

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

**EOI NO: RCIL/NR/RO/EOI/MKTG/CRIS\_APM/2024-25 dated 27.01.2025**

**Expression of Interest (EOI) for “Implementation of Application Performance Monitoring (APM) and Full Stack Observability Solution, its implementation, training, OEM Mandays and Resident Engineer for 03 years”**

Issued by:



**RailTel Corporation of India Ltd**

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

Northern Region, 6<sup>th</sup> Floor, 3<sup>rd</sup> Block,

Delhi IT Park, Shastri Park, New Delhi-110053

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Website:- <https://www.railtelindia.com>

**Disclaimer**

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

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

## **TABLE OF CONTENTS**

<b>Sr. No.</b>	<b>DESCRIPTION</b>
	EOI Notice, Schedule of Events and Notes
1.	About RailTel
2.	Background of EOI
3.	Scope of Work
4.	Partner Selection
5.	Other Terms and Condition
6.	Proposal Preparation and Submission Cost
7.	Amendment to EOI Document
8.	Bid Validity Period
9.	Right to Terminate the Process
10.	Language of Bid
11.	Submission of Bid
12.	Right to Accept / Reject any or all EOI Response
13.	Payment Terms
14.	Performance Bank Guarantee (PBG)
15.	Details of Commercial Bid / Financial Bid
16.	Duration of the Contract Period
17.	Restriction of 'Transfer of Agreement'
18.	Suspension, Revocation or Termination of Contract / Agreement
19.	Dispute Settlement
20.	Governing Laws

21.	Statutory Compliance
22.	Intellectual Property Rights
23.	Severability
24.	Force Majeure
25.	Indemnity
26.	Limitation of Liability towards RailTel
27.	Confidentiality cum non-disclosure
28.	Assignment
29.	Insurance
30.	Exit Management
31.	Waiver
32.	Changes in Contract Agreement
33.	Liquidated Damages
34.	Annexure – 01 (EOI COVER LETTER)
35.	Annexure – 02 (Checklist of Documents for Bid Submission)
36.	Annexure – 03 (Commercial Bid ) Annexure 3A (Breakup: SOR)
37.	Annexure – 04 (Proforma for Performance Bank Guarantee)
38.	Annexure – 05 ( <b><u>NON-DISCLOSURE UNDERTAKING</u></b> )
39.	Annexure – 06 (Format for Affidavit)
40.	Annexure- 07 BANK GUARANTEE FORM (For Bid Security)
42.	Annexure-08 (Non-blacklisting)
42.	Annexure-09 (Compliance to GFR)
44.	Annexure-10 (Power of Attorney)
45.	Annexure-11 (Local Content Compliance)
46.	Annexure-12 (Manufacturer's Authorization Form)
47.	Appendix-A &B (Details Scope of work and Technical Specifications)

## **EOI NOTICE**

RailTel Corporation of India Limited, Northern Region, 6<sup>th</sup> Floor, 3<sup>rd</sup> Block,

Delhi IT Park, Shastri Park, New Delhi-110053

**EOI Notice No: RCIL/NR/RO/EOI/MKTG/CRIS APM/2024-25 DATED 24.01.2025.**

**RailTel Corporation of India Ltd., (here after referred to as “RailTel”) Implementation of Application Performance Monitoring (APM) and Full Stack Observability Solution, its implementation, training, OEM Mandays and Resident Engineer for 03 years”**

The details are as under:

### **SCHEDULE OF EVENTS**

Date of EOI Floating	27 <sup>th</sup> Jan 2025
Last date for submission of Bids against EOI	31 <sup>st</sup> Jan 2025 at 15:00 Hours
Opening of Bids received against EOI	31 <sup>st</sup> Jan 2025 at 15:30 Hours
Number of copies to be submitted	Single Stage (Two Packet System)
EOI document cost inclusive tax (non-refundable)	Nil
EOI processing fee inclusive tax (non-refundable)	As per E Nivida Portal
Estimated cost of EOI	Rs.31986400.51/-(Incl. GST)
EMD*	Rs. 9,54,620/-
Bid Submission Mode	Online on <a href="https://railtel.enivida.com">https://railtel.enivida.com</a>

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

### **Earnest Money Deposit (EMD)**

**Bidder has to submit EMD of Rs. 9,54,620/- in the form of online bank transfer only through NEFT/RTGS with this EOI.**

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

**EMD can be submitted in any of the following form:**

- **NEFT/ RTGS:** Account Name: RailTel NR Collection Account Bank Name: Union Bank of India Branch Name: Connaught Place Delhi Account Number: 307801010917906 IFSC Code: UBIN0530786 MICR Code: 110026006 or

- ii. Offers not accompanied with EMD shall be summarily rejected.
- iii. The EMD may be forfeited if a bidder withdraws or amends its/his EoI or impairs or derogates from the EoI in any respect within the period of validity of the EoI or in the case of a successful bidder, if the bidder fails to accept the Purchase order/LOA or fails to furnish performance bank guarantee (security deposit).

