



RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

Registered & Corporate Office:

**Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar, New Delhi-110023**

**Selection of Partner For
“IT services to RCIL Customer”**

EOI No: RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/10 dated 16.10.2025

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RAILTEL

EOI NOTICE

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

EOI No: RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/10 dated 16.10.2025

RailTel Corporation of India Ltd., (here after referred to as RailTel) invites EOIs from RailTel's Empaneled Partners for the selection of suitable agency for "IT Services to RCIL Customer".

The details are as under:

Last date for submission of EOIs by bidders	24.10.25 before 15:00Hrs.
Opening of bidder EOIs	24.10.25 at 15:30Hrs.
Earnest Money Deposit (EMD)	Rs 5,00,000/- (Five Lakhs only) through DD or online transfer to RailTel in following account: Bank Name- Union Bank of India Branch- YUSUF SARAI, DELHI A/C Number - 340601010050446 Account Type- Current Account IFSC Code -UBIN0534064
Number of copies to be submitted for scope of work	01 in Hard Copy
Place of Bid submission	RailTel Corporation of India Limited Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023

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

Contact L1: Rosy Sharma

Position: AGM/DNM

Email: rosys@railtelindia.com Telephone: +91124 2714000 Ext 2216

Contact L2: Naresh Kumar

Position: JGM/IT

Email: naresh.kumar@railtelindia.com Telephone: +91124 2714000 Ext 2222

NOTE:

- All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories with Company seal and stamp.**
- The EOI response is invited from empaneled partners of RailTel. Only RailTel empaneled partners are eligible for participation in EOI process.**

1. RailTel Corporation of India Limited–Introduction

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

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

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

Licenses & Services

Presently, RailTel holds IP-1, NLD and ISP (Class-A) licenses under which the following services are being offered to various customers:

CARRIER SERVICES

1. National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
2. Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
3. Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
4. Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

ENTERPRISE SERVICES

1. Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
2. MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 64 Kbps to nx64 Kbps, 2 Mbps & above
3. Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2mbps to 155mbps

RETAIL SERVICES

RailWire: RailWire is the retail broadband service of RailTel. RailWire is a collaborative public private local entrepreneur (PPLE) model providing broadband services by leveraging the eco system available with different partners like RailTel, Access Network Provider, Aggregation Network Provider (AGNP) and Managed Service Provider (MSP) to offer high speed & cost-effective broadband to end customers. The model

uses RailTel's nationwide Core fiber Backbone Network, Access Network available with Local entrepreneurs, FTTH Infrastructure providers etc. and Managed Service Partners/Application Service Providers having IT & management capabilities. The model has been tested for several years now with about 4 lakh+ home broadband users along with 5200+ local access network partners. It is noteworthy that this approach whereby about 54% of the revenue is ploughed back into the local community not only serves the underserved but also creates livelihoods and jobs in the local communities.

2. Objective of EOI

RCIL implements IT-ICT projects like providing Infra & Cloud Services, Application Development, ERP/E-Office Implementation and Consultancy Services for its customers. RailTel is in process of selecting suitable empaneled partner for providing manpower services at RailTel's customer office.

3. Scope of Work

The scope of work is to provide services in respect of the of jobs/positions provided under Annexure-04 by deploying suitable manpower under the supervision of empaneled Manpower Agency as per Schedule of Requirements (SoR) Annexure-03.

4. Language of Proposals

The proposal and all correspondence and documents shall be written in English. The hardcopy version will be considered as the official proposal.

5. Proposal Preparation and Submission

The Applicant/bidder 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 RCIL to facilitate the evaluation process or all such activities related to the EOI response process. RCIL will in no case be responsible for or liable for those costs, regardless of the conduct or outcome of the bidding process.

6. Bidding Document

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

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

7. Payment terms:

7.1. The consideration (Payment) will be paid by RailTel to the Bidder against monthly invoices raised on completion of each month for the services provided, by the Bidder in duplicate. Such payments shall be made of the said invoices along with required documents. TDS will be deducted as per prevailing rates.

The consideration aforementioned is all inclusive and no other amounts will be payable to the Bidder by RailTel on any account whatsoever, unless otherwise specifically agreed to in writing.

