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RAILTEL

RAILTEL CORPORATION OF INDIA LTD.

(A Govt. of India Enterprise)

275e, EVR Periyar High Road

CAO/CN Office, Southern Railway

Egmore, Chennai - 600008

Expression of Interest for selection of Empaneled Systems Integrator & Implementation Partner (BA/SI) for Request for Proposal for Procurement of IP MPLS VPN links for various Offices of the Small Industries Development Bank of India for 5 years

No: RCIL/SR/MAS/2025-26/EOI/ 04, dated 14-08-2025

Disclaimer

RailTel Corporation of India Ltd. (herein after called the RailTel) has prepared this Expression of Interest (EOI) document solely to assist prospective Bidder/BA/SI s in making their decision of whether 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.



NOTICE

**RailTel Corporation of India
Ltd. 275e, EVR Periyar High
Road CAO/CN Office, Southern
Railway
Egmore, Chennai - 600008**

EOI No RCIL/SR/MAS/2025-26/EOI/ 04, dated 14-08-2025

RailTel Corporation of India Ltd., hereafter referred to as RailTel calls your attention for Selection of Systems Integrator & Implementation Partner (BA/SI), for Request for Proposal for Procurement of IP MPLS VPN links for various Offices of the Small Industries Development Bank of India for 5 years
”.

1	Sending of EoI to SI's/BA's	14-08-225
2	Submission of EOI documents	18-08-2025 by 15:00 Hrs
3	Opening of EOI documents	18-08-2025 by 15:30 Hrs
4	Number of copies to be submitted	01
5.	Bid submission Email-Id	Online through e-nivida portal (https://railtel.enivida.com)
6.	Earnest Money Deposit (EMD)	Rs. 3,22,345/- will be pay through online mode in https://railtel.eNivida.com

In case of any query, in connection with this EoI the same can be sent to following officials' mail IDs mentioned below:

Contact : Shri.Anish Rehman
Position : Assistant General Manager
Email : arehman@railtelindia.com
Mobile : 97046 59404

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CHECKLIST OF ESSENTIAL DOCUMENTATION/ACTIVITY

The tenderer is required to submit offer as per following check list by giving page no. of submitted documents:

SN	Item/Clause of Tender Document	Details / Remarks
1	Work Experience certificate showing the Technical Eligibility (Clause 22. Qualifying and mandatory conditions)	
2	Letter from RailTel selecting Bidder/BA/SI as an empaneled Business Partner/SI/Business Associate.	
3	Copy of PBG submitted for SI/BA/BP empaneled Agreement with RailTel. PBG should be valid on the date of submission of the quote. Quotes accompanied without copy of valid PBG will be rejected. This clause is not applicable for SI/BA/BP empaneled after 1 st January 2025	
4	Audited balance sheet for the financial year 2021-22, 2022 -23, 2023 -24, and showing total qualifying turnover of minimum 30 Cr.	
5	Undertaking from the Company Secretary or the Managing Director/Authorized representative of the partner.	
6	Valid documentary evidence of address or a self-Undertaking.	
7	Notarized Power of attorney to be submitted in favour of authorized person	
8	Integrity Pact – as per Annexure 3	
9	Non Blacklisting Certificate	
10	GST and PAN Certificate	

1. RailTel – Introduction

RailTel Corporation of India Limited is an ISO 9001:2008 certified Public-Sector Undertaking under the Ministry of Railways, Govt. of India, and is a national telecom service provider having NLD, IP2 and ISP licenses and IP1 registration. The Corporation was formed in year 2000 with the objectives to create nation-wide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to significantly contribute to realization of goals and objective of national telecom policy 1999.

2. Scope of Work

2.1 Preamble

RailTel has floated the expression of interest for Procurement of IP MPLS VPN links for various Offices of the Small Industries Development Bank of India for 5 years

Now RailTel is planning to select one Business Associate/System Integrator for the above mentioned work for Small Industries Development Bank of India based on the prequalifying criteria and bid price as per this EoI.

The scope of this EOI is entire scope of Small Industries Development Bank of India through the Gem portal as per the RFP of GEM/2025/B/6099341 dated on 24-04-2025, (“Schedule of requirement” provided at Annexure-II) and its corrigendum/s. All the clauses and terms and conditions of RFP of GEM/2025/B/6099341 dated on 24-04-2025 is binding on Bidder/BA/SI

2.2 Scope of work, Roles and Responsibility of the BA/SI Partner

Detailed Scope of Work

1.Requirement

1.The current RfP is for shortlisting of Bidder/BA/SI to provide MPLS VPN link at all the offices of the BANK, including DC and DR aggregation links. Bidder/BA/SI should adhere to all the scope of work as mentioned in

the RFP and its corrigendum/s floated by SIDBI (GEM/2025/B/6099341 dated on 24-04-2025)

2. The Bidder/BA/SI 's scope of work as per the conditions and technical specifications of RFP include supply, obtaining necessary road permits and other related permits, transportation, local delivery, cabling, installation and commissioning of MPLS connectivity at the identified locations including IP address design (as per IP Schema provided by the BANK), implementation, integration, commissioning, acceptance testing and also includes insurance even after Acceptance by the BANK, documentation, monitoring, preventive maintenance with regard to establishment of MPLS connectivity at identified locations.

2.Backhaul (Data Center and DR Site) Links

- 2.1 The service provider should provide dual backhaul links at BANK's Data Center and DR Site scalable to support 3 times the initial contracted bandwidth.
- 2.2. The backhaul links at DC and DR should be on wired fiber media with fiber hand-off for termination on BANK's provided CPE/Router. The cross connects from MUX in the building to the L3 device on which the link is to be terminated is to be provided by the Bidder/BA/SI .
- 2.3. The primary and backup backhaul links should be extended from two different PoPs of the service provider. The primary link should be of the service provider and the backup link (last mile) should be from different Telcom service provider connecting them to alternate PoP of the service provider. The Bidder/BA/SI has to provide two links at each location (DC & DR). Primary link should be of the Bidder/BA/SI connecting to one of its own PoP and secondary link from alternate Telcom Service provider connecting to alternate PoP of the Bidder/BA/SI . Both links shall be configured by the Bank in active / active mode.
- 2.4. The PoPs from which last mile is extended should be highly redundant, connected to core network on self-healing ring architecture. There should not be any single point of failure. Service provider should ensure link level redundancy and PoP level redundancy while providing the backhaul at DC and DR.
- 2.5. The primary and backup shall be configured in active-active mode by the BANK. The configuration on CPE will be carried out by the BANK. Both last miles at each of the locations should be active - active.
- 2.6. Necessary network hardware along with required cabling/cross-connect up to the location of the cage area of the BANK where the CPEs are installed should be provided by service provider without any additional cost.
- 2.7. The above mentioned scope is also applicable for near DC and/or DR Site, which the BANK proposes to implement during the period of contract.

3.Branch Office Links

- 3.1 The last mile at all the locations should be on WIRED or WIRELESS, except for offices given in section 3.2 below.
- 3.2. In case of following offices, the link should be WIRED

S.N.	Location	Type	S.N.	Location	Type	S.N.	Location	Type
1	Ahmedabad	RO	2	Hyderabad	RO	3	Mumbai	MO
4	Bengaluru	RO	5	Jaipur	RO	6	New Delhi	RO
7	Chandigarh	RO	8	Kolkata	RO	9	Patna	RO
10	Chennai	RO	11	Lucknow	HO	12	Pune	RO
13	Gurugram	RO	14	Coimbatore	RO	15	Rajkot	RO
16	Guwahati	RO	17	Bhubaneswar	CO			

3.3. In case of last mile on wired media (fiber/copper), the Bidder/BA/SI to ensure, as far as possible, no aerial pulling of cables from Bidder/BA/SI s PoP to the location of the BANK.

3.4. The last mile at all locations should be scalable to support higher bandwidth of at least 4 times the initial contracted value, during the period of contract.

3.5. The hand-off at all locations should be on Ethernet, which should be compatible to be terminated directly on BANK's provided CPE / Router. The cable is to be laid till the CPE/Router on which the link is going to be terminated.

3.6. Service provider should provide connectivity with minimum number of "hops" for all links.

3.7. In case of Wireless / Radio Frequency (RF):

3.7.1. The service provider may provide point to point or point to multi point connectivity on WiMax/ UBR/ mmWave 5G, provided it adheres to the terms and conditions mentioned in the RFP, like committed bandwidth, security parameters etc.