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

**Contact Details for this EOI:**

Level:1 Contact: Dr. Dev Kumar, AGM/Marketing  
Email: dev.kumar@railtelindia.com Contact: +91-9717644212

Level:2 Contact: Sh. Sh. Rajeev Saroha, Sr.DGM/Marketing  
Email: rajeev.saroha@railtelindia.com Contact: +91- 9004444143

**/\* CoR stands for Customer of RailTel.**

**Note:**

1. The EOI response is invited from eligible Empaneled Partners of RailTel only.
2. All the document must be submitted with proper indexing and page no.
3. Only those bids shall be opened, which have been submitted within the stipulated time as mentioned in this EOI document.
4. Bidder has to 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 enclosed along with this EOI.
5. Bidder also undertake to submit MAF of major items of the proposed solution and other documents required in the end Customer Organization's tender in favour of RailTel against the proposed products and solutions. The selected BA has to provide MAF from the OEM in the name of RailTel.
6. The selected bidder will have to accept all Terms & Conditions of CoR RFP on back-to-back basis.
7. Only, the eligibility clause/criteria and marks scoring criteria for SI/BA (Prospective BA/SI) as mentioned in CoR's RFP is not applicable on the bidder/BA applying against this EOI. Rest all Terms & Conditions of CoR's RFP floated for pertinent tender will be complied by SI/BA/bidders.
8. However, OEM considered by SI for this project have to mandatorily comply all the eligibility & technical criteria/compliance on back-to-back basis in line with CoR RFP and corrigendum(s) issued thereof.
9. No exemption/relaxation is applicable to MSME/Startups.
10. Bidder may submit their response in form of duly signed and stamped and **submit techno-commercial bid at the E-nivida portal through Online mode**, within the stipulated date and time, as mentioned in this EOI document.
11. No advance payment is applicable in this EOI and payment will be released on receipt from CoR.

## 1. About RailTel

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

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

## 2. Background of EOI

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

RailTel has participated in CoR Tenders (as per para 3.2) & intends to execute the work for “Implementation of Application Performance Monitoring (APM) and Full Stack Observability Solution, its implementation, training, OEM Mandays and Resident Engineer for 03 years for Customer of RailTel (CoR)” and accordingly seeks to select a suitable partner to execute the works.

The details of pertinent tender are as below:

**Tender Title: Implementation of Application Performance Monitoring (APM) and Full Stack Observability Solution, its implementation, training, OEM Mandays and Resident Engineer for 03 years for Customer of RailTel (CoR)”.**

RailTel invites EOIs from RailTel’s Empaneled Partners for the selection of suitable partner for execution of above-mentioned work of our prestigious customers on back to back basis. The empaneled partner is expected to have excellent execution capability and good understanding of the local environment.

## 3. Scope of Work

1. Implementation of Application Performance Monitoring (APM) and Full Stack Observability Solution, its implementation, training, OEM Mandays and Resident Engineer for 03 years for Customer of RailTel (CoR)” *Please refer **Appendix(A) and Appendix(B)** for complete details of Scope of Work and Technical Specifications and Requirement)*

## 4. Partner Selection: -



Interested partners may note that this is a Single stage two Packet Bid.

4.1 (i) Technical Bid contains following: -

Eligibility Criteria: -

S.No.	Type	Description	Document Required
1	Empanelment	Bidder must be empanelled with RailTel as business associate as on date of bid submission.	Copy of Empanelment letter and Empanelment PBG/EMD submitted, if any.
2	Turnover	The Bidder should minimum cumulative turnover of Rs. 24 Cr or above during the 03 financial years 2021-22 & 2022-23, 2023-24 and current financial year up to the date of closing of this tender .	Balance Sheet & CA certificate
3	Net Worth	The bidder must have positive net worth in last 3 FY's ending 31 <sup>st</sup> March 2024.	Balance Sheet & CA certificate
4	Experience	<p>The bidder should have completed/executed Single work/purchase order of at least</p> <ol style="list-style-type: none"> <li>1. Single work of 35% of Estimated Cost.</li> <li>2. Two works of 20% of Each Estimated Cost.</li> <li>3. Three works of 15% Each of Estimated Cost.</li> </ol> <p>Definition of Similar Work: Installation / commissioning and successful Implementation of APM solutions / any software / tool of similar nature during 2021-22 2022-23 &amp; 2023-24 and current financial year up to the date of closing of this EOI for any Government department or Public Sector Units or public listed companies.</p>	<p>Copy of Purchase/ Work Order &amp; completion certificate issued by customer / PO issuing authority.</p> <p><b>For ongoing works:</b> Ongoing works will be considered for value of completed work (Minimum 70% work completion) certified by PO issuing authority / customer mentioning completed work value on the certificate along with satisfactory completion certificate for work completed so far.</p>
5	OEM undertaking	<p>A) The Bidder shall be an original equipment manufacturer (OEM) or an authorized representative of an OEM. Whenever an authorized Agent / Representative submits bid on behalf of the OEM, the same agent / representative shall not submit a bid on behalf of another OEM in the same tender for the same item / product.</p> <p>Bidder should provide Authorization letter for all the products as per make &amp; model offered in the bid in the SoR.</p>	Authorization letter from the OEM specific to this tender as per Performa given in Annexure 6 of CRIS EGCC (Including modifications). In case OEM bids directly, Self-certification is necessary. The authorization should include details of Tender No., Name and address of the OEM and the Solution

S.No.	Type	Description	Document Required
			Provider authorized and the products for which the Solution Provider has been authorized.

### **Evaluation of offer**

- (a) During evaluation of offer, if required RailTel may ask clarification from the bidder.
- (b) Additional features offered by the bidder, over and above the ones asked for in the tender documents, shall not be considered for evaluation of bids.
- (c) The bidder should make available the offered products, if desired during technical evaluation of offered equipment for testing and benchmarking at any testing facility approved by RailTel.
- (d) Inter se position of the offers will be determined on total cost which will include basic rate, custom duty, CGST, SGST, IGST, UTGST, freight, insurance and any other charge or cost quoted by the tenderer, including GST payable, on reverse charge by RailTel.

