



**RAILTEL CORPORATION OF INDIA LIMITED**

(A Govt. of India Undertaking, Ministry of Railways)

**Expression of Interest for Selection of Partner from Empaneled Business Associates or OEMs or  
OEM's authorized partner/distributor**

**for**

**“Hiring of hardware-based Network Security Devices (i.e; UTM/Firewall/Link Load  
Balancer etc.) to provide the safe & secure Internet Access to LAN users.”**

**EoI No: RailTel/WR/BPL/SECL/EOI/2024-25/25**

**Dated: 01<sup>st</sup> January 2025**

**Plot No. 17, 1<sup>st</sup> Floor, Raghunath Nagar, Near Shahpura Police station,  
Bhopal MP-462039**

## **EOI NOTICE**

**RailTel Corporation of India Limited,  
Plot No. 17, 1<sup>st</sup> Floor, Raghunath Nagar, Near Shahpura Police Station, Bhopal MP - 462039**

**EoI No: RailTel/WR/BPL/SECL/EOI/2024-25/25**

**Dated: 01<sup>st</sup> January 2025**

RailTel Corporation of India Ltd., (here after referred to as “RailTel”), publishes EOI to select suitable partner among RailTel’s Empaneled BA / OEMs / OEM’s authorized partner / distributor(s) for work of **“Hiring of hardware-based Network Security Devices (i.e; UTM/Firewall/Link Load Balancer etc.) to provide the safe & secure Internet Access to LAN users.”**

The details are as under:

1	Last date for submission of Bid response Packet against EOIs by bidders	06 <sup>th</sup> January 2025 at 16:00 Hours
2	Opening of Bid response packet of EOIs	06 <sup>th</sup> January 2025 at 16:30 Hours
3	Number of copies to be submitted for scope of work	One
4	EMD Amount	Rs. 1,00,000/- (Rupees One Lakhs Only)
5	Tender Fees & Processing Fees	Rs. 5000/- (Rupees Five Thousand Only)

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

**RailTel Bank Details: Union Bank of India, Account No.317801010036605,  
IFSC Code - UBIN0531782, Branch name – Mahalaxmi Branch**

Eligible Business Associates / OEMs/authorized partner or distributor of OEMs 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. Anand Kumar  
Position: Jt. General Manager/Marketing  
Email: [anandnkn@railtelindia.com](mailto:anandnkn@railtelindia.com)  
Contact: +91-9004444107

**Level:2** Contact: Sh. Pavan Kumar Bhargava  
Position: ED/TM/Bhopal  
Email: [pavan@railtelindia.com](mailto:pavan@railtelindia.com)

Note:

1. Empaneled partners/OEMs/authorized partner or distributor of OEMs are required to submit soft copy (password protected PDF) of bid response packet (separate for Technical bid and Financial Bid) through an e-mail at [bpltooffice@railtelindia.com](mailto:bpltooffice@railtelindia.com) duly signed by Authorized Signatories with Company seal and stamp. **The size of both the files should not exceed 20 Mb.**
2. **The OEMs need not be prior empaneled Business Associates, given their proven technical prowess. However, The EOI response is invited from eligible Empaneled Partners of RailTel only in case of participation by Business Associates.**
3. The password will be sought at the time of opening of the bid response packet.
4. All the documents must be submitted with proper indexing and page no.
5. This is an **exclusive arrangement with empaneled business associate/OEMs/authorized partner or distributor of OEM of RailTel for fulfilling the end customer requirements.** Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected through this EOI (before and after submission of bid to prospective organization by RailTel). This undertaking has to be given with this EOI Response.
6. **Transfer and Sub-letting.** The Business Associate/OEMs/authorized partner or distributor of OEM has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

## 1. Introduction about RailTel

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

RailTel has approximately 70000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High- Definition Video Conference facility bundled with required BW is provided as a Service.

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. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

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

Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long-Distance Operator, International Long-Distance Operator and Internet Service Provider (Class-A) licenses under which the following services are being offered to various customers:



**a) Carrier Services**

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

**b) Enterprise Services**

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

**c) DATA CENTER** Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

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

**d) High-Definition Video Conference:** RailTel has unique service model of providing high-definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

**e) Retail Services – RailWire**

RailWire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering &

maintaining broadband services and upto 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 4,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization’s officers colonies and residences.

## **2. Project Background and Objective of EOI**

RailTel intends to participate in the work for “Hiring of hardware-based Network Security Devices (i.e; UTM/Firewall/Link Load Balancer etc.) to provide the safe & secure Internet Access to LAN users.”