3.7.2. The service provider will try and achieve feasibility through an antenna/pole/ mast of a height of up to 6 meters on rooftop and 12 meters from ground, which will be at the Bidder/BA/SI 's cost. The acceptance of RF is subject to availability of permission from the branch and landlord. In case of any higher pole/mast, the Bidder/BA/SI has to provision the same, subject to availability of permission from Bank, at no additional cost to the Bank. 3.7.3. In case an antenna/mast of greater height is required, specific reference per site, detailing reasons, needs to be made to the BANK prior to setting up such antenna/mast. The BANK will review such requests and can only consider the same if the site permission for such extended mast is available; however, the Bidder/BA/SI has to also bear the cost of such higher antenna/masts and related additional equipment.

3.7.4. The service provider is refrained from installation of any other equipment other than the one required for connectivity of that specific branch and also that equipment should not be used for connectivity of any other building/customer.

3.7.5. The frequency should be restricted / licensed frequency band / secured to prevent intrusion / data loss / spoofing / sniffing and protection against interference from other wireless devices. The service provider has to ensure that no other Radio equipment causes interference and should not be able to trap the wireless signals used for BANK's network.

3.7.6. The service provider should ensure that the BTS/Repeater towers are very close to the BANK location and should have clear line of sight. There should not be any signal loss / degradation.

3.7.7. External antennas should have proper lightning conductors, wherever necessary or if so desired by the landlord of the BANK's premises, without any additional cost to the BANK.

3.8. The service provider should ensure the last mile delivered at BANK location should be preferably from selected Bidder/BA/SI own network or from other major Telecom Service provider with whom selected Bidder/BA/SI has made arrangement. However, the ownership, SLA maintenance, data security & confidentiality of the network links have to be ensured by the Bidder/BA/SI . The total responsibility of Liaising, commissioning, and maintaining the link including all the commercials involved should be taken care of by the shortlisted Bidder/BA/SI . Such service providers should also be onboarded by the selected Bidder/BA/SI as per BANK eligibility criteria only

4. Bandwidth

- 4.1. The subscribed bandwidth for the BANK must be dedicated (1:1) at each site and on dedicated ports.
- 4.2. The service provider shall provide committed bandwidth at each location and make it available continuously. Bidder/BA/SI should ensure that committed bandwidth subscribed by BANK is always available for use. BANK may test the load on the links from time to time, in case of bandwidth subscribed at the location is not available at any time, the duration of non-availability of committed bandwidth will be treated as downtime of the link and LD on downtime will be enforced accordingly.
- 4.3. The MTU (maximum transmission unit) size should be 1500 bytes for MPLS links.
- 4.4. The bandwidth provided by the Bidder/BA/SI should be available in full duplex mode with any-to - any configuration in MPLS Cloud network (e.g. - on a 4Mbps circuit, 4Mbps sending and 4Mbps receiving should be possible simultaneously). The same shall be tested by the BANK as part of acceptance.
- 4.5. The current bandwidth requirement for each location is given in Annexure -XXV.

5. Quality / Class of Service

- 5.1. The service provider should run industry standard QoS/CoS and Traffic Engineering services in the MPLS backbone and the service provider should configure QoS/CoS as per BANK's requirement in their network. The service provider should have predefined traffic transport QoS / CoS parameters, which provide throughput, latency, packet loss, jitter commitments and application prioritization.
- 5.2. The connectivity should be capable of providing end to end Quality of Service (QoS) for critical applications, video conferencing, Microsoft 365 applications, VoIP and other noncritical applications. The details of applications will be provided to shortlisted vendor.
- 5.3. The solution should provide end to end transparent data reachability, voice, video etc. (no filter of traffic from SP).

6. Security

- 6.1. The link of service provider should be fully isolated from Internet traffic even if running on the same core/backbone. It is desired that same PE Router does not run both customer MPLS VPN traffic and Internet traffic. The MPLS VPN network offered to the BANK should not carry any internet routes. The Bidder/BA/SI has to provide network topology showing how internet traffic is segregated from proposed MPLS cloud.
- 6.2. The service provider should ensure that major security features against attacks as mentioned below are implemented in their MPLS VPN network backbone:
 - 6.2.1. Protection against all kinds of attacks.
 - 6.2.2. Protection against all kinds of spoofing like VPN spoofing/IP spoofing etc.
- 6.3. A separate IPSEC VPN is to be created only for BANK network and in no way the VPN should be shared with other customers sharing the MPLS backbone. BANK MPLS Network must be accessible to BANK nodes only.

6.4. The MPLS VPN should support any-to-any connectivity and should be a closed user group for BANK and should not have any physical and logical interference with other customers of the Internet route/traffic.

6.5. All the equipment supplied by the Service Provider to provide connectivity should comply with the policies laid down by the Government of India, Department of Telecommunications and should not have any spyware or malware built into it and capable of tracking voice/video and data traffic from a location outside the country. 6.6. The Bidder/BA/SI should promptly and without delay report to Bank any type of material adverse events including data breaches, denial of service, service unavailability, etc. and also those incidents required to be reported to the Bank to enable Bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines, during the entire period of contract.

7. Network designing configuration and Integration

7.1. The service provider has to coordinate with the BANK's SD-WAN service provider and the BANK team for understanding the architecture, preparing implementation/ configuration plan for the new links, configuration / routing as per the BANK's requirements, testing, commissioning etc. No additional cost whatsoever would be paid by the BANK.

7.2. During implementation and till acceptance of all the links, the Bidder/BA/SI should depute project manager on-site at the BANK's location i.e, Chennai office / DC, Mumbai office for coordination between the BANK's network team, branches and service provider field engineers, till completion of acceptance of the links at all the locations. The BANK shall provide the necessary seating space at the respective location.

7.3. The Bidder/BA/SI should note that the proposed links would be configured active along with MPLS VPN links from alternate service provider and/or existing service provider. The Bidder/BA/SI to coordinate with Bank's NOC team during configuration.

8. Permissions from Appropriate Authorities

8.1. Service provider should ensure all required wireless certificates or licenses from competent and government authority should be available before deploying such solutions in project. Any issues related to wireless licenses to be taken care of by the Bidder/BA/SI. External antennas should have proper lightening conductors. All clearances including WPC clearance, wherever required, in respect to the pole/antenna from any Government/Local/Statutory bodies etc. like Municipal Corporations, Airport authorities etc are the responsibility of the Bidder/BA/SI. The Bidder/BA/SI shall arrange required Right of way permission from Local Corporation / Municipalities / authorized agency for road cutting, digging and laying of fiber / copper. BANK would not pay any cost towards the same.

8.2. The service provider will be solely responsible for all liaisoning, regulatory and follow up jobs with the external agencies e.g. DoT, WPC etc., for submitting applications/ papers seeking all necessary approvals to meet project requirements/submission of payments etc., during project planning, execution, and tenure of contract.

8.3. All clearances, wherever required, in respect of the mast/pole/antenna from any government/ local/statutory bodies etc. like municipal corporations, airport authorities are the responsibility of the service provider.

9. Site Preparation and Installation during the entire contract period

9.1. The Bidder/BA/SI to perform site inspection to verify the appropriateness of the sites before installation / commissioning of the network. Site preparation includes checking the availability of rack space, UPS power, earthing etc and submitting detailed report. The format of the report shall be finalized by the BANK in consultation with the shortlisted service provider.