### **(ii) Compliance Requirements for Interested Bidders: -**

- (a) The interested bidder should be an **Empaneled Partner** with RailTel on the last date of bid submission of EOI & has to provide relevant documents to qualify for this EOI.
- (b) The interested bidder should submit **Earnest Money Deposit (EMD)** if applicable, in the format as mentioned in this EOI document along with the bid.
- (c) The Bidder should not be backlisted by any State / Central Government Ministry / Department/ Corporation / Autonomous Body on the last date of submission of EOI. This should be provided on letterhead duly signed and stamped by authorized signatory.
- (d) The bid should be duly signed and submitted by Authorized Signatory. The bidder has to submit notarized of non-judicial stamp paper of appropriate value Power of Attorney having authorized signatory's nomination along with board resolution in favour of **power of attorney**.
- (e) **Undertaking on letterhead duly signed and stamped by authorised signatory** for unconditional Acceptance of the Tender document of CoR and any Other/General Document of CoR Tender RFP along with all the corrigendum and addendum.
- (f) **Selected partner should not submit directly or indirectly any techno-commercial solution/association with any other Organization once selected in this EOI (before and after submission of proposal to prospective customer Organization by RailTel).**
- (g) The interested bidder should not be seeking / extending / exploring similar arrangements / engagements with any other organization except RailTel.
- (h) Delivery timelines for supply providing end to end services by the selected bidder is as per CoR Terms & conditions.
- (i) **Transfer and Sub-letting:** The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose-off 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.

(j) Bidder also undertake to **submit MAF of items (if any) of the proposed solution** and other documents required in the end Customer Organization's tender in favour of RailTel against the proposed products and solutions. The selected BA has to provide MAF from the OEM in the name of RailTel.

(k) The selected bidder will have to accept all Terms & Conditions of the EOI.

**(l) The bidder has to mandatorily submit notarized Annexure-06 on non-judicial stamp paper of Rs. 100, else bid shall be summarily rejected.**

(m) The interested bidder should be in compliance to insertion of Rule 144(xi) in the GFR, 2017 vide office OM no. 6/18/2019-PPD dated 23-July-2020 issued by Ministry of Finance, Government of India, including revisions.

(n) The interested bidder should **not be backlisted** by any State / Central Government Ministry / Department / Corporation / Autonomous Body on the last date of submission of EOI. There should not be any ongoing or past, arbitration case(s) between 'RailTel or Organizations under Indian Railways' and 'Interested Bidder' on the last date of submission of EOI.

(o) The interested bidder shall not have a conflict of interest with one or more bidding parties. Participation of interested bidder(s) with a conflict-of-interest situation will result in the disqualification of all bids in which it is involved. A bidder may be in a conflict of interest with one or more parties if including but not limited to: (1) Have controlling shareholders as his/her family members viz. spouse, son, daughter, father, mother or brother etc. in common or; (2) Have a relationship with each other directly or through common third parties that puts them in a position to have access to information about or influence on the bid of another interested partner.

(p) The interested partner should have a valid Goods and Service Tax Identification Number (GSTIN), as on the last date of submission of EOI.

(q) The interested bidder should submit duly signed and stamped EOI cover letter as per the format mentioned at Annexure-01 of this EOI document, as unconditional submission of meeting the clauses mentioned above, from Clause (a) to (u).

(i) Prospective bidder's bid evaluation will be done based on above mentioned documents.

(ii) Based on evaluation of outcome against 4.1 (i) complying eligibility criterion & 4.1 (ii) compliances requirement, whoever may qualify may be treated as Technically qualified partner.

#### **4.2 Financial Bid:**

For the opened bid as per outcome of Clause 4.1 above, the bidder 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 subject to the respective overall bid is in compliance to the requirements of this EOI.

The so selected partner will be termed as 'Commercially Suitable Partner (hereafter referred to as 'CSP')'. It is re-mentioned that the final selection of CSP will be on the L-1 basis only. Further, RailTel reserves the right to have negotiation with the CSP.

If COR calls RailTel for negotiations/reverse auction/reverse bid on offered commercial, RailTel will negotiate with selected CSP on back to back basis.

#### **5. Other Terms & Conditions**

As of now, EoI response from interested partners is invited considering that the selected partner will responsible for delivering of complete 'Scope of Work' as mentioned in the EOI document and subsequent corrigendum. However, RailTel at its discern, may take- up a certain portion / percentage of 'Scope of Work' by communicating to the CSP at any point of time during the engagement period. (The day at which 'CSP' is declared, will mark the start of engagement period. The period will be valid till final outcome of this tender is announced by CoR. In this scenario, commercial engagement with the CSP will be for that portion / percentage only, which has not been taken by RailTel. Accordingly, resultant value of work will be derived on the basis of negotiated (in case) commercial bid of the CSP.

If COR extends the services beyond its engagement period, it will be extended for CSP on back to back basis on mutual consent.

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

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

## **7. Amendment to EOI Document**

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

## **8. Bid validity**

- 8.1 Bid of Interested partners shall remain valid for the period of 45 days from the last date of submission of EOI, as mentioned in this EOI document.
- 8.2 RailTel may request for an extension of the period of validity. The validity of the 'EMD', should also be suitably extended if called upon to do so by RailTel. The request and the responses thereto shall be made in writing through e-mail communication only. Further, whenever the bid validity extension is submitted by the interested partner, it should be ensured by interested partner that their PBG related to the empanelment should have Minimum validity of 90 days from the last date of extended bid validity period.

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

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

reason.