RailTel invites EOIs from RailTel’s Empaneled Partners/OEMs/authorized partner or distributor of OEMs for the selection of suitable partner for participating in above mentioned work for the agreed scope work. The empaneled partner/OEMs/authorized partner or distributor of OEMs is expected to have excellent execution capability and good understanding customer local environment.

## **3. Scope of Work**

The scope of work is to “Hiring of hardware-based Network Security Devices (i.e; UTM/Firewall/Link Load Balancer etc.) to provide the safe & secure Internet Access to LAN users.” as per there requirement.

The above scope of work is indicative, and the detailed scope of work will be shared after the completion of the EOI process.

In case of any discrepancy or ambiguity in any clause/specification pertaining to the scope of work area, the decision of the end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/MSA/SLA also included.)

**Special Note: RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal. Scope of Work and payment terms shall be on a back-to-back basis as per the end customer RFP.**

## 4. Response to EOI guidelines

### 4.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in password protected PDF file through an email (size of email should not exceed 20Mb) to [bpltooffice@railtelindia.com](mailto:bpltooffice@railtelindia.com).

### 4.2 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 bidder or Business Associate/OEM/authorized partner or distributor of OEM or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

### 4.3 EOI response Document

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

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

### 4.4 Period of Validity of bids and Bid Currency

Bids shall remain valid for 180 days from the date of submission.

### 4.5 Bidding Process

The bidding process as defined in para 9.

### 4.6 Bid Earnest Money (EMD)

4.6.1 The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favour of "RailTel Corporation of India Limited" along with the offer.

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

4.6.3 In case of Business Associate's offer is selected for bidding, a BA 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 Business Associate 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.

4.6.4 EMD and Tender Fees will be deposited in the form of Online Bank Transfer.

4.6.5 The validity of such EMD shall be maintained till the finalization of end Customer RFP/Tender i.e. award of order and till submission of Performance Guarantee of requisite value required by end customer on back-to-back basis.

**4.6.6 Return of EMD for unsuccessful Business Associates:** Final EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process (i.e. after pre-bid agreement is signed with the selected partner)

**4.6.7 Return of EMD for successful Business Associate:** Final Earnest Money Deposit (balance proportionate EMD) if applicable of the successful bidder 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. 4.7) from Business Associate whichever is later.

**4.6.8 Forfeiture of Token EOI EMD or EMD (balance proportionate EMD) and or Penal action as per EMD Declaration:**

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

#### **4.7 Security Deposit / Performance Bank Guarantee (PBG)**

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

**4.7.2** As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.

#### **4.8 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.

#### **4.9 Modification and/or Withdrawal of EOI response**

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

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

#### **4.10 Clarification of EOI Response**

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate 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.

#### **4.11 Period of Association / Validity of Agreement**

RailTel will enter into agreement with selected bidder with detailed Terms and conditions.



## 5. Pre-Qualification Criteria for Bidding Business Partner of RailTel

S No.	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
<b>A)</b>	<b>Financial Conditions</b>	
i)	BA's LOA should not be expired on date of submission of proposal and should have at least 3 years of operations in India as on bid submission date.	1. Valid Empanelment letter issued by RailTel 2. Certificate of Incorporation 3. GST Registration 4. PAN Card
ii)	Average Annual Financial turnover of the bidder during last 3 financial years, ending 31st March of previous financial year i.e. 2023-24 should be at least Rs. 05 Crore	Turnover Certificate issued by the Chartered Accountant. Certificate should contain UDIN no. issued by ICAI and extracts from the audited balance sheet and profit & loss for last three financial year.
iii)	Experience in SITC of hardware based Network Security Devices (i.e UTM/Firewall/Link Load Balancer etc.	PO copy and respective service completion certificate.
iv)	The participating bidder should be a currently active empaneled business associate of RailTel or OEM(s) or its authorized partner/distributor.	Documentary proof of empanelment along with proof of empanelment Fee to be submitted. Or Documentary proof of OEM (Self undertaking and Manufacturer's Authorization Certificate)
v)	Bidder should not have been blacklisted by any State or Central Government as on the bid submission date.	Undertaking on company's letter head

