



रेलटेल
RAILTEL

A Navratna CPSE
Govt of India

RAILTEL CORPORATION OF INDIA LTD.
(A Navratna CPSE)

Southern Region Office

6A, 6th Floor, Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

Corporate Office

Plate-A, 6th Floor, Office Tower2,
NBCC Building, East Kidwai Nagar, New Delhi-110023

www.railtel.in

Invitation for Expression of Interest
For

**“Supply & Installation of latest Document Management System (DMS) including File and
Dak Management, Meeting Management and Record Management systems for 2500 users
with 500 concurrency and ESS users with training and support”**

EOI No: RailTel/SR/SC/Mktg/2024-25/EOI/007, Dt. 18-12-2024.

EOI NOTICE

RailTel Corporation of India Ltd.
6A, 6th Floor, Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

EXPRESSION OF INTEREST

EOI No: RailTel/SR/SC/Mktg/2024-25/EOI/007, Dt. 18-12-2024.

RailTel Corporation of India Ltd., (hereafter referred to as RailTel) invites responses from RailTel Empanelled / Applied for Empanelment Partner/System Integrator for exclusive PRE-BID TEAMING ARRANGEMENT for **“Supply & Installation of latest Document Management System (DMS) including File and Dak Management, Meeting Management and Record Management systems for 2500 users with 500 concurrency and ESS users with training and support”**

The details are as under:

1	Date of EOI Floating	18-12-2024
2	Last date for submission of Bids against EOI	23-12-2024 10:30 hrs
3	Opening of Bids received against EOI	23-12-2024 10:45 hrs
4	Number of packets	Single Stage (Single Packet System)
5	EOI document cost inclusive tax (non-refundable)	Nil
6	Estimated Value of EOI	Rs. 8,54,70,000/-
7	Portal for Submission of bids	https://railtel.eNivida.com
8	EOI EMD	<p>EMD of Rs.8,54,700/- to be submitted in form of BG or Payment through NEFT/RTGS (If bidder is submitting EMD in the form of BG, at least 5 lakhs to be deposited online to RailTel's account)</p> <p>RailTel Corporation of India Limited Account No: 327301010373007, IFSC Code: UBIN0805050, Bank Name: Union Bank of India, Branch address: Union Bank of India, RP Road Branch, Bungalow no 109, New No 1-7-252 to 254 Oxford Street, SD Road, Near Park Lane Center Secunderabad - 500003.</p>

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

Partner needs to share copy in case of EMD in form of BG & in case of online payment partner to share transfer details like UTR No. date and Bank along with the proposal.

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

Level:1 Contact: Sh. Sneha Tripathi, Position: Sr. Manager/IT & Mktg/SR
Email: sneha.sinha@railtelindia.com Contact: +91- 7093604576

Level:2 Contact: Sh. Shailendra Dusa, Position: Sr. DGM/Tech-Mktg/SR
Email: sdusa@railtelindia.com Contact: +91- 9866327886

SPECIAL CONDITIONS OF EOI

1. The EOI response is invited from eligible Empanelled/ Applied for Empanelment Partners of RailTel only.
2. Partners are required to submit soft copy of response through Online on RailTel's e-nivida portal at <https://railtel.enivida.com> duly signed by Authorized Signatories with Company seal and stamp.
3. All the document must be submitted with proper indexing and page no.
4. If, the interested partner is OEM/Distributor of OEM/Direct Partner of OEM, it should submit the supporting document for the same.
5. Consortium Not Allowed.
6. This is an exclusive pre-RFP partnership arrangement with empanelled Partner/Applied for empanelment of RailTel for participating in the end customer RFP. Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association against tender Ref No mentioned below 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). This undertaking has to be given with this EOI Response.
7. Transfer and Sub-letting. The Partner/consortium 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.
8. Partner has to agree to comply with all scope of work and term and conditions including special term and condition, SLA and OEM technical & Financial documentation including Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP & its corrigendum (if any) as mentioned below:

Tender Ref. No.	Mod/ERP-PROJ/A/01/2024-25/ADVT/BF
Date of floating	13-12-2024
Floated on portal	https://eprocure.gov.in

9. **Anything not mentioned in the EOI, But mentioned in Customer RFP and its corrigenda (if any) and addenda (if any) may be referred & considered.**
10. Selected partner will be responsible for facilitating RailTel to get/collect /prepare all the documentations related to end customer RFP.
11. Affidavit as per Annexure 4, Power of Attorney, Authority Letter and Pre-Contract Integrity Pact should be submitted in original and hard copy within 3 days of submission of the EOI response.

CHAPTER -1: INTRODUCTION

1.1 RAILTEL – INTRODUCTION

RailTel, a distinguished Nav-Ratna Central Public Sector Enterprise under Ministry of Railways, is recognised as one of the nation's most reliable end-to-end Telecom, IT, ICT, Railway Signalling solution provider. With a focus on excellence and innovation, RailTel has garnered unwavering trust as a partner in delivering cutting-edge services across sectors. RailTel is also working towards creating a knowledge society at multiple fronts and has been selected for implementation of various mission-mode projects for the Government of India in the telecom field. With a team of highly skilled and seasoned experts in Telecom, Signalling and IT, along with an extensive nationwide infrastructure, RailTel possesses the ability to deliver digital transformation services across the country and beyond border.

The ongoing wave of digitalisation is creating new prospects for companies like RailTel. In the specific context of the telecom sector, the advent of 5G is a significant growth factor. The demand for network and allied infrastructures is poised to propel RailTel's business forward. With our experience in setting-up and running Tier-3 Data Centres and cloud office, RailTel is implementing Data Centre services like cloud deployments for various customers. Thus by, leveraging RailTel's network infrastructure, data centres, security operation centre and in house capabilities, RailTel is helping in digitalisation by providing comprehensive ICT services. In essence, RailTel's goal is to be a supportive partner in guiding its customers through their Digital transformation endeavours.

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Executive Director and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. 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).

RailTel's various operations are certified for, ISO 27001:2022-Certified for Information Security Management System, ISO 20000-1:2018-Certified for Information Technology Service Management System, ISO 9001:2015-Certified for Quality Management System, ISO 27017:2015 Certified for Information Security for Cloud Services, ISO 27018:2019-Certified for Data Privacy in Cloud Service, ISO 27033-Certified for Network Security, ISO 14001:2015-Certified for Environmental Management System Standard, ISO 17024:2012- Certified for Telecom Services, Railway Signalling & Telecom Training, Design Testing and Licensing Services and CMMI Maturity Level-4-Certified for Process Improvement. The RailTel's Data Centres are Tier-III (Design & Facility) certified.

CHAPTER -2:

EOI OBJECTIVE AND SCOPE OF WORK

2.1 PROJECT BACKGROUND AND OBJECTIVE OF EOI

RailTel intends to participate in RFP floated by Munition India Limited, Pune (MIL) for **“REQUEST FOR PROPOSAL (RFP) FOR SETTING UP OF DATA CENTER & DISASTER RECOVERY CENTER BASED ON INFRASTRUCTURE AS A SERVICE (IaaS) PLATFORM FOR ERP SAP S/4 HANA SYSTEM FOR THE PERIOD OF SIX YEARS AND EXTENDABLE UPTO THREE YEARS”** vide Tender No. **Mod/ERP-PROJ/A/01/2024-25/ADVT/BF dt: 13/12/24”**.

RailTel invites EOIs from RailTel’s Empanelled/ Applied for Empanelment Partners for the selection of suitable Partner for Document Management System(DMS) include File and Dak Management, Meeting management and Record Management system for participating in above mentioned work for the agreed scope of work. The empanelled partner/Applied is expected to have excellent execution capability and good understanding of customer local environment

2.2 SCOPE OF WORK:

- 2.2.1 MIL is taking the RailTel services IaaS for ERP, DMS and other applications on Annual Recurring charges model. RailTel will procure the DMS required for the MIL through this EoI.
- 2.2.2 Bidder response should be fulfilling the Objective listed in the EoI and shall comply fully with features listed in EoI
- 2.2.3 As part of the proposal, Bidder has to specify hardware/software required for full functionality of the proposed solution. Hardware/software are in the scope of RailTel.

2.3 PROJECT BACKGROUND AND OBJECTIVE OF EOI

Requirement Details

MIL is currently looking towards implementing Robust Low Code Platform to automate E-office application (File and DAK management system, Office Note Management System, Meeting Management System), Document Management System, scanning solution and Records Management system in their organization with the following modules/capabilities in order to improve functional independence, efficiency, and unlock new opportunities for growth and innovation,

- Process Modeller – Drag and Drop based process designer
- Form Builder- Module to design the forms associated with the workflow
- Business Rule Management System- Rule engine maintaining the repository of all the business rules and validations.
- Business Activity Monitoring – Real-time dashboards providing business and operational reports
- Master Data Management – Managing various masters and related business logics involved
- Admin Module- User Role and Rights management module
- Application Connectors – Integration adapters for integrating 3rd party application
- SAP Connector – Integration with SAP

Objectives

Objective of this exercise is implementation of the Document Management System (DMS) including File and Dak Management, Meeting Management and Record Management for the Department in order to enhance the efficiency, transparency, and effectiveness of

grievance handling and document management processes within your organization.