- 9.2. The service provider has to undertake feasibility of the site and accordingly provide the details of last mile proposed, in the Annexure -XX of RfP.
- 9.3. During the period of contract, in case of annexing of new locations or shifting of links, the service provider has to undertake feasibility of the site and submit the feasibility report as per the format given in Appendix -ii of RfP.
- 9.4. The BANK will arrange for necessary power and earthing at the branch for the equipment supplied by the Bidder/BA/SI for extending connectivity. The link should be terminated on the CPE (the cable to be laid upto the L3 device on which the link is going to be terminated) provided by the BANK and all cabling charges for the link should be borne by the service provider.
- 9.5. All cabling should be neat and structured with PVC conduit / casing / flexi-pipe with proper clamping. It is the responsibility of the service provider to lay the cable till the location of the CPE in the premises and maintain. Service provider should do all internal cabling till CPE for successful commissioning of the required MPLS link. However, when the cables are to be laid above false ceiling, the BANK will provide the assistance of local electrician to the Bidder/BA/SI engineer during cabling. No additional cost whatsoever would be paid by the BANK.
- 9.6. The service provider shall provide, without any additional cost to the BANK, adequate protection for the masts/pole/antenna like Platform/Monkey protection cage/Snow Shield/ other obstructions wherever necessary, to prevent disturbances to the alignment causing communications failure. Any other equipments which are not mentioned in this RFP but are required for making the branch/ office live on the network via. wired/wireless link shall be provided by the selected Bidder/BA/SI at no extra cost to the BANK.
- 9.7. Ownership, maintenance and upkeep of the equipment are the service provider's responsibilities and BANK will not be responsible for any damage to the service provider equipment due to natural calamities etc. The service provider also has to arrange the necessary insurance for the equipment's installed at branch premises with no cost to the BANK.
- 9.8. During installation, if any damage is done to the BANK / 3rd party property during execution of work or subsequently, the service provider has to replace/make good the damaged property at its own cost and pay compensation, if any.
- 9.9. Any cost arising due to damage done to BANK's / 3rd party property due to improper installation or fallen pole/tower will be borne by service provider only. In case any damage of BANK's / 3rd party property during execution of work is attributable to the service provider, the service provider has to replace the damaged property at his own cost.
- 9.10. The service provider should take all care not to hamper the working of the locations/offices. The service provider shall take prior permission of the officials of the location/office before starting any work. The selected service provider shall ensure that all employees scheduled to work on BANK'S premises are supplied with identity cards or carry authorization letter duly signed by SIDBI officials. The service provider shall abide by the security procedures laid down by the Bank.
- 9.11. The BANK would not pay any additional cost whatsoever for aborted visits by the engineer.
- 9.12. "Site Survey / inspection report", "Installation Certificate" and "Acceptance report" for successful commissioning must be provided to the BANK and maintained by the selected service provider for future references. The formats would be finalized in consultation with the BANK.
- 9.13. Service provider must ensure that it will use products that are intrinsically safe and are approved for use in these locations. It must adhere to Government of India safety regulation and should use earthing for all its masts.
- 9.14. Service provider shall ensure that all supplies (hardware, software etc.) must not be End of Support / End of Service and spares/upgrades should be available for at least 5 years from date of commissioning. If any commissioned/supplied hardware or software is declared End of Sale/End of Support by the OEM, then service provider shall replace such equipment's with its new or higher version without any extra cost to the BANK.

9.15. The Bidder/BA/SI has to replace/repair faulty/damaged equipment at the Bidder/BA/SI's own cost, irrespective of the reason of fault/damage within the SLA time limit, during the contract period. However, the "force majeure" clauses will apply. In any case, the service provider will have to arrange for replacement of the faulty/defective equipment at the earliest. The service provider is expected to do a site survey for feasibility. They should clearly inform about the equipment that will be deployed with its physical, electrical and any other related information.

9.16. Any other equipment which is not mentioned in this RfP but are required for making the link operational on the network shall be provided and maintained (all throughout the service period) by the selected service provider at no extra cost to the BANK and shall remain their property.

9.17. It has been observed that service provider is submitting quotation on basis of Desktop feasibility and are unable to commission the link once order is placed due to multiple reasons. To avoid this, BANK encourages service provider to provide the quotation on basis of L2 link feasibility done via site survey. Further, L2 link feasibility has to be carried out by the Bidder/BA/SI during shifting of links or annexing of new links during the period of contract.

9.18. BANK Facility management team/BANK appointed system integrator's team (managing the CE router at branches/offices or at DC and DR location) shall be configuring the delivered links in active-active configuration along with other links, on CE router. Service provider should work in close coordination with BANK Facility management team/ BANK appointed system integrator's team for achieving active-active link configuration and auto failover configuration.

10. Bidder/BA/SI NOC, Monitoring and Support

10.1. The service provider should have full-fledged Enterprise level Network Operating Centre (NOC) facility where calls should be handled and NOC should be easily approachable by BANK's branches or officials / Network team to support in case of any issue observed. Bidder/BA/SI s have to allot dedicated toll free number at their NOC for BANK which should be accessible through mobile or landline. BANK locations / network team will call the designated toll free number for fault booking or status updating. Service provider should ensure after booking the fault through toll free number, an alert with fault booking number should be gone to the caller. Further update of such fault should also be updated through email/SMS to the designated BANK team.

10.2. It is the responsibility of service provider to advise the caller about their circuit status. At any point of time BANK can review the required process at Bidder/BA/SI s NOC and Bidder/BA/SI shall arrange visit of the NOC facility. Bidder/BA/SI s also have to provide required statistics of all calls which are landing at Bidder/BA/SI s NOC to BANK for taking further business decisions.

10.3. The service provider NOC should carry out proactive monitoring of the status of the links on 24X7 basis.

10.4. The Field engineers deployed during implementation and in operation phase shall preferably be full time employees of the service provider having experience in deployment, troubleshooting of networks.

10.5. The service provider shall depute adequate number of Field Engineers (FEs) at the ground level and near vicinity of centers / branches/ offices of the Bank for fast resolutions of the issues. The FEs should be easily reachable, particularly during the office hours of the branches/ BANK.

10.6. Against down-call of the link, it will be the responsibility of the service provider to take the modem (IDU/POE) indication from branches from the contact person list which shall be shared by the BANK while placing the order. If the contact number is unreachable/no response/not working/out of coverage area, Bidder/BA/SI has to send the field engineer to get the modem indication/troubleshoot and locate the main cause of downtime of MPLS Link.

10.7. Application Programming Interface (API) – The Bidder/BA/SI to provide API for integration with the BANK’s ITSM tool for auto logging of trouble tickets with the Bidder/BA/SI central helpdesk. The Bidder/BA/SI shall share the monthly uptime report from their portal along with detailed RFO/RCA, which will be reconciled with the BANK’s calculated parameters (uptime, latency, jitter, packet drop) for arriving at LD due to shortfall in service.

11. Bandwidth Upgrade and Downgrade

11.1. During the period of contract, BANK may upgrade the bandwidth of any location from the initial contracted value to higher/ lower value as per the contracted rate.

11.2. The upgrade would be as per the contracted rate, for which BANK would place separate order. In such case, bandwidth upgrade of location should be effective as per schedule given in “Special Terms and Conditions”.

11.3. The BANK, based on its requirements, may also downgrade the contracted bandwidth at any of its locations during the period of contract. The downgrade shall be effective as per schedule given in “Special Terms and Conditions”.

11.4. During the period of upgrade and/or downgrade, the existing link uptime should be ensured as per the contract

12. Annexing of New location

12.1. Annexing of New Branch(es)

12.1.1. The BANK shall open new offices, during the period of contract, the new offices shall be provided with connectivity. As and when new office is proposed to be annexed by BANK, the Bidder/BA/SI would be advised to carry out site-survey and submit feasibility report within the timelines mentioned in the section “Special Terms and Conditions”. Based on the feasibility report and availability of permission from landlord, the BANK would place order as per the contracted rate for providing the link.

12.1.2. The BANK’s first preferred last mile would be wired media and in case the same is not feasible, the BANK would consider wireless media subject to the Bidder/BA/SI satisfying clause 5.3.7 of the RfP.

12.1.3. The service provider is required to deliver, install and commission the link on the BANK provided CPE. The BANK shall carry out the acceptance testing for the link as per the procedure defined in Clause 5.20 of RfP.

12.1.4. All such new links will be under same terms and conditions as defined under this RfP.

12.1.5. No additional cost, other than what is contracted, would be paid by the BANK.

12.2. Annexing of Near DC and/or DR

12.2.1. The BANK shall implement new DC and/or DR, during the period of contract, which needs to be provided with connectivity. As and when near DC and/or DR is proposed to be annexed by BANK, the Bidder/BA/SI would be advised to carry out site-survey and submit feasibility report within the timelines mentioned in the section “Special Terms and Conditions”. Based on the feasibility report the BANK would place order.

12.2.2. All other terms and conditions shall be as per section 5.3 of the RfP. No additional cost, other than what is contracted, shall be paid by the BANK.

13. Shifting of Locations

13.1. BANK at any time during the period of contract due to business requirements may shift the:

13.1.1. Premises of any of its locations.

13.1.2. Co-locate DC and DR to third party service provider's locations or alternate location of the BANK. 13.2. Shifting of Premises (other than DC / DR) - The service provider would be intimated to carry out site survey at the new location for feasibility by way of eMail/letter. The service provider has to submit feasibility report as per schedule given in "Special Terms and Conditions". On receipt of feasibility report and subject to availability of permission from landlord & branch / office, BANK shall place order with service provider as per delivery schedules mentioned in "Special terms and conditions".

13.3. Shifting of DC and / or DR - The service provider would be intimated via., eMail/letter for shifting & commissioning of links at the new datacenter. The service provider shall deliver and commission the links as per the delivery schedules mentioned in "Special terms and conditions".

13.4. The service provider is required to deliver, install and commission the link on the BANK provided CPE. The BANK shall carry out the acceptance testing for the link as per the procedure defined in Section 5.19 of RfP.