The tax invoice will be supported by the following documents:

1. Salary sheet for the month with details of allowances & recovery,
 2. Monthly Attendance
- 7.2. RailTel shall release the payment to selected bidder after receiving payment from Customer and on submission of Tax invoice by selected bidder on back-to-back basis.
- 7.3. Any penalty or deduction (LD) from customer shall be passed on to selected bidder on proportionate basis.
- 7.4. Bill passing authority is JGM/IT/CO and Bill payment authority is Sr. DGM/Finance/CO or above officer.

8. Delivery Schedule: As per RailTel's Customer requirement.

9. Compliance requirements

- 9.1. The interested partner should be an Empaneled Partner with RailTel on the date of bid submission. Copy of RailTel's Empanelment Letter may be submitted in this regard.
- 9.2. The interested bidder should submit Earnest Money Deposit (EMD) through online transfer and submit the proof of same along with bid.
- 9.3. The interested bidder should comply 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.(Annexure-01)
- 9.4. The interested bidder should not be blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body in India, on the last date of submission of EOI. (Annexure-02)
- 9.5. There should not be any ongoing or past, arbitration case(s) between 'RailTel' and 'Interested Bidder' on the last date of submission of EOI. (Annexure-02)
- 9.6. The Bidder should have valid registration certificates, including registration with the Regional Labor Commissioner, EPF Registration, ESI Registration, PAN Card, GST Registration certificate, and registration under applicable labour laws and should submit copy of the same.
- 9.7. A copy of latest EPF/ESI return submitted by the Bidder should be submitted.
- 9.8. The Bidder must have cumulative turnover of minimum of Rs. 3,66,55,695/- during the last 3 financial years. Bidder should submit audited balance sheets and certificate of CA for preceding three years.
- 9.9. The bidder should be profitable organization (on the basis of operating profit after tax for at-least 2 out of last 3 financial years). Bidder should submit copy of audited balance sheets along with profit & loss statement and certificate of CA for preceding three years.
- 9.10. The interested bidder must have successfully provided Manpower services during last seven years for any government organization. Bidder should submit PO or work order copy/copies along with completion certificate for project as per following details:
 - i) Three similar works each with value costing not less than ₹ 73,31,139/- (Incl. GST))
 - ii) Two similar works each with value costing not less than ₹ 97,74,852/- (Incl. GST))
 - iii) One similar work with value costing not less than ₹ 1,46,62,277/- (Incl. GST))

10. Evaluation criteria

Only those offers shall be considered for financial evaluation which fulfills all compliance requirements in clause number 9. Financial Evaluation will be carried on basis of lowest offer quoted by the bidder under Annexure-03 (SOR).

11. VOLUME OF WORK

11.1. RailTel does not guarantee any definite volume of work or any particular service at any time or throughout the period of contract. The present/indicative requirement for various services is as under:

Post	(Tentative) staff
DEO	27
OFFICE ASSISSTANT	5
Programmer	1
MTS	15
Driver	3
House Keeping	3
TOTAL	54

11.2. However, there may be variation of (+/-) 50% (Plus/Minus), in the above requirement of staff/manpower.

11.3. The emoluments so fixed are always kept above the Minimum wages prescribed by Ministry of Labour and employment, O/O Chief Labour Commissioner.

11.4. Any increase in CTC for each completed year in RailTel's customer may be given to manpower as agreed by RailTel.

11.5. Revision of VDA Rates will be applicable as per Chief Labor Commissioner Office directives.

12. Liquidated Damages

The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent (including elements of taxes, duties, freight, etc.) per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order for any reason whatsoever attributed to failure of tenderer. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.

13. Bidding Process

The bidder needs to submit the bid in sealed, signed and stamped envelope clearly mentioning of EOI number, EOI name, addressed to the EOI inviting officer as well as Bidding Agency Name and Contact person.

BID should consist the following:

1. Covering Letter
2. RailTel empanelment LOI
3. Signed and Stamped EOI Document
4. GST and PAN documents
5. EMD
6. Duly filled SOR

7. Documents with respect to compliance requirement clause (9.1 to 9.9).
8. Deviation statement (if any) as per clause number 23

14. Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date of submission of EOI response bid. The prices in the bid document to be expressed in INR only.