## 10. Language of Bid

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

## 11. Submission of Bid

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

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

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

## 13. Payment Terms

- 13.1 Payment will be on '**back-to-back**' basis and as per the payment terms and condition of the work order placed by RailTel's Customer.
- 13.2 Payment will be released after receiving the invoice for the work / services and after RailTel has received the payment from the Customer for the same work / services. Any deduction / Penalties levied by Customer on invoices of RailTel will be carried **back-to-back** and will be deducted from CSP's invoices, subject to the cause to deduction / penalty is due to deviation in terms and conditions of service standards by the CSP.
- 13.3 No advance payment will be given to selected BA if RailTel gets the same from end customer.
- 13.4 Documents list required at the time of payment/invoice submission by selected bidder shall be: -
  - i Original Tax Invoice/ e-invoice.
  - ii PO copy
  - iii Submission/Declaration of applicable BG amount against PO issued to selected bidder/vendor.
  - iv Warranty Certificate.

- v Inspection and Insurance certificate, if any.
- vi Delivery Challan.
- vii Installation and Commissioning certificate.
- viii All payments to be made directly to the bidder through online payment mode. For this purpose, the bidder shall submit details of Bank Account as per RailTel's standard format. RailTel shall be entitled to deduct Income Tax in case applicable and other taxes at source in accordance with the provision of Income Tax Act/other taxation laws as applicable from time to time. In case of deduction necessary TDS certificates shall be issued by RailTel.

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

- 14.1** In case of successful award of work for any or all of COR to RailTel and subsequent engagements with CSP, The CSP 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 intervalidi 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 CSP for each of individual COR . **This PBG will be for an amount of 10 (%)’ of the contract value.** All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the CSP. Besides, if the total BG amount comes upto ₹05 Lakhs, then same may be deposited through DD/RTGS/NEFT. Along with submission of PBG, CSP needs to submit PBG issuing bank's SFMS report. The SFMS report is also to be submitted in case of renewal / extension of PBG.
- 14.2** **The Bank Guarantee shall be valid up to ninety (90) days after the end of completion of Defect Liability Period/Warranty /Guarantee period of 3 years (i.e. 36 months)** as per CoR whichever is higher beyond the date of completion of all Contractual obligations. The PBG may be discharged / returned by RailTel upon being satisfied that there has been no due performance of the obligations of the CSP under the contract. However, no interest shall be payable on the PBG. In the event, CSP being unable to service the contract for whatsoever reason, RailTel would invoke the PBG at its discern. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the CSP's failure to complete its obligations under the contract. RailTel shall notify the CSP in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the CSP is in default.
- 14.3** RailTel shall also be entitled to make recoveries from the CSP's bills, PBG or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- 14.4** If the service period gets extended by virtue of extension of same by Customer, PBG should also be extended accordingly.
- 14.5** During the contract period, RailTel may issue Purchase Order(s) for the additional services ordered by Customer (in case) to RailTel in same Tender Reference. In such scenario(s) also, Clause No. **14.1.** to Clause No. **14.4.** are to be followed by the CSP.
- 14.6** In case the Customer has sought PBG of the contract in the terms of Indemnity Bond from RailTel, the selected bidder has to provide the equivalent value PBG from scheduled Bank to RailTel. No Indemnity

Bond from Selected Bidder will be accepted in lieu of PBG from Scheduled Bank.

**14.7 Detail for online SFMS confirmation using the plate form is as below:**

- BG advising message – IFN 760COV/ IFN 767COV via SFMS
- To mandatorily send the Cover message at the time of BG issuance.
- IFSC Code of ICICI Bank to be used (ICIC00000007).
- Mention the unique reference (RAILTEL6103) in field 7037.
- Customer ID: 571916103,
- Unique identifier for Field 7037: RCIL571916103.

**15. Details of Commercial Bid / Financial Bid**

- 15.1 Interested partner should submit commercial bid strictly as per the format mentioned under the EOI document or subsequent corrigendum (if any).
- 15.2 The commercial bid should clearly bring out the cost of the services with detailed break -up of taxes.
- 15.3 The rates mentioned in the commercial bid of the CSP will form basis of commercial transaction between RailTel and bidder.
- 15.4 The quantity of 'Line Items' may vary at the time of placing of Purchase Order orduring the Contract Period, as communicated by Customer (in case) to RailTel. In such scenarios, the 'Per Unit' cost will be considered to arrive on contractual amount between RailTel and CSP.
- 15.5 It is also possible that Customer may surrender / increase, some or all of the quantities of service items ordered to RailTel during the contract period and accordingly the contractual amount between RailTel and CSP shall be considered, at sole discern of RailTel.
- 15.6 It is also possible that during the contract period, Customer may raise Purchase Order to RailTel for the line items (and respective quantities) which are not mentioned in this current EOI. In such scenario, RailTel at its sole discretion, may extend the scopeof the contract with CSP by placing order, **on back-to-back basis**.
- 15.7 In addition to the Payment Terms, all other Contractual Terms will also be on '**back-to-back**' basis between RailTel and CSP.
- 15.8 Delivery Period: The selected bidder has to comply the SoR delivery terms from the date of issue of confirmed LOA/PO. All clauses / terms & conditions of CoR (Customer of RCIL) including SOR, payment terms, scope of work, SLA/LD/penalty are applicable on back to back basis as per the CoR (Customer of RCIL). Delivery timelines for supply and providing end to end services by the selected bidder is as per CoR T&C including delivery period from the date of issuance of work order which is in line with the delivery timelines set by the end customer.

**16. Duration of the Contract Period**

The contract duration shall be same as of Customer contract duration with RailTel until otherwise terminated earlier. **Indicative contract duration is 3 year**, unless otherwise terminated earlier/ extended as mentioned in this EOI document. The contract duration can be renewed /extended by RailTel at its discern, in case Customer extends / renews services with RailTel by virtueof extending / renewing / new issuance of one or more Purchase Order(s) placed by Customer to RailTel.