13.5. The support for the links and PM etc. should be from new locations.

13.6. No additional cost whatsoever, other than the contracted rate, would be paid to the service provider.

14. Audit Observations and Compliance

14.1. BANK is subjected to various audits [internal / statutory / RBI /ISO etc.]. The selected service provider must take same into consideration while delivering the desired services. Further in the event of any observation by any of the audits regarding security, the same will be intimated to the Bidder/BA/SI . The service provider will be required to undertake compliance of the same in consultation with the BANK.

14.2. It shall be the responsibility of the service provider to configure the services as per the requirement of the Bank / Industry best practices, fixing security vulnerabilities, mitigation of various audit / VAPT points and taking prompt action on the advisories shared by the BANK at any point of time during the validity of the contract period.

14.3. In case of any additional information pertaining to the security of the network is required by the auditor, the service provider would be intimated to provide the necessary information. The service provider has to provide the information within the time period communicated by the BANK.

14.4. No additional cost whatsoever would be paid by the BANK.

15. Modifications & Change in Architecture

15.1. During the period of contract, based on the BANK's requirements, the BANK may carry out design modification and/or application addition to the BANK network, including modification for the security policy implementation. Accordingly, service provider should carry out necessary configuration changes in the MPLS network, as advised by the BANK from time to time and no additional cost will be borne by the BANK in this regard.

15.2. The service provider should configure IPv6 traffic on MPLS VPN network as per the BANK requirement at no additional cost to the BANK, as and when the BANK decides to implement IPv6 in the BANK's Network. It will be the responsibility of the service provider to ensure the network migration seamlessly and without any disruption to the BANK business whenever BANK decides to migrate any/all applications, network on IPV6.

16. Preventive maintenance

16.1. The service provider has to carry out periodic preventive maintenance including inspection, testing, earthing testing, update/upgrade of patches / firmware (wherever applicable) etc, in addition to normal maintenance required.

16.2. Preventive maintenance at the locations should be carried out at least once in a year, preferably during last quarter of FY. No additional cost whatsoever shall be paid by the BANK.

16.3. The service provider has to prepare PM schedule on annually basis and intimate the BANK. The field engineer deployed to carry out PM shall coordinate with the BANK's central network team for carrying out PM. On completion of PM, the service provider has to submit the report duly signed by branch officials along with dates and remarks, if any. These reports are to be submitted to BANK's central team.

16.4. During the contract period, if the Bidder/BA/SI has not carried out the preventive maintenance in which the incident has occurred in the branch, the damaged equipment's will be replaced by the service provider without any extra cost to the BANK and any down time due to whatsoever be the reason (including earthing issues/ voltage issue and any infrastructural issue) for that site will be treated as non-compliance to uptime SLA and the selected Bidder/BA/SI will be penalized accordingly as per this RFP. BANK will not pay any additional charges for such preventive maintenance visits.

17. Review meetings

17.1. During Implementation

17.1.1. The BANK would set up a Project Monitoring Committee, which would meet on weekly basis to review the progress of project till acceptance of links at all locations is completed. Service provider has to submit the Project plan after award of the contract.

17.1.2. The Service provider to assign Project Manager and technical manager for the said project at DC, Mumbai/Chennai office, with whom the BANK would be discussing on designing, implementation, commissioning and acceptance.

17.1.3. Service provider has to submit the Project plan after award of the contract. The same should be submitted during project kick-off, which shall be within 7 days from the date of purchase order.

17.2. Monthly Review

17.2.1. Monthly during first week of every month, throughout the period of contract. Minutes to be submitted within 5 working days

17.2.2. Discuss on the performance of the links, improvements and other issues.

17.3. Annual Review

17.3.1. The BANK will also carry out annual review of the contract to ascertain the financial stability of the Service provider and breach of security on a year-to-year basis, in addition to the performance and service reliability.

17.3.2. In order to carry out the annual review, the Service provider is required to submit mandatorily to the BANK at its request:

- (1) Audited balance sheet and / or CA certificate indicating the turnover, networth and profit .
- (2) The complete inventory of all the sites, which should include last mile details, current bandwidth contracted, performance during last one year etc., for the period of review.

17.4. All review meetings will be held with BANK's team, who are currently stationed at Chennai. However, BANK may during the period of contract may relocate BANK's team to any other location in India.

17.5. No additional cost whatsoever would be paid by BANK to the service provider for attending the review meetings and submission of any additional information sought by the BANK to enable it to carry out the reviews

18. Maintenance of Network

Bidder/BA/SI should provide one week minimum advance intimation to BANK designated team for carrying out any maintenance activity in Bidder/BA/SI network. Such activity should not be more than 5 hours on single occasion and Bidder/BA/SI should ensure such activity should be carried out during lean business hours preferably between 01.00 AM to 06.00AM without impacting BANK's business. Service provider should ensure availability of network after the completion of maintenance activity for all branches and offices. After completion of the activity Service provider has to submit the activity report / eMail to BANK designated team, such reports / eMail should state the availability of network for BANK branches and offices.

19. Acceptance

19.1. The acceptance / performance test will be performed after completion of installation and commissioning of all the services at respective location. The acceptance test shall be carried out and the result shall be updated to the Bidder/BA/SI within 4 working days from the date of intimation of completion of installation and commissioning.

19.2. Complete hardware and Software as specified in RfP must have been supplied & installed properly by the Bidder/BA/SI prior to acceptance of the same.

19.3. The acceptance test will be conducted by the BANK or their consultant or other such person nominated by the BANK at its option. The Bidder/BA/SI will be responsible for setting up and running the acceptance test without any extra cost to the BANK.

19.4. The Installation will be deemed as incomplete if any component of the hardware / software / links is not delivered or are delivered but not installed and / or not operational or not acceptable to the BANK after acceptance testing/ examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted by the BANK. The services shall be accepted only after complete commissioning of the link.

19.5. In the event of services failing to pass the acceptance test, a period not exceeding ONE WEEK will be given to rectify the defects and clear the acceptance test, failing which the BANK reserves the right to get the corresponding component replaced by the Bidder/BA/SI at no extra cost to the BANK or to cancel the order and recall all the payments made to the Bidder/BA/SI by the BANK along with interest.

19.6. Successful conduct and conclusion of the acceptance tests for the installed components shall also be the sole responsibility and at the cost of the Bidder/BA/SI . During acceptance testing the Bidder/BA/SI has to demonstrate all the features of the services.

19.7. Acceptance Criteria

19.7.1. MPLS VPN Links at DC, DR and 10% of Offices / locations

19.7.1.1. Delivery and commissioning of links at DC, DR and at least 10% of the offices.

19.7.1.2. Submit the Installation certificate duly signed by BANK official and Bidder/BA/SI engineer as per format given in Appendix -i.

19.7.1.3. On receipt of installation certificate, verification of various SLA parameters as defined in Section 6.1 by BANK's network team and the Bidder/BA/SI's project manager / technical manager from central location of the BANK.

19.7.1.4. After successful completion of above, the BANK shall provide the acceptance certificate / Letter of Commissioning for respective location. The billing for the DC, DR and 10% of the offices, which are considered as per section

19.7.1.1, shall start from the last date of commissioning of all links covering DC, DR and 10% of the offices

19.7.1.3. On receipt of installation certificate, verification of various SLA parameters as defined in Section 6.1 by BANK's network team and the Bidder/BA/SI's project manager / technical manager from central location of the BANK.

19.7.1.4. After successful completion of above, the BANK shall provide the acceptance certificate / Letter of Commissioning for respective location. The billing for the DC, DR and 10% of the offices, which are considered as per section

19.7.1.1, shall start from the last date of commissioning of all links covering DC, DR and 10% of the offices.

19.7.2. MPLS VPN links at Location / Offices (other than covered in section 5.19.7.1)

19.7.2.1. Delivery and commissioning of links at the offices. 19.7.2.2. Submit the Installation certificate duly signed by BANK official and Bidder/BA/SI engineer as per format given in Appendix -i.

19.7.2.3. On receipt of installation certificate, verification of various SLA parameters as defined in Section 6.1 by BANK's network team and the Bidder/BA/SI's project manager / technical manager from central location of the BANK.