S No.	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
B)	<b>Annexures</b>	
1	<b>Annexure 1</b>	<b>Covering Letter:</b> Self-certification duly signed by authorized signatory on company letter head.
2	<b>Annexure 2</b>	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted.
		Self-certification duly signed by authorized signatory on company letter head.
3	<b>Annexure 3</b>	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted / debarred by any Governmental / Non-Governmental Organization in India as on bid submission date.
4	<b>Annexure-4</b>	Format for undertaking to be uploaded by BA along with the tender documents.
5	<b>Annexure-5</b>	Non-disclosure agreement with RailTel.
6	<b>Annexure-6</b>	Tender Document
7	<b>Annexure-7</b>	BOQ of the RFP document. Price Bid Format to be submitted in separate password protected pdf.
8	<b>Annexure-8</b>	Power of Attorney and Board Resolution in favor of one of its employees who will sign the Bid Documents.
9	<b>Additional Documents to be Submitted</b>	Technical Proposal with overview of the project with strength of the Partner.

## 6. Bidder's Profile

The bidder shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of bidder'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 bidder'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	

## **7. Evaluation Criteria**

- 7.1 The Business Associates are first evaluated on the basis of the Pre-Qualification Criteria as per clause 5 above.
- 7.2 The Business Associate who meets all the Pre-qualification criteria, their price bid will be evaluated. The Lowest (L1) price bidder will be selected and entered into agreement with for delivery of the work on back-to-back basis for the agreed scope of work.
- 7.3 RailTel reserves the right to further re-negotiate the prices with eligible L1 bidder. Selected bidder must ensure the best commercial offer to RailTel to offer the most winnable cost to customer.
- 7.4 RailTel also 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 Business associate as per RailTel policy for shortlisting partner against this EOI. RailTel also reserves the right to negotiate the price with the selected bidder.
- 7.5 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

## **8. Payment terms**

- 8.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.
- 8.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

## **9. SLA**

The selected bidder will be required to adhere to the SLA matrix if/as defined by the end Customer. SLA breach penalty will be applicable proportionately on the selected bidder, as specified by the end Customer. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified by the customer. 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 proportionately based on its scope of work.

## 10. Other Terms and Conditions

Any other terms and conditions in relation to SLA, Payments, PBG etc. will be as per the PO/agreement/Work Order/RFP of the end customer.

**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.**

**Annexure 1: Format for COVERING LETTER**  
COVERING LETTER (To be on company letter head)

EoI Reference No:

Date :

To,

RailTel Corporation of India Ltd.  
Plot No. 17, First Floor,  
Raghunath Nagar,  
Near Shahpura Thana,  
Bhopal, M.P. - 462039

Dear Sir,

SUB: Participation in the EoI process

Having examined the Invitation for EoI document bearing the ref. no. \_\_\_\_\_ 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,

RailTel Corporation of India Ltd.  
Plot No. 17, First Floor,  
Raghunath Nagar,  
Near Shahpura Thana,  
Bhopal, M.P. - 462039

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 BA after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected BA 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 BA.
- 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 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.
- 6) We understand and agree that RailTel is intending to select a BA 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.

- 7) We hereby agree to submit that in case of being selected by RailTel as BA 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.
- 8) 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.

Authorized Signatory Name & Designation



**Annexure 3: Undertaking for not Being Blacklisted/Debarred**

<On Company Letter Head>

To,

RailTel Corporation of India Ltd.  
Plot No. 17, First Floor,  
Raghunath Nagar,  
Near Shahpura Thana,  
Bhopal, M.P. - 462039

Subject: Undertaking for not Being Blacklisted/Debarred

We, Company Name, 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:

Bidder's Company Seal:

#### **Annexure 4: Format of Undertaking**

##### **FORMAT FOR UNDERTAKING TO BE UPLOADED BY BA ALONGWITH 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 BA) \*\*

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

M/s \_\_\_\_\_ (hereinafter called the BA) 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 BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(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.railtelindia.com](http://www.railtelindia.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 BA) \*\* \_\_\_\_\_ 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 BA

#### 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 SEAL AND SIGNATURE  
OF THE BA

Place:  
Dated:

**\*\*The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled in suitably by BA. 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 \_\_\_\_, 2024 (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:

#### **Permitted Use.**

Receiving Party shall:

hold all Information received from Disclosing Party in confidence; use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and 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.

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: is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party; at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party; is approved for release by written authorization of Disclosing Party; or 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.

**Designation.**

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

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

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

**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.

**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.

**Return or Destruction of Information.**

All Information shall remain the 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:

termination of this Agreement; expiration of this Agreement; or  
Receiving Party's determination that it no longer has a need for such Information.

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.