- To enable their employees to create, capture, manage, distribute, and archive different types of content with quick and convenient access from their preferred devices.
 - To make linear approval workflows for verifying the scanning & uploaded document into the Document Management system.
 - To build a highly scalable platform for document management which is proven for large scale enterprise deployments for handling millions of documents smoothly.
 - Manage disparate content repositories within the organization on a single user interface to increase visibility and accessibility.
 - Maintain adherence to compliance and security guidelines related to data storage.
- **Dashboard:** Persona based configurable dashboard for quick and easy navigation
 - **DMS with Easy Search** - Document Repository with enterprise search capabilities to enable users to search content across different repositories, file systems, work group systems, and business systems, using a unified interface.
 - **DMS with Workflow Capability** - Document Management System with Built-in linear workflow capabilities to manage document-centric workflows, including maker-checker, approval, and rejection before storing final document.
 - **DMS with Multiple library functions** - Content Collaboration Features like Annotations, multi-level tracking, check-in/check-out, auto-versioning, add notes/comments on documents and folders and many more.
 - **Image Enablement** – Image enablement for viewing the archived document in DMS and uploading the documents from any third-party application/interface to DMS through seamless integration.

Features

- Central repository of digitized documents and transactions
- Documents can be shared between co-workers.
- Archival of documents and all content management related activities
- Imaging Features like Zoom, Rotate, Annotations, Notes / Comments, Highlighting, Underline, Circle, Eclipse, Rectangle etc.
- Brightness, Contrast, Threshold adjustment features
- Image Enhancement Filters like de-speckle, black border removal, detect & remove any whitepage scans, image invert, auto threshold & virtual rescan etc.
- Proposed solution is Unicode compliant and hence is available in multiple languages including English, Hindi etc.
- File recovery is handled by the Trash Management functionality.

Exhaustive Search

- Powerful searches available to easily locate documents and folders.
- Profile Search, Indexed Search and Full Text Searches
- Search for documents or folders on document or folder profile information such as name, created, modified, or accessed times, keywords, owner etc.
- Search for documents using user-defined data class index field values.
- Search across multiple versions of a document
- Saving the search queries for getting updated information on same topics
- Boolean and complex logical searches for advanced searches
- Keyword and Wild card search

Smart Search Capability

Documents can be searched based on the multiple Metadata Templates (Data class) which can be easily configured in the system. These templates can be based on different LOBs and can have different combination of input parameters (Document ID, Document Type, Date of Creation, Document expiry date etc.). These template-based searches can be made favorite for easy reusability. System supports 'Search within Search' where user can put advance filters (based on Category, Keywords, Doc Type, Creation Date etc.) to narrow down the search result.

Easy Document Viewing

- Supports Viewing and annotating Image Documents
- Platform independent image document view through Image View
- Support for Document View through browser-based Plug-In
- Supports all standard Image processing features.
- Facility of zoom-in and zoom-out, zoom percentage.
- Zoom lens to zoom in on a part of image.
- Facility to traverse to next page/previous page or specific page for viewing multi paged documents.
- Documents properties like owner, date modified, type etc. shown along with the document view.
- Exchange secure notes on documents
- Browse documents by notes.

Flexible Annotation Support

- Annotations for highlighting, marking text, underlining, pointing arrows, putting sticky notes on documents.
- Annotate Text and image stamps on documents to indicate signatures, approval seals etc.
- Print documents with or without annotations
- Access Rights based Annotation.
- Multiple Annotation colors to distinguish between items.
- Facility to modify or delete the annotations.
- Annotation groups for selectively hiding, deleting, or copying.
- Secure annotations selectively for users.

The annotations are applied on a layer above the document and the original document remains intact in the repository. The system provides the user with an option to print the document with or without these annotations as per the business requirements. Similarly, the users also have an option to add free-text notes to a document or folder in the repository. These notes can be viewed, added, deleted, and modified by the users based on their rights and roles defined in the system.

Complete Information Management

- Supports an Information repository for document classification and organization.
- Organizing documents into Cabinets, Folders and Subfolders for classification of information
- A logical folder structure as per business requirements can be easily configured. Like parent folder classification (Enterprise, Technology) and sub-folders classification (Policy, Framework, Procedures etc.)
- Creation of User-defined data classes with multiple user-defined indexes of various data types
- Association of data classes with documents and folders for easy indexing and retrieval
- Filing & indexing of documents for convenient retrieval
- Standard Move/Copy/Delete operations for Folders and documents.
- Document and Folder shortcuts

- Inbox and Outbox for individual users for posting documents.
- Linking of documents for cross-referencing related documents
- Automatic Full Text Indexing

Strong Version Control

- Version Management for tracking document revisions
- Supports image and electronic document versions.
- Facility of version comments and search across versions
- Support for auto-versioning at Cabinet and Folder level
- Check-In and Checkout support for collaborative working on documents, allowing users to exclusively checkout documents for editing.
- Support for notifications on check-in / checkout

Encryption

The solution leverages database encryption features to encrypt the desired data fields. The solution provides support for industry standard encryption algorithms for encryption at password level such as SHA-1, SHA-256, SHA-512, PC1, MDS, AES-256.

Similarly, at data level, the solution supports AES, DES, RC4, TripleDES, Blowfish, DESede, PBE with MD5 and DES, RC2, RC5, and RSA.

The solution leverages Secure Server Layer (SSL) for ensuring confidentiality of data while in-transit and system supports database encryption to maintain integrity of data at rest.

Technical Compliance

S.N.	General Compliance	Mandatory/Desirable
1	The system should be platform independent and should support both Linux and Windows platform. It should support both these platforms with or without virtualization.	M
2	The system shall support a separate Document/Image server for better management of documents and store only metadata information in database.	M
3	Support open, scalable, multi-tier architecture with each tier fully independent with support for clustering.	M
4	Inter-operability - The systems must seamlessly integrate with any or all of the existing legacy and Core applications and shall support interface with other open- standard systems.	M
5	DMS and Scanning solutions should be from a single OEM only.	M
Document Management System		
	Document Scanning Features	
1	Should provide an integrated scanning engine with capability for centralized and decentralized Scanning & Document Capturing. The scanning and document management solution should be from same OEM so as to provide an integrated solution right from capture to archival of documents	M
2	Should have a well-defined capture module for support of document processing, validation, index building, and image enhancements.	M

3	Should be able to support the capture of digital documents of at least the following formats: <ul style="list-style-type: none"> • Emails and attachments (MS Office & Outlook) • OCR documents • Images - .tiff, jpeg, gif, PDF etc. 	M
4	The proposed solution should provide for automatic correction of parameters like format/ compression not proper, skew, wrong orientation, error in automatic cropping, punch hole marks etc. during scanning. The scanning solution should provide support for automatic document quality analysis so that any bad quality document doesn't get uploaded to the repository. There should be an independent software quality check service available as part of overall scanning solution which can be used to audit scanned documents for resolution, format/ compression, orientation etc.	M
5	Support all the special image enhancement functionality offered by the scanner through the driver interface.	M
6	Solution shall support Bulk Import of image and electronic documents	M
7	Should have capability of automatic segregation of documents based on Barcode, Blank page, Fixed page, and auto Form recognition	M
8	Should have the capability of scanning on Linux platform.	M
9	Provide Image processing libraries that support image enhancements such as changing contrast, zoom in/out, cleaning etc. and other imaging features like compression and extraction etc.	M
10	The software solution should include the Rubber band feature for the extraction of the data using OCR technology so that user can mark a zone on image at runtime during scanning stage & map the extracted data with the indexing field.	M
11	Scanning solution should be natively integrated with Document Management System and Business Process Management engine.	M
	Architecture & Scalability	
1	System should be platform independent and should support both Linux and Windows for application server	M
2	Solution should have been built using server-side java and J2EE technologies.	M
3	Solution should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server with support for clustering	M
4	The system should store only index information in database while images should be stored in separate file server.	M
5	Solution should be compliant to ODMA, WebDav, CMIS, BPMN 2.0, BPEL, WFMC open standards.	M
	Document View	
1	The System shall support inbuilt viewer for viewing Image, PDF, PDF/A, Audio & Video- No third-party viewers should be there for viewing of mentioned formats. Please specify if third party viewers are used and the licensing terms together with cost implication	M
2	Even for multi-page documents. The download and view should be page by page.	M

3	The system shall facilitate zoom-in/zoom-out, zoom percentage and Zoom lens to zoom in on a part of image and other image operations like Invert, rotate etc.	M
4	Support archival & view of PDF/A format documents (open ISO standard for long term archival of documents)	M
5	Document view shall have the provision to draw a line, insert arrows etc over image document.	M
6	The system should support viewing and rendering of PDF/A documents in inbuilt viewer.	M
7	Document view shall have the provision to highlight or hide certain text by drawing line rectangle and solid rectangle.	M
8	The System shall support for viewing documents in native application.	D
9	The system shall provide facility of putting text, graphic and image annotations on scanned document pages.	M
10	The System shall support the collaboration and viewing MS Office documents in Application	M
	Annotations	
1	The inbuilt viewer shall support comprehensive annotation features like highlighting, marking text, underlining putting sticky notes on documents, and support for text and image stamps etc.	M
2	The system shall support automatic stamping of annotations with username, date and time of putting annotations.	M
3	The system shall provide facility for securing annotations for selective users.	M
4	The system shall store annotations as separate file and at no time, the original image shall be changed. The system shall provide facility of taking print outs with or without annotations	M
	Indexing	
1	The System shall provide facility to index folders, files and documents on user-defined indexes like department, ministry, file number, year etc.	M
2	The system shall facilitate manual and automatic indexing using OCR functionality or from other applications	M
3	The System shall support Automatic full text indexing for Text search	M
	Search and Retrieval	
1	The system shall provide extensive search facility to retrieve documents or Folders/Files	M
2	The system shall support saving of search queries and search results	M
3	The system shall support search for documents or folders on document or folder on profile information such as name, created, modified or accessed times, keywords, owner etc.	M
	Security & User Management	
1	The Document management system shall support definition of Users, Groups and Roles relation in the system	M
2	The system shall support access permissions on Folders, documents and object level	M
3	The system shall support multiple levels of access rights (Delete/ Edit/ View/ Print/ Copy or Download).	M