15. RCIL's Right to Accept/Reject Bids

RCIL reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

16. Security Deposit / Performance Bank Guarantee (PBG)

In case RailTel submits BG to customer, Successful bidder has to furnish security deposit in the form of Performance Bank guarantee @ 5% of issued PO/ LOA value with tax of valid for 3 months beyond the date of completion of all contractual obligations. The same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover warranty period plus three months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.

- 16.1. The Performa for PBG is given in Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.
- 16.2. The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.
- 16.3. A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in interest of bidder to obtain RailTel's Bank IFSC code, its branch and address and advise these particulars to the BG Issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.
- 16.4. The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract, duly adjusting any dues recoverable from the successful tenderer. Security Deposit in the form of DD/Pay Order should be submitted in the favour of "RailTel Corporation of India Limited" payable at New Delhi Only.
- 16.5. Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.
- 16.6. The claim period of PBG shall be 1 year after date of PBG validity

17. Earnest Money Deposit (EMD)/ Bid Security

- 17.1. The bidder shall furnish a sum as Earnest Money in the form of online transfer or Demand Draft from any

scheduled bank in India in favour of “RailTel Corporation of India Limited” payable at New Delhi.

- 17.2. The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Purchase order and fails to furnish performance bank guarantee (security deposit) in accordance with clause 6.
- 17.3. Offers not accompanied with Earnest Money shall be summarily rejected.
- 17.4. Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible as but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.
- 17.5. The successful bidder’s EMD will be discharged upon the bidder’s acceptance of the purchase order satisfactorily and furnishing the performance bank guarantee in accordance with clause 14.
- 17.6. Earnest Money will bear no interest.

18. Deadline for Submission of Bids

Bids must be submitted to RCIL at the address specified in the EOI document not later than the specified date and time mentioned. If the specified date of submission of bids being declared a holiday for RCIL, the bids will be received up to the specified time in the next working day.

19. Late Bids

Any bid received by RCIL after the deadline for submission of bids will be rejected and/or returned unopened to the bidder.

20. 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 shall be allowed to withdraw the bid after the deadline for submission of bids. In case of the successful bidder, he will not be allowed to withdraw or back out from the bid commitments.

21. Clarification of Bids

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

22. Bidder’s Information

Company Name:	
Type of RCIL Business Partner	
Status of Applicant (Partnership,	
Number of Years of Experience	
Number of office locations in India	

Number of office locations globally	
Number of employees in India and global	

CONTACT DETAILS:			
First Name		LastName	
Designation			
Address for correspondence			
Contact Number (Office Landline)			
Mobile Number			
Official Email ID			
GSTN No			
PAN No			
Bank Account No			
IFSC Code			
Registered Address of Company			

23. Format for statement of Deviation

The following are the particulars of deviations from the requirements of the Instructions to bidders:

SN	CLAUSE	EVATION	REMARKS (Including Justification)

24. Duration of the Contract Period

The contract duration shall be same as of RAILTEL'S CUSTOMER's contract duration with RailTel until otherwise terminated earlier. Tentative contract period is 1 year. The contract duration can be renewed / extended

by RailTel at its discretion, in case RAILTEL'S CUSTOMER extends / renews services with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by RAILTEL'S CUSTOMER to RailTel.

22. Variation in Contract

+/- 50 % variation may be operated during the period of validity of agreement with the approval of competent authority with similar terms and procedure as specified in the agreement with customer or EOI.

23. Restrictions on 'Transfer of Agreement'

The SELECTED BIDDER 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.

24. Suspension, Revocation or Termination of Contract / Agreement

24.1. 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 SELECTED BIDDER shall be payable by RailTel.

24.2. RailTel may, without prejudice to any other remedy available for the breach of any conditions of agreements, by a written notice of Three (03) month issued to the SELECTED BIDDER, terminate/or suspend the contract / agreement under any of the following circumstances:

- a) The SELECTED BIDDER failing to perform any obligation(s) under the contract / agreement.
- b) The SELECTED BIDDER failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.
- c) Non adherence to Service Level Agreements (SLA) which RailTel has committed to RAILTEL CUSTOMER for the pertinent tender.
- d) The SELECTED BIDDER going into liquidation or ordered to be wound up by competent authority.
- e) If the SELECTED BIDDER 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 suitable modifying the conditions, as it feels fit under the circumstances.