**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

**Notice.**

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

by personal delivery, when delivered personally; by overnight courier, upon written verification of receipt; or by certified or registered mail with return receipt requested, upon verification of receipt.

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:

### **Term, Termination and Survivability.**

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.

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.

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

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 not apply to any materials or information disclosed to it thereafter.

**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.

**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

**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.

### **Settlement of Disputes:**

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.

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.

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.

### **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.

## **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.

## **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. 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.

## **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.

## **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: UNPULISHED 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



**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 \_\_\_\_\_

By \_\_\_\_\_

Name:

Name:

Title:

Title:

Witnesses

**Requirement Document –**

संयुक्त इस्टन कोलफील्ड्स लिमिटेड

(कोल इंडिया लिमिटेड की एक अनुषंगी कंपनी)  
(भारत सरकार का एक सार्वजनिक उपक्रम)  
(मिनी रत्न कंपनी) CIN:U10102CT1985GOI003161

महाप्रबंधक (इलेक्ट्रॉनिक्स एवं दूरसंचार) / विभागाध्यक्ष

दूरभाष: 07752-246344, फैक्स: 07752-246344

वेबसाइट: [www.secl-il.in](http://www.secl-il.in)

ई-मेल आईडी: [gment.secl.cil@coalindia.in](mailto:gment.secl.cil@coalindia.in)

पंजी. कार्या. सीपतरोड, बिलासपुर (छ.ग.)-495006



SOUTH EASTERN COALFIELDS LIMITED

(A Subsidiary Company of Coal India Ltd.)

(A Government of India Undertaking)

A MINI RATNA COMPANY\* CIN:U10102CT1985GOI003161

GENERAL MANAGER (E&T)-HoD

Ph. No. : 07752-246344, Fax No. : 07752-246344

Website : [www.secl-il.in](http://www.secl-il.in)

e-mail ID : [gment.secl.cil@coalindia.in](mailto:gment.secl.cil@coalindia.in)

REGD OFF. : Seepat Road, BILASPUR (C.G.)-495006

क्रमांक:एसईसीएल / बीएसपी / ईएंडटी / 2024/ 970

दिनांक: 10 / 12 / 2024

प्रति  
मेसर्स

रेलटेल कार्पोरेशन ऑफ इंडिया लिमिटेड,  
भोपाल - 462039

Sub: Enquiry for submission of offer for provisioning of hardware-based Network Security Devices (ie UTM/Firewall/Link Load Balancer etc) with Technical specifications as attached.

विषय: नेटवर्क सुरक्षा उपकरणों की तकनीकी विशिष्टताओं के साथ प्रावधान हेतु प्रस्ताव करने के लिए

Dear Sir,

M/s. South Eastern Coalfields Limited, Bilaspur intends to hire hardware-based Network Security Devices (ie UTM/Firewall/Link Load Balancer etc) to provide Safe & Secure Internet Access to LAN Users of SECL Hqtrs.

It is therefore requested to submit your budgetary offer for hiring of hardware-based Network Security Devices (ie UTM/Firewall/Link Load Balancer etc) on or before 20<sup>th</sup> Dec 2024 with the following Terms and Conditions.

**1.0 SCOPE OF WORK:**

- 1.1 Hiring of hardware based Network Security Devices (ie UTM/Firewall/Link Load Balancer etc) to provide the safe & secure Internet Access to LAN users of SECL Hqtrs.
- 1.2 Period of contract shall be 03 Years from the date of installation.
- 1.3 At present approximate 1000 LAN Endpoints are operational at SECL Hqtrs, comprising the users at SECL Hqtrs, Indira Vihar & Vasant Vihar Colonies. However, the provision shall be there to accommodate additional LAN users during the contract tenure, the same is likely to be increased by 250 Users in future (ie total 1250 Users during contract tenure).
- 1.4 You are required to provide, install, commission and maintain the hardware-based Network Security Devices (ie UTM/Firewall/Link Load Balancer etc) over Ethernet port for extending the same up to LAN Core Switch installed at 4<sup>th</sup> Floor of SECL Hqtrs. However, the scope of the work doesn't not include the maintenance of devices associated with LAN of SECL Hqtrs.
- 1.5 At present 03 Numbers of 200 Mbps & 02 Numbers of 30 Mbps (which may increase as per SECL's future requirement) Internet Leased Lines are working at SECL Hqtrs. However, the bandwidth & number of Internet Leased lines may increase up to 06 ILL from different ISPs & the bandwidth may go up to 1 Gbps in the near future.
- 1.6 M/s. SECL will arrange to terminate the connection of Internet Lease Lines up to Network Security devices over Ethernet connectivity.
- 1.7 The Internet Lease Line, to be terminated network Security Devices is equipped with Minimum 16 Numbers of Public IPv4 / IPv6 addresses (from each ISP).