4	System shall support for application-based rights	M
5	The system shall support system privileges like Create/Delete Users, Define indexes etc.	M
6	The system shall support secure login id and passwords for each user and passwords shall be stored in encrypted format in database	M
7	The system shall have a facility to define password policy with extensive password validations like passwords must be of minimum 8 characters, shall be alphanumeric, locking of user-id after three un-successful attempts, password expiry, password history so that passwords are not same as previous passwords etc.	M
8	The system shall provide LDAP support for integrating with directory services and shall support single sign on	M
9	The system shall support Extensive Audit-trails at document, Folder and for highest levels for each action done by particular user with username, date and time	M
10	The System shall support integration with database-based authentication.	M
11	The system shall support integration with PKI infrastructure as well as bio-metric solution for enhanced security.	M
	Administration	
1	The system shall support web-based administration module for the complete management of system.	M
2	The Admin module shall support Users/Groups/Role definition and granting Access Rights to them and set password expiries	M
3	The Admin module shall provide easy to use interface for Index structure definition that can be used by different users.	M
4	The Admin module shall provide interface for purging old audit trail and doselective logging i.e. select the system or application features for, which the audit trails have to be generated.	M
5	The Admin module shall provide facility to take complete and incremental backups and shall be able to integrate with third party backup solutions.	M
	Reports and Audit Trails Features	
1	The System shall support extensive Reports and audit trails and shall also provide data points and facility to design new reports	M
2	The system shall support Extensive Audit-trails at user, Folder and Cabinet levels	M
3	The system shall provide facility to generate Audit trails on separate actions, and between specific date/times	M
4	The system shall support extensive reporting facility at document, folder, and user level. Please specify all inbuilt reports available in the system and also provide effort estimates for new Custom reports to be designed	D
5	The System shall have audit trail to maintain history of all transactions performed on the system.	M
6	The system shall give flexibility to administrator to do selective logging i.e. suspend and resume audit trail generation for specific system and user activities.	M
7	The application shall log all the actions done by individual users with username, date and time and the administrator shall be able to generate	M

	detailed audit logs and history of the process instance.	
	Reminders and Alarms	
1	The system should have the capability to set automatic reminders and alarms to concerned users.	M
	Integration and Web Services	
1	Should be based on open standards and have API support for data import & export.	M
2	The System shall provide support to invocation of external programs to perform activities of a process like legacy application screen for data entry.	M
3	The System shall support integration based on standards such as XML	M
4	The System shall support message-based collaboration based on protocols such as HTTP, FTP and SMTP.	M
5	The System shall support integration with Email Servers.	M
6	The System shall provide fully functional APIs for Integration.	M
7	The System shall support Web based interfaces for integration using SOAP and REST.	M
	Record Management System	
1.	The system should be certified to Record Management standards like DoD 5015.02, ISO 15489, ISO 16175.	M
2.	The solution should include Records Management component to comply with regulatory and legal policies for long-term archival of content.	M
3.	The solution should manage the lifecycle of documents through record retention, storage, retrieval, and destruction policies.	M
4.	The System should allow all users to upload emails/ records for most file formats (For example: MS Office (e.g. Word, Excel, PowerPoint), email (e.g. .msg format), PDF, image files (e.g. TIFF, JPEG), and video files etc.) into RMS via, Microsoft SharePoint, Outlook, MS-Office, etc.	M
5.	The System supports mechanism for bulk email filing by drag and drop mechanism within Microsoft Outlook or Outlook 365.	M
6.	The system provides in-built automatic archival rules, based on the email subject and the sender id the emails can be auto archived at a particular location in the file plan scheme.	M
7.	The system also supports search functionality wherein users can search the entire repository based on metadata values, content of the document, keywords, document type etc. within the Outlook or Office 365 applications.	M
8.	The solution should support managing and tracking of physical location of documents	M
9.	The solution should have the facility to export/import electronic records with metadata in XML format	D

10	The solution should provide the configurable capability of record classification as per the record-keeping structure (File Plan) of the department.	M
11	The solution should have a provision to define the physical location of the record management facility	M
12	The solution should have a facility to define disposition schedules/policies for record	M
13	The solution should have a workflow provision to manage the various requests like borrow file/record, file/record creation, deletion etc.	M
14	The solution should provide the capability for only authorized individuals to view, create, edit, and delete disposition schedule components of record categories. The complete schedules would be as per the organizational policies.	M
15	The solution should have a provision to move & track a record among users within office/across locations	M
16	When a record is moved out of the facility, the system should have the capability to capture the transport / courier detail	M
17	<p>The solution should provide a report on the Records in the selected file plan component such as the number of records present, number of record folders, Record creation date, etc.</p> <ul style="list-style-type: none"> • Report on the available file and records in the system • Report on activities of the selected user • Report on the Request/Return activities • Report on overdue items • Report on items borrowed. • Report on items on Hold • Reports on records, whose retention period is getting over in a specified time. • Reports on disposition schedule 	D
18	The record management system should allow the mapping of physical record location with the box in the system.	M
19	The system shall have the capability to identify and present the record folders and records, including record metadata, that are eligible for destruction, as a result of reaching that phase in their life cycle.	M
20	Capability to present a second confirmation requiring authorized individuals to confirm the delete command before the destruction operation is executed for records approved for destruction	M

Office Automation Modules – Technical Specifications

S.N.	Correspondence & File Management System	Mandatory/ Desirable
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1	Correspondence/File Management system should build using robust Enterprise Document Management and Business Process Management as a platform and should comply with the Manual of Office Procedure (MOP), published by the Department of Administrative Reforms and Public Grievances (DARPG. Correspondence/File Management System should be available in OEM price list. Please provide confirmation from OEM on letter head.	M
2	The system shall have a repository or predefined folder / area where all new correspondences are received after scanning. The system should be secure and should be tested for OWASP top ten vulnerabilities at one of the Govt/PSU organization. Please provide any documentary evidence.	M
3	The system shall have a facility to create Paper profile of a Correspondence in the repository, in case correspondences are not scanned.	M
4	The system shall have a facility to add correspondences in electronic format from local computer drive.	M
5	The system shall provide a facility to view correspondences on RHS and indexing fields on LHS.	M
6	The system shall have a facility to add a Note with a correspondence. Using the tablets and mobile users should be able to access the Correspondence.	M
7	The system shall have a facility to save the correspondences in an existing file.	M
8	The system shall have a facility to route the correspondences using workflow feature of a system.	M
9	The system shall support ad-hoc routing of a document	M
10	The system shall have a facility to prepare response and attach with the correspondences workflow	M
11	The system shall provide an interface to track & search the status of a correspondences in a workflow	M
12	The system shall have a facility to send the reminders.	M
13	The system shall have a facility to generate various reports w.r.t. correspondences workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc	M
14	The system shall have a facility to track a department where a correspondence is pending.	M
15	The system shall provide an advanced search interface for tracing & searching a correspondence based on dates, subject, pending with, completed by, pending since etc	M

16	The system shall have a feature to recall a correspondence from another user. The system should be built using the Business Process Management framework.	M
17	The system should have facility to put the completed Correspondence in a new or an existing file.	M
18	The system should facilitate creation of a new electronic file in the system.	M
19	The system shall have a facility to create both main as well as part file.	M
20	File creation shall take at least File Number and File Subject as an input.	M
21	The system shall have a facility to save the file in the desired location folder.	M
22	The system shall also generate a Barcode number on successful creation of a file. This barcode can be pasted on a physical file for tracking in case physical file is also used.	M
23	The system shall have facility to print barcode number of files at any point of time.	M
24	The system shall have facility to add documents in the File.	M
25	The system shall provide facility to view all letters/documents at the right-hand side (RHS) of the folder with note-sheet on left hand side	M
26	The system shall provide facility to users to append their notes, which shall be automatically stamped with username, date and time	M
27	The system shall provide facility to secure notes in File View	M
28	The system shall have the facility of Note linking wherein the users can link a note easily with a document or an existing note.	M
29	The system shall have an In-built Web based Text Editor with basic functionalities such as bold, alignment, font, colour etc.	M
30	Solution should have the Note sheet.	M
31	The system shall provide pre-defined templates for adding notes to a correspondence.	M
32	The system should have a facility to search a file on File number, file subject	M
33	Using workflow feature of a system, user shall be able to route the file.	M
34	The system shall provide a feature to recall a File from another user	M
35	The system shall provide an interface to search the status of a file in a workflow.	M
36	The system shall provide a facility to track a department where a File is pending.	M
37	The system shall support the case file management.	M

