

**RailTel Corporation of India Ltd**  
**(A Mini Ratna PSU under Ministry of Railways)**



**NOTICE INVITING EXPRESSION OF INTEREST (EOI)**

**EOI No. : RCIL/EOI/CO/ITB/2023-24/IT services to RCIL customer/11 dated 19.01.2024**

Expression of Interest (EOI) for **Selection of Partner** for  
“E-Mail Solution Services”

**Issued by:**

**RailTel Corporation of India Ltd**

**(A Mini-Ratna PSU under Ministry of Railways)**

**Corporate Office,**

**Plate-A, 6<sup>th</sup> Floor, Office Block Tower-2,**

**East Kidwai Nagar, New Delhi - 110023,**

**Ph No. +91-011- 22900600 Fax No. +91-011-22900699**

**<https://www.railtelindia.com>**

### **Disclaimer**

RailTel Corporation of India Ltd. (herein after called the RailTel) has prepared this Expression of Interest (EOI) document solely to assist prospective bidders in making their decision of whether or not to bid.

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



### **SCHEDULE OF EVENTS**

1	EOI Document Availability	EOI document can be downloaded from website <a href="http://www.railtelindia.com">http://www.railtelindia.com</a> from 19.01.2024 onwards till last date of submission of the EOI.
2	Cost of the EOI Document	NIL
3	EOI Earnest Money Deposit (EOI-EMD) to be submitted along with EOI Response	Rs. 2 Lakh through online transfer or DD as per details under clause number 13
4	Last date of submission of response to EOI Response	1500 Hrs on 25-Jan-2024
5	Date & Time of Opening of EOI Response	1530 Hrs on 25-Jan-2024
6	Mode of Submission of EOI Response	<p>Physical Submission of Sealed Envelope containing Technical Bid and Commercial Bid. The physical submission is to be done at the address as mentioned in this EOI document.</p> <p>All interested partners may note that this is a 'Single Packet Bid Submission'. EOI response submitted through any other mode will not be accepted.</p>

Note : Only RailTel Empanelled Partners are eligible to participate in this EOI process.

### **Contact Details for this EOI :**

**Level 01 :** Ms. Rosy Sharma / DGM (IT) / rosys[at]railtelindia[dot]com

**Level 02 :** Sh. Naresh Kumar / JGM (IT) / naresh[dot]kumar[at]railtelindia[dot]com

**Ph No.** +91-011- 22900600**Fax No.** +91-011-22900699

## **1. About RailTel**

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

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

## **2. Background of EOI**

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

In this regard, RailTel intends to submit Techno commercial proposal for E-Mail Service Solution to various government customers and accordingly want to select a suitable partner for solution implementation. Scope of work and other details are provided under Annexure-1. RailTel shall provide the DC hosting and selected bidder shall provide the required Email Solution services as per Customer requirement.

## **3. Scope of Work & Partner Selection**

- 3.1.** Interested partners shall clearly understand the overall Scope of Work. Detail Features and Functionality of Email solution in Annexure-1
- 3.2.** Selected bidder shall be responsible for E-mail solution implementation, one time migration from customer’s existing mail system and product support.
- 3.3.** Interested partners need to submit their EoI response in form of duly signed and stamped and sealed techno-commercial bid at the RailTel office either through post or by-hand, within the stipulated date and time, as mentioned in this EOI document. Address of the RailTel office where bid is to be submitted is :

**RailTel Corporation of India Ltd.**  
**Plate-A, 6<sup>th</sup> Floor, Office Block Tower-2,**  
**East Kidwai Nagar, New Delhi – 110023**

3.3. Interested partners may note that this is a ‘Single Packet Single Envelope’ Bid. The bid should be placed in a sealed envelope. The cover envelope should have below information :

- EoI Name and Number
- Last Date and Time of Submission
- Addressed to the contact persons as mentioned in this EOI document
- Address of the Office where EOI is to be submitted, as mentioned in this EOI document.

3.4. Only those bids shall be opened, which have been submitted within the stipulated time as mentioned in this EOI document.

3.5. For the opened bid, the bidder will be selected on the lowest quote (L-1) basis for complete ‘Scope of Work’ as mentioned in the Annexure-1, subject to the respective overall bid is in compliance to the requirements of this EOI. The so selected partner will be termed as ‘Commercially Suitable Partner (hereafter referred to as ‘CSP’)’. It is re-mentioned, that the final selection of CSP will be on the L-1 basis only. Further, RailTel reserves the right to have negotiation with the CSP.