- 1.8 The scope of work also comprises provisioning of 2000 Users License VPN, to provide the access to SECL resources available over LAN/ WAN of SECL, using the Internet Services being used by user from any available ISP.

However, if SECL requires additional VPN Licenses during the contract period, the same should be provided by the service provider, at an extra charge against required licenses

The VPN client should be able to access the resources of SECL only through providing the pre-defined USER ID & Password. The necessary user id & password shall be created in consultation with E&T Department SECL. Provision for addition, modification and deletion of user list should also be provided to SECL.

- 1.9 You should provide the necessary hardware (along with UPS for 04 hours of power back-up for uninterrupted services during a power failure) and software as well as endpoint connections/solutions required for implementation & commissioning of the hardware based Network Security Devices.
- 1.10 You should provide reputed make like Cisco / Sophos / Juniper or equivalent Network Security devices with suitable input-output ports along with necessary Licenses / application software etc. any upgradation in the devices be provided by you during the contract period.
- 1.11 The scope of work also comprises the deployment of one Technical Manpower with adequate technical know-how as well as to implement the day to day policy / requirement changes as per SECL requirement in the offered security set-up.

The manpower should be available at SECL Hqtrs on all working days from 1000 Hrs to 1800 Hrs.

**1.12 Security Audit:**

In order to safe-guard the vital data of SECL and its equipment, you should arrange for Cyber Security Audit of Network Security Devices provided by you once in a year from STQC or CERT-IN empanelled network auditors. The detailed report of the same should be submitted to SECL.

The scope of periodic Security Audit shall be, security audit up to Ethernet port of the Devices provided by the Bidder / Service Provider for ISP Interface as well as LAN interface of SECL Hqtrs LAN only.

However, the cost of Security Audit for a period of 03 years is to be included in the estimate provided to SECL.

- 1.13 The Technical Specification of Network Security Devices are Indicated at Annexure "A".

**2.0 Service Penalty Clause:**

- 2.1 You are required to ensure the 99.95 % availability on monthly basis for Security devices covered under scope of work. You should furnish the availability report on monthly basis. In case the monthly availability of the subject devices falls below 99.95%, penalty would be imposed on you and the same would be deducted from the monthly rental charges payable to you on quarterly basis.



- 2.2 The availability of network security device on the basis of 24 hours X 365 days X 3 years. The percentage of availability will be calculated on monthly basis.

Device availability (%) =

$$\frac{(\text{Sum of total hours during the month} - \text{sum of downtime hours during the month})}{\text{Sum of Total hours during the month}} * 100$$

{Example if there are 30 days in calendar month then the total availability of devices would be 43200 minutes. The acceptable downtime would be 21.6 minutes (ie 0.05%) for making full payment for the month based on the following calculation.

$$\frac{(43200-21.6) * 100}{(43200)}$$

- 2.3 The downtime meter is supposed to have commenced from such time it is reported either by service provider or informed/ notified by SECL or from time-to-time trouble tickets are raised by the service whichever is earlier.

Availability & Penalties for downtime.

Level of Network Uptime per month	Amount Payable towards Hiring of Network Security Devices
99.95% & Above	: 100% of monthly Hiring Charges.
99% to 99.95 %	: 2% Penalty of monthly Hiring Charges.
98% to 99%	: 4% Penalty of monthly Hiring Charges.
97% to 98%	: 10% Penalty of monthly Hiring Charges.
Below 97%	: 25% Penalty of monthly Hiring Charges.
Below 96%	: Penalty amount will be equal to monthly Hiring charges for the month.

Note:

1. Further if the number of Network Security Device down instances during the month exceeds 03, an additional 0.5% downtime will be reduced from uptime and the penalty will be calculated accordingly.
2. The duration of the time for which the port is unavailable or inaccessible due to system down condition would be added down times.
3. The downtime in Network Security Device availability due to following situations will not be considered for the purpose of Penalty.
  - i. Link downtime due to power failure at the end of SECL (over and above minimum 04 hours power backup system provided by you).
  - ii. Any problem occurred at SECL end due to any unforeseen reasons.





- iii. The bidder must obtain the prior approval of Engineer-In-Charge for any planned downtown.

