) or Bid Security Declaration form as per Annexure-VI enclosed.	Yes/No	
2.	Whether copies of PAN card enclosed.	Yes/No	
3.	Whether copies of Goods and Services Tax Registration certificate enclosed.	Yes/No	
4.	Whether copies of I.T. returns for the preceding 3 years i.e. 2021-22, 2022-23 & 2023-24 enclosed.	Yes/No	
5.	Whether copies of Audited Balance Sheets, Profit & Loss Account of the bidder for the preceding three years i.e. 2021-22, 2022-23 & 2023-24 enclosed.	Yes/No	
6.	Whether copy of Financial Information as per proforma at Annexure-IV duly signed by a Chartered Accountant enclosed.	Yes/No	
7.	Whether copy of Certificate of Incorporation of the bidder enclosed.	Yes/No	
8.	Whether copies of Work Order and Completion Certificate during the last five years enclosed.	Yes/No	
9.	Whether ISO 9001:2015 and ISO 27001:2013 (Information Security Management System Standard)/STQC certificate enclosed	Yes/No	
10.	Whether copy of Tender Acceptance Letter as at Annexure-V enclosed	Yes/No	
11.	Whether copy of Technical Compliance Report (as at Annexure-IX) w.r.t. Scope of Work enclosed.	Yes/No	
12.	Whether copy of Certificate (as at Annexure-XI) duly signed by the authorized signatory enclosed	Yes/No	
13.	Whether copy of Undertakings (as at Annexure-II & Annexure-X) duly signed by the authorized signatory enclosed.	Yes/No	
14.	Whether copy of Declarations (as at Annexure-III & Annexure-XII) duly signed by the authorized signatory enclosed.	Yes/No	
15.	Whether documentary proof that the bidder or its empaneled agency has its own/rental of Tier-3 Data Centre and DR recovery at 2 different locations within India for storage of sensitive data of examinations enclosed.	Yes/No	

Authorized Signatory

Name & Address of the bidder with Tel.No./Mobile No./ Fax No.

INDICATIVE PROFORMA FOR WORK ORDER

To
The(Name of Vendor)

Date:

Subject:

Sir/Madam,
M/s is requested to provide following services for Exam/RT
as per Scope of Work and terms & conditions mentioned in the NIT:

I. QR Code Scanning of e-Admit Cards

II. Aadhaar based fingerprint authentication else Digital Fingerprint Capturing

III. Facial Recognition of candidates through integrated hand-held device

☐
☐
☐

2. Details regarding the ibid Exam/RT is given below:

Details of Centre and Venue with no. of registered candidates: As per list attached.

Total No. of registered candidates:

No. of Days and Shifts in Examination:

Date:

Shift	Commencement time of Shift	Conclusion time of Shift	Commencement time of activities	End time for activities
Shift 1			Two hours before the commencement of Session	10 minutes before the commencement of the Session
Shift 2			Two hours before the commencement of Session*	10 minutes before the commencement of the Session
Shift 3			Two hours before the commencement of Session*	10 minutes before the commencement of the session

Date:

Shift	Commencement time of Shift	Conclusion time of Shift	Commencement time of activities	End time for activities
Shift 1			Two hours before the commencement of Session	10 minutes before the commencement of the Session
Shift 2			Two hours before the commencement of Session*	10 minutes before the commencement of the Session

Shift 3			Two hours before the commencement of Session*	10 minutes before the commencement of the session
---------	--	--	-----------------------------------------------	---------------------------------------------------

* immediately after the conclusion of preceding session if duration between session is less than two hours.

2. It is requested to execute the order as per Scope of Work and terms & conditions of the contract.

Yours faithfully,

(Name)
Designation

Copy to: Venue Supervisor and Coordinating Supervisor

The UPSC has engaged M/s_____ for the items of work and schedule mentioned above and has been instructed to approach the Venue Supervisor 2-3 weeks prior to commencement of examination for making onsite preparation in consultation with Venue Supervisor. After conclusion of examination, a joint certificate in enclosed proforma/Service Certificate for satisfactory execution of the work or any remarks thereon is to be submitted to UPSC. Venue Supervisors are therefore requested for necessary action.