3.6. As of now, EoI response from interested partners is invited considering that the selected partner will be responsible for delivering of complete ‘Scope of Work’ as mentioned in the Annexure-1. However, RailTel at its discern, may take-up a certain portion / percentage of ‘Scope of Work’ by communicating to the CSP at any point of time during the engagement period.

3.7. RailTel based on inputs / factors available to it from various resources, past experiences of its ICT projects and based on negotiated (*in case*) commercial bid of the CSP, will endeavour to place best techno-commercial bid in response to the pertinent Customer . Further relationship with CSP will be based on the customer contract to RailTel.

3.8. Validity of the submitted bid (technical and commercial) should be of 120 days from award of contract to RailTel from Customer.

#### **Compliance Requirements for Interested Bidder**

4.1. The interested partner should be an Empanelled Partner with RailTel on the date of bid submission. Copy of RailTel’s Empanelment Letter may be submitted in this regard.

4.2. 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.

- 4.3. The interested bidder should not be backlisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body in India, on the last date of submission of EOI.
- 4.4. There should not be any ongoing or past, arbitration case(s) between 'RailTel' and 'Interested Bidder' on the last date of submission of EOI.
- 4.5. The interested partner should have a valid Goods and Service Tax Identification Number (GSTIN), as on the last date of submission of EOI.

**Note :** The interested bidder should submit duly signed and stamped EOI cover letter as per the format mentioned at Annexure-01 of this EOI document, as unconditional submission of meeting the clauses mentioned above, from Clause 4.1. to Clause 4.5.

#### **4. Proposal Preparation and Submission Cost**

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

#### **5. Amendment to EOI Document**

At any time prior to the deadline for submission of bids, RailTel, may, for any reason can modify the EOI document by an amendment. All the amendments made in the document would be informed by displaying on RailTel's ([www.railtelindia.com](http://www.railtelindia.com)) website only. The interested partners are advised to visit the RailTel website on regular basis for checking necessary updates. RailTel also reserves the rights to amend the dates mentioned in this EOI for bid process. RailTel may, at its discretion, extend the last date for receipt of EOI response.

#### **6. Bid Validity Period**

- 6.1. Bid of Interested partners shall remain valid for the period of 120 days from the date of issuance of work order / purchase order by CUSTOMER in favour of RailTel, in case RailTel emerges as successful bidder in pertinent CUSTOMER's tender.
- 6.2. RailTel may request for an extension of the period of validity. The request and the responses thereto shall be made in writing through e-mail communication only.

#### **7. Right to Terminate the Process**

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

## **8. Language of Bid**

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

## **9. Submission of Bid**

- 9.1. The interested partner should consider any Corrigendum to this EOI document that may have been published before submitting their EOI response. The bid is to be submitted in the mode as mentioned in this EOI document. EOI response submitted in any other mode will not be entertained.
- 9.2. Interested partners in their own interest are advised to submit the EOI response well in time before the last date and hence to avoid any inconvenience at the last moment.
- 9.3. An Organization / Interested Partner can submit only 'One EOI Response'. Submission of multiple EOI Response by interested partner(s) may lead to rejection of all of its bid.

## **10. Rights to Accept / Reject any or all EOI Response**

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

## **11. Payment Terms**

- 11.1. Payment will be on '**back-to-back**' basis and as per the payment terms mentioned in the pertinent CUSTOMER's tender.
- 11.2. Payment will be released after receiving the invoice for the work / services and after RailTel has received the payment from CUSTOMER for the same work / services. Any deduction / penalties



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

## **12. Performance Bank Guarantee (PBG)**

12.1. In case of PBG submitted by RailTel on award of contract by customer to RailTel and subsequent engagements with CSP, The CSP shall at its own expense, deposit with RailTel, within thirty (30) days must submit a PBG equivalent to (3% to 10%) of the order value on receipt of work order from RailTel. The PBG should remain valid for 30 months and claim period should be 1 year beyond the completion of contract. An unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled Commercial Bank as per the format enclosed in this EOI is to be submitted, payable on demand, for the due performance and fulfilment of the contract by the CSP. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the CSP. Besides, if the total BG amount comes upto ₹ 05 Lakhs, then same should be deposited through DD/RTGS/NEFT.