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

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

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

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

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

- a) The CSP failing to perform any obligation(s) under the contract / agreement.
- b) The CSP failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.
- c) Non adherence to Service Level Agreements (SLA) which RailTel has committed to Customer for the pertinent tender.
- d) The CSP going into liquidation or ordered to be wound up by competent authority.
- e) If the CSP is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to RailTel in writing. In that case, the written notice can be modified by RailTel as deemed fit under the circumstances. RailTel may either decide to issue a termination notice or to continue the agreement by suitably modifying the conditions, as deemed fit under the circumstances.
- f) It shall be the responsibility of the CSP to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of contract / agreement is pending and if the Quality of Performance is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of which CSP's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.
- g) Breach of non-fulfillment of contract / agreement conditions may come to the notice of RailTel through complaints or as a result of the regular monitoring. Wherever considered appropriate RailTel may conduct an inquiry either Suo- moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the successful bidder or not. The CSP shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the CSP in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of CSP available with RailTel can be forfeited.

## **19. Dispute Settlement**

19.1 In case of any dispute concerning the contract / agreement, both the CSP and RailTel shall try



to settle the same amicably through mutual discussion / negotiations. Any unsettled dispute shall be settled in terms of Indian Act of Arbitration and Conciliation 1996 or any amendment thereof. Place of Arbitration shall be New Delhi.

19.2 The arbitral tribunal shall consist of the Sole Arbitrator. The arbitrator shall be appointed by the Chairman & Managing Director (CMD) of RailTel Corporation of India Ltd.

19.3 All arbitration proceedings shall be conducted in English.

## **20. Governing Laws**

The contract shall be interpreted in accordance with the laws of India. The courts at New Delhi shall have exclusive jurisdiction to entertain and try all matters arising out of this contract.

## **21. Statutory Compliance**

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

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

## **22. Intellectual Property Rights**

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

22.2 Neither party shall remove or misuse or modify any copyright, trademark or any other proprietary right of the other party which is known by virtue of this EoI and subsequent contract in any circumstances.

## **23. Severability**

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

## **24. Force Majeure**

24.1 If during the contract period, the performance in whole or in part, by other party, of any obligation

under this is prevented or delayed by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENT) provided notice of happenings of any such event is given by the affected party to the other, within twenty one (21) days from the date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this contract shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.

- 24.2 In the event of a Force Majeure, the affected party will be excused from performance during the existence of the force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this contract. Neither party shall be liable for any breach, claims, and damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

## **25. Indemnity**

- 25.1 The CSP agrees to indemnify and hold harmless RailTel, its officers, employees and agents (each an "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from:
- 25.2 Any mis-statement or any breach of any representation or warranty made by CSP or
- 25.2.1 The failure by the CSP to fulfill any covenant or condition contained in this contract by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverables (or the access, use or other rights thereto), created by CSP pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by CSP pursuant to this contract, or the SLAs (i) infringes a copyright, trade mark, trade design enforceable in India, (ii) infringes a patent issues in India, or (iii) constitutes misappropriation or unlawful disclosure or used of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); or
  - 25.2.2 Any compensation / claim or proceeding by any third party against RailTel arising out of any act, deed or omission by the CSP or
  - 25.2.3 Claim filed by a workman or employee engaged by the CSP for carrying out work related to this agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.
  - 25.2.4 Any payment made under this contract to an indemnity or claim for breach of any provision of this contract shall include applicable taxes.

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

- 26.1 The CSP liability under the contract shall be determined as per the Law in force for the time being. The CSP shall be liable to RailTel for loss or damage occurred or caused or likely to occur on

account of any act of omission on the part of the CSP and its employees (direct or indirect), including loss caused to RailTel on account of defect in goods or deficiency in services on the part of CSP or his agents or any person / persons claiming through under said CSP, However, such liability of the CSP shall not exceed the total value of the contract.

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

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

27.1 The Receiving Party agrees that it will not disclose to third party/parties any information belonging to the Disclosing Party which is provided to it by the Disclosing Party before, during and after the execution of this contract. All such information belonging to the Disclosing Party and provided to the Receiving Party shall be considered Confidential Information. Confidential Information includes prices, quotations, negotiated issues made before the execution of the contract, design and other related information. All information provided by Disclosing Party to the Receiving Party shall be considered confidential even if it is not conspicuously marked as confidential.

27.2 Notwithstanding the foregoing, neither Party shall have any obligations regarding non-use or non-disclosure of any confidential information which:

27.2.1 Is already known to the receiving Party at the time of disclosure:

27.2.2 Is or becomes part of the public domain without violation of the terms hereof;

27.2.3 Is shown by conclusive documentary evidence to have been developed independently by the Receiving Party without violation of the terms hereof:

27.2.4 Is received from a third party without similar restrictions and without violation of this or a similar contract.

27.3 The terms and conditions of this contract, and all annexes, attachments and amendments hereto and thereto shall be considered Confidential Information. No news release, public announcement, advertisement or publicity concerning this contract and/or its contents herein shall be made by either Party without the prior written approval of the other Party unless such disclosure or public announcement is required by applicable law.

27.4 Notwithstanding the above, information may be transmitted to governmental, judicial, regulatory authorities, if so, required by law. In such an event, the Disclosing Party shall inform the other party about the same within 30 (thirty) Days of such disclosure.

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

## **28. Assignment**

Neither this contract nor any of the rights, interests or obligations under this contract 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 contract will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns.