(Name)
Designation

The Venue Supervisor/ Coordinating Supervisor

Service Certificate (As per clause 6.1.15)**QR Code Scanning of e-Admit Cards, Aadhaar based fingerprint authentication else Digital Fingerprint Capturing, Facial Recognition of candidates through hand-held device**

Name of Examination:

Date of Examination:

Name of Centre (City) & Centre Code:

Name of Examination Venue with Address & Sub- Centre No.:

(A) This is to certify that **QR Code Scanning of e-Admit Cards** was successfully done and below is the attendance of the candidates at the aforesaid examination venue:

Session	Total no. of Registered Candidates	Total no. of Present Candidates	No. of candidates whose QR Code Scanning of e-Admit Cards was successfully done within stipulated time	No. of candidates whose QR Code Scanning of e-Admit Cards was not done within stipulated time	Out of column 5, no. of candidates whose QR Code Scanning of e-Admit Cards was done after the session was over	No. of candidates whose QR Code Scanning of e-Admit Cards could not done even after the session was over
1	2	3	4	5	6	7
Session I						
Session II						
Session III						

Remarks by Venue Supervisor, if any:

(B) This is to certify that **Aadhaar based fingerprint authentication** was successfully done and below is the attendance of the candidates at the aforesaid examination venue:

Session	Total no. of Registered Candidates opted for Aadhaar based fingerprint authentication	Out of column 2, total no. of Present Candidates	No. of candidates whose Aadhaar based fingerprint authentication was successfully done within stipulated time	No. of candidates whose Aadhaar based fingerprint authentication was not done within stipulated time	Out of column 5, no. of candidates whose Aadhaar based fingerprint authentication was done after the session was over	No. of candidates whose Aadhaar based fingerprint authentication could not done even after the session was over
1	2	3	4	5	6	7
Session I						
Session II						
Session III						

Remarks by Venue Supervisor, if any:

(C) This is to certify that **Biometric fingerprint capturing** was successfully done for the candidates who had not opted for Aadhaar based fingerprint authentication or for whom Aadhaar based fingerprint authentication could not be done due to non-reading by scanners at the aforesaid examination venue and below is the attendance of the candidates at the aforesaid examination venue:

Session	Total no. of Registered Candidates not opted for Aadhaar based fingerprint authentication	Out of column 2, total no. of Present Candidates	No. of candidates whose Biometric fingerprint capturing was successfully done within stipulated time	No. of candidates whose Biometric fingerprint capturing was not done within stipulated time	Out of column 5, no. of candidates whose Biometric fingerprint capturing was done after the session was over	No. of candidates whose Biometric fingerprint capturing could not be done even after the session was over
1	2	3	4	5	6	7
Session I						
Session II						
Session III						

Remarks by Venue Supervisor, if any:

(D) This is to certify that **Aadhaar based fingerprint authentication or Biometric fingerprint capturing** could not be done for the candidates at the aforesaid examination venue:

Session	Total no. of Registered Candidates	Total no. of Present Candidates	No. of candidates for whom either Aadhaar based fingerprint authentication or Biometric fingerprint capturing was successfully done within stipulated time	No. of candidates for whom either Aadhaar based fingerprint authentication or Biometric fingerprint capturing was not done within stipulated time	No. of candidates for whom either Aadhaar based fingerprint authentication or Biometric fingerprint capturing was done after the session was over	No. of candidates whose either Aadhaar based fingerprint authentication or Biometric fingerprint capturing could not be done even after the session was over
1	2	3	4	5	6	7
Session I						
Session II						
Session III						

(E) This is to certify that **Facial Recognition of candidates through hand-held device** was successfully done and below is the attendance of the candidates at the aforesaid examination venue:

Session	Total no. of Registered Candidates	Total no. of Present Candidates	No. of candidates whose Facial Recognition of candidates through hand-held device was done successfully within stipulated time	No. of candidates whose Facial Recognition of candidates through hand-held device was not done within stipulated time	Out of column 5, no. of candidates whose Facial Recognition of candidates through hand-held device was done after the session was over	No. of candidates whose Facial Recognition of candidates through hand-held device could not be done even after the session was over
1	2	3	4	5	6	7
Session I						
Session II						
Session III						

Remarks by Venue Supervisor, if any:

Name of Venue Supervisor & Designation: Venue Supervisor's Mob. No.: Venue Supervisor's Signature and Seal:	Name & Designation of Authorized Representative of Vendor: Representative's Mob. No. : Authorized Representative's Signature & Seal:
-----------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------

INDEMNITY BOND

(To be executed on a non-judicial stamp paper of Rs. 200/-)

THIS INDEMNITY executed this _____ day of _____ in favour of Union Public Service Commission (UPSC), a constitutional body having its Office at Shahjahan Road, Dholpur House, New Delhi – 110069, hereinafter referred to as 'UPSC/Indemnified' which expression unless excluded by or repugnant to the context shall mean and include its successors, assigns of the ONE PART; By M/S _____, (hereinafter referred to as the 'service provider') having its Registered Office at _____ hereinafter referred to as the 'Indemnifier' which expression unless excluded by or repugnant to the context shall mean and include his/their/its heirs, representative, administrators, assigns of the OTHER PART.

WHEREAS, the Commission desires to incorporate Aadhaar based fingerprint authentication (else digital fingerprint capturing) & facial recognition of candidates, scanning of QR Code of e-Admit Cards. In this regard, the UPSC intends to enter into a rate contract for availing the above services wherein the UPSC at its discretion, may choose to avail any, all, or a combination of the above services, partially or fully during its exams.

WHEREAS _____ (the service provider) is the successful bidder selected through the CPP portal to provide services during the examination process conducted by UPSC.

AND WHEREAS the successful bidder/Indemnifier will provide services to the UPSC/Indemnified to incorporate Aadhaar based fingerprint authentication (else digital fingerprint capturing) & facial recognition of candidates, scanning of QR Code of e-Admit subject to the Indemnity provided herein by the Indemnifier in favour of UPSC, the Indemnified herein on terms hereunder stated:-

1. The Service Provider shall fully comply with the applicable provisions of law including the Aadhaar Act 2016, Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020, Information Technology Act, 2000, Digital Personal Data Protection Act, 2023 or any other rule made under the Act from time to time and that they shall completely indemnify UPSC in case of any breach of data in the execution of this contract at any point of time.

IN WITNESS WHEREOF the Indemnifier herein has set his/their/its hands and seal on the date, month and year above first written.

Delivered to the UPSC/Indemnified at New Delhi.

IN PRESENCE OF WITNESSES:

(INDEMNIFIER)

1.

2.

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 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 from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 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.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 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. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 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 / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 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, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" 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.

Note: *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- 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 coloured (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.
- 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.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

AGREEMENT

THIS AGREEMENT is made on this (DATE_____) BY AND BETWEEN RailTel Corporation of India Limited (RailTel). A Company incorporated under the Companies Act'1956 and having its Registered Office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 (hereinafter referred to a "RAILTEL", which expression shall, where the context admits, include its successors and assigns) OF THE ONE PART AND THE Business Partner, having its office

M/s. _____
 _____(hereinafter referred to as "THE Business Partner", which expression shall, where the context admits, include their legal heirs, executors, administrators successors and assigns in business) THE OTHER PARTWHEREAS:

1. The Business Partner carries on the business of providing temporary engagement services, in various establishment and premises at Delhi.
2. The Business Partner has expressed its desire to provide these temporary engagements services to RAILTEL for its offices in Northern Region and RAILTEL has agreed to avail of such placement services.
3. The Business Partner has represented that it has the necessary infrastructure, resources and expertise to undertake such placement to the satisfaction of RAILTEL.
4. Accordingly, based on the EOI process resorted to by the RAILTEL discussions have been held between the parties and certain terms and conditions were agreed upon by them in respect of the provision of such placement by the Business Partner to RAILTEL with effect from <DATE> which the parties now hereby desire to reduce to writing by executing this agreement.