12.2. The PBG may be discharged / returned by RailTel upon being satisfied that there has been due performance of the obligations of the CSP under the contract. However, no interest shall be payable on the PBG. In the event, CSP being unable to service the contract for whatsoever reason, RailTel would invoke the PBG at its discern. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the CSP's failure to complete its obligations under the contract. RailTel shall notify the CSP in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the CSP is in default.

12.3. RailTel shall also be entitled to make recoveries from the CSP's bills, PBG or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction, or misstatement.

12.4. If the service period gets extended by virtue of extension of same by CUSTOMER, PBG should also be extended accordingly.

12.5. During the contract period, RailTel may issue Purchase Order for the additional services ordered by CUSTOMER (*in case*) to RailTel. In such scenario(s) also, Clause No. 14.1. to Clause No. 14.4. are to be followed by the CSP.

## **13. Earnest Money Deposit (EMD)/ Bid Security**

**13.1.** 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. RailTel Bank details for online EMD amount payment is as under:



Account No. 340601010050446  
IFSC: UBIN0534064  
Name: RailTel CO Collection A/c  
Bank: Union Bank of India

- 13.2.** 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.
- 13.3.** Offers not accompanied with Earnest Money shall be summarily rejected.
- 13.4.** 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.
- 13.5.** 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 7.
- 13.6.** Earnest Money will bear no interest.

#### **14. Details of Commercial Bid / Financial Bid**

- 14.1.** Interested partner should submit commercial bid strictly as per the format mentioned at Annexure-05 of this EOI document document or subsequent corrigendum (if any).
- 14.2.** The commercial bid should clearly bring out the cost of the services with detailed break-up of taxes.
- 14.3.** The rates mentioned in the commercial bid of the CSP will form basis of commercial transaction between RailTel and bidder.
- 14.4.** The quantity of 'Line Items' may vary at the time of placing of Purchase Order or during the Contract Period, as communicated by CUSTOMER (*in case*) to RailTel. In such scenarios, the 'Per Unit' cost will be considered to arrive on contractual amount between RailTel and CSP.
- 14.5.** It is also possible that CUSTOMER may surrender some or all of the quantities of service items ordered to RailTel during the contract period and accordingly the contractual amount between RailTel and CSP shall be considered.
- 14.6.** In addition to the Payment Terms, all other Contractual Terms will also be on '**back-to-back**' basis between RailTel and ECT.

#### **15. Duration of the Contract Period**

The contract duration shall be same as of CUSTOMER's contract duration with RailTel until otherwise terminated earlier. The contract duration can be renewed / extended by RailTel at its discretion, in case CUSTOMER extends / renews services with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by CUSTOMER to RailTel.

#### **16. Rate contract**

RailTel can issue multiple sub-PO or PO to selected bidder for Email services solution services to multiple customers with “unit rate per user” in SOR. The rates provided under SOR of selected bidder after EOI finalisation shall be used as rate contract for serving multiple customers. The duration of Rate contract shall be initially 5 years, however same can be extended further based on customer requirement. The total users base is expected to be upto 20,000 or more.

#### **17. Restrictions on ‘Transfer of Agreement’**

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

#### **18. Suspension, Revocation or Termination of Contract / Agreement**

18.1. RailTel reserves the right to suspend the operation of the contract / agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities, in such a situation, RailTel shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the contract / agreement will not be a cause or ground for extension of the period of the contract / agreement and suspension period will be taken as period spent. During this period, no charges for the use of the facility of the CSP shall be payable by RailTel.

18.2. 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 CSP, terminate/or suspend the contract / agreement under any of the following circumstances:

- a) The CSP failing to perform any obligation(s) under the contract / agreement.
- b) The CSP 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 CUSTOMER for the pertinent tender.
- d) The CSP going into liquidation or ordered to be wound up by competent authority.
- e) If the CSP is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to RailTel in writing. In that case, the written notice can be modified by RailTel as deemed fit under the circumstances. RailTel may either decide to issue a termination notice or to continue the agreement by suitable modifying the conditions, as it feels fit under the circumstances.
- f) It shall be the responsibility of the CSP to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of contract / agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material

breach liable for termination at risk and consequent of which CSP's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.

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 CSP shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the CSP in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of CSP available with RailTel will be forfeited.

## **19. Dispute Settlement**

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

19.2. 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..