- f) It shall be the responsibility of the SELECTED BIDDER 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 SELECTED BIDDER's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.
- g) 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 SELECTED BIDDER shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the SELECTED BIDDER in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of SELECTED BIDDER available with RailTel will be forfeited.

25. Dispute Settlement

- 25.1. In case of any dispute concerning the contract / agreement, both the SELECTED BIDDER and RailTel shall try to settle the same amicably through mutual discussion / negotiations. Any unsettled dispute shall be settled in terms of Indian Act of Arbitration and Conciliation 1996 or any amendment thereof. Place of Arbitration shall be New Delhi.
- 25.2. 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..
- 25.3. All arbitration proceedings shall be conducted in English.

26. 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.

27. Statutory Compliances & Labour Laws:

Compliance of labor laws, Payment of Minimum Wages Act, workman 's Compensation Act, EPF/ESI provisions, Shramik-Kalyan provisions and any such statutory provisions viz-a viz the employee would be the responsibility of the Bidder/contractor and the Contractor shall submit a certificate of the compliance thereof to RailTel. The invoice for a particular month must be accompanied by the documentary proof towards the above

for the previous month. THE SERVICE PROVIDER NOT TO BENEFIT FROM COMMISSIONS, DISCOUNTS, RECRUITMENT FEE ETC.

- 27.3.1 The Bidder shall not accept for their own benefit any trade commission, discount, or similar payment or any other benefits in connection with the activities under the contract, and the Bidder shall use their best efforts to ensure that their deployed personnels or agents too shall not receive any such payment/benefit.
- 27.3.2 Neither the Bidder nor their deployed personnel shall engage, either directly or indirectly, in any such activities which conflicts with their role under the assignment.
- 27.3.3 All transactions between the Bidder and third parties shall be carried out as between two principals without reference in any event to RailTel. The Bidder shall also undertake to make the third parties fully aware of the position aforesaid.
- 27.3.4 Bidder shall be liable to pay damages to RailTel for any losses, costs and expenses including litigation expenses incurred by RailTel due to breach of any of the terms and conditions of this contract and failure to perform any of the obligations under the contract.
- 27.3.5 The Bidder shall give detailed descriptions of the services to be performed, period for completion of various tasks, different tasks, specific tasks, etc. to be approved by RailTel.

28. Intellectual Property Rights

- 28.1. Each party i.e. RailTel and SELECTED BIDDER, acknowledges and agree that the other party retains exclusive ownership and rights in its trade secrets, inventions, copyrights, and other intellectual property and any hardware provided by such party in relation to this contract / agreement.
- 28.2. 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.

29. Severability

In the event any provision of this EOI and subsequent contract with SELECTED BIDDER 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.

30. Force Majeure

- 30.1. 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.

30.2. 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.

31. Indemnity

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

- a) Any mis-statement or any breach of any representation or warranty made by SELECTED BIDDER or
- b) The failure by the SELECTED BIDDER to fulfill any covenant or condition contained in this contract by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverables (or the access, use or other rights thereto), created by SELECTED BIDDER pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by SELECTED BIDDER pursuant to this contract, or the SLAs (i) infringes a copyright, trade mark, trade design enforceable in India, (ii) infringes a patent issues in India, or (iii) constitutes misappropriation or unlawful disclosure or used of another Party’s trade secrets under the laws of India (collectively, “Infringement Claims”); or
- c) Any compensation / claim or proceeding by ECT or any third party against RailTel arising out of any act, deed or omission by the SELECTED BIDDER or

- d) Claim filed by a workman or employee engaged by the SELECTED BIDDER for carrying out work related to this agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

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

32. Limitation of Liability towards RailTel

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

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

33. Confidentiality cum Non-disclosure

33.1. 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.

33.2. 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.

34.3. 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.

34.4. 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.

34.5. This Confidentiality and Non- Disclosure clause shall survive even after the expiry or termination of this contract.

34. Insurance

The SELECTED BIDDER agrees to take insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software.