NOW THEREFORE THIS AGREEMENT WITNESSTH AS FOLLOWS:-

1 SCOPE OF AGREEMENT

The validity of agreement will XX Years effective from ____ (Date) ____ to ____ (Date) ____ as per agreed terms & conditions.

- 1.1 The BUSINESS PARTNER shall, during the term of this agreement provide RAILTEL with placement services as referred to as the "Services" at and in respect of its offices in New Delhi (hereinafter referred to as the "Premises") for the consideration and upon the other terms and condition herein provided.
- 1.2 The Monthly consideration payable by RAILTEL to the BUSINESS PARTNER for the Services agreed to be provided by the BUSINESS PARTNER will be made subject to the satisfaction of RAILTEL, after complying with all statutory requirements and deduction of any tax or other amounts as required by law or as provided herein.
- 1.3 The consideration aforesaid will be paid by RAILTEL to the BUSINESS

PARTNER, against monthly invoices raised at the end of each month, including % service charge by the BUSINESS PARTNER in duplicate, Such payments shall be made within fifteen days of receipt of the said invoices. The Consideration aforementioned is all inclusive and no other amounts will be payable to the BUSINESS PARTNER by RAILTEL on any account whatsoever, unless otherwise specifically agreed to by it in writing.

- 1.4 The BUSINESS PARTNER agrees that if and when so requested by RAILTEL, it will provide the placement Services at the premises, or any other offices of RAILTEL, as may be required by RAILTEL and at rates not exceeding the prevailing rates agreed between the parties and referred to in the Annexure-I hereto.

2 OBLIGATIONS OF THE BUSINESS PARTNER

- 2.1 The BUSINESS PARTNER will for the purpose, continuously monitor the services being rendered by it to ensure that these are up to the standards required by RAILTEL.
- 2.2 The BUSINESS PARTNER would comply with the statutory requirement EPF/ ESI of the temporary personnel engaged by the client to the satisfaction of RAILTEL. They shall communicate any information required on this to RailTel or statutory Business Partner as required.
- 2.3 The BUSINESS PARTNER to comply with all the provisions of labour laws such as ESI ACT, EPF and other statutory requirements. In event of non-compliance of the same the BUSINESS PARTNER to undertake to indemnify RAILTEL on any cost it may incur on account of such non-compliance.
- 2.4 The BUSINESS PARTNER shall ensure complete compliance in respect of the personnel employed by him and posted in RailTel of all the provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Workmen's Compensation Act, 1923, Contract Labour (Regulation and Abolition) Act, 1970, Employee's Provident Funds & Miscellaneous Provision Act, 1952 and any other Act, Rules or Regulations for labour as may be enacted by the government or any modification thereof or any other law relating thereto and rules made thereunder from time to time.
- 2.5 The attendance rolls for the personnel deployed by the BUSINESS PARTNER at the premises of RAILTEL shall be provisioned by the BUSINESS PARTNER and it shall be monitored by the BUSINESS PARTNER. These Attendance rolls shall be signed by the proprietor of the BUSINESS PARTNER or his authorized representative.
- 2.6 Upon a written / oral request being made by RAILTEL in that regard the BUSINESS PARTNER will, within 24 hours of receipt of such request, discontinue the Services found to be unsatisfactory or otherwise objected to by RAILTEL for

any reason and shall promptly take action with a view to continue rendering satisfactory services. On receipt of this request, RAILTEL will not be obliged to pay the amount in respect of discontinued Services.