19.7.2.4. After successful completion of above, the BANK shall provide the acceptance certificate / Letter of Commissioning for respective location. The billing for a location/office shall start from the date of acceptance / commissioning of respective location/office

CLAUSE 20 IS DELETED

21. Service Level Agreement

21.1.1. Working Days

1.1. MPLS Backhaul at DC & DR – Seven days (Monday to Sunday)

1.2. MPLS at Offices – Six days (Monday to Saturday)

21.1.2. Contracted Hours

2.1. MPLS Backhaul links – 24X7

2.2. MPLS links at Offices – 12 hours (9am to 9pm)

21.1.3. Month – Calendar Month

21.1.4. SLA Measurement Period – Monthly

21.1.5.UPTime

21.1.5.1. Definition - The "UPTime" is equal to the Total contracted hours in a month less Downtime. The "Downtime" is the time between the Time of Failure and Time of Restoration within the contracted hours. "Failure" is that renders the BANK unable to perform any of the defined functions on the MPLS Link. "Restoration" means the Link is in working order and the BANK acknowledges the same. The uptime will be calculated per MPLS Link on monthly basis.

21.1.5.2. Uptime Calculation

21.1.5.2.1. The uptime is calculated on monthly basis.

21.1.5.2.2. The formula for calculation of uptime is as under:
$$\text{Uptime} = (\text{Total contracted hours in a month} - \text{downtime hours within the contracted month}) / (\text{total contracted hours in a month}) \times 100$$

21.1.5.3. UPTime Requirement

21.1.5.3.1. MPLS Backhaul (including near DC / DR links proposed to implement during period of contract)

1. The monthly UPTime of Backhaul links at DC and DR and P2P links, including primary & secondary combined should be 99.90% at each of the locations.

2. MTTR (Mean Time To Respond) should be 30 minutes from the call logging and restoration time should be 120 minutes from the call logging including travelling time.

3. The above MTTR is applicable from the time call logged in Bidder/BA/SI NMS for down sites or logged by Bidder/BA/SI NOC.

21.1.5.3.2. MPLS link at Offices

1. The monthly UPTime for office links should be 99.50% per site.

2. MTTR (Mean Time To Respond) should be 30 minutes from call logging and restoration time should be 180 minutes from the call logging including travelling time

3. In case of Northeast states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, and Tripura):

a) The monthly Uptime for office links should be 99.00% per site.

b) MTTR should be 30 minutes and restoration time should be 360 minutes from the call logging including travelling time.

4. The above MTTR is applicable from the time call logged in Bidder/BA/SI NMS for down sites or logged by Bidder/BA/SI NOC.

21.1.6. Latency

21.1.6.1. DC and/or DR: Calculated between DC and DR should be < 60ms.

21.1.6.2. Offices: Calculated between branch and DC and/or DR should be < 25ms measured for a minimum of 1000 packets

21.1.7. Packet Loss - Average end to end packet loss should not be more than 1 in 1,000 measured for a minimum of 1000 packets, subject to utilization of link is not more than 75% of the contracted bandwidth.

21.1.8. Jitter - < 25ms measured for a minimum of 1000 packets

21.1.9. Help Desk Facility – 24X7

j. Training Plan

f) Risk Management Plan

g) Operations and management plan

h) Task, Time, and Resource Schedules

i) Technical Support Plan and Escalation Matrix.

k. Training & Documentation:

Comprehensive training and documentation for administrators and content creators.

- User manuals, online help systems, video tutorials, and in-person training sessions.
- Ensures smooth operational transition and supports ongoing governance.

Bidder/BA/SI /BA/SI should have sufficient backup support required for liaising, meetings, coordination to meet the time lines of the project and its successful completion. The BA/SI shall nominate technical SPOC and account manager for this project.

Compliances: Bidder/BA/SI /BA/SI shall be responsible for all the regulatory compliances

related to fulfillment of delivery of this project under this EoI during its currency.

Above requirements are only indicative in nature and are only for the guidance of the Bidder/BA/SI to assess the quantum of work. The BA/SIs are required to apply their expertise to fulfill the required objective. In case of any discrepancy/ typo-graphical error mentioned in this EoI then the conditions/ specifications mentioned in the customer PO/LOA will prevail. The Scope of Work mentioned is only tentative in nature. Final Scope of Work will not deviate more than 20% from the Scope of Work mentioned in this EoI. Final Scope of Work will depend on the Work Order/ Purchase Order released by SIDBI Bank. BA/SI shall adhere to the Scope of Work as mentioned in the Work Order/ Purchase Order released by SIDBI Bank.

Governance Framework

- The Bidder/BA/SI /BA/SI shall adhere to the governance framework put in by RailTel for the project deliverable.
- The Governance team among other things will monitor the performance of the project and take corrective measures as required for successful delivery of the project.
- The Governance Team shall be overseeing the coordination, periodical reviews, escalations, billing , documentation, customer interactions etc

22. Qualifying and mandatory conditions

S.N.	Criteria	Documents to be Submitted
A.	GENERAL	
A.1	The Bidder/BA/SI must be a Government Organization / PSU / PSE / LLP or private / public limited company in India at least for the last 5 years.	Copy of certificate of LLP registration / Copy of certificate of Incorporation and certificate of commencement of business in case of Public Limited Company / Copy of certificate of Incorporation of Private limited Company, issued by the registrar of companies.

A.2	<p>The Bidder/BA/SI should either be a layer 3 MPLS VPN service provider under the License of Government of India OR a National Long Distance (NLD) OR Basic Service Operator having own MPLS VPN network.</p> <p>The validity of the license should be at least for a period of SIX years from the last date for bid submission.</p>	Documentary Proof along with attested copy by company's authorized signatory with Company seal, of the appropriate license to be submitted.
A.3	The Bidder/BA/SI should not have been blacklisted by any Public Financial Institutions, Public Sector Bank, RBI or IBA or any other Government agencies as on the date of tender.	Certificate duly signed by CA/Statutory Auditor of the Company as per format given in Annexure-VII of RfP to be submitted.
A.4	The Bidder/BA/SI to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners has not participated in the bid process.	Self-declaration to this effect on company's letter head duly signed by company's authorized signatory with Company seal.
A.5	The Bidder/BA/SI company should not be owned or controlled by any Director, employee (or relatives) of SIDBI.	Self-declaration to this effect on company's letter head duly signed by company's authorized signatory with Company seal.
A.6	The Bidder/BA/SI to provide an undertaking on his letter head that all the functional and technical requirements, scope of work and SLA of the RfP are covered in totality in the proposal submitted by the Bidder/BA/SI .	Undertaking on company's letter head signed by company's authorized signatory with Company seal.
A.7	<p>The Bidder/BA/SI is not from such a country which shares a land border with India, in terms of the said amendments to GFR, 2017.</p> <p>OR</p> <p>The Bidder/BA/SI is from such a country and has been registered with the Competent Authority i.e. the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade, as stated under Annexure-I to the said Office Memorandum / Order and we submit proof of registration herewith.</p>	Self-declaration to this effect on company's letter head signed by company's authorized signatory as per Annexure-XII.
A.8	Make in India - Certificate for Local Content	Certificate as per Annexure-XI to be signed by authorised signatory of the Bidder/BA/SI .
B.	FINANCIALS	

B.1	The Bidder/BA/SI must have registered average annual turnover of at least Rs.30 Crore (from Indian Operations) during the last three completed Financial Years i.e., FY 2021-22, FY 2022-23 and FY 2023-24. (Not inclusive of the turnover of associate companies). OR MSE and Startup Bidder/BA/SI s are exempted from turnover criteria.	(i) Audited balance sheet for last three years i.e. 2021-22, 2022-23 and 2023-24 AND (ii) CA Certificate indicating turnover, net profit / Operating Profit / EBITDA and networth for three years i.e., 2021-22, 2022-23 and 2023-24.
B.2	The Bidder/BA/SI should have positive Networth as on March 31, 2024.	CA Certificate supporting Positive Networth
B.3	The Bidder/BA/SI should have operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) from Indian operations only, in at least 02 years out of previous 03 financial years i.e., financial years –2021-22, 022-23 and 2023-24 (Not inclusive of EBITDA of associate companies).	CA Certificate supporting operating profit from Indian Operations
B.4	NPA undertaking	Self-declaration to this effect on company's letter head duly signed by company's authorized signatory with Company seal as per Annexure-XVII of RfP
C.	EXPERIENCE	
C.1	<p>The Bidder/BA/SI should have at least 05 years' experience in supplying, installing, commissioning and maintenance of MPLS VPN and P2P links in BFSI customers / PSU/ Govt. Organizations / Public Listed companies in India as on last date of tender submission, including extensions, if any.</p> <p>BFSI customers implies - Scheduled Commercial Banks, All India Financial Institutions, Public Sector Insurance Companies and RBI, in the current RFP.</p>	<p>(i) Copies of the purchase order issued by the institutions.</p> <p>OR</p> <p>(ii) A certificate/ letter from the customer to be submitted.</p>