35. 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.

36. Subletting

The Bidder shall not sublet, transfer or assign the contract or any part thereof to other party. In the event of the Bidder contravening this condition, RailTel shall be entitled to terminate the contract and get the work done through other party at the risk & cost of the Bidder. In such case the security deposit of the selected Bidder, will be forfeited.

37. EMPLOYMENT CONTRACT

- 37.1 The deployed manpower shall have the contract in accordance with RCIL employment contract and RAILTEL'S CUSTOMER will not be a party to the said contract.
- 37.2 The deployed manpower shall be deployed on full time basis in RailTel's Customer Office location during the project period and shall discharge to the best of his/her ability all works assigned from time to time directly by RailTel's Customer.
- 37.3 The deployed manpower shall not, without permission of RailTel's Customer, engage, directly or indirectly any other work outside RailTel's Customer. However, this prohibition shall not apply to work undertaken with prior permission from RailTel's Customer.

37.4 For the deployed manpower the overall process of hiring and contracting will be managed by selected firm, recruit, pre -qualify through skill testing, and present candidates' PQDs(Personnel Qualification Description) to RailTel's Customer; and upon approval by RailTel's Customer of candidate to mobilize for immediate deployment.

37.5 Service fee after 1 year : In case of extension of contract beyond initial 1 year period , if salary or CTC is increased by RailTel after customer approval, then selected firm shall be paid service fee on increased CTC.

38. Other Terms and Condition

1. Bidders are requested to quote their best prices considering the fact that price negotiation, if required with the vendor will be passed on to the selected bidder.
2. Unless otherwise specified all prices quoted must remain firm except for statutory variation in taxes and duties during contractual delivery period. Any increase in taxes and duties after expiry of the delivery period will be passed to vendor account.
3. Bids should preferably be typewritten and any correction or over- writing should be initialed. Rates to be indicated both in words and figures.
4. Sealed bids in envelope superscribing tender enquiry number and due date of opening must be sent by Registered or Speed Post or to be dropped in the Tender Box specified for the purpose. Bids received after specified date and time are liable to be rejected.
5. Printed conditions on the back side of the offers will be ignored.
6. RCIL may place the order in full or partial manner based on customer requirement. At time of awarding of work to RailTel by Customer, if any item is added or deleted , then same shall be passed on to the selected bidder with same SOR and terms & conditions.
7. All terms and conditions in RailTel's Customer PO/Agreement shall be passed on to selected bidder on back to back basis



Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: **RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/10 dated 16.10.2025**

Date:

To,

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

Dear Sir,

SUB: Participation in the EoI Process

Having examined the Invitation for EoI document bearing the reference number _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document. I/We also agree to keep this offer open for acceptance for a period of 180 days from the date of submission of EOI response bid to RailTel and in default thereof, If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

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

Authorized Signatory

Name
Designation
Contact Details

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RAILTEL

Compliance to Rule 144 (xi) of GFR, 2017 including amendments till date
(On Organization Letter Head)

Bid Ref No. :

Date:

To,

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

Ref : RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/10 dated 16.10.2025

Dear Sir,

I, the undersigned, on behalf of M/s , have read the clause/para regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries.

(a) I certify that M/s is not from such a country and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I also certify that M/s will not offer any products / services of entity from such countries unless such entity is registered with the Competent Authority.

OR (Strikeout either (a) or (b), whichever is not applicable)

(b) I certify that M/s is from such a country and has been registered with the Competent Authority. I also certify that M/s has product/services of entity from such countries and these entity / entities are also registered with the Competent Authority.

(Where applicable, evidence of valid registration by the Competent Authority is to be attached with the bid.)

I hereby certify that M/s fulfills all requirements in this regard and is eligible to be considered.

I hereby acknowledge that in the event of acceptance of my bid on above certificate and if the certificate is found to be false at any stage, the false certificate would be a ground for immediate termination of contract and further legal action in accordance with the Law.