However, the Planned Downtown (scheduled maintenance time) should not be more than one hour per month and Engineer In charge should be informed at least 72 hours in advance and subsequent Approval/Acceptance should be taken from SECL otherwise it will be considered as down time.

- iv. Mutually Agreed Planned Downtime (Schedule maintenance) of equipment etc will not be considered as Downtime.

- v. Planned downtime is the time for scheduled maintenance and upgrade during which the system cannot be used for normal productive operations.

- 4. No bonus or additional sum shall be payable to you if the monthly availability is more than the guaranteed availability as mentioned above.

- 5. You should inform about planned events and service outages through E-mails and alerts.

**4.0 PAYMENT TERMS:**

- 4.1 The payment on account of rental charges shall be made on quarterly basis to the bidder / service provider.

- 4.2 All invoices should have complete details of Network Security Devices along with periodic availability report of all interfaces of device. All invoices will be payable after deducting applicable penalty or LD amount if any.

- 4.3 The rental bills shall be raised at the end of each quarter which will be paid within 21 (twenty-one) days after receipt and acceptance of the invoices. During the period of contract, no interest is payable on any amount whatsoever to the service provider.

- 4.4 No advance payment will be made by SECL.

- 4.5 The rental bills shall be raised in triplicate on quarterly basis as follows:

- A. The first quarterly rental bill shall be raised on successful installation, commissioning, and acceptance of the work.
- B. The subsequent quarterly bills shall be raised at the end of each quarter with relevant documents and shall be settled after deducting penalty, if any, within 21 (twenty-one) days after receipt and acceptance of the same
- C. Last quarterly bill shall however be settled after end of the contract period after adjusting all outstanding dues.

- 4.6 SECL reserves the right to recover/ enforce recovery of any over-payments detected after payment as a result of post payment audit or technical examination or by any other means, notwithstanding the fact that the amount of disputed claims, if any, of service provider exceeds the amount of such overpayment and irrespective of the facts whether such disputed claim of service provider are the subject matter of arbitration or not. The amount of such overpayments may be recovered from the subsequent bills under the contract, failing that from service provider claim under any other contract with the company or from the service provider security deposit or the service provider shall pay the amount of overpayment on demand.



- 4.7 **Paying Authority:**  
General Manager (Finance)- HoD, SECL, Bilaspur

5.0 **DELIVERY SCHEDULE / COMMISSIONING PERIOD:**

- 5.1 The service provider is required to Supply, Install, commission & maintain all necessary hardware / software as required for Network Security Devices etc at SECL Headquarter ready within 60 days from the date of issue the work order.
- 5.2 Commissioning / Acceptance will be considered completed only when the Network Security Devices is tested satisfactorily.
- 5.3 The contract period shall be of 03 years from the date of installation.
- 5.4 Normally extension of delivery period (Supply, Installation, Commissioning and handing over) will not be granted. However, in case extension of delivery becomes essential the service provider shall send request for extension of delivery to the GM (E&T) -HoD before its expiry.
- 5.5 If service provider fails to Commission the work within 60 days from the date of issues of the work order the sum not less than 0.5% of the work order value (including GST) for each week or part of week during which the commissioning is delayed limited to 10% of the total work order value (including GST) shall be levied as a liquidated damage and the same shall be deducted from your bills
- 5.6 The service provider must provide web-based Network performance monitoring facility to SECL. Monitoring must include instantaneous daily and monthly availability report of Security devices amongst the other parameters.
- 5.7 The service provider shall provide a 24X7 customer support during the contract period to ensure that:
- A. It has a centralised fault ticketing tools for fault registering/ Call logging, monitoring, and troubleshooting purpose.
  - B. It will provide a single toll-free number to SECL for all the fault registering / call logging and status updates.

- 6.0 **Period of Work:**  
The initial contract period will be 03 years from the date of installation.

- 7.0 **Execution Authority:**  
General Manager (E&T)-HoD, SECL, Bilaspur.

8.0 **Price Fall Clause:**

- 8.1 If service provider, at any time during the tenure of the SECL contract, supplies services of identical description in India either to CIL and subsidiaries or to any other PSU or any Private Organization at a price lower than the price stipulated in the SECL contract, the service provider shall forthwith notify to SECL such reduction in Network Security Services & the same rates should be given to SECL as well.