38	File view shall provide facility to view all documents inside file, Noting / commenting, edit file properties.	M
39	The system shall have facility to mark a file as complete/closed and thereby un-editable except with special approvals.	M
40	The system shall have a facility to add or upload a document or letter in electronic format from local computer/network drive/scanner/external storage drive.	M
41	The system shall have a facility to save the Letter in an existing file and tag it to multiple notes.	M
42	The system shall have a facility to route the Letter using workflow feature of a system in a flexible manner forward, backward, and level jumping.	M
43	The system shall support ad-hoc routing of a document.	M
44	The system shall have a facility to prepare response and attach with the Letter workflow.	M
45	The system shall provide an interface to track & search the status of a Letter in a workflow.	M
46	The system shall have a facility to send the reminders.	M
47	The system shall have a facility to generate various customizable reports w.r.t. Letter workflow such as pending with users, pending since, elapsed time, initiated by, completed by etc.	M
48	The system shall have a facility to track a department/organizational unit where letter is pending.	M
49	The system shall provide an advanced search interface for tracing & searching a letter based on title, dates, subject, pending with, completed by, pending since, etc. along with a configuration provision for these search parameters in the system.	M
50	The system shall have a feature to recall a letter from another user.	M
51	The system should have facility to put the completed Letter in a new or an existing file.	M
52	The system should have the facility to forward the correspondence based on roles or groups.	M
53	The system shall provide the facility to send due date notification to the users as part of reminder service.	M
54	The system Should have a track sheet mechanism to track the status of correspondence in sent items, inbox and multiple forward Correspondence.	M
55	The track sheet feature should also have the capability to share the priority of the different correspondence received by the user	M

56	The system should have the facility of creating an office note from a file.	M
57	The system shall have a search enclosure feature to search from inside a file.	M
58	The system should provide IP address capture in Audit logs for enhanced security.	M
59	The system should have the facility of scan file verification for approval of the scanned legacy files of the department. The legacy files should be completely approved and authorized officer before processing.	M
60	The system should have the facility to add hyperlink to document/file notes.	M
61	The system should have the provision to create a special file based on the documents added in the file.	M

S.N.	Committee & Meeting Management System	Mandatory/ Desirable
1	Committee & Meeting Management System should be built using Enterprise Content Management & Business Process Management Framework.	M
2	The system should have the capability to constitute the committee with its members and convener details. It should be built using Business process management platform.	M
3	The system should have the capability to capture various details of the committee such as term of reference, tenure, committee members etc.	M
4	The system should have the capability to define the role of each committee members.	M
5	The system should have the capability to define the committee members from the internal departments as well as external users along with required details.	M
6	The system should have the capability to define the message template for sending the notification to respective committee members.	M
7	The system should have the capability to create and saving the templates for different type of notification messages.	M
8	The system should have the capability to define the approval process for committee constituted.	M
9	The system should have the capability of User Inbox where committee members/approvers can view the pending request for approval.	M
10	The system should have the capability to attach the required documents with various committees constituted.	M

11	The system should have the capability to circulate the Office Memoranda with the respective committee members/stake holders having details about the committee.	M
12	The system should have the capability to define the meeting details such as Agenda, date, time, venue, priority etc along with the required documents.	M
13	The system should have the capability to link the members with meeting from the list of pre-approved committees.	M
14	The system should have the capability to define the approval workflow for Meeting scheduled.	M
15	The system should have the capability to define the Meeting invitation templates for sending the notifications to all the committee members.	M
16	The system should provide the calendar view having details about the meeting schedule on weekly/monthly basis.	M
17	The system should provide the capability to submit the response about their availability for the meeting scheduled.	M
18	The system should have the capability wherein convener can define the deadline of submitting the response of member's availability.	M
19	The system should have the capability to capture the Minutes of Meeting.	M
20	The system should have the capability to assign the actionable to the respective committee members.	M
21	The system should provide the capability to define the deadlines of submitting the response for defined actionable.	M
22	The system should provide the capability to designing the template for circulating the Minutes of Meeting (MOM).	M
23	The system should provide the capability to send the MOM notification through email.	M
24	The system should provide the capability to track the actionable assigned to the respective committee members. The system should be built using the Business Process Management framework.	M

Schedule of requirement (SOR)

S & I of latest Document Management System (DMS) including File and Dak Management, Meeting Management and Record Management systems for 2500 users with 500 concurrency and ESS users with training and support		
Sl.No	Description	Quantity
1	One Time License: DMS + RMS +E Office + Meeting Management	2,500 nos
2	Implementation and Commissioning service with training (Lumpsum)	1no
3	Annual Technical Support for 6 years (Lump sum)	6 no
4	ATS per 7th year	1no
5	ATS per 8th year	1no
6	ATS per 9th year	1no

- i. ATS for the 7th, 8th and 9th year has to be quoted mandatorily, bid without quote of the optional ATS will be rejected.
- ii. Rate of the optional ATS will not be part of the evaluation and will not be the deciding factor for inter-se ranking of the Bidder
- iii. RailTel may place the order or not for the Optional items.

CHAPTER -3: EOI GUIDELINES

3.1 EOI GUIDELINES

3.1.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English only.

3.1.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected partner or Partner or without any obligation to inform the affected partner or partners about the grounds for RailTel's action.

3.1.3 EOI response Document

The partner 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 partner's risk and may result in rejection of its bid without any further reference to the partner.

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

3.1.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the last date of submission of bids to end Customer organization.

3.1.5 Bidding Process

The bidding process as defined subsequent Chapters.

3.1.6 Bid Earnest Money (EMD)

3.1.6.1 The Partner shall furnish a sum as given in EOI Notice via in the form of BG/DD/online transfer, before submission of final bid to the end customer as given in EOI Notice.

3.1.6.2 Offers not accompanied with valid EOI Earnest Money Deposit shall be summarily rejected.

3.1.6.3 In case of sole partner/ consortium offer is selected for bidding, sole partner/consortium has to furnish Earnest Money Deposit (for balance amount as mentioned in the customer's Bid as and if applicable) for the bid to RailTel. The selected Partner shall have to submit a Bank Guarantee against EMD in proportion to the quoted value/scope of work to RailTel before submission of bid to end customer as and if applicable.

3.1.6.4 Return of EMD for unsuccessful Partners: EOI EMD of the unsuccessful Partner shall be returned without interest after completion of EOI process.

3.1.6.5 Return of EMD for successful Partner: EOI-EMD & Earnest Money Deposit (balance proportionate EMD) if applicable of the successful partner will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 6.2) from Partner whichever is later.

3.1.6.6 Forfeiture of EOI EMD or EOI EMD & EMD (balance proportionate EMD) and or Penal action as per EMD Declaration:

3.1.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Partner withdraws his offer or modifies the terms and conditions of the offer during validity period.

3.1.6.6.2 In case of non-submission of SD/PBG (as per clause no. 6.2) lead to forfeiture of EOI EMD, EMD (balance proportionate EMD) if applicable and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.

3.2 Security Deposit / Performance Bank Guarantee (PBG)

3.2.1 In case the bid is successful, the SD/PBG of requisite amount proportionate to the agreed scope of work will have to be submitted to RailTel.

3.2.2 As per work share arrangements agreed between RailTel and Partner the SD/PBG will be proportionately decided and submitted by the selected Partner/consortium.

3.3 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.

3.4 Modification and/or Withdrawal of EOI response

EOI response once submitted will treated, as final and no modification will be permitted except with the consent of the RailTel.

No Partner shall be allowed to withdraw the response after the last date and time for submission.

The successful Partner will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful Partner, the Earnest Money Deposit shall be forfeited and all interests/claims of such Partner shall be deemed as foreclosed.

3.5 Details of Financial bid for the above referred tender

Sole partner/ consortium with lowest (L1) offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

The final bid for the tender may be prepared jointly with the selected Partner/Consortium so that the optimal bid can be put with a good chance of winning the Tender.

3.6 Clarification of EOI Response

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

3.7 Period of Association/Validity of Agreement

RailTel will enter into a pre-bid agreement with selected partner with detailed Terms and conditions.