Signature of Authorised Signatory

Name

Designation

Undertaking for Non-Blacklisting & Arbitration Case
(On Organization Letter Head)

Bid Ref No. :

Date:

To,

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

Ref : RCIL/EOI/CO/ITB/2025-26/IT services to RCIL customer/10 dated 16.10.2025

Dear Sir,

I, the undersigned, on behalf of M/s , hereby submits that

1. We are not blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body at the time of submission of bid.
2. We are not having any ongoing or past, arbitration case(s) with RailTel at the time of submission of bid.

I hereby acknowledge that in the event of acceptance of bid of M/s on above undertaking and if the undertaking is found to be false at any stage, the false undertaking would be a ground for immediate termination of contract and further legal action in accordance with the Law, including but not limited to the encashment of Bank Guarantee related to Empanelment and Performance Bank Guarantee (PBG), as available with RailTel, related to this EoI.

Signature of Authorised Signatory

Name

Designation

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RAILTEL

Schedule of Rates

S N	Description	%age of service fee *
1	Providing Manpower services to RailTel's Customer as per Scope of work under Annexure-	

*Note: Bidder is required to quote %age of service fee (tax excluding) in above table shall be applicable on following fixed CTC as approved by RailTel's customer. Any change in CTC requirement from customer shall be informed to selected bidder.

S.No.	Post	Number	(Baisc + VDA) per month	Total CTC per month
1	DEO	27	25506	29972
2	OFFICE ASSISSTANT	5	27690	35230
3	Programmer	1	27690	35230
4	MTS	15	23218	36434
5	Driver	3	25506	28722
6	House Keeping	3	20930	24162
	TOTAL	54		

Note: All rates above are exclusive of tax.

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RAILTEL

1. WORKING HOURS:

Deployed resources will follow the working hours of the RAILTEL'S CUSTOMER Office. Resource's attendance will be maintained by reporting officer of the RAILTEL'S CUSTOMER and authorized attendance sheet mandatorily need to be submitted to RailTel within the cut-off date as mutually agreed for pay-roll processing.

2. Notice Period and replacement:

In the eventuality, if RAILTEL'S CUSTOMER wishes to terminate some resource, RailTel or Customer will provide 1 month termination notice to selected firm or employee. Firm shall arrange replacement of resource within 1 month time period. In the eventuality, if deployed resource or RailTel wishes to discontinue service, it is required for firm to provide 1 month advance notice to RAILTEL'S CUSTOMER and RailTel. Firm shall arrange replacement of resource within 1 month time period.

3. TA/DA :

All deployed employees shall be eligible for DA (Daily Allowance) @ of 265/- per day limited to 30% of Gross salary per month. Those who are not covered under ESI shall be allowed medical allowance @ of Rs.683/- per month. Mileage allowance for all outsourced employees shall be Rs.6/- per KMs.

4. Overtime :

Deployed resources shall be paid overtime as per delhi-shops-act-1954 (Labour laws).

5. Holidays :

Deployed Resources shall be entitled to paid holidays in a year as per RAILTEL'S CUSTOMER holiday calendar.

6. Leave rules:

All deployed resources shall be eligible for 1 casual leave per month as per delhi-shops-act-1954

All female resources deployed in RAILTEL'S CUSTOMER shall be entitled for Maternity Leave as per provisions under MATERNITY BENEFIT ACT, 1961.

All deployed employees shall be eligible for sick leave (with full pay) for six full days in a year, against authorized and permitted sick period supported by medical certificate/ prescriptions.

7. Diwali Incentive:

Rs. 7,500/- (per year) for unskilled resources and Rs. 10,000/- (per year) for skilled resources as per approval of RAILTEL'S CUSTOMER.

8. Birthday Incentive :

Rs. 1500/- for deployed resources under age 40 years and Rs. 1000/- for deployed resources above age 40 years as per approval of RAILTEL'S CUSTOMER.

Job/Positions category

Duty List of Office Assistant:-

1. Inserting text based and numerical information from source documents within time limits.
2. Compile, verify accuracy and sort information according to priorities to prepare source data for computer entries.
3. Typing the official letters and other documents with good typing speed.
4. Handling existing data and editing current information.
5. Apply data program techniques and procedures.
6. Scanning the documents, computer data entry, preparing reports and other general office documents.
7. Good working skills of MS office.
8. Keep information confidential.
9. Ensure proper use of office equipment's and address malfunctions.
10. Keeping the office record updated.
11. Knowledge of Noting/Drafting and processing of files is desirable
12. Any other/miscellaneous works assigned by the officer-in-charge.