## 10.1 TECHNICAL REQUIREMENTS

- 10.1.1 SECL reserves the right to surrender the services of Network Security Devices within the contract period, if the same is not required in due course of time. Pro-rata payment will be made for the period for which the device has been utilized.
- 10.1.2 The service provider should provide all security measures which will prevent against all kind of attacks like DDOS, IP spoofing, etc. for the interfaces of Security Devices under scope of contract.
- 10.1.3 The scope of work also covers the shifting of the network security devices within the same building/HQ premises wherever required and technically feasible.

## 11.0 LEGAL JURISDICTION

Matter relating to any dispute or difference arising out of this work and subsequent contract awarded based on the mutual agreed terms shall be subject to the jurisdiction of Bilaspur (Chhattisgarh) Court only.

धन्यवाद,/ Thanking you,

आपका आभारी / Yours Faithfully,



महाप्रबंधक (ईएंडटी)-एचओडी/ General Manager (E&T)-HoD  
एसईसीएल, बिलासपुर/ SECL, Bilaspur





# BILL OF QUANTITY

**Name of the Work –**

Hiring of hardware-based Network Security Devices (ie UTM/Firewall/Link Load Balancer etc) in line with Technical specifications as attached (OPEX Mode) for a period of 03 years.

S/N	Description of items	One Year Charges	Three-year Charges
<b>A</b>	provisioning of hardware-based Network Security Devices (ie UTM/Firewall/Link Load Balancer etc) in line with Technical specifications as attached (OPEX mode) for a period of 03 years:		
	<u>Details of UTM Offered:</u> Make: Model:		
	<u>Details of Link Load Balancer Offered:</u> Make: Model:		
	<u>Details of Firewall Offered:</u> Make: Model:		
<b>B</b>	GST@18%		
<b>C</b>	Total (A+B)		

*LM*

TECHNICAL SPECIFICATIONS➤ **Technical specification for internet Link Load Balancer / UTM/ Firewall:**

- ✓ Internet link load balancer should support IPV4 & IPV6
- ✓ Should be Hardware or Software based solution.
- ✓ Should have minimum 6 fixed Ethernet ports of 10/100/1000 Mbps scalable to min. 8 ports.
- ✓ Should have minimum 2 GB RAM & scalable to min. 4GB
- ✓ Should support Dynamic routing protocols like OSPF, RIP1, RIP.
- ✓ Should provide minimum 2 Gbps through-put
- ✓ External Attacks Surface Monitoring portal for Public IP and Domains monitoring provided to SECL
- ✓ VPN connections and VPN clients for Windows & IOS.
- ✓ VPN connections up to 2000 and increase in future.
- ✓ Firewall Log Analysis Tool
- ✓ NDR

**Load Balancing Features**

- ✓ Should support for multiple internet link in active-active load balancing & active-standby failover mode. At present 03 Numbers of 200 Mbps Internet Lease Lines of 03 different Internet Service Providers are operational at SECL Hqtrs. however, the bandwidth and numbers are likely to vary in future.
- ✓ Should support for min. 4 internet link.
- ✓ In case of link failure device should detect it in not more than 30 seconds and traffic should be diverted to another link automatically.
- ✓ Load balancing for inbound & outbound traffic
- ✓ Selection of shortest path to destination based on load/Hops/response time
- ✓ Should support load balancing algorithms like round robin, weighted round robin.
- ✓ Should support Static NAT & Dynamic NAT
- ✓ Should able to redirect traffic based on Source IP, Destination IP & TCP PORT
- ✓ Should support Graceful shutdown / Activation of links.
- ✓ Should provide individual health check for each link
- ✓ Should be able to do health check on protocol like HTTP, SMTP, POP etc
- ✓ Should provide GUI interface to configure any health check
- ✓ Should be able to do health check on protocol like HTTP, SMTP, POP etc
- ✓ Should provide GUI interface to configure any health check
- ✓ Should support bandwidth management based on any L3-L7 information
- ✓ Should provide Minimum & Maximum bandwidth allocation limit
- ✓ **Should provide two way bandwidth management.**
- ✓ **Should support bandwidth borrowing between two policies.**
- ✓ System should show real-time & History report of Bandwidth usage per policy.
- ✓ Should provide GUI interface for configuration & reporting
- ✓ Should provide HTTP/HTTPS interface management
- ✓ Should provide SSH CLI/CLI/Telnet interface & SNMP
- ✓ Should provide detailed LIVE reporting for traffic on each link.
- ✓ Should provide detailed historic reporting for link traffic.
- ✓ Device based External/Internal Firewall should support both IPV4 & IPV6.
- ✓ Firewall should support "Stateful" policy inspection technology
- ✓ Device should also have Centralized Management capability
- ✓ The firewall should have remote access features like IPSec Client to Site VPN
- ✓ Device should support for Active - Active connections.
- ✓ It should support the protection of unlimited IP hosts
- ✓ The Firewall should support 1.5 Gbps of Application Security throughput Firewall
- ✓ Firewall should be supplied with the support for static and dynamic routing capabilities
- ✓ Firewall should support the multicast protocols as a multicast host
- ✓ Firewall system along with support for QoS
- ✓ In order to keep the event logs in the event of management server connection failure, etc
- ✓ Firewall System should have the IGB of memory/RAM upgradeable to 2GB of memory