CHAPTER -4: ELIGIBILITY CRITERIA

4.1 Partner's Profile

The partner shall provide the information of the below table on **company letterhead**:

SN	ITEM	Details
1.	Full name of Partner's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the partner's organization as a whole, including contact numbers and email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email Address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

4.2 Eligibility Criteria for Bidding Business Partner of RailTel:

SN	Description	Documents to be uploaded
A) General Eligibility		
1	Bidder must be empanelled with RailTel as business associate. OR Bidder must have applied for empanelment and issue of letter of empanelment is pending.	1) Copy of Empanelment letter. 2) If bidder has applied for empanelment and issue of letter of empanelment is pending, then, bidder has to submit proof of, payment of empanelment fee/EMD or acknowledgement letter of submission of empanelment documents.
2	Power of Attorney	Power of Attorney and Board Resolution in favor of one of its employees who will sign the Bid Documents.
3	Agency must be any private/public limited company or partnership firm or autonomous body or organization or society or any other institution registered/incorporated under relevant statute. The agency should be in existence for minimum 5 years, as on due date of EOI.	Certificate of incorporation/ Relevant valid certificates

SN	Description	Documents to be uploaded
4	Agency must have Income Tax Registration (PAN) and GST Registration.	Certificates of GST, PAN
B) Financial Eligibility		
1	The Bidder must have cumulative turnover from operation of minimum Rs.12 crores during last 03 (three) financial year(s) i.e. FY2021-22, FY2022-23 and for FY2023-24)	Copy of the audited financial statement for required financial years. Audited Accounts (Balance Sheet and Profit and Loss Account etc.) with Certificate from CA/CS/Cost Accountant for corresponding financial years with valid UDIN.
2	Bidder should also have a positive net worth in the last 3 financial years (F.Y. 2023-24, 2022-23 and 2021-22)	Positive Net Worth and Profitability Certificate is-ued by the CA for the last three financial years (F.Y. 2023-24, 2022-23, 2021-22) Certificate should contain UDIN no. issued by ICAI
C) Technical Eligibility		
1	<p>Bidder should have experience as below:</p> <p>In Supply, Implement, Integrate, Manage and Maintain or O&M (support) or Facility Management of DMS/IT/ ICT /Networking in any Central/ State Govt/ Central/State PSUs / Banks in the last 5 years as on date of tender as per following criteria:</p> <p>(i) 1 project of contract value at least Rs. 4.4 crores Or (ii) 2 projects of contract value at least Rs. 2.95 crores Or (iii) 3 projects of contract value at least Rs. 2.2 crores</p>	<p>1) Copy of the purchase order and user acceptance report or Certificate of completion of the work from respective clients.</p> <p>2) For substantially completed work, The actual completed work value shall be considered for PO produced for experience. Particulars of payment received should be certified by CA with UDIN and Proof of supplies from customer to be submitted.</p>
2	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India.	Bidder should specifically confirm on their letter head in this regard
3	Bidder to confirm they adhere to the Technical Requirements outlined in Scope of Work	All Bidders must submit signed and stamped copy of technical Compliance. If the Bidder complies with the mandatory requirements, the Bidder should enter a "Y" or "Yes" in the column supported by Verifiable documents like Data Sheet, Product Documentation etc.
D) Other Eligibility		
1	The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020	Bidder should specifically certify in Appendix A in this regard and provide copy of registration certificate issued by competent authority wherever applicable

SN	Description	Documents to be uploaded
2	The bidder needs to submit the documents required under MAF from the respective OEMs as part of the solution mentioning Back-to-Back arrangement, TAC support, End of Support.	MAF as per the Tender Document as mentioned below: (i) The MAF is required to be addressed to RailTel referring this subject EOI in favor of Bidder.
3	The bidder including Sub contractors should not have been black listed currently by Central Govt./State Govt./CPSU in India or anywhere globally by Government for security reasons.	Self-Declaration by the Bidder on Company's letter head
4	The bidder, if participating as Channel Partner of any OEM, then each OEM of whose the products/solutions/ services are proposed should have support centers and level 3 escalation (highest) located in India. For OEMs, directly participating, the conditions mentioned above for support center remain applicable.	Bidder should the certificate from OEM on OEM's letter head.
5	The Bidder should provide details of Single point of contact (SPOC). Bidder should provide escalation matrix with e-mail address & contact numbers (Mobile number and direct telephone number) up to Top executive (CEO/CTO/MD/Chairman) for both Bidder & OEM.	OEM should specifically provide all details and confirm on their letterhead in this regard.

4.3 All the attached Annexures and Forms in Chapter-7 are mandatory and should be submitted along with EOI response.

4.4 OEM Eligibility Criteria

Sr. No.	Eligibility Criteria	Supportive documents
1	The OEM of the products offered should have at least SEI CMMI Level 3 certifications.	SEI CMMI Level 3 Certificate on cmmi website
2	The offered products from the OEM should be in the market for at least last 5 years.	Product Release certificate
3	The proposed scanning, document management Solution should be commercial of the shelf and from the single OEM only.	Self-Certification
4	The proposed COTS based solution should be platform independent and should support both Linux and Windows on server side with or without virtualization.	Proof for running Linux and Windows platform in the form of PO, UAT of any other evidence.
5	The proposed solution should support the following databases i.e. Oracle, MS SQL & PostgreSQL. Provide documentary evidence for the same.	Proof for running on Oracle and MS SQL platform in the form of PO, UAT of any other evidence

6	The proposed system should have the proven scalability and should have at least one live implementation site in India with more than 20 Crore documents archived in enterprise document management repository as well as having user base of more than 1000 users.	Provide POs for all mentioned references or letters from customer acknowledging the solution implementation
7	Bidder should propose at least 2 technology consultants as part of implementation services for this project from OEM, who will be directly involved in the project for full time. Provide the authorization letter.	
8	The OEM should have at least 250 individuals in the organization. Provide documentary evidence for the same.	Self-Certification
9	The document management system should be designed for storing high volumes. DMS should store image and binary document in a separate file server and not in RDBMS.	
10	The bidder should submit an authorization letter stating back to back warranty will be provided from OEM for scanning, document management system, DAK & file Management system and workflow management (BPM) solution.	
11	OEMs should have a published roadmap of product support and development for at least next 5 years	

CHAPTER -5:

EVALUATION AND PAYMENT TERMS

5.1 Evaluation Criteria

- 5.1.1** The Partners are first evaluated on the basis of the Eligibility Criteria as per clause 6 above.
- 5.1.2** The Partner who fulfils the Eligibility criteria of Bidding sole partner/ consortium shall be further evaluated on the basis of Technical Evaluation and Financial evaluation.
- 5.1.3** For the opened bid as per outcome of the Eligibility criteria above, the partner will be selected on the lowest quote (L-1) basis for complete 'Scope of Work' as mentioned in the EOI document and documents of technical specifications of End Customer, 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 'PARTNER')'. It is re-mentioned, that the final selection of PARTNER will be on the L-1 basis only. Further, RailTel reserves the right to have negotiation with the PARTNER at any stage before issuing Work Order.
- 5.1.4** The Partner with lowest commercial (L1) offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.
- 5.1.5** RailTel reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Partner as per RailTel policy for shortlisting partner against this EOI.
- 5.1.6** All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable

5.2 Payment Terms

- 5.1.1 Payment terms is tabulated below:

S. No	Description	Percentage of Payment
1	Completion of SRS	30%
2	UAT	30%
3	Go-Live	30%
4	After one year of Support after Go-Live	10%

- 5.1.2 Payment will be released after receiving the invoice for the work / services. Any deduction/Penalties levied by End Customer on invoices of RailTel will be carried back-to-back and will be deducted from PARTNER's invoices, subject to the cause to deduction / penalty is due to deviation in terms and conditions of service standards by the PARTNER.
- 5.1.3 Documents list required at the time of payment/invoice submission by selected partner shall be: -
- PO copy issued to selected vendor.
 - Submission/Declaration of applicable BG amount against PO issued to selected partner/vendor.
 - Signed Agreement Copy
 - Original Invoice for the period claimed.
 - TDS declaration.
 - PAN, GST Registration Certificates

##Any deduction/LD/Penalty levied by customer on RailTel will be deducted from Partner in value terms.

#Payment will only be released once proof of submission of GSTR-1 and GST-3B is submitted for claimed invoice.

#The last bills shall be settled after end of the contract period after adjusting all outstanding dues.

#No interest is payable on any amount whatsoever to the successful Partner

5.3 Bill Passing Authority

RailTel's authorised representative as mentioned in Work Order/Agreement

5.4 Bill Paying Authority

RailTel's authorised representative as mentioned in Work Order/Agreement

CHAPTER -6:

GENERAL GUIDELINES

6.1 Service Level Agreement (SLA)

The selected partner will be required to adhere to the SLA as tender clause 4.5 for given scope of work and the SLA breach penalty will be applicable back-to-back basis on the selected partner, as specified in the end Customer organization Tender. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the Tender. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement PSA/MSA/SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner on back-to-back basis in terms of value based on its scope of work.

Note: Any deduction/LD/Penalty levied by customer on RailTel will be deducted from Partner in value terms

6.2 Performance Bank Guarantee (PBG)

- 6.2.1 In case of successful participation by RailTel in the pertinent End Customer's tender and subsequent engagements with PARTNER, The PARTNER shall at its own expense, deposit with department, within fifteen (15) days of the notification of award (done through issuance of the Purchase Order / Work Order etc.) and communicated through email, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized/ Commercial Scheduled Indian Bank as per the format enclosed in this EOI, payable on demand, for the due performance and fulfilment of the contract by the PARTNER. This PBG will be for an amount of '5%' of the contract value. The claim period should be one year more than the expiry date. The quantum of this 'percentage (%)' will be equal to the PBG % as asked by End Customer from RailTel. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the PARTNER. Besides, if the total BG amount comes upto ₹5 Lakhs, then same may be deposited through DD/RTGS/NEFT. Along with submission of PBG, PARTNER needs to submit PBG issuing bank's SFMS report. The SFMS report is also to be submitted in case of renewal/extension of PBG.
- 6.2.2 PBG should have validity for a period as per End Customer RFP and shall be on back-to-back basis. The PBG may be discharged / returned by RailTel upon being satisfied that there has been due performance of the obligations of the PARTNER under the contract. However, no interest shall be payable on the PBG. In the event, PARTNER 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 PARTNER's failure to complete its obligations under the contract. RailTel shall notify the PARTNER in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the PARTNER is in default.
- 6.2.3 RailTel shall also be entitled to make recoveries from the PARTNER'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.
- 6.2.4 If the service period gets extended by virtue of extension of same by End Customer, PBG should also be extended accordingly.
- 6.2.5 During the contract period, RailTel may issue Purchase Order(s) for the additional services ordered by End Customer (in case) to RailTel.
- 6.2.6 In case the End Customer has sought PBG of the contract in the terms of Indemnity Bond from RailTel, the selected partner has to provide the equivalent value PBG from scheduled Bank to RailTel. No Indemnity Bond from Selected Partner will be accepted in lieu of PBG from Scheduled Bank.