19.3. All arbitration proceedings shall be conducted in English.

## **20. Governing Laws**

20.1. 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.

## **21. Statutory Compliance**

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

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

amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising therefrom and/or related thereto.

## **22. Intellectual Property Rights**

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

22.2. 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.

## **23. Severability**

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

## **24. Force Majeure**

24.1. 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.

24.2. 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.

## **25. Indemnity**

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

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

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

## **26. Limitation of Liability towards RailTel**

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

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

## **27. Confidentiality cum Non-disclosure**

27.1. 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.

27.2. 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.

27.3. 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.

27.4. 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.

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

## **28. Insurance**

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

## **29. 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.

### 30. Changes in Contract Agreement

No modification of the terms and conditions of the Contract Agreement shall be made except by written amendments signed by the both CSP and RailTel. All other terms and conditions between CSP and RailTel shall be on **back-to-back** basis as mentioned in Customer tender document including corrigenda.





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

Bid Ref No. :

Date:

To,

Joint General Manager (IT),  
RailTel Corporation of India Limited,  
Plate-A, 6<sup>th</sup> Floor, Office Block Tower-2,  
East Kidwai Nagar, New Delhi - 110023

**Ref : EOI No. RCIL/EOI/CO/ITB/2023-24/IT services to RCIL customer/11 Dated 19.01.2024**

Dear Sir,

1. I, the undersigned, on behalf of M/s ....., having carefully examined the referred EOI offer to participate in the same, in full conformity with the said EOI and all the terms and conditions thereof, including corrigendum issued till last date of submission of EOI.
2. I, the undersigned, on behalf of M/s ....., undertake to fully comply with “Annexure-1” and all terms & conditions in Customer Tender for “E-Mail as a Service”.
3. I agree to abide by this Proposal, consisting of this letter, Technical and Commercial Proposals, for a period of 120 days from date of issue of purchase order/contract from CUSTOMER.
4. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Commercially Suitable Partner (CSP) for the aforesaid Service, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Proposal are true copies of their respective originals.
5. I undertake, if our Bid is accepted, to commence our services as per scope of work as specified in the contract document.
6. Until a formal Purchase Order or Contract is prepared and executed, this Bid and supplement / additional documents submitted (if any), together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.

Signature of Authorised Signatory

Name

Designation

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

Bid Ref No. :

Date:

To,

Joint General Manager (IT),  
RailTel Corporation of India Limited,  
Plate-A, 6<sup>th</sup> Floor, Office Block Tower-2,  
East Kidwai Nagar, New Delhi - 110023

**Ref : EOI No. RCIL/EOI/CO/ITB/2023-24/IT services to RCIL customer/11 Dated 19.01 2024**

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,

Joint General Manager (IT),  
RailTel Corporation of India Limited,  
Plate-A, 6<sup>th</sup> Floor, Office Block Tower-2,  
East Kidwai Nagar, New Delhi - 110023

**Ref : EOI No. RCIL/EOI/CO/ITB/2023-24/IT services to RCIL customer/11 Dated 19.01 2023**

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



**CHECKLIST OF DOCUMENTS FOR TECHNICAL BID**

S. No.	Document
1	EOI Document Copy including Corrigenda (if any), as Downloaded from RailTel's Website
2	EOI Cover Letter ( <i>Annexure-01</i> )
3	Copy of RailTel's Empanelment Letter
4	Compliance to Rule 144 (xi) of GFR, 2017 ( <i>Annexure-02</i> )
5	Undertaking for Non-Blacklisting & Arbitration Case ( <i>Annexure-03</i> )
6	Copy of Permanent Account Number (PAN) & Taxpayer Identification Number (TAN)
7	Copy of Goods and Service Tax Identification Number (GSTIN)
8	EMD submission details

**Note :**

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



**Commercial Bid**  
( On Organization Letter Head )

Bid Ref No. :

Date:

To,

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

**Ref : EOI No. RCIL/EOI/CO/ITB/2023-24/IT services to RCIL customer/11 Dated 19.01 2023**

**Schedule of Requirements**

S. No.	Service Specification	Qty.	Unit rate per user	Total Rate	GST Charges	Total Rate with GST
1	Per User Annual Recurring Charges* for EaaS Solution	5000				
2	One Time Charges (OTC) per customer email solution implementation	LS				

**Note:**

- 1. The SOR Value shall be inclusive of all the installation, commissioning, testing and any other price that might be incurred by the Bidder for the performance of the contract.*
- 2. The PO shall be placed based on number of user requirement from RailTel's Customer.*

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Location: \_\_\_\_\_

Date: \_\_\_\_\_

**PROFORMA FOR PERFORMANCE BANK GUARANTEE**

*(On Stamp Paper of ₹ One Hundred)*

To,

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

1. In consideration of the RailTel Corporation of India Limited (CIN : L64202DL2000GOI107905), having its registered office at Plate-A, 6<sup>th</sup> Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi – 110023 (herein after called “RailTel”) having agreed to exempt ..... (CIN : ..... ) having its registered office at ..... (hereinafter called “the said Contractor”) from the demand, under the terms and conditions of Purchase Order No. .... dated ..... made between RailTel and ..... for (hereinafter called “the said Agreement”) of security deposit for the due fulfilment by the said Contractor of the terms and condition contained in the said Agreement, or production of a Bank Guarantee for Rs. .... ( Rs. .... Only). We ..... (indicate the name and address and other particulars of the Bank) (hereinafter referred to as ‘the Bank’) at the request of ..... contractor do hereby undertake to pay RailTel an amount not exceeding Rs. .... ( Rs ..... Only) against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor of any of the terms or conditions contained in the said Agreement.

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

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

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

5. We, ..... the Bank further agree with the RailTel that the RailTel shall have fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said Contractor and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

This Guarantee will not be discharge due to the change in the constitution of the Bank or the Contractor.

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

Dated the ..... Day of ..... 2023 for ..... (Name of Bank)

In the presence of Witnesses:

1. Signature With Date

Name

2. Signature With Date

Name

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



## ANNEXURE-1

Technical Specifications (Mail-Messaging Software)	
A. End User Features	
General Features	
The Email software should be deployed on-premise and should be able to have user distribution based on the features running in a single environment. The administrator should be able to move the users from one profile to the other without any changes/restarting of services on a single click	
Should support large indexed mailboxes & have advanced search features	
Should support all features across all popular Browser (e.g. Firefox/Chrome/Safari/IE etc)	
Should support e-mail, Address Book, Calendar, Task, File Sharing, Document Collaboration	
The mail messaging software should be able to integrate with Active Directory to provide same user ID & password for user authentication	
Should have rich, interactive, web-based interface for end user functions (access through HTTPS)	
Spell check facility while composing email	
Users should be able to sort emails in a conversation view & should be able to sort emails on From, To, Subject date etc.	
Users should be able to configure Out of Office messages, separate for internal & external users.	
Users should be able to create multiple custom signatures	
The email should be automatically saved in "Drafts" while the user is composing the mail	
User should be able to define their viewing panes	
Users should have the feature to share mail boxes to peers defining specific rights	
User should have the feature of delegating his/her mailbox and the delegated user should have access to send email on behalf of the user	
User should have the feature of managing personas (manage multiple email accounts from a single login)	
Web Mail Client	
The webmail client should be tightly bound with the messaging software and should be from the same principal as the messaging software	
Rich, interactive, web-based interface for end user functions	
Email software should support S/MIME for email encryption on the webclient	
Support for Digital encryption on Webmail client	
Users should be capable of viewing the total size and available space of their mail boxes	

The administrator should be able to define log-out time after a specific period of in-activity on the webmail and should have Secure logout from Web mail client to prevent unauthorized access to mail pages after sign out.
Should support lookup of addresses from the central directory
Should have the feature of creating filters/rules
Users should be able to restore deleted emails even from the trash from the web client
<b>Native Desktop / Thick Offline Client</b>
The bidder should quote for a native Offline client from the same OEM/Principal as the messaging software.
The offline client should be available to Windows & Mac OS
Offline client should have the capability to access emails offline
The offline client should have a provision of Auto-Archive emails for clearing the quota on the server and making a copy of email on the local PC/Laptop
The offline client should create the same folder structure as on the server while creating a local copy / archive
Users should be able to restore deleted emails even from the trash from the thick client
<b>Support for MS-Outlook Client</b>
The email software should support MAPI protocol for MS-Outlook
The user should be able to share the folders/access shared folders from the MS-Outlook client
Users should be able to get free/busy information while sending out calendars
Users should be able to delegate mailbox/calendars to the peers without sharing their password
The Outlook client should be able to sync email, calendars, contacts etc from the server
Users should be able to restore deleted emails even from the trash from the MS-Outlook client
Users should be able to view Organisation chart from the MS-Outlook client
<b>Address Book</b>
The mail messaging software should have the capability to create personal address book for every user
User should be able to look for email addresses from the Global Address book (GAL)
<b>Calendar</b>
The mail messaging software should have the capability to schedule personal appointments
The mail messaging software should have the capability to view free/busy status for the invitees for the internal users
Users should be able to create recurring meetings
Users should be able to block meeting rooms & resources
The recipient will have a choice to accept, decline or tentatively accept an invitor delegate

<b>Document Sharing &amp; Collaboration</b>
The email software should have a native Office productivity suite integrated in the platform.
The End user Interface should provide a feature to create Document/Spreadsheets/Presentation in the webmail interface and the solution should have the required components to deliver this feature
Users should be able to share the documents internally / externally
Users should be able to do a real time collaboration i.e. multiple users should be able to work on the same document on the same time
Users should be able download the files from the document collaboration platform in Doc/Docx, XLS/XLSX, PPT/PPTX, PDF, ODS etc
The email solution should have a native capability for file sharing and custom folder creation by end users
Users should be able to attach files from the Drive in directly in the compose window
<b>Mobile Access -- Push Mail with ActiveSync</b>
Users should be able to Synchronize mobile devices through ActiveSync Only
The mail messaging software should have the capability to remotely wipe out the data on Mobile device.
Only corporate allowed devices should be allowed to Sync emails on the mobile device (A/B/Q)
The Emails software OEM should provide a native mobile App available for iOS & Android and also provide a choice to configure email on any other client that supports MS-ActiveSync
The email App should be able to Sync emails, calendars, contacts, GAL, File sharing etc.
<b>Drag and Drop Attachments</b>
User should be able to add attachments with size warnings
User should be able to add links of cloud storage like dropbox, g-drive etc.
Users should be able to drag and drop attachments in the webmail client
<b>B. Server Features</b>
<b>General Features</b>
The proposed Messaging Solution should be Enterprise Grade and should not include any individual components running on Beta version
Messaging Server edition should run on any of the Linux platforms (RHEL, Ubuntu, Oracle Linux)
The mail messaging software should have the capability to customize the log-in page
The mail messaging software should be configured in High Availability.
Should support hosting messaging sub-systems by role (like protocol, message storage, directory database, message routing, etc.) on more than one physical server/Virtual Machines or on the same server using Logical Partitioning.
<b>Storage</b>

The software should be able to configure storage volumes for older messages Out of the Box with no additional use of any third party application. To manage your email storage resources i.e. Messages and attachments are moved from a primary volume to the current secondary volume based on the age of the message. The messages should be still accessible.
Message De-duplication: The System should not duplicate the message, thus it should provide single instance storage
<b>Domain-Level Management</b>
Ability to create and manage multiple mail domains within a single instance of Messaging Solution
The mail messaging software should support Delegated Admin. The mail system administrator should be able to create, delete user accounts and manage control the mail archival /journal solution.
The administrator should have the capability to run a search for a mail across all the mailboxes on the server
<b>Server Security</b>
The mail messaging software should provide multi-factor authentication for more security
The proposed messaging solution should relay mails only from authenticated users.
The directory server proposed with the messaging solution should provide user's authentication using industry standard authentication mechanism compliant with LDAP v3.0
The mail messaging software should be running on SSL (HTTPS)
The mail messaging software should support security features like DKIM(Domain Keys Identified Mail) , SSL ( Secured Socket layer), TLS ( Transport Layer Security) etc.
Email messaging software should allow delegated role based access control
<b>Backup &amp; Recovery</b>
The mail messaging solution should have an integrated online backup/restore mechanism for mail boxes
The Solution should ensure that the backup software provides a real-time/scheduled backup.
Administrator can restore a single mailbox for the user
User should have the privilege to restore deleted (even from Trash) mails him/herself without the help of the administrator with-in a defined time
<b>E-Mail Archival &amp; Discovery for Legal Compliance</b>
The Solution should have email Archival & Discovery for storing mails for legal compliance integrated with the messaging platform.
Administrator should be able to search mails within archival server across multiple mailboxes at the same time
The mail messaging should support server side archiving of mail for selected groups/users.
The archival server must be configured for Indexing services for faster search and retrieval of mails