## **29. Insurance**

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

## **30. Exit Management**

### **30.1      Exit Management Purpose**

30.1.1 This clause sets out the provision, which will apply during Exit Management period. The parties shall ensure that their respective associated entities carry out their respective obligation set out in this Exit Management Clause.

30.1.2 The exit management period starts, in case of expiry of contract, at least 03 months prior to the date when the contract comes to an end or in case of termination contract, on the date when the notice of termination is sent to the CSP. The exit management period ends on the date agreed upon by RailTel or Three (03) months after the beginning of the exit management period, whichever is earlier.

30.2 Confidential Information, Security and Data: CSP will promptly, on the commencement of the exit management period, supply to RailTel or its nominated agencies the following (if asked by RailTel in writing):

30.2.1 Information relating to the current services rendered and performance data relating to the performance of the services; documentation relating to the project, project's customized source code (if any); any other data and confidential information created as part of or is related to this contract;

30.2.2 All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RailTel and its nominated agencies, or its replacing vendor to carry out due diligence in order to transition the provision of the services to RailTel or its nominated agencies, or its replacing vendor (as the case may be).

30.3 Employees : Promptly on reasonable request at any time during the exit management period, the CSP shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide RailTel a list of all employees (with job titles and communication address), dedicated to providing the services at the commencement of the exit management period; To the extent that any Transfer Regulation does not apply to any employee of the CSP, RailTel or the replacing vendor may make an offer of contract for services to such employees of the CSP and the CSP shall not enforce or impose any contractual provision that would prevent any such employee from being hired by RailTel or any replacing vendor.

30.4 Rights of Access to Information: Besides during the contract period, during the exit management

period also, if asked by RailTel in writing, the CSP shall be obliged to provide an access of information to RailTel and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware / software / active / passive), documentations, manuals, catalogues, archive data, Live data, policy documents or any other related material.

**Note:** RailTel at its sole discern may not enforce any or all clauses / sub-clauses under the 'Exit Management' clause due to administrative convenience or any other reasons as deemed fit.

### **31. Waiver**

Except as otherwise specifically provided in the contract, no failure to exercise or delay in exercising, any right, power or privilege set forth in the contract will operate as a waiver of any right, power or privilege.

### **32. Changes in Contract Agreement**

No modification of the terms and conditions of the Contract Agreement shall be made except by written amendments signed by the both CSP and RailTel.

### **33. Liquidated Damages for Delay by Contractor:**

If the contractor fails to complete the entire scope of work within the time specified in the Letter of award or any extension thereof, the contractor shall pay to Owner as liquidated damages and not as penalty, a sum of half percent (0.5%) of the Contract Price for each calendar week of delay or part thereof. The total liquidated damages for delay under the contract shall, however, be subject to a maximum of five percent (5%) of the total contract price.

**EOI COVER LETTER**

(On Organization Letter Head)

Eoi Ref No.: RCIL/NR/RO/EOI/MKTG/CRIS\_APM/2024-25 DATED 24.01.2025

To,

General Manager (Mktg),  
RailTel Corporation of India Limited, Northern Region,  
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

Dear Sir/Madam,

1. I, the undersigned, on behalf of M/s ....., having carefully examined the referred EOI offer to participate in the same, in full conformity with the said EOI and all the terms and conditionsthereof, including corrigendum issued till last date of submission of EOI. It is also undertaken andsubmitted that we are in abidance of all Clauses 4 of EOI.
2. I agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical and Commercial Proposals, for a period of 60 days from the date fixed for submission of Proposals as stipulated in the EOI and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Commercially Suitable Partner (CSP)for the aforesaid Service, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Proposal are true copies of their respective originals.
4. I undertake, if our Bid is accepted, to commence our services as per scope of work as specified in the contract document.
5. Until a formal Purchase Order or Contract is prepared and executed, this Bid and supplement / additional documents submitted (if any), together with your written acceptance thereof in your notification of award shall constitute a bindings contract between us.
6. I hereby undertake and give unconditional acceptance for compliance of all terms & conditions of EOI issued vide ref no. .... dated ..... on https://..... portal, against this EOI based customer's requirement.

7. I hereby undertake that there will be no deviation from the Terms and Conditions of EOI issued vide ref no. .... dated ..... on https://.....

Signature of Authorised SignatoryName

Designation

**CHECKLIST OF DOCUMENTS FOR BID SUBMISSION**

S. No.	Document
1	EOI Cover Letter (Annexure-01)
2	EMD as per EOI document (EMD or Bank Guarantee as per annexure-07)
4	This EOI copy duly Signed and Stamped by the Authorized Signatory of Bidder
5	Compliance of eligibility criteria related documents as per Clause 3
6	Annexure-06 (Non submission may cause <b>summarily rejection</b> )
7	Any relevant document found suitable by bidder
8	Undertaking for non-blacklisting as per Annexure-8
9	Compliance to Rule 144 (xi) of GFR, 2017 as per Annexure-9
10	Power of attorney /Board Resolution for signing authority (Annexure-10)
11	(Local Content Compliance) Annexure-11
12	(Manufacturer's Authorization Form) Annexure-12

## Note:

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



**Annexure- 03**

**Commercial Bid**

TO BE UPLOADED AS BOQ SHEET

EoI Ref No.: RCIL/NR/RO/EOI/MKTG/CRIS\_APM/2024-25 DATED 24.01.2025.

To,

General Manager (Mktg),  
RailTel Corporation of India Limited, Northern Region,  
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

S.no	Description	Estimated Value (in Rs)
1	Implementation of Application Performance Monitoring (APM) and Full Stack Observability Solution, its implementation, training, OEM Mandays and Resident Engineer for 03 years for CoR	
	<b>Total Amount including GST</b>	
	<b>In words: Rupees One Crore Nineteen Lakh Ninety Six Lakh Seventy Only.</b>	
	<b>Quoted % Above /Below/At Par</b>	<b>..... % .....</b>
	<b>Quoted% Above /Below/At Par ( in Words)</b>	

**Note:**

1. Bidder should clearly indicate the bidding above or below, while submitting commercial offer & quoted rates are inclusive of all type of applicable taxes, transportation & insurance. In case above/below is not mentioned, it would be considered as “below”.
2. Unit rate shall be derived from the % rate quoted by the bidder.
3. Prices in price bid should be quoted in the provided format. All prices should be quoted in Indian Rupees and indicated both in figure and words. Price in words shall prevail, in the event of any mismatch.
4. Instructions to fill the Price Bid: Bidder should provide all prices as per the prescribed format. Bidder should not leave any field blank.

Signature of Authorised SignatoryName  
Company Seal

Designation

**PROFORMA FOR PERFORMANCE BANK GUARANTEE**

(On Stamp Paper of ₹ One Hundred)

To,  
General Manager (Mktg),  
RailTel Corporation of India Limited, Northern Region,  
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

1. In consideration of the RailTel Corporation of India Limited (CIN: L64202DL2000GOI107905), having its registered office at Plate-A, 6<sup>th</sup> Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi – 110023 (herein after called “RailTel”) having agreed to exempt (CIN

: ..... ) having its registered office at ..... (hereinafter called “the said Contractor”) from the demand, under the terms and conditions of Purchase Order No. dated ..... made between RailTel and ..... for (hereinafter called “the said Agreement”) of security deposit for the due fulfilment by the said Contractor of the terms and condition contained in the said Agreement, or production of a Bank Guarantee for Rs. .... (Rs. .... Only). We ..... (Indicate the name and address and other particulars of the Bank) (hereinafter referred to as ‘the Bank’) at the request of ..... contractor do hereby undertake to pay RailTel an amount not exceeding Rs. .... (Rs. .... Only) against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor of any of the terms or conditions contained in the said Agreement.

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

3. We, ..... the Bank undertake to pay the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suit

or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor shall have no claim against us for making such payment.

4. We, ..... the Bank further agree that the Guarantee herein contained shall remain

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

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

we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

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

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

Dated the ..... Day of ..... 2024 for ..... (Name of Bank)

In the presence of Witnesses:

1. Signature With Date

2. Signature With DateName

Name

**Encl:** SFMS PBG Report

**Annexure-05**

**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 & Northern Region office at 6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi - 110053, (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 unauthorized 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 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:

- (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 contractor 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.

**14.** 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 part.

**15. 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.

**16. 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.

**17. 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.

**18. 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.

**19. 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.

**20. 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.

**21. 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

**22. 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.

By  
RailTel Corporation of India limited  
Name  
Title  
Designation

By  
Bidder  
Name  
Title  
Designation

Witnesses

Witnesses

**FORMAT FOR AFFIDAVIT 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 Limited), 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.
9. I/we the BA(s) have carefully read and understand terms and conditions of the tender/RFP/EOI of CoR and also accept all the terms and conditions of the tender/RFP/EOI of CoR including addendum/corrigendum.

10. I/we understand that we will submit all the required MAF/documents/annexures as per requirement of tender/RFP/EOI of CoR before reasonable time as conveyed by competent Authority of 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-7

### EMD BANK GUARANTEE FORMAT

EOI Ref No: RCIL/NR/RO/EOI/MKTG/CRIS\_APM/2024-25 DATED 24.01.2025.

WHEREAS, \_\_\_\_\_ [name of Bidder] (hereinafter called "the Bidder") has submitted his Bid dated \_\_\_\_\_ [date] Selection of Implementation Partner from RailTel Empaneled Business Associate for exclusive ARRANGEMENT for the work of "....." [name of Contract] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We \_\_\_\_\_  
[name of bank] of

\_\_\_\_\_ [name of country] having our registered office at

\_\_\_\_\_ (Hereinafter called "the Bank") are bound unto RailTel Corporation of India Limited., 6th Floor, IIIrd Block, Delhi Technology Park, Shastri Park, Delhi-110053 [name of Employer] (hereinafter called "the Employer") in the sum of Rs. xxxxxxxx (Rupees **in words** only) for which payment well and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 20

THE CONDITIONS of this obligation are:

(1) If after Bid opening the Bidder withdraws his bid during the period of Bid validity specified in the Form of Bid;

or

(2) If the Bidder having been notified of the acceptance of his bid by the Employer during the period of Bid validity:

a) Fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required;

or

b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders;

or

c) does not accept the correction of the Bid Price;

we undertake to pay to the Employer up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date \_\_\_\_\_ \*

days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE \_\_\_\_\_ SIGNATURE OF THE BANK \_\_\_\_\_  
WITNESS \_\_\_\_\_ SEAL \_\_\_\_\_

[Signature, name, and address]\* \_\_\_\_\_ days after the end of the validity period of the Bid.

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

Bid Ref No:

Date:

To,  
General Manager (Mktg),  
RailTel Corporation of India Limited, Northern Region,  
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

Ref : RCIL/NR/RO/EOI/MKTG/CRIS\_APM/2024-25 DATED 24.01.2025.