6.2.7 In case End Customer has sought any other types of PBG in this contract at present or in future or else Integrity Pact PBG (presently or in future), same remain applicable on selected Partner/Consortium. The said PBG will be issued by Selected Partner from Scheduled Bank favoring RailTel Corporation of India Limited. No Indemnity Bond in lieu of such PBG will be accepted by RailTel.

6.2.8 If, End Customer ask for submission for value more than 5%, same also needs to be submitted by the selected Partner /Consortium.

6.3 Insurance

The selected Partner agrees to take insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software etc. as per End Customer tender specified terms.

6.4 Liquidity Damages (LD):

RailTel will levy the liquidated damages imposed by End Customer to partner on value terms back-to-back for the services/items under its SOR.

6.5 Delivery and Inspection:

6.5.1 Delivery, Installation and Commissioning Period: within 90days from issue of LOA.

6.5.2 All the material should be made available for Inspection by RailTel nominated person/agency if required.

6.5.3 Partner will be custodian of all the material till installation and commissioning of system.

6.6 Provisional Acceptance Certificate (PAC)

As per Customer RFP.

6.7 Final Acceptance Certificate (FAC)

As per Customer RFP.

6.8 Pre – Contract Integrity Pact

This EoI is covered under Pre – Contract Integrity Pact Program of RailTel and partners are required to sign the Pre – Contract Integrity Pact and submit the same to RailTel along with the bids. EoI received without signed copy of the Pre – Contract Integrity Pact document shall be liable to be REJECTED.

6.9 Other Conditions:

Partner has to agree to comply with all scope of work and term and conditions including special term and condition, SLA and OEM technical & Financial documentation including Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP as mentioned below:

Tender Ref. No.	Mod/ERP-PROJ/A/01/2024-25/ADVT/BF
Date of floating	13-12-2024
Floated on portal	https://eprocure.gov.in

#Note: Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid.

CHAPTER -7:

ANNEXURES AND FORMS

Annexure 1: Format for COVERING LETTER (to be submitted by sole partner/lead partner in case of consortium)

COVERING LETTER (To be on company letter head)

**To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016**

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.

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.

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

Authorized Signatory Name
Designation

Annexure 2: Format for Self-Certificate & Undertaking

Self-Certificate (To be on company letter head)

EoI Reference No:

Date:

**To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016**

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliances

- 1) Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
- 2) We__agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected sole partner/lead partner in case of consortium after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected sole partner/lead partner in case of consortium fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected sole partner/lead partner in case of consortium.
- 3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
- 4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
- 5) We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.
- 6) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.
- 7) We understand and agree that RailTel is intending to select sole partner/ consortium who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.
- 8) We hereby agree to submit that in case of being selected by RailTel as sole partner/ consortium for the proposed project(for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.

- 9) We hereby undertake to sign Pre Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.
- 10) We undertake that we will not submit directly or indirectly out 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)

Authorized Signatory

Name & Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

**To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016**

Subject: Undertaking for not Being Blacklisted/Debarred

We, Company Name _____ x_, having its registered office at Address _____ hereby declares that that the Company has not been blacklisted/debarred by any Governmental/ Non-Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Partner's Company Seal:

Annexure 3A - OEM has not been blacklisted
(To be submitted on the Letterhead of the responding agency)

To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

RFP Notification no. & date:

Subject: Self Declaration of Original Equipment Manufacturer (OEM) not been blacklisted in response to the RFP

Dear Sir/Madam,

We confirm that our company (OEM), __, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice. It is further certified that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

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

Yours very Truly,
Place:

OEM's Company Seal:
Date:

Authorized Signatory's Signature

Annexure 4: Format of Affidavit**FORMAT FOR AFFIDAVIT TO BE UPLOADED BY SOLE PARTNER/ ALL CONSORTIUM PARTNERS ALONG WITH THE EOI DOCUMENTS**

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

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

M/s _____ (hereinafter called the Partner) for the purpose of the EOI documents for the work of _____ as per the EOI No.

_____ of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the Partner including its constituents as under:

1. I/we the Partner (s), am/are signing this document after carefully reading the contents.
2. I/we the Partner (s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtel.enivida.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the Partner) ** _____ and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT

SEAL AND SIGNATURE
OF THE PARTNER

VERIFICATION

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

DEPONENT

Place: Dated:

SEAL AND SIGNATURE
OF THE Partner

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

Annexure-5: Non-Disclosure Agreement (NDA) Format**NON-DISCLOSURE AGREEMENT**

This Non-Disclosure Agreement (this “Agreement”) is made and entered into on this ____ day of _____, 2023 (the “Effective Date”) at.

By and between

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

And _____ (CIN:.), a company duly incorporated under the

Provisions of Companies Act, _____ having its registered office at

_____, (hereinafter referred to as '____'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

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

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

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

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

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

1. PERMITTED USE.

(a) Receiving Party shall:

- (i) hold all Information received from Disclosing Party in confidence;
- (ii) use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and
- (iii) restrict disclosure of such Information to those of Receiving Party’s officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the “Representatives”) who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

(b) The restrictions on Receiving Party’s use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate:

- (i) is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party;
 - (ii) at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party;
 - (iii) is approved for release by written authorization of Disclosing Party; or
 - (iv) is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.
- (c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorised disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

2. DESIGNATION.

(a) Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:

- (i) written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or
- (ii) oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

3. COOPERATION.

Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.

4. OWNERSHIP OF INFORMATION.

All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.

5. NO OBLIGATION.

Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.

6. RETURN OR DESTRUCTION OF INFORMATION.

(a) All Information shall remain to sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:

- (i) termination of this Agreement;
- (ii) expiration of this Agreement; or
- (iii) Receiving Party's determination that it no longer has a need for such Information.

(b) Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.

7. INJUNCTIVE RELIEF:

Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement

8. NOTICE.

(a) Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:

- (i) by personal delivery, when delivered personally;
- (ii) by overnight courier, upon written verification of receipt; or
- (iii) by certified or registered mail with return receipt requested, upon verification of receipt.

(b) Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:

Attn:

Address:

Phone

Email.

Attn:

Address:

Phone:

Email:

9. TERM, TERMINATION AND SURVIVABILITY.

(a) Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of years from the effective date hereof.

(b) Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.

(c) Notwithstanding the foregoing clause 9(a) and 9 (b), Receiving Party agrees that its obligations, shall:

(i) In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and

(ii) not apply to any materials or information disclosed to it thereafter.

10. GOVERNING LAW AND JURISDICTION.

This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.

11. COUNTERPARTS.

This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement

12. NO DEFINITIVE TRANSACTION.

The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "Final Agreement"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

13. SETTLEMENT OF DISPUTES:

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

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

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

14. CONFIDENTIALITY OF NEGOTIATIONS

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

15. REPRESENTATION

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

16. ASSIGNMENT

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

17. EMPLOYEES AND OTHERS

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

18. NO LICENSE

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

19. RELATIONSHIP BETWEEN PARTIES:

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

20: UNPUBLISHED PRICE SENSITIVE INFORMATION (UPSI)

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

21 MISCELLANEOUS.

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

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

RailTel Corporation of India Limited:

By
Name:
Title:

By
Name:
Title:

Witnesses

Annexure-6: EMD (as BG) Format

BG NO:

ISSUANCE DATE: DD-MM-YYYY

BG AMOUNT: Rs xxxxxxxx /-

EXPIRY DATE: xx.xx.xxxx

CLAIM EXPIRY DATE : xx-
mmm-xx

In consideration of the RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905) having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi - 110023 (Here in after called RailTel) having agreed to exempt Partner Name (CIN:) having its registered office at Partner's address (Here in after called "the said Contractor(s)") from the demand, under the terms and conditions of EOI NO. made between RailTel Corporation of India Limited and Partner Name for (here in after called "the said Agreement") of security deposit for the due fulfilment by the said contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. /- (In Words).

We, Bank Name a banking company incorporated under the Companies Act, 1956 and carrying on Banking Business under The Banking Regulation Act, 1949 and having its Registered Office at Bank's Address and its Central office at Bank's Corporate Office Address (indicate the name of the Bank) here in after referred to as "the Bank") at the request of Partner's Name Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs /- (In Words) 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 said Contractor(s) of any of the terms or conditions contained in the said Agreement.

We, Bank Name do here by undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount as 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 terms and conditions contained in the said Agreement or by 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. /- (In Words).

We, Bank's Name undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(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)/ Supplier(s) shall have no claim against us for making such payment.

We, Bank's Name further agree that the Guarantee here in 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 discharge this Guarantee. Unless a demand or claim under the

Guarantee is made on us in writing on or before the DD-MM- YYYY (Claim Expiry Date.) We shall be discharged from all liability under this Guarantee thereafter.

We, Bank's Name 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 or 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 effect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the bank or the Contractor(s) Supplier(s).