C.2	<p>IP MPLS - The Bidder/BA/SI should have executed in the last 5 years i.e. After 01-04-2020 and as on tender submission date, including extensions, if any, minimum 2 MPLS orders, with each MPLS order having at least 100 network installations, in any of the BFSI customers/ Govt. Organizations / PSUs / Public listed company in India.</p> <p>Of the above submitted credentials, there should be at least one credentials of network installations in BFSI customer.</p> <p>BFSI customers implies - Scheduled Commercial Banks, All India Financial Institutions, Public Sector Insurance Companies and RBI, in the current RfP.</p>	<p>(i) Copies of the purchase order issued by the institutions, duly attested by the Bidder/BA/SI 's authorized signatory.</p> <p>(ii) Form-1 of the RFP, duly filled along with attachments and signed by the Bidder/BA/SI 's authorized signatory. Separate Form-1 for each referenced customer to be submitted.</p>
D.	BIDDER/BA/SI INFRASTRUCTURE & SUPPORT	
D.1	The Bidder/BA/SI should own nationwide high redundancy MPLS based network backbone. The backbone should be highly redundant, ensuring that there is no single point of failure.	Documentary Proof along with attested copy of the appropriate proof to be submitted.
D.2	The Bidder/BA/SI should provide dual last mile, from two different service providers from two different POPs of the Bidder/BA/SI , both at DC and DR out of which one of the last mile at both the locations (DC & DR) should be OWNED by the Bidder/BA/SI himself and other from alternate Telcom service provider.	The Bidder/BA/SI should submit the details as per Annexure – XIV of RfP, on company's letter head duly signed by company's authorized signatory with Company seal.
D.3	The Bidder/BA/SI must have dual stack (IPv4 and IPv6) network deployed.	Self-declaration to this effect on company's letter head duly signed by company's authorized signatory with Company seal.
D.4	The Bidder/BA/SI must be able to provide pre-defined Traffic transport QoS/CoS Parameters which provide throughput, latency, packet loss, jitter commitments and application traffic prioritization for real time traffic, critical applications etc.	Self-declaration to this effect on company's letter head duly signed by company's authorized signatory with Company seal.

D.5	<p>The Bidder/BA/SI must possess the following certification, which should be valid as on the bid submission date, including extensions, if any:</p> <p>a) TL 9000 / ISO 9001 b) ISO 27001 c) ISO 20000 (optional)</p>	<p>Copies of the certificate to be provided along with self- attestation by the authorized signatory with company seal.</p>
D.6	<p>The proposed network by the Bidder/BA/SI must (other than data) also support:</p> <p>a) Video Conferencing b) Voice Over IP (VOIP) c) End to End QOS / CoS d) IPSec Compliant</p>	<p>Self-declaration to this effect on company's letter head duly signed by company's authorized signatory with Company seal.</p>
D.7	<p>The Bidder/BA/SI should provide declaration that the delivered MPLS Network at the Bank's offices, including DC and DR, is fully isolated from Internet traffic in their network as well as MPLS traffic of other customers and separated at device level as well.</p>	<p>Self-declaration to this effect on company's letter head duly signed by company's authorized signatory with Company seal.</p>
D.8	<p>The Bidder/BA/SI must have their own Network Operating Center (NOC) existence in India for monitoring the uptime, SLA and maintenance of MPLS network, at least three years as on last date of tender submission, with a centralized call logging facility to provide 24X7X365 customer support.</p> <p>The Bidder/BA/SI should have Toll Free number facility for call logging within India.</p> <p>The Bidder/BA/SI should provide API for integration with Bank's ITSM for automatic call logging.</p>	<p>Certification / Undertaking on company's letter head from the Bidder/BA/SI duly signed by authorized signatory with Company seal.</p> <p>The certificate / undertaking should also indicate the locations of the NOC, address along with PIN code and toll free number.</p>
D.9	<p>Bidder/BA/SI must have direct support offices in Mumbai and Chennai</p>	<p>Undertaking as per Annexure – XXII duly signed by company's authorized signatory with Company seal.</p>
D.10	<p>Bidder/BA/SI must have OWN/ franchise service support centers in all the BANK office locations for providing on-site support to meet the SLA for IP MPLS VPN connectivity, as on last date of tender submission.</p>	<p>(i) Duly filled Annexure -XXI of this RfP on company's letter head and signed by company's authorized signatory with Company seal.</p> <p>(ii) Undertaking as per Annexure -XVIII of RfP</p>

D.11	All the POPs from where the MPLS bandwidth shall be provided should have redundancy of equipment, links, power, backhaul connectivity etc.	The Bidder/BA/SI should submit Self-declaration on company's letter head from the Bidder/BA/SI signed by the authorized signatory with company seal.
D.12	The Bidder/BA/SI should have a clear Disaster Recovery and Business Continuity Plan in place for support services	The Bidder/BA/SI should submit Self-declaration, duly signed by authorized signatory with Company seal and
D.13	The Bidder/BA/SI must be able to provide MPLS connectivity at all the locations of the Bank. The details of proposed last mile at the locations to be submitted by the Bidder/BA/SI . Partial feasibility is not accepted.	The Bidder/BA/SI must submit Annexure - XXI of RfP duly filled, signed by authorized signatory with company seal.
E.	Others	
E.1	Declaration towards compliance with Statutory and Regulatory Provisions	Self-declaration as per Annexure -XVI of RfP duly signed by authorized signatory with company seal.
E.2	Cyber Security Incident Reporting	Self-declaration as per Annexure -XV of RfP duly signed by authorized signatory with company seal.
E.3	Statement of Deviations	Annexure -XIX duly signed by authorized signatory with company seal.

The Bidder/BA/SI must comply the following:

SI No	Particulars	Criteria	Proof/Documents Required
1	Empaneled partner of RailTel	BA/SI Partner must already be an empaneled Business Partner/ System Integrator / Managed Service Provider/ Business Associate of RailTel. Further BA/SI/MSP, who have breached contract or engaged in legal dispute with RailTel shall not be eligible for the Bid. The project being proposed is capital intensive hence the BA/SI/MSP should not be a loss-making entity during the last three (3) Financial years (2020-21, 2021 -22, 2022 -23).	Letter from RailTel selecting Bidder/BA/SI as an empaneled channel partner/Business Partner/SI/MSP.

2	Authorizati on	The bid must be signed by authorized person	Power of attorney to be submitted in favor of authorized person.
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23. Timeframe for Completion of Project:

The Bidder should deliver and commission the new MPLS VPN links at all the locations within **FOUR WEEKS** from the date of purchase order.

24. Payment Terms : Payment terms as this will remain applicable on **back-to-back basis** on Successful Bidder/BA/SI s. Payment shall be made only after actual receipt of payment from SIDBI Bank on submission of required documents. Liquidated Damages and Penalty, if any, will be deducted on back to back basis on actual value terms. No claims without customer receipts will be entertained. **Successful bidder is expected to submit the invoices on RailTel bill tracking system. The URL is as given : <https://bts.rcil.gov.in/Home>**

25. Liquidated Damages

Liquidated Damages clause will be applicable to the BA/SI/BP on back to back basis. (As per Clause 6.6 of SIDBI RFP (GEM/2025/B/6099341 dated on 24-04-2025)

26. Penalty Clause

As per the RFP document of SIDBI Bank,the uptime are already explained above ref 21.1.5.3. Penalty clauses will be applicable back to back

27. Evaluation Method

Among all the Bidder/BA/SI s who are complying the qualifying and mandatory conditions. The evaluation will be done based on the technical compliance and demonstration of the solution through Technical presentation and total offered cost (All-inclusive including Taxes) for this EoI to select lowest eligible Bidder/BA/SI . The price bids are to be submitted as per Annexure-2

28. Signing of NDA

RailTel shall sign an NDA with the selected SI/BA based on the terms and conditions given in the EOI & project requirement.

29. Bid Currency and bid validity

The prices in the bid document shall be expressed in Indian Rupees only and price figures quoted wherever will be considered as expressed in Indian Rupees only.

Bids shall remain valid for a period of 90 days from the date of opening of the bids. RailTel shall at its own discretion may reject a bid value of shorter period.

30. Modification and/or Withdrawal of Bids:

Bids once submitted will be treated as final and no modification will be permitted. No correspondence in this regard will be entertained.

No Bidder/BA/SI shall be allowed to withdraw the bid after the deadline for submission of bids. In case of the successful Bidder/BA/SI, he/she will not be allowed to withdraw or back-out from the bid commitments. The BG submitted in reference to empanelment, in such eventuality shall be forfeited and all interests/claims of such Bidder/BA/SI shall be deemed as foreclosed

31. Negotiation:

RailTel reserves the right to negotiate with the Bidder/BA/SI in order to make the bid competitive.