Dear Sir,

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

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

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

Signature of Authorised Signatory

Name

Designation

**Annexure-9**

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

Bid Ref No. :

Date:

To,  
General Manager (Mktg),  
RailTel Corporation of India Limited, Northern Region,  
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

Ref: RCIL/NR/RO/EOI/MKTG/CRIS\_APM/2024-25 DATED 24.01.2025.

Dear Sir,

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

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

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

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

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

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

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

Signature of Authorised Signatory

Name:

Designation:



**POWER OF ATTORNEY**

Know all men by these presents We ..... having its registered office at ..... and .....do hereby irrevocably constitute, nominate, appoint and authorize **Mr. ....**, who is presently employed with us and holding the position of ....., as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal..... is response to the EoI No..... including but not limited to signing and submission of all applications, proposals and other documents and writings, and providing information/ responses in all matters before the department, signing and execution of all contracts and undertakings/declarations consequent to acceptance of our proposal and generally dealing with the department in all matters in connection with or relating to or arising out of our proposal for the said assignment and/ or upon award thereof to us till the execution of appreciate Agreement/s with the department.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Authorized Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ....., THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ....DAY OF....., 2024

For **Bidder**

**Accepted by: -**

Person identified by me/ personally appeared before me/Attested/ Authenticated

**Local Content Compliance**  
*(On Organization Letter Head)*

Bid Ref No:

Date:

To,  
General Manager (Mktg),  
RailTel Corporation of India Limited, Northern Region,  
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

Ref : RCIL/NR/RO/EOI/MKTG/CRIS\_APM/2024-25 DATED 24.01.2025.

Dear Sir,

I, the undersigned, on behalf of M/s ..... , hereby submits that our technical solution for the 'Scope of Work' mentioned under the EoI document is in compliance of local content requirement and makes us equivalent to 'Class-I local supplier' / 'Class-II local supplier' (mention whichever is applicable) for the EoI under reference, as defined under the order No. P-45021/2/2017-PP(BE-II) dt. 04-June-2020 issued by Ministry of Commerce and Industry, Govt. of India.

I hereby certify that M/s ..... fulfills all requirements in this regard and is eligible to be considered and for the submitted bid Local Content Percentage is ..... % (write in figures as well as in words).

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

Signature of Authorised Signatory

Name:

Designation:

**Manufacturer's Authorization Form**  
*(on the letterhead of the Manufacturer)*

Bid Ref No:

Date:

To,  
General Manager (Mktg),  
RailTel Corporation of India Limited, Northern Region,  
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

Dear Sir/Madam,

Ref. Your Tender Document No. \_\_\_\_\_ dated \_\_\_\_\_

We,..... who are proven and reputable manufacturers  
Of .....having factories at.....hereby authorize M/s (name and address  
of the bidder) to submit a tender, process the same further and enter into a contract with you against your  
requirement as contained in the above referred Tender which are manufactured by us.

- 2) We further confirm that no supplier or firm or individual other than Messrs. (name and address of the above agent) is authorized to submit a tender, process the same further and enter into a contract with you against your requirement as contained in the above referred Tender Enquiry documents for the above Equipment / Stores manufactured by us.
- 3) We also hereby confirm that we would be responsible for supply, installation and execution of warranty of the goods under question and will provide spares parts for the period of at least 5 years for supplied item to CoR DELHI after expiry of warranty.
- 4) We also undertake to execute warranty/guarantee during its period along with spare parts.

[Signature with date, name and designation]  
For and on behalf of M/s

[Name & address of the manufacturers]

1. This letter of authorization should be on the letter head of the manufacturing firm and should be signed by a competent person and having the power of attorney to legally bind the manufacturer.
2. Original letter's scanned copy may be uploaded and handed over as and when directed.

**Scope of Work & Terms and Conditions****1. Scope of Work:**

Implementation of Application Performance Monitoring (APM) and Full Stack Observability Solution, its implementation, training, OEM Mandays and Resident Engineer for 03 years for COR requirement. All COR. Scope of work includes following:

S.No	Item Description	Qty	Unit
1	Supply of APM (Application Performance Monitoring) Observability tool licenses as SaaS (Software-as-a-Service) on MeitY empaneled Public Cloud Service Provider (CSP) for 1st year - (Scope as per para no 2 and 3.1.1)	55	Subscription
2	Supply of APM (Application Performance Monitoring) Observability tool licenses as SaaS (Software-as-a-Service) on MeitY empaneled Public Cloud Service Provider (CSP) for 2nd year - (Scope as per para no 2 and 3.1.2)	55	Subscription
3	Supply of APM (Application Performance Monitoring) Observability tool licenses as SaaS (Software-as-a-Service) on MeitY empaneled Public Cloud Service Provider (CSP) for 3rd year - (Scope as per para no 2 and 3.1.3)	55	Subscription
4.	Implementation of APM Observability tool for CRIS applications (user creation, agent installation, creation of dashboards, handholding, of different Project groups, testing and other related tasks for implementation) (Scope as per section 3.2)	1	Lump sum
5	OEM Training of Users (25 users) and OEM Training for Administrator (5 users)	1	Batch
6	OEM Man Days(1 Man Day is equal to 8 working hours) (Scope as per para no 3.5 of cor tender). NB: OEM Mandays to be consumed over the period of 3 years post commissioning (during the currency of the contract) by COR. Payment to be made on actuals.	12	Man days
7	Deployment of Resident Engineer (RE) (Scope as per para no 3.6) for 1 <sup>st</sup> year	12	Man months
8	Deployment of Resident Engineer (RE) (Scope as per para no 3.6) for 2nd year (Optional)	12	Man months

9	Deployment of Resident Engineer (RE) (Scope as per para no 3.6) for 3rd year (Optional)	12	Man months
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