Bank's Name lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

Date: DD-MM-YYYY

Place:

Annexure-7: MAF

MANUFACTURERS' AUTHORIZATION FORM

(To be obtained and submitted by bidder for each OEM separately whose solution/systems/services are proposed in this RFP)

No.

Date:

**To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016**

Dear Sir:

Ref: EoI No: RailTel/SR/SC/Mktg/2024-25/EOI/007, Dt. 18.12.2024.

We, who are established and reputable manufacturers / producers of _____ having factories / development facilities at _____ (address of factory / facility) do hereby authorise _____ to submit a Bid, and sign the contract with you against the above RFP.

2. We hereby extend our full warranty and support in accordance with the terms of the above RFP for the Products and services offered by the above OEM Partner against the above RFP. Support (Warranty and AMC) shall be on-site and comprehensive in nature having back to back support from us. In case Service Provider/OEM Partner fails to provide Warranty and AMC or out of service due to any reasons, then we shall either provide ourselves or make alternative arrangement for the Warranty/ Service/AMC of the Product(s) as required in accordance with the terms and conditions of the above RFP, at no extra cost and to the satisfaction of the RailTel.

3. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products supplied by the OEM Partner:

- (a) Such Products as RailTel may opt to purchase from the OEM Partner, provided, that this option shall not relieve the OEM Partner of any warranty obligations under the RFP; and
- (b) In the event of termination of production of such Products:
 - i. advance notification to the RailTel of the pending termination, in sufficient time to permit the RailTel to procure needed requirements; and
 - ii. following such termination, furnishing at no cost to the RailTel, operations manuals, standards and specifications of the Products, if requested.

4. We duly authorise the said OEM Partner to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

5. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, has been registered with competent authority. We certify that we fulfil all the requirements in this regard and our OEM Partner is eligible to participate in the above RFP.

6. We have gone through the RFP and agree with all the terms and conditions.

Yours faithfully,

(Name of Manufacturer / Producer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Annexure-8: Consortium Format (---Deleted---)

Annexure 9 - Self declaration of not be under Ineligibility for corrupt and fraudulent practice

(To be submitted on the letterhead of the Partner)

**To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016**

Ref: RFP No ” _____ ”

Sub: _____

Dear Sir/Madam, We have examined the RFP document, we, the undersigned, herewith submit our RFP in response to your RFP no. _____ dated _____ for _____

I. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our RFP shall not be given effect to.

II. We agree to abide by this RFP, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of submission of the bid.

III. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

IV. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.

V. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.

VI. We understand you are not bound to shortlist / accept any RFP you receive.

Sincerely,

Signature of Authorized Signatory and Seal of the Partner Name:

Designation:

Date:

Annexure 10 - Proposed Manpower Details (---Deleted---)

Annexure 11 – Land Border Clause Declaration

**To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016**

Tender Reference No. :

Sub: Undertaking of Rule 144 (xi) in the General Finance Rules (GFR)-2017 bearing reference number: F. No.6/18/2019-PPD dated 23.07.2020 published by Ministry of Finance, Dept. of Expenditure, Public Procurement Division.

Dear Sir,

We, (Name/ Address) have read the clause regarding restriction on procurement from a partner of a country which shares a land border with India. We certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. We hereby certify that these quoted products and our company fulfils all requirements in this regard and is eligible to be considered for procurement for Bid.

For

(Designation with seal)

Annexure 12 – Pre – Contract Integrity Pact

(To be signed on Non-Judicial Stamp Paper of Rs. 100/-) (To be submitted as part of technical bid)

Integrity Pact for EOI No.:

RailTel Corporation of India Limited, hereinafter referred to as “The Principal” AND
... , hereinafter referred to as “The Partner/ Contractor”

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s for
... The Principal values full compliance with all relevant laws of the land,
rules, regulations, economic use of resources and of fairness/transparency in its relations with its
Partner(s) and /or Contractor(s).

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

The following eminent personalities have been appointed as Independent External Monitors
(IEMs) by CVC for the period of three years w.e.f 25.09.2022, for effective implementation &
monitoring of Integrity Pact.

NAME	CONTACT
Shri. Vinit Kumar Jayaswal	Add: E-34, Brahma Apartments, Plot-7, Sector-7, Dwarka, New Delhi-110075. E-Mail: gkvinit@gmail.com M.No. +91-9871893484
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Section 1- Commitments of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and
to observe the following principles:-

- No employee of the Principal, personally or through family members, will in
connection with the tender for, or the execution of a contract, demand, take a promise
for or accept, for self or third person, any material or immaterial benefit which the
person is not legally entitled to.
- The Principal will during the tender process treat all Partner(s) with equity and
reason. The Principal will in particular, before and during the tender process, provide
to all Partner(s) the same information and will not provide to any Partner(s)
confidential/additional information through which the Partner(s) could obtain an
advantage in relation to the process or the contract execution.
- The Principal will exclude from the process all known prejudiced persons.

2. If the Principal obtains information on the conduct of any of its employees which is a criminal
offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the

Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2- Commitments of the Partner(s) / Contractor(s)

1. The Partner(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - a. The Partner(s)/contractor(s) will not, directly or through any other persons or firm, offer promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage during tender process or during the execution of the contract.
 - b. The Partner(s)/Contractor(s) will not enter with other Partners into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Partner(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Partner(s) /Contractors will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Partner(s)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the partner(s)/contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Partner(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" as annexed and marked as Annexure A.
 - e. The Partner(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
2. The Partner(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

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

If the Partner(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Partner(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings". Copy of the "Guidelines on Banning of business dealings" is annexed and marked as Annex-"B".

Section 4: Compensation for Damages

1. If the Principal has disqualified the Partner(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to be terminated the contract according to Section 3, the Principal shall be entitled

to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5: Previous Transgression

1. The Partner declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any other public sector enterprise in India that could justify his exclusion from the tender process.
2. If the partner makes incorrect statement on this subject, he can be disqualified from the tender process for action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

Section 6: Equal treatment of all Partners / Contractors/Subcontractors.

1. The Partner(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact, and to submit it to the Principal before contract signing.
2. The Principal will enter into agreements with identical conditions as this one with all partners, contractors and subcontractors.
3. The Principal will disqualify from the tender process all partners who do not sign this Pact or violate its provisions.

Section 7: Criminal charges against violation by Partner(s) / Contractor(s) / Sub contractor(s)

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

Section 8: Independent External Monitor / Monitors

1. The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. He reports to the CMD, RailTel.
3. The Partner(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Partner(s)/Contractor(s)/Subcontractor(s) with confidentiality.
4. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
6. The Monitor will submit a written report to the CMD, RailTel within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

7. Monitor shall be entitled to compensation on the same terms as being extended to provide to Independent Directors on the RailTel Board.

8. If the Monitor has reported to the CMD, RailTel, a substantiated suspicion of an offence under relevant IPC/PC Act, and the CMD, RailTel has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

9. The word 'Monitor' would include both singular and plural.

Section 9: Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 10 months after the last payment under the contract, and for all other Partners 6 months after the contract has been awarded.

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

Section 10: Other Provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.

2. Changes and supplements as well as termination notices need to be made in writing.

3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(For & on behalf of the Principal)

(Office Seal)

(For & On behalf of Partner/Contractor)

(Office Seal)

Place _____

Date _____

Witness 1:

Annexure-A of INTEGRITY PACT
GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS

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

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

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

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

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

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

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

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

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

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

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

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

2.3 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission/ remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.

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

Annexure-B of INTEGRITY PACT
GUIDELINES ON BANNING OF BUSINESS DEALINGS CONTENTS

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3	Definitions
4	Initiation of Banning / Suspension
5	Suspension of Business Dealings
6	Ground on which Banning of Business Dealings can be initiated
7	Banning of Business Dealing
8	Removal from List of approved Agencies-Suppliers/ Contractors etc.
9	Procedure for issuing Show-cause Notice.
10	Appeal against the Decision of the Competent Authority
11	Review of the Decision by the Competent Authority
12	Circulation of the names of Agencies with whom Business Dealings have been banned

1. Introduction

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

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

2. Scope

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

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

2.3 However, absence of such a clause does not in any way restrict the right of Company (RAILTEL) to take action / decision under these guidelines in appropriate cases.

2.4 The procedure of (i) Removal of Agency from the List of approved suppliers/ contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.

2.5 These guidelines apply to Corporate Office, all Regions and Subsidiaries of RAILTEL.

2.6 It is clarified that these guidelines do not deal with the decision of the Management to avoid entertaining any particular Agency due to its poor / inadequate performance or for any other reason.