The tenderer/s shall not increase his/their quoted rates including payment terms in case the RailTel Administration negotiates for reduction of rates. Such negotiations shall not amount to cancellation or withdrawal of the original offer and the rates originally quoted will be binding on the tenderer/s.

32. General Instructions to Bidder/BA/SI s

All offers in the prescribed forms should be submitted before the time and date fixed for the receipt of the offers.

In case the schedule of requirement quoted by tenderer is incomplete with reference to tender document, the offer is liable to be rejected.

ATTESTATION OF ALTERATION: No scribbling is permissible in the tender documents. Tender containing erasures and alterations in the tender documents are liable to be rejected. Any correction made by the tenderer/ tenderers in his/their entries must be signed (not initialed) by him/them.

The tenderer shall submit his tender in sealed cover on or before specified date & time. Copy of the tender shall be complete in all respects. The copy should be marked "Original". The original tender

paper purchased from this office or down loaded from the RailTel web site and all corrigenda/addenda, if any, shall be returned duly stamped and signed on each page along with the original offer.

The offer shall be submitted in single packet. Techno-commercial bid & price bid shall be sealed in single envelope. Envelope should bear the EOI No., its description and date of opening.

The Bidder/BA/SI has to submit all applicable document as per check list

EMD :

Firms registered with UDYAM under Ministry of MSME are exempted from submission of cost of tender (if applicable) & EMD and no other exemptions will be given & EMD

Firms claiming for the above exemptions under UDYAM, have to submit supporting documents as per clause no 5.8 (Sec.II – Instructions to the contractor) without which their offers will be considered as invalid and liable for rejection /

EMD should be deposited as earnest money to be paid online at E-NIVIDA portal only.

No interest is allowed on the submitted EMD Deposit and RailTel Corporation reserves the right to forfeit this Deposit if the successful tenderer fails to submit the Security Deposit required by the terms and conditions of the tender. Tenders not accompanied by Earnest Money will be summarily rejected. General Instructions to Bidder/BA/SI s

Performance Bank Guarantee (PBG):

The successful bidder shall give a performance guarantee amounting to 5% of annual contract value within 21 days from the date of issue of LOA. Extension of time for submission of PBG beyond 21 days and up to 60 days from the date of issue of LOA may be granted subject to the conditions that a penal interest of 15 % per annum of the amount of BG shall be charged for the period of delay beyond 21 days i.e. 22st day after date of issue of LOA. Further, if the 60th day happens to be a declared holiday in the concerned office of the RailTel, submission of PG can be accepted on the next working day. In all other cases, if the Contractor fails to submit the requisite PG even after 60 days from the date of issue of LOA, the contract is liable to be terminated. In case contract is terminated RailTel shall be entitled to forfeit EMD and to deduct amount towards other dues payable against that contract. The failed Contractor shall be debarred from participating in re-bid for that work. PBG shall be released after satisfactorily completion of the work and on expiry of warranty

While submitting the PBG, following is to be noted:

- i. All performance security (PBG) up to Rs. 5 Lakhs will be accepted only through Bank transfer only.
- ii. As per RBI guidelines BG above Rs. 50,000/- should be signed by two bank officials.
- iii. PBG should be from a scheduled commercial bank (either private or PSU) but not from any Cooperative Bank or NBFC.
- iv. It is to be ensured that BG issuing bank must be SFMS enabled. Under SFMS system, a separate advice of the BG (via SFMS IFN 760COV) to be sent to the advising bank (RailTel) through SFMS

by the issuing bank (Applicant). Similar process to be followed for bank guarantee amendment also and separate advise (via SFMS IFN 760COV) is sent to the advising bank and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to advise the details of RailTel's bank IFSC code, its branch and address as given below: to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

v. The minimum gap between BG expiry date and BG claim date should be 12 months.

vi. If required, Bank Guarantee to be extended at least 90 days before its expiry; failure to do so will result in the encashment of the BG.

RailTel SR Bank Details:

Name: RailTel Corporation of India Limited

Account No: 27301010373007,

IFSC Code: UBIN0805050,

Bank Name: Union Bank of India,

Branch address: Union Bank of India, RP Road Branch, Bungalow no 109, New No 1-7- 252 to 254, Oxford Street, SD Road, Near Park Lane Center, Secunderabad – 500003.

The percentage of PBG shall be 5% of work order value or as stipulated in customer PO/Work Order including the AMC period PBG would be released after 3 months of completion of AMC period . If the agreement is extended, and PO value exceeds 25%, then additional PBG to be submitted over and above 100% of original PO value

All offers in the prescribed forms should be submitted before the time and date fixed for the receipt of the offers.

In case the schedule of requirement quoted by tenderer is incomplete with reference to tender document, the offer is liable to be rejected.

ATTESTATION OF ALTERATION: No scribbling is permissible in the tender documents. Tender containing erasures and alterations in the tender documents are liable to be rejected. Any correction made by the tenderer/ tenderers in his/their entries must be signed (not initialed) by him/them.

The tenderer shall submit his tender in sealed cover on or before specified date & time. Copy of the tender shall be complete in all respects. The copy should be marked "Original". The original tender paper purchased from this office or down loaded from the RailTel web site and all corrigenda/addenda, if any, shall be returned duly stamped and signed on each page along with the original offer.

The offer shall be submitted in single packet. Techno-commercial bid & price bid shall be sealed in single envelope. Envelope should bear the EOI No., its description and date of

opening.

The Bidder/BA/SI has to submit all applicable document as per check list

33. Information to Bidder/BA/SI

Guideline for preparation of response to this EoI

Bidder/BA/SI s are requested to follow the below guidelines while preparing the responses to EoI.

1. The price bid should be in the format provided in Annexure-2. Any bid not found responsive to the details mentioned in this document may be rejected.
2. The Bidder/BA/SI is requested to review the response before submission as the submitted responses shall be considered final and revisions may not be permitted, unless there are genuine reasons for such revision.
3. Bidder/BA/SI should download from the RailTel Website www.railtelindia.com and attach all documents as required for this EOI document (see checklist) and submit the complete bid through the online portal before due time & date. Late and Delayed response to this EOI shall not be considered.

35.Amendment to the EOI Document

RailTel may, for any reason, whether at their own initiative or in response to a clarification requested by an interested Bidder/BA/SI , modify this document through amendment. In such case, the following rules will apply:

- i. Any amendment shall be issued in writing through addendum/corrigendum via email.
- ii. Any such modification will overrule the original version and previously modified version.
- iii. RailTel, at its discretion, may extend the deadline for submission of EoI after considering the materiality of the amendment.

36.Arbitration

The parties through respective signatories shall settle any dispute or disagreement with respect to performance, non-performance or defective performance of respective obligation

amicably. In the event of disputes remaining unresolved, the parties shall refer the matter to a single arbitrator under arbitration law that may be applicable, whose appointment shall be done by CMD, RailTel Corporation of India Limited. The place of arbitration shall be New Delhi and the language used shall be English.

37. Force Majeure Clause

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

38. General Terms and Conditions

- 1) RailTel will enter into an agreement, incorporating technical specifications, financial conditions, service levels and related terms and conditions of the LOA/PO as issued by SIDBI Bank. The successful Bidder/BA/SI needs to sign an NDA with RailTel as per RailTel's policy.
- 2) RailTel reserves the right to accept or reject any or all application(s)

without assigning any reason whatsoever. RailTel's decision in this regard shall be binding and final.

- 3) If any of the information, furnished by the Bidder/BA/SI, is found incorrect at a later stage, the selected Bidder/BA/SI shall be liable to be barred from participating in current and subsequent opportunities with RailTel. RailTel reserves the right to verify the particulars furnished by the applicant independently.
- 4) The Bidder/BA/SI after submitting the response to this EoI agrees with RailTel for honoring all aspects of fair trade practices.
- 5) The Bidder/BA/SI shall bear all cost associated with the preparation and submission of the response to this EoI.

39. Technical and Commercial Proposal

The response to the EoI need to cover following and should reach RailTel before the submission deadline in a sealed cover. RailTel reserves the right to reject any response received after the mentioned deadline.

1. The covering letter in the format mentioned in Annexure 1 should be part of the expression of interest being submitted.
2. The Bidder/BA/SI need to provide all the reference details/documentary evidences required to fulfill the criteria as applicable. The Bidder/BA/SI is expected to submit evidences to meet all the criteria mentioned. The Bidder/BA/SI need to provide the details of the point of contact who shall be contacted from RailTel for any matter pertaining to the empanelment or the EoI process in the future.