Duty List of for DEO :-

1. Typing the official letters and other documents with good typing speed.
2. Handling existing data and editing current information.
3. Apply data programme techniques and procedures.
4. Scanning the documents, computer data entry, preparing reports and other general office documents.
5. Good working skills of MS office.
6. Keep information confidential.
7. Ensure proper use of office equipment's and address malfunctions.
8. Keeping the office record updated.
9. Assisting in routine work like diary, dispatch etc. including on computer.
10. Typing work in Hindi & English

11. Photocopying, sending of FAX etc.
12. Other non-clerical work in the Section / Unit.
13. Any other work assigned by the superior authority.

Duty List of for MTS :-

1. General Cleanliness and upkeep of the Section / Unit.
2. Carrying of files and other papers within the building.
3. Photocopying, sending of FAX etc.
4. Other non-clerical work in the Section / Unit.
5. Assisting in routine work like diary, dispatch etc. including on computer.
6. Any other work assigned by the superior authority.

Duty List of Housekeeping Staff: -

1. Housekeeping/Cleaning services should be done daily basis.
2. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings.
3. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, Surroundings etc.).
4. Sweeping, cleaning, mopping with disinfectant cleaner of area including all staircases, cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms .
5. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected waste at designated site on daily basis.
6. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment's, accessories etc., and cleaning of all windows glasses and grills. Cleaning and dusting of window panes/venetian blinds.
7. Spraying Room Fresheners in all rooms, on a daily basis at regular intervals.
8. Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, floors etc.
9. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc.,

Duty List for Drivers:-

Medical Fitness certificate for eye blindness

1. Normal duty hours on each day per driver will be 10+2 hours
2. Maximum Expected hour of stay beyond the normal duty will be as per requirement
3. To find the best route using google map.
4. Keeping the vehicle in good condition and inform RailTel's customer office for fuel , vehicle papers , service& repairs whenever required.
5. Assisting with loading and unloading items
6. Following traffic laws, driving defensively, and ensuring safety measures are in place
7. Fulfilling administrative needs, like office pickups.
8. Any other work as assigned by the office/officers of RailTel's Customer.

Duty List for Security Guard

1. Inspect and patrol premises regularly.
2. Monitor property entrance.
3. Provide assistance to people in need.
4. Staying alert and observant, and reporting suspicious activities
5. Responding to emergencies.
6. Participating in rescue operations with firefighters and police.
7. Noting the entry and exit of employees, visitors, and other individuals.
8. Directing visitors to reception and logging their entry to the premises.
9. Responding to alarms and calls of security concern.

Any other category of staff as and when introduced by RailTel Corporation, as per the requirement of the company, including fixing their salary packages, qualifications and experiences.

RAILTEL

Proforma for Performance Bank Guarantee Bond

Form No. 1

**PROFORMA FOR PERFORMANCE BANK GUARANTEE BOND
(On Stamp Paper of Rs one hundred)**

(To be used by approved Scheduled Banks)

1. In consideration of the RailTel Corporation of India Limited, having its registered office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 having agreed to exempt(Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Purchase Order No.....dated.....made between.....and..... for

(hereinaftercalled “ the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.(Rs only). We (indicate the name of the Bank) hereinafter referred to as “the Bank”) at the request of..... Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs..... against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We, Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs .
.....

3. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Tenderer(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Tenderer(s) shall have no claim against us for making such payment.

4. We, Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the We shall be discharged from all liability under this Guarantee thereafter.

5. We,..... (indicate the name of Bank) further agree with the RailTel that the RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said

contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) / Tenderer(s).

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

.....the day of 2025

for
(indicate the name of the Bank)

Witness

1. Signature Name

2. Signature Name

Note: Claim Period of BG will be 365 days more than the BG Validity date.

RailTel Bank Detail for SFMS are:

- To mandatorily send the Cover message at the time of BG issuance.
- IFSC Code of ICICI Bank to be used (ICIC0000007).
- Mention the unique reference(RAILTEL6103)in field 7037