- 2.7 Notwithstanding anything herein contained, the BUSINESS PARTNER will be liable to adequately compensate RAILTEL for any loss or damage occasioned by any act, omission or lapse on the part of the BUSINESS PARTNER or of any persons deployed by it pursuant to this Agreement.
- 2.8 The BUSINESS PARTNER is aware that Services similar to those covered by this Agreement are being or may hereafter be rendered in the premises by other entities also and will not, at any time, object to or interfere in any manner with the rendering of such Services by any such other entities.
- 2.9 The BUSINESS PARTNER shall, at all times, take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or amongst its employees and for the preservation of peace and protection of person(s) and property in the works: neighbourhood of the works, against the same.
- 2.10 Maintenance of all types of records in respect of the personnels deployed by the BUSINESS PARTNER shall be the responsibility of the BUSINESS PARTNER.
- 2.11 The Business Partner will fulfill all the statutory compliance e.g. GST etc. in case of default of non compliance of statutory compliances, RailTel reserves the right to terminate the contract and recover the amount along with interest and penalties without any notice.

3 OBLIGATIONS OF RAILTEL

RAILTEL will subject to compliance to this Agreement and all statutory requirements and the provision of Services to its satisfaction by the BUSINESS PARTNER and subject to deduction of tax at source under the Income Tax Act, 1961 or any other provisions of law for the time being in force, ensure full and timely payments for the Services as provided with this Agreement.

The Following are the terms and conditions of the engagement:-

- a) The engagement if temporary is purely temporary and on Contract basis.
- b) The offer is based on the Contract between RAILTEL and THE BUSINESS PARTNER for providing services which is only for a specific period, which may however be extended depending on the extension of the Contract and also on the basis of the performance. The services may be terminated with a notice of one month.
- c) The service of the temporary engaged are liable to be transferred anywhere within Northern Region, from one job to another, one department to another, and one branch to another without any extra remuneration depending on the exigencies of the work.

- d) The temporary engaged shall at all time maintain absolute integrity and devotion to duty and conduct himself in a manner conducive to the best interests, credits and prestige of RAILTEL.
- e) By virtue of the services with the RAILTEL, you and the temporary engaged will come in possession of certain information and secrets related to RAILTEL you or temporary engaged personnel will not divulge any such secret, formula or business strategies to any other person or any organization or individual.
- f) The temporary engaged persons so deployed by the BUSINESS PARTNER in RAILTEL shall not have claim to any regular employment in RAILTEL.
- g) RAILTEL may at its discretion award/reward/incentives to efficient temporary engaged person(s) directly at any time.

The BUSINESS PARTNER shall ensure that complete confidentiality is maintained by it and all its temporaries, with regard to all information relating to RAILTEL, its premises, clients, business assets, affairs and employees and that neither the BUSINESS PARTNER nor its persons will any time divulge or make known to any third parties, any trust, accounts, matters or transaction whatsoever pertaining to RAILTEL and its associate entities and which may in any way come to their knowledge or attention.

4 FORCE MAJEURE

The obligations of RAILTEL and the BUSINESS PARTNER shall remain suspended if and to the extent that they are unable to carry out such obligations owing to force majeure or reasons beyond their control. In the event of such inability continuing for more than a week, the other party shall have a right to terminate this agreement without further obligation.

5 INDEMNITY

The BUSINESS PARTNER hereby agrees to keep indemnified and shall keep indemnified and hold harmless, RAILTEL and its Directors, Officers and employees from and against all and any claims, demands, losses, damages, penalties, expenses and proceedings connected with the implementation of this Agreement or arising from any breach or non-compliance whatsoever by the BUSINESS PARTNER or any of the persons deployed by it pursuant hereto of or in relation to any such matter as aforesaid or otherwise arising from any act or omission on their part, whether wilful or not, and whether within or without the premises. The Business Partner will indemnify RailTel for any act of commission including fraud, embezzlement etc.