2.7 The banning shall be with prospective effect, i.e., future business dealings.

3. Definitions

In these Guidelines, unless the context otherwise requires:

i) 'Party / Contractor / Supplier / Purchaser / Customer' shall mean and include a public limited company or a private limited company, a firm whether registered or not, an individual, a

cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor / Supplier / Purchaser / Customer' in the context of these guidelines is indicated as 'Agency'.

ii) 'Inter-connected Agency' shall mean two or more companies having any of the following features:

- a) If one is a subsidiary of the other;
- b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
- c) If management is common;
- d) If one owns or controls the other in any manner;

iii) 'Competent Authority' and 'Appellate Authority' shall mean the following:

- a) For Company (entire RAILTEL) wide Banning: The Director shall be the 'Competent Authority' for the purpose of these guidelines. CMD, RAILTEL shall be the 'Appellate Authority' in respect of such cases except banning of business dealings with Foreign Suppliers of imported items.
- b) For banning of business dealings with Foreign Suppliers of imported items, RAILTEL Directors Committee (RDC) shall be the 'Competent Authority'. The Appeal against the Order passed by RDC, shall lie with CMD, as First Appellate Authority.
- c) In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach Railway Board as Second Appellate Authority.
- d) For RailTel Regions only: Any officer not below the rank of General Manager appointed or nominated by the Executive Director of concerned Region shall be the 'Competent Authority' for the purpose of these guidelines. The Executive Director of the concerned Region shall be the 'Appellate Authority' in all such cases.
- e) For Corporate Office only: For procurement of items / award of contracts, to meet the requirement of Corporate Office only, Concerned Group General Manager / General Manager shall be the 'Competent Authority' and concerned Director shall be the 'Appellate Authority'.
- f) CMD, RAILTEL shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.

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

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

4. Initiation of Banning / Suspension

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

5. Suspension of Business Dealings

5.1 If the conduct of any Agency dealing with RAILTEL is under investigation by any department (except Foreign Suppliers of imported items), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to

this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.

5.2 The order of suspension shall be communicated to all the departmental heads within the unit/ region/ Corporate Office as the case may be. During the period of suspension, no business dealing may be held with the agency.

5.3 As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.

5.4 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of RAILTEL, as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his recommendation to Chief Vigilance Officer (CVO), RAILTEL Corporate Office along with the material available. If Corporate Office considers that depending upon the gravity of the misconduct, it would not be desirable for all the units/ regions of RAILTEL to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the units/ Regions / Corporate Office by the Competent Authority of the Corporate Office, copy of which may be endorsed to the Agency and all concerned. Such an order would operate for a period of six months from the date of issue.

5.5 For suspension of business dealings with Foreign Suppliers of imported items, following shall be the procedure:

i) Suspension of the foreign suppliers shall apply throughout the Company/ Regions including Subsidiaries.

ii) Based on the complaint forwarded by ED / GGM / GM or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of RAILTEL to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director / GGM / GM, to place it before a Committee consisting of the following:

1. ED / GGM/ GM (viz. Representative of Corporate Finance).

2. ED / GGM/ GM (viz. Representative of Department concerned with procurement of imported items)- Convener of the Committee.

3. ED / GGM/ GM (to be nominated on case to case basis).

4. ED / GGM/ GM ((viz. Representative of Corporate Law).

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

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

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

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

6. Ground on which Banning of Business Dealings can be initiated

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

7. Banning of Business Dealings

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

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

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

The CVO shall get feedback about that agency from all other Regions/ Units. Based on this feedback, a prima-facie decision for banning / or otherwise shall be taken by the Competent Authority.

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

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

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

(i) To study the report of the investigating Agency and decide if a prima-facie case for Company-wide / Region wise banning exists, if not, send back the case to the Competent Authority.

(ii) To recommend for issue of show-cause notice to the Agency by the concerned department.

(iii) To examine the reply to show-cause notice and call the Agency for personal hearing, if required.

(iv) To submit final recommendation to the Competent Authority for banning or otherwise.

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

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

i) Banning of the agencies, shall apply throughout the Company including subsidiaries.

ii) Based on the complaint forwarded by Executive Director or received directly by Corporate Vigilance, an investigation shall be carried out by Corporate Vigilance. After investigation, depending upon the gravity of the misconduct, Corporate Vigilance may send their report to Executive Director/ GGM/ GM, to be placed before a Committee consisting of the following:

1. ED / GGM/ GM (viz. Representative of Corporate Finance).

2. ED / GGM/ GM (viz. Representative of Department concerned with procurement of imported items)- Convener of the Committee.

3. ED / GGM/ GM (to be nominated on case to case basis).

4. ED / GGM/ GM ((viz. Representative of Corporate Law).

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

iii) The comments/recommendations of the Committee shall be placed by ED/ GGM/ GM before RAILTEL Directors' Committee (RDC) constituted for import of foreign items. If RDC opines that it is a fit case for initiating banning action, it will direct ED/ GGM/ GM to issue show-cause notice to the agency for replying within a reasonable period.

iv) On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED to RDC for consideration & decision.

v) The decision of the RDC shall be communicated to the agency by ED/GGM/GM concerned.

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

8.1 If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies - Suppliers / Contractors, etc.

8.2 The effect of such an order would be that the Agency would not be disqualified from competing in Open Tender Enquiries but LTE (Limited Tender Enquiry) may not be given to the Agency concerned.

8.3 Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

9. Show-cause Notice

9.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the imputation of misconduct or misbehaviour may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defence.

9.2 If the Agency requests for inspection of any relevant document in possession of RAILTEL, necessary facility for inspection of documents may be provided.

9.3 The Competent Authority may consider and pass all appropriate speaking order:

- a) Forex one rating the Agency if the charges are not established.
- b) For removing the Agency from the list of approved Suppliers/ Contactors, etc.
- c) For banning the business dealing with the Agency.

9.4 If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

10. Appeal against the Decision of the Competent Authority

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

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

11. Review of the Decision by the Competent Authority

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

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

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

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

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

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

Annexure 13 PROFORMA FOR “NIL DEVIATION COMPLIANCE UNDERTAKING”
(To be signed by the Bidder)

To,

The Executive Director,
RailTel Corporation of India Ltd.,
1-10-39 to 44, 6A, 6th Floor, Begumpet Airport Road,
Opp. Shoppers Stop, BEGUMPET, HYDERABAD- 500 016

EoI Reference No.:

Sub: NIL Deviation Compliance

Over and above all our earlier conformations and submissions as per your requirements of the EoI, we confirm that,

1. All proposed in scope are compliant to the technical specifications of the equipment as mentioned in the latest version of the specifications in the EoI.
2. We hereby certify that the hardware and software (if applicable) mentioned in our technical solution and Bill of Material (BOQ) are complete.
3. We confirm that there is no requirement of any other hardware and software to fulfill requirements as per scope against the EoI. If any additional hardware and software is required to meet in scope requirements, then it would be procured by us at no extra cost to RailTel.
4. We will also ensure our unconditional compliance of all the terms and conditions as mentioned in the EoI document including all corrigenda, addenda and specifications.
5. List of deviations (Partial Compliance and Non-compliance) from terms and conditions as mentioned in the EoI document including all corrigenda, addenda and specifications, if any, is enclosed as Annexure with this form. We understand that any partial compliance or non-compliance, may result in REJECTION of our bid.

Seal and signature of the bidder

Place:

Date:

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

Annexure 14 - Price Bid Format

As per e-Nivida Portal

Annexure 15: Format for List of Hardware/Software

<< Company Letter Head >>

LIST OF HARDWARE/SOFTWARE

**To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016**

Sir,

Sub: List of Hardware/Software Components required at DC/DR for ERP Solution for MIL

The Bidder is requested to provide the list of Hardware/Software components to be installed at DC & DR setups as per the proposal along with technical specification of each item.

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The Bidder can provide this information in their own format.

Yours faithfully,

Authorized Signatory

Designation

Company Seal

Annexure 16: Format for Conflict of Interest:

<< Company Letter Head >>

CONFLICT OF INTEREST

**To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016**

Sir,

Sub: Undertaking on Conflict of Interest regarding Implementation of DC/DR for ERP Solution at MIL

I/We do hereby undertake that there is absence of actual or potential conflict of interest on the part of the Bidder or any prospective subcontractor due to prior, current, or proposed Contracts, engagements, or affiliations with MIL.

I/We also confirm that there are no potential elements (time frame for service delivery, resource, financial or other) that would adversely impact our ability to complete the requirements as given in the RFP.

We undertake and agree to indemnify and hold MIL harmless against all claims, losses, damages, costs, expenses, proceeding fees of legal advisers (on a reimbursement basis) and fees of other professionals incurred (in the case of legal fees and fees of professionals, reasonably) by MIL and/or its representatives, if any such conflict arises later.

Yours faithfully,

Authorized Signatory
Designation
Company Seal

Annexure 17: Format for Malicious Code
<< Company Letter Head >>
MALICIOUS CODE

Proposal Ref. No.: _____ & Date: _____

To,
The Principal Executive Director,
RailTel Corporation of India Ltd. 6A, 6th Floor,
Gumidelli Towers, Begumpet Airport Road,
Prakash Nagar Metro Station,
Begumpet, Hyderabad – 500016

Sub: Non-Malicious Code Certificate

Sir,

1. I/We hereby certify that the hardware and the software being offered as part of the agreement does not contain any kind of malicious code (at the time of delivery) that would activate procedures to:
 - (a) Inhibit the desired and the designed function of the equipment.
 - (b) Cause physical damage to the user or his equipment during the operational exploitation of the equipment.
 - (c) Tap information regarding network, network users and information stored on the network that is classified and / or relating to National Security, thereby contravening Official Secrets Act 1923.
2. At the time of delivery, there are no Trojans, Viruses, Worms, Spywares or any malicious software on the system and in the software developed.
3. Without prejudice to any other rights and remedies available to Munitions India Limited, we are liable in case of physical damage, loss of information and those relating to copyright and Intellectual Property rights (IPRs), caused due to activation of any such malicious code in embedded / shipped software at the time of delivery.

Date:
Place:

Authorised Signatory:
Name of the Person:
Designation:
Firm Name & Seal:

