

RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking)

**Expression of Interest for Selection of Partner from Empaneled Business Associate for
EXCLUSIVE TEAMING ARRANGEMENT**

For

“Supply of Licenses and Software Application Design, Development, Testing, Customization, Implementation and Support of Customer Relationship Management & Ticket Automation, Customer Experience Management, Predictive IoT Advance Analytics & Integration, Smart IOT Restroom, AI/ML enabled Chat-Bot (AVATAR), IT Staff Augmentation and Meity Empanelled Hyper-Scaler Cloud Infrastructure.”

EOI No: RailTel/EOI/COMKTG/EB/IT/2023-24/1 dated 29th Feb 2024

EOI NOTICE

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

EOI Notice No: RailTel/EOI/COMKTG/EB/IT/2023-24/1 dated 29th Feb 2024

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel's Empaneled Partners for the selection of suitable partner as Exclusive pre bid teaming arrangement for **“Supply of Licenses and Software Application Design, Development, Testing, Customization, Implementation and Support of Customer Relationship Management & Ticket Automation, Customer Experience Management, Predictive IoT Advanced Analytics & Integration, Smart IOT Restroom, AI/ML enabled Chat-Bot (AVATAR), IT Staff Augmentation and Meity Empanelled Hyper-Scaler Cloud Infrastructure”**.

The details are as under:

1	Last date for submission of Technical Packet against EOIs by bidders	08th March 2024 at 15:30 Hours
2	Opening of Technical Bid of EOIs	08th March 2024 at 15:45 Hours
3	Number of copies to be submitted for scope of work	One
4	EOI fees inclusive tax (Non-refundable)	Rs. 5,000/- (Five Thousand only)
5	Token EOI EMD	<p>Rs. 5,00,000/- (Five Lakhs Only) to be submitted along with EOI.(To be submitted via online bank transfer)</p> <p>Balance EMD for Rs. 1,95,00,000/- (Rupees One Crores Ninety Five Lakhs only). To be submitted by selected Business Associate, in the form of BG/online transfer before submission of final bid to the end customer.</p> <p>*BG as EMD validity: Bid validity period + 2 months and claim period of 1 year from BG expiry period.</p> <p>(SFMS report guidelines: - BG advising message – IFN 760COV/ IFN 767COV via SFMS</p> <ul style="list-style-type: none">• 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.)

The EMD should be in the favor of RailTel Corporation of India Limited payable at Delhi through online bank transfer or EMD can be submitted as PBG in favour of RailTel Corporation of India Limited. Partner needs to share the online payment transfer details like UTR No. date and Bank along with the proposal.

RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064.

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

Level:1 Contact: Abhishek Pratap Singh
Designation: Sr.Mgr/EB
Email: abhishek.singh@railtelindia.com

Level:2 Contact: Shashidhar Uppal
Designation: GM/EB
Email: shashi_uppal@railtelindia.com

Level:3 Contact: Parag Kumar Goyal
Designation: PED/EB
Email : parag@railtelindia.com

Note:

1. Empaneled partners are required to submit soft copy of technical packet through an e-mail at eoiebc@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp.
2. The EOI response is invited from eligible **Empaneled Partners of RailTel only**.
3. All the documents must be submitted with **proper indexing** and **page no**.
4. This is an **exclusive partnership arrangement with empaneled business associate of RailTel for participating in the end customer requirement**. Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel).
5. **Transfer and Sub-letting**. The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.