6 OTHER TERMS AND TERMINATIONS

- 6.1 Agreement shall be deemed to have commenced as on and from (Date) and shall be in force for an initial period of XX years from the said date. Any change in the consideration agreed under clause 1.3 above, beyond this period would be by way of mutual consent and in writing only. Thereafter, the parties may extend the Agreement on terms to be mutually agreed upon.

- 6.2 Notwithstanding anything contained herein either party may, without cause, terminate this agreement by giving to the other 30 days written.
- 6.3 Expiry or earlier termination of this Agreement will not prejudice any rights of the parties that may have accrued prior thereto.

7 NO BUSINESS PARTNER

It is clearly understood and accepted by both parties that this agreement between the parties evidenced by it is on a Principle to Principle basis and nothing herein contained shall be construed or understood as constituting either parties hereto, the agent or representative of the other, under any circumstances.

8 ENTIRE AGREEMENT

This agreement embodies the entire Agreement and understanding between the parties as to the subject matter hereof and supersedes all prior negotiations, arrangements, agreements and understanding between the parties. Any changes in the terms of the document can only be made in writing and by mutual agreement.

All other terms & conditions are as per EOI document.

9 ARBITRATION

In the event of any dispute arising amongst the Parties, the Parties agree to use their best efforts to attempt to resolve all disputes in prompt, equitable and good faith. In the event the Parties are unable to do so, then such dispute shall be finally resolved by arbitration. Each party shall appoint the third arbitrator. The arbitration shall be conducted in the English language and the venue of the arbitration shall be in Delhi.

10 JURISDICTION

The parties hereby irrevocably consent to the sole jurisdiction of the Courts of Delhi in connection with any actions or proceedings arising out or in relation to this Agreement.

NOTE: In case of any ambiguity between EOI document and agreement, the conditions mentioned in EOI document shall prevail.

IN WITNESS WHERE the parties have caused this Agreement to be executed in duplicate on their respective behalf at New Delhi on the day and year herein first above written.

SIGNED AND DELIVERED By

For The AGENCY

The AGENCY aforesaid

Authorised Signatory

SIGNED AND DELIVERED By

For RailTel

RailTel aforesaid

Authorised Signatory

In the presence of witnesses:

For the AGENCY

1.

2.

For RailTel

1.

2.

Bidder Profile

To,

General Manager (VAB),
 Plate-A, 6th Floor, Office Tower-2,
 NBCC Building, East Kidwai Nagar, New Delhi-110023

i)	Name and Address of the Bidder		
ii)	Name of Authorised Signatory of the Bidder Phone No. Mobile No. Email Id.		
iii)	Certificate of Incorporation		
iv)	Total Annual Financial Turnover	FY 2022-23	
		FY 2023-24	
		FY 2024-25	
v)	PAN No.		
	GST Registration No. (Delhi)		
vi)	Quality Certification No / License if any		
	Details of Issuing Authority		
	Validity of Certificate		
vii)	Bank Detail for RTGS/NEFT		
viii)	Details of Earnest Money Deposit (EMD) (No., Date, Bank, Amount etc.)		
viii)	Details of Tender Fee Deposit (No., Date, Bank, Amount etc.)		

Signature of Authorised Signatory

Name:

Designation:

Format for Power of Attorney

POWER OF ATTORNEY

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney.]

We, M/s. _____ (name of the firm or company with address of the registered office) hereby constitute, appoint and authorise Mr. or Ms. _____ (Name and residential address) who is presently employed with us and holding the position of _____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project _____ (name of the Project), including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works until culmination of the process of bidding till the Project Agreement is entered into with _____ (Client) and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

(Add in the case of a Consortium)

Our firm is a Member or Lead bidder of the Consortium of _____, _____ and _____.

Dated this the _____ day of _____ 2025

(Signature and Name of authorized signatory)

(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

Seal of firm Company

Witness 1:

Witness 2:

Notes:

- a. To be executed by all the members individually.

The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.