- ✓ The platform must be supplied with minimum 4 nos. 10/100/1000 Mbps Ethernet interfaces and Minimum 2 Nos. FO interface with required module
- ✓ The platform should support VLAN tagging
- ✓ Firewall should support Stateful Firewall Systems
- ✓ Firewall should support Active/Active with Stateful Failover all firewall connections
- ✓ Firewall should host two or more OS images to ensure dual booting for business continuity in case the primary OS fails to boot
- ✓ The Firewall must support minimum 300000 Concurrent sessions
- ✓ The Firewall should support throughputs of minimum 5Gbps for Clear text traffic
- ✓ The Firewall should support IPSEC VPN throughput of 1 Gbps for 3DES/AES encryption
- ✓ The Firewall should support minimum 10000 new connections per second.
- ✓ The Firewall should also support the standard Layer 3 mode of configuration with Interface IP's. It should be possible to protect the firewall policies from being compromised.
- ✓ The Firewall must provide state engine support for all common protocols of the TCP/IP stack
- ✓ The Firewall must provide NAT functionality, including dynamic and static NAT translations
- ✓ The Firewall must provide filtering capability that includes parameters like source addresses destination addresses, source and destination port numbers.
- ✓ The Firewall should be able to filter traffic even if the packets are fragmented
- ✓ All internet based applications should be supported for filtering like Telnet, FTP, SMTP, http, DNS, ICMP, DHCP, ARP, RPC, SNMP, Lotus Notes, Ms-Exchange etc.
- ✓ It should support the VOIP Applications Security by supporting to filter SIP, H.323 & MGCP flow.
- ✓ It should be able to block Instant Messaging like Yahoo, MSN, ICQ, Skype (SSL and HTTP tunnel).
- ✓ It should enable blocking of Peer-Peer applications, like Kazaa Gnutella, Bit Torrent, IRC (over HTTP).
- ✓ The Firewall should support authentication protocols like LDAP, RADIUS and have support for firewall authentication servers, and X.509 digital certificates
- ✓ The Firewall should support database related filtering and should have support for Oracle, MS-SQL, and Oracle SQL-Net
- ✓ The Firewall should provide advanced NAT capabilities, supporting all applications and services-including H.323 SIP based applications
- ✓ Support for Filtering TCP based applications
- ✓ Should support CLI & GUI based access to the firewall modules
- ✓ Local access to firewall modules should support role-based access
- ✓ Local access to the firewall modules should support authentication protocols - RADIUS OR TACACS
- ✓ Firewall filtering should be enhanced with the packet inspection against intrusions and DOS/DDOS attacks
- ✓ Packet inspections rules should support the parameters like Threat severity/ Performance impact/Protection confidence level.

#### **Technical specification for Proxy Server:**

- ✓ Proxy server is required to provide internet connection on a local area network having No. of user 700.
- ✓ Proxy server may be Device based or software base.
- ✓ A list of enabled LAN segments and/or enabled IP addresses of Proxy+ users.
- ✓ Access restrictions for listed or unlisted URLs.
- ✓ Automatic detection of insecure interfaces.
- ✓ Possibility to authenticate HTTP proxy service by user name and password. Access restrictions by time, content type (pictures, MP3 etc) or service (FTP, RealAudio, etc)
- ✓ Each computer can use its own restrictions
- ✓ User list with grouping ability
- ✓ Is configured via a WWW interface, access to the interface can be restricted
- ✓ Support of regular expressions (e.g. in sorting rules, Access List)
- ✓ WWW interface for Ping and Traceroute utilities, available also from inside LAN
- ✓ Display of status information (mail transfers, dialling...)
- ✓ Log files about dialling, mail processing, errors, and security violations information
- ✓ WWW server for intranet & Customizable error messages
- ✓ Customizable Access Log. Each parent proxy (parent or sibling) can have username/password assigned
- ✓ Customizable Reporting

\* \* \*