The format in which the details are to be furnished is mentioned below:

(PLEASE USE BLOCK LETTERS TO FILL THE TABLE BELOW)

DETAILS OF POINT OF CONTACT		
First Name	Last Name	
Designation		
Official Address		
Contact Number (Office Landline)		
Mobile Number		
Official Email ID		

40. Annexure 1: Covering Letter Format

COVERING LETTER

Date:

To,

**RailTel Corporation of India
Ltd. 275e, EVR Periyar High
Road CAO/CN Office, Southern
Railway Egmore, Chennai -
600008**

Sub: selection of Systems Integrator & Implementation Partner (BA/SI) for Request for Proposal for Procurement of IP MPLS VPN links for various Offices of the Small Industries Development Bank of India for 5 years

Dear Sir

Having examined EoI document bearing the reference number No: **RCIL/SR/MAS/2025-26/EOI/ 04, dated 14-08-2025** released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and submit our offer.

If our offer is accepted, we undertake to abide by all the terms and conditions mentioned in this EoI.

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

Date:

Signature with seal

Name _____ Designation: _____ Authorized Signatory _____

41. Annexure 2: Price Bid document

Commercial bid

GeM Bid No.

Cost In Rupees

A.†† Table -1: IP MPLS VPN Bandwidth Charges							
S. N.	Description	Qty.	Unit Cost per Annum			Total Cost Per Annum	Total Cost for 05 Years
			Cost	GST	Total		
		A	B	C	D= B + C	E = D X A	F = E X 5
1	IP MPLS VPN Bandwidth of 4Mbps capacity	64	16,260.50	2,926.89	19,187.39	1,227,992.96	6,139,964.80
2	IP MPLS VPN Bandwidth of 6Mbps capacity	2	17,595.00	3,167.10	20,762.10	41,524.20	207,621.00
3	IP MPLS VPN Bandwidth of 8Mbps capacity	35	19,908.70	3,583.57	23,492.27	822,229.31	4,111,146.55
4	IP MPLS VPN Bandwidth of 10Mbps capacity	1	28,500.50	5,130.09	33,630.59	33,630.59	168,152.95
5	IP MPLS VPN Bandwidth of 16Mbps capacity	20	33,660.00	6,058.80	39,718.80	794,376.00	3,971,880.00
6	IP MPLS VPN Bandwidth of 32 Mbps capacity	9	42,840.00	7,711.20	50,551.20	454,960.80	2,274,804.00
7	IP MPLS VPN Bandwidth ñ 40 Mbps capacity	1	53,550.00	9,639.00	63,189.00	63,189.00	315,945.00
8	IP MPLS VPN Bandwidth of 100 Mbps capacity	2	130,050.00	23,409.00	153,459.00	306,918.00	1,534,590.00
9	IP MPLS VPN Bandwidth of 150 Mbps capacity	2	153,000.00	27,540.00	180,540.00	361,080.00	1,805,400.00
10	IP MPLS VPN Bandwidth for Primary links (bidder own) at DataCenterñ 1500Mbps capacity	1	348,925.00	62,806.50	411,731.50	411,731.50	2,058,657.50

11	IP MPLS VPN Bandwidth for secondary link from alternate Telecom Service provider at DataCenter of 1500 Mbps capacity	1	348,925.00	62,806.50	411,731.50	411,731.50	2,058,657.50
12	IP MPLS VPN Bandwidth for Primary link (bidder own) at DR Site of 1500Mbps capacity	1	348,925.00	62,806.50	411,731.50	411,731.50	2,058,657.50
13	IP MPLS VPN Bandwidth for secondary link from alternate Telecom Service provider at DR Site of 1500 Mbps capacity	1	348,925.00	62,806.50	411,731.50	411,731.50	2,058,657.50
	Total Cost of Bandwidth - X1						28,764,134.30

B.†† Table-2: Onetime Cost for implementation of MPLS VPN links						
S. N.	Description	Qty.	Unit One Time Cost			Total Cost
			Cost	GST	Total	
		A	B	C	D=B + C	E = D X A
1	One time cost for implementation of MPLS VPN link of bandwidth capacity 4Mbps	64	12,750.00	2,295.00	15,045.00	962,880.00
2	One time cost for implementation of MPLS VPN link of bandwidth capacity 6Mbps	2	12,750.00	2,295.00	15,045.00	30,090.00
3	One time cost for implementation of MPLS VPN link of bandwidth capacity 8Mbps	35	12,750.00	2,295.00	15,045.00	526,575.00
4	One time cost for implementation of MPLS VPN link of bandwidth capacity 10Mbps	1	12,750.00	2,295.00	15,045.00	15,045.00
5	One time cost for implementation of MPLS VPN link of bandwidth capacity 16Mbps	20	12,750.00	2,295.00	15,045.00	300,900.00
6	One time cost for implementation of MPLS VPN link of bandwidth capacity 32Mbps	9	12,750.00	2,295.00	15,045.00	135,405.00
7	One time cost for implementation of MPLS VPN link of bandwidth capacity 40Mbps	1	12,750.00	2,295.00	15,045.00	15,045.00

8	One time cost for implementation of MPLS VPN link of bandwidth capacity 100Mbps	2	12,750.00	2,295.00	15,045.00	30,090.00
9	One time cost for implementation of MPLS VPN link of bandwidth capacity 150Mbps	2	12,750.00	2,295.00	15,045.00	30,090.00
10	One time cost for implementation of MPLS VPN link of bandwidth capacity of 1500Mbps at Datacenter, Mumbai ñ Bidder OWN	1	12,750.00	2,295.00	15,045.00	15,045.00
11	One time cost for implementation of MPLS VPN link of bandwidth capacity of 1500Mbps at Datacenter, Mumbai ñ Alternate Telcom Service Provider	1	12,750.00	2,295.00	15,045.00	15,045.00
12	One time cost for implementation of MPLS VPN link of bandwidth capacity of 1500Mbps at DR Site, Chennai ñ Bidder OWN	1	12,750.00	2,295.00	15,045.00	15,045.00
13	One time cost for implementation of MPLS VPN link of bandwidth capacity of 1500Mbps at DR Site, Chennai ñ Alternate Telcom Service Provider	1	12,750.00	2,295.00	15,045.00	15,045.00
	Total Cost of Bandwidth - X2					2,106,300.00

C.†† Table -3: Higher Bandwidth Cost						
S. N.	Description	Qty.	Unit Annual Cost			Total Cost
			Cost	GST	Total	
		A	B	C	D=B + C	E = D X A
1	IP MPLS VPN Bandwidth of 250 Mbps capacity for upgrade of existing links at locations	1	221,000.00	39,780.00	260,780.00	260,780.00
2	IP MPLS VPN Bandwidth of 2000 Mbps capacity for DC and/or DR from bidder	1	467,500.00	84,150.00	551,650.00	551,650.00

3	IP MPLS VPN Bandwidth of 2000 Mbps capacity for DC and/or DR from alternate Telcom service provider	1	467,500.00	84,150.00	551,650.00	551,650.00
	Total Cost - X3					1,364,080.00

E.†† Table-4: Summary of Cost		
S. N.	Description	Cost (Rs.)
1	Total cost of IP MPLS VPN bandwidth as per Table -1 (X1)	28,764,134.30
2	Total cost towards P2P Link as per Table -2 (X2)	2,106,300.00
3	Total cost towards higher bandwidth as per Table -3 (X3)	1,364,080.00
	Total Cost of Ownership (TCO) - X1+X2+X3	32,234,514.30

Note : Total Cost of Ownership (TCO) is quoted in INR and is inclusive of all taxes

Sr No	Description	Total Estimate Amount	At Par/Above/Below %	Quoted Amount in figures and words
	Total Cost of Ownership (TCO) - X1+X2+X3	32,234,514.30		

Annexure -3

(FORMAT FOR AFFIDAVIT TO BE SUBMITTED BY BIDDER ALONG WITH THE BID 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 bidder)

I(Name and designation*** appointed as the attorney/authorized signatory of the bidder (including its constituents)).

M/s _____(hereinafter called the bidder) for the purpose of the Bid documents for the work of _____ as per the bid No. _____ of (_____ RailTel), do hereby solemnly affirm and state on the behalf of the bidder including its constituents as under:

1. I/we the bidder, am/are signing this document after carefully reading the contents.
2. I/we the bidder also accept all the conditions of the bid and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the bid documents from RailTel website www.railtelindia.com / <https://railtel.enivida.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 bid document. In case of any discrepancy noticed at any stage i.e. evaluation of bids, 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 bid 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 bids, it shall lead to forfeiture of the bid EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the bidder)**_____ 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 SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel

Signature of Bidder with Seal

VERIFICATION

I/we above named bid 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 BIDDER

Place:

Date: