



RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

Registered & Corporate Office:

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

**Selection of Partner For
“SITC of servers and switches”**

EOI No: RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/19 dated 06.02.25

रेलटेल
RAILTEL

EOI NOTICE

RailTel Corporation of India Limited Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East KidwaiNagar, New Delhi-110023

EOI No: RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/19

dated 06.02.25

RailTel Corporation of India Ltd., (here after referred to as RailTel) invites EOIs from RailTel's Empaneled Partners for the selection of suitable agency for "IT hardware Services"

The details are as under:

1	Last date for submission of EOIs by bidders	11.02.25 before 15:00Hrs.
2	Opening of bidder EOIs	11.02.25 at 15:30Hrs.
3	EMD	Rs.2,48,450/- through DD or online transfer to RailTel in following account: Bank Name- Union Bank of India Branch- YUSUF SARAI, DELHI A/C Number - 340601010050446 Account Type- Current Account IFSC Code -UBIN0534064
4	Number of copies to be submitted for scope of work	01 in Hard Copy
5	Place of Bid submission	RailTel Corporation of India Limited Plate-A, 6th Floor, Office Tower-2, NBCC Building, East KidwaiNagar, New Delhi-110023

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

Contact: Naresh Kumar

Position: JGM/IT

Email: naresh.kumar@railtelindia.com Telephone: +91124 2714000 Ext 2222

NOTE:

I.All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories with Company seal and stamp.

II.The EOI response is invited from empanelled partners of RailTel. Only RailTel empanelled partners are eligible for participation in EOI process.

1. RailTel Corporation of India Limited–Introduction

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

For ensuring efficient administration across India, country has been divided into four regions namely, Eastern, Northern, Southern & Western each headed by Regional General Managers and Headquartered at Kolkata, New Delhi, Secunderabad & Mumbai respectively. These regions are further divided into territories for efficient working. RailTel has territorial offices at Guwahati, & Bhubaneswar in East, Chandigarh, Jaipur, Lucknow in North, Chennai & Bangalore in South, Bhopal, and Pune & Ahmedabad in West. Various other territorial offices across the country are proposed to be created shortly.

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

Licenses & Services

Presently, RailTel holds IP-1, NLD and ISP (Class-A) licenses under which the following services are being offered to various customers:

CARRIER SERVICES

1. National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
2. Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
3. Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
4. Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

ENTERPRISE SERVICES

1. Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
2. MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 64 Kbps to nx64 Kbps, 2 Mbps & above
3. Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2mbps to 155mbps

RETAIL SERVICES

RailWire: RailWire is the retail broadband service of RailTel. RailWire is a collaborative public private local entrepreneur (PPLE) model providing broadband services by leveraging the eco system available with different partners like RailTel, Access Network Provider, Aggregation Network Provider (AGNP) and Managed Service Provider (MSP) to offer high speed & cost-effective broadband to end customers. The model uses RailTel's nationwide Core fiber Backbone

Network, Access Network available with Local entrepreneurs, FTTH Infrastructure providers etc. and Managed Service Partners/Application Service Providers having IT & management capabilities. The model has been tested for several years now with about 4 lakh+ home broadband users along with 5200+ local access network partners. It is noteworthy that this approach whereby about 54% of the revenue is ploughed back into the local community not only serves the underserved but also creates livelihoods and jobs in the local communities.

2. Objective of EOI

RCIL is implementing IT-ICT projects like providing Infra & Cloud Services, Application Development, ERP/E-Office Implementation and Consultancy Services for its customers. RailTel is in process of selecting suitable empaneled partner for providing customer specific IT services.

3. Scope of Work

Selected bidder is required to provide “Supply , Installation, Testing and commissioning of servers and switches” as per SOR under clause number -8 and Technical requirements as per Annexure-06.

4. Language of Proposals

The proposal and all correspondence and documents shall be written in English. The hardcopy version will be considered as the official proposal.

5. Proposal Preparation and Submission

The Applicant/bidder 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 RCIL to facilitate the evaluation process or all such activities related to the EOI response process. RCIL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

6. Bidding Document

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

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

7. Payment terms

- 7.1. Indicative payment terms: 80% payment on Supply of Items to RailTel Customer and remaining 20% payment after successful installation and commissioning.
- 7.2. Actual payment terms shall be as per agreement between RailTel and Customer and shall be confirmed at the time of PO issuance.

- 7.3. RailTel shall release the payment to selected bidder after receiving payment from Customer and on submission of Tax invoice by selected bidder on back to back basis.
- 7.4. Any penalty or deduction (LD) from customer shall be passed on to selected bidder on proportionate basis.
- 7.5. Bill passing authority is JGM/IT/CO and Bill payment authority is GM/Finance /CO or Sr. DGM/Fin/CO.

8. Schedule of Rates (SOR)

S. No.	Item Description	Qty	Unit Price	Total Rate (without GST)	GST	Total rate with GST
1	Server with 5 year warranty as per technical specification at Annexure-06	6				
2	Switch with 3 year warranty as per technical specification at Annexure-06	2				
3	Implementation Cost	LS				
4	Total (including GST)					

Total Amount (including taxes) in words: _____

9. Delivery Schedule: 1 week from date of issue of PO by RailTel.

10. Compliance requirements

- 10.1. The interested partner should be an Empaneled Partner with RailTel on the date of bid submission. Copy of RailTel's Empanelment Letter may be submitted in this regard.
- 10.2. The interested bidder should submit Earnest Money Deposit (EMD) through online transfer and submit the proof of same along with bid.
- 10.3. The interested bidder should comply to insertion of Rule 144(xi) in the GFR, 2017 vide office OM no. 6/18/2019-PPD dated 23-July-2020 issued by Ministry of Finance, Government of India, including revisions.(Annexure-02)
- 10.4. The interested bidder should not be blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body in India, on the last date of submission of EOI. (Annexure-04)
- 10.5. There should not be any ongoing or past, arbitration case(s) between 'RailTel' and 'Interested Bidder' on the last date of submission of EOI. (Annexure-04)
- 10.6. The interested partner should have a valid Goods and Service Tax Identification Number (GSTIN), as on the last date of submission of EOI.
- 10.7. The Bidder must have cumulative turnover of minimum of Rs 3.72Cr crores during the last 3 financial years. Bidder should submit audited balance sheets and certificate of CA for preceding three years.
- 10.8. The bidder should be profitable organization (on the basis of operating profit after tax for at-least 2 out of last 3 financial years). Bidder should submit copy of audited balance sheets along

with profit & loss statement and certificate of CA for positive net worth during proceeding three years.

10.9. The interested bidder should have experience in SITC of IT Infra. Bidder should submit PO or work order copy/copies with completion certificate for the work of SITC of server and switches during last seven years from any government organization as per following details:

- i) Three similar works each with value costing not less than ₹74.53 Lakhs (Incl. GST))
- ii) Two similar works each with value costing not less than ₹99.38 lakhs (Incl. GST))
- iii) One similar work with value costing not less than ₹1.49 Cr (Incl. GST))

10.10. Bidder is required to submit self-undertaking on letterhead for authorization from OEM.

11. Evaluation criteria

Only those offers shall be considered for financial evaluation which fulfills all compliance requirements in clause number 9. Financial Evaluation will be carried on basis of lowest offer quoted by the bidder under clause -8 (SOR).

12. Liquidated Damages

The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent (including elements of taxes, duties, freight, etc.) per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order for any reason whatsoever attributed to failure of tenderer. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.

13. Bidding Process

The bidder needs to submit the bid in sealed, signed and stamped envelope clearly mentioning of EOI number, EOI name, addressed to the EOI inviting officer as well as Bidding Agency Name and Contact person.

BID should consist the following:

1. Covering Letter
2. RailTel's Empanelment letter/LOI
3. Signed and Stamped EOI Document
4. GST and PAN documents
5. Duly filled Annexure-01 to 05
6. Technical specification compliance – Annexure-06
7. Documents for compliance requirement clause number 10
8. Duly filled SOR
9. Any other relevant documents

14. Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date of bid submission. The prices in the bid document to be expressed in INR only.

15. RCIL's Right to Accept/Reject Bids

RCIL reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

16. Security Deposit / Performance Bank Guarantee (PBG)

- 16.1. In case RCIL submits PBG to customer, Successful bidder has to furnish security deposit in the form of Performance Bank guarantee @ (03 % to 10%) of issued PO/ LOA value with tax of validity 3 months beyond warranty period completion, the same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover warranty period plus three months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.
- 16.2. The Performa for PBG is given in Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.
- 16.3. The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.
- 16.4. A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in interest of bidder to obtain RailTel's Bank IFSC code, its branch and address and advise these particulars to the BG Issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.
- 16.5. The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract, duly adjusting any dues recoverable from the successful tenderer. Security Deposit in the form of DD/Pay Order should be submitted in the favour of "RailTel Corporation of India Limited" payable at New Delhi Only.
- 16.6. Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.
- 16.7. The claim period of PBG shall be 1 year after date of PBG validity

17. Deadline for Submission of Bids

Bids must be submitted to RCIL at the address specified in the EOI document not later than the specified date and time mentioned. If the specified date of submission of bids being declared a holiday for RCIL, the bids will be received up to the specified time in the next working day.

18. Late Bids

Any bid received by RCIL after the deadline for submission of bids will be rejected and/or returned unopened to the bidder.

19. Modification and/or Withdrawal of Bids

Bids once submitted will be treated as final and no modification will be permitted. No correspondence in this regard will be entertained. No bidder shall be allowed to withdraw the bid after the deadline for submission of bids. In case of the successful bidder, he will not be allowed to withdraw or back out from the bid commitments.

20. Clarification of Bids

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

ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

21. Variation in Contract

+/-25% variation may be operated on SOR during the period of Project Schedule with the approval of competent authority with similar terms and procedure as specified in the agreement.

22. Bidder's Information

Company Name:	
Type of RCIL Business Partner	
Status of Applicant (Partnership, Company etc.)	
Number of Years of Experience	
Number of office locations in India (Provide details)	
Number of office locations globally (Provide details)	
Number of employees in India and global	

CONTACT DETAILS:			
First Name		Last Name	
Designation			
Address for correspondence			
Contact Number (Office Landline)			
Mobile Number			
Official Email ID			
GSTN No			
PAN No			
Bank Account No			
IFSC Code			
Registered Address of Company			

23. Format for statement of Deviation

The following are the particulars of deviations from the requirements of the Instructions to bidders:

SN	CLAUSE	DEVIATION	REMARKS (Including Justification)

Note: In case of no deviation, bidder shall fill up above format with NIL deviation and submit along with Bid document.

24. Period of Association/Validity of Agreement

The initial contract period shall be for the period of 3 years from commissioning of project, however the contract period can be terminated earlier or extended further based on requirement of customer on same terms and conditions and as per approval of RailTel competent authority.

25. Warranty

25.1 The warranty would be valid for a period of 3 years (for switch) and 5 years (for server) from successful SITC of Items at RailTel customer location. The supplier shall warrant that stores to be supplied shall be new and free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and consistent with the established and generally accepted standards of materials of the type ordered and shall perform in full conformity with the specifications and drawings. The supplier shall be responsible for any defects that may develop under the conditions provided by the contract and under proper use, arising from faulty materials, design or workmanship such as corrosion, inadequate quantity of material to meet equipment requirements, inadequate contact protection, deficiencies in design and/ or otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser who shall state in writing in what respect the stores are faulty.

25.2 If it becomes necessary for the contractor to replace or renew any defective portion/portions of the supplies under this clause, the provisions of the clause shall apply to the portion/portions of the equipment so replaced or renewed or until the end of the above-mentioned period or twelve months, whichever may be later. If any defect is not remedied within a reasonable time of 30 days, the Purchaser may proceed to do the work at the contractor's cost, but without prejudice to any other rights which the Purchaser may have against the contractor in respect of such defects.

25.3 Replacement under warranty clause shall be made by the contractor free of all charges at site including freight, insurance and other incidental charges.

Note : The Warranty shall be Onsite Warranty and shall be Comprehensive and shall include free maintenance of all the supplied equipment, devices, infrastructure, softwares, etc. with free replacement of equipment, infrastructure, devices, parts, softwares thereof including free software upgrades/updates/renewals, etc.”

25.4 Warranty Support

Material for repair during Warranty Period shall be handed over /taken over to contractors engineer at Customer location. During the warranty period, the contractor shall be responsible to the extent expressed in this clause for any defects that may develop under the conditions provided for by the contract and under proper use, arising from faulty materials, design or workmanship in the plant, or from faulty execution of the plant by the contractor but not otherwise and shall remedy such defects at his own cost when called upon to do so by the Purchaser Engineer who shall state in writing in what respect the portion is faulty. During the free warranty maintenance period contractor should stabilize the working of the system. Purchaser has the right to extend the period of supervision of the

maintenance free of cost till the system stabilizes and works satisfactorily for a reasonable period of time. If during the time any equipment etc. is to be added or deficiencies are to be rectified to make the system work trouble free the same also will have to be done by the contractor at no cost to RailTel as to make good, all the deficiencies.

26. Liquidated Damages

The timely delivery is the essence of this tender. Liquidated damages will be applicable at the rate of half percent (including elements of taxes, duties, freight, etc.) per week or part thereof for undelivered portion of SOR subject to a maximum of 10% of the cost of Purchase order for any reason whatsoever attributed to failure of tenderer. RailTel will have the right to cancel the order, place order on alternative source besides levying the liquidated damages as above.

27. Preference to make in India:

The provisions of the revised "Public Procurement (Preference to Make in India) Order 2017" dated. 15.06.2017 & dated 16.09.2020 (or subsequent revisions, if any till opening of tender) by Department of Promotion of Industry and Internal Trade (DPIIT), GoI shall apply to this tender.

27.1. Local Content:

i. Only Class-I local suppliers (meeting minimum 50% local content) & Class-II local suppliers (meeting minimum 20% local content) are eligible to participate in this EOI.

ii. Minimum Local Content shall be 50% for purchase preference or as per the Notification No. 18-10/2017-IP dated 29th August 2018 issued by Department of Telecommunications, Ministry of Communications and Notification No. 33(1)/2017-IPHW dated 14.09.2017 issued by MeitY or latest notification issued till opening of tender.

iii. Among all qualified bids, the lowest bid will be termed as L1. If L1 is Class-I local supplier, the contract will be awarded to L1. If L1 is not Class-I local supplier, the lowest bidder among the Class-I local supplier, will be invited to match the L1 price subject to local supplier's quote price falling within the margin of purchase preference of 20%, and the contract shall be awarded to such Class-I local supplier subject to matching the L1 price. In case such lowest eligible Class-I local supplier fails to match the L1 price, the Class-I local supplier with the next higher bid within the margin of purchase preference of 20%, shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the Class-I local supplier within the margin of purchase preference of 20%, matches the L1 price, the contract may be awarded to the L1 bidder. Please refer clause-4.A.41.1 of Chapter-4A of this tender.

iv. As per para 9 of PPP-MIII order 16.09.2020, bidder shall be required to indicate percentage of local content and provide self-certification in his bid (without mention of any price) that the item offered meets the local content requirement for Class-I/Class-II local supplier, as the case may be and shall also give details of the location(s) at which the local value addition is made. In case of procurement for a value in excess of Rs. 10 Crores, the bidder shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content. Bidder shall upload the certificate along with their techno-commercial bid. The bidder shall also provide calculation of Local Content with price Break-up of "Local Content" and "Imported Content" for each SOR item as per DPIIT's PMI Policy and its clarifications and same shall be uploaded by the bidder along with their price bid. In case of any false declaration, action shall be taken in line with the provisions of the PPP-MIII order. Performa for self-certification regarding local content is given in the Notification No. 18-10/2017-IP dated 29th August 2018 issued by Department of Telecommunications.

v. Self-certification of bidder on the letter head shall be required to be submitted along with bid. "We ____ (name of the bidder) hereby certify to meet the mandatory Local Content requirements of

the Project Work under this EOI i.e. ___% (to be filled by the work center) quoted vide offer No. ___ dated ___ against RAILTEL EOI No. ___ by M/s. ___ (Name of the bidder).

vi. Office Memorandum Dated 19.02.2020 (or latest) issued by Department of Telecommunications, Ministry of Communications shall be applicable for Clause 10(d) of Public Procurement (Preference to Make in India) Order, 2017.

vii. Official website of Department of Promotion of Industry and Internal Trade (DPIIT) i.e. "<https://dpiit.gov.in/public-procurements>" may be referred by tenderers for above mentioned orders or any revision issued. Frequently Asked Question (FAQ) available there may also be referred by tenderers

27.2. Bidders sharing a land border with India:

Office Memorandum F.No.6/18/2019-PPD dated 23.07.2020 by Ministry of Finance, Department of Expenditure, Public Procurement Division shall also apply to this EOI. A certificate as per Annexure-I of referred order shall be submitted by all the bidders regarding their compliance with this order. If such certificate given by a bidder whose bid is accepted is found to be false, this would be a ground for immediate termination and further legal action in accordance with law. Registration should be valid at the time of submission of bids and at the time of acceptance of bids. In respect of supply otherwise than by tender, registration should be valid at the time of placement of order

28. Other Terms and Condition

1. Bidders are requested to quote their best prices.
2. Unless otherwise specified all prices quoted must remain firm except for statutory variation in taxes and duties during contractual delivery period. Any increase in taxes and duties after expiry of the delivery period will be to vendor account.
3. Offer should preferably be typewritten and any correction or over-writing should be initialed. Rates to be indicated both in words and figures.
4. Sealed offer in envelope super scribing tender enquiry number and due date of opening must be sent by Registered or Speed Post or to be dropped in the Tender Box specified for the purpose. Offers received after specified date and time are liable to be rejected.
5. Printed conditions on the back side of the offers will be ignored.
6. Any increase in taxes and duties after expiry of the delivery period will be to supplier's account. This will be without prejudice to the rights of RCIL for any other action including termination.
7. RCIL shall have the right to terminate the contract by giving 30 days notice without assigning any reasons thereof. However, in the event of any breach of terms of the contract, RCIL will have right to terminate the contract by written notice to the Seller.
8. FORCE MAJEURE: Any delay or failure to perform the contract by either party caused by acts of God or acts of Government or any direction or restriction imposed by Government of India which may affect the contract or the public enemy or contingencies like strikes, riots etc. shall not be considered as default for the performance of the contract or give rise to any claim for damage. Within 7 days of occurrence and cessation of the event(s), the other party shall be notified. Only those events of force majeure which impedes the execution of the contract at the time of its occurrence shall be taken into cognizance.
9. In case of any dispute or difference arising out of the contract which cannot be resolved mutually between RCIL and vendor, it shall be referred to a Sole Arbitrator to be appointed by the CMD, RCIL.
10. The Arbitration and Conciliation Act, 1996 and rules made there under shall apply to the Arbitration Proceedings.
11. The contract shall be governed by and construed according to the laws in force in India and subject to exclusive jurisdiction of the Courts of Delhi only.
12. Copyrights : The copyrights of content and design of the finally complete project will rest with RCIL.
13. RCIL may place the order in full or partial manner based on requirement.

29. Earnest Money Deposit (EMD)/ Bid Security

- 29.1. The bidder shall furnish a sum as Earnest Money in the form of online transfer or Demand Draft from any scheduled bank in India in favour of “RailTel Corporation of India Limited” payable at New Delhi.
- 29.2. The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Purchase order and fails to furnish performance bank guarantee (security deposit) in accordance with clause 6.
- 29.3. Offers not accompanied with Earnest Money shall be summarily rejected.
- 29.4. Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible as but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.
- 29.5. The successful bidder's EMD will be discharged upon the bidder's acceptance of the purchase order satisfactorily and furnishing the performance bank guarantee in accordance with clause 16.
- 29.6. Earnest Money will bear no interest.



COVERING LETTER (To be on company letter head)

EoI Reference No: RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/19 dated 06.02.25

Date:

To,

JGM/IT
RailTel Corporation of India Ltd.
Plate-A, 6th Floor, Office Tower-2,
NBCC Building, East Kidwai Nagar,
New Delhi 110023

Dear Sir,

SUB: Participation in the EoI Process

Having examined the Invitation for EoI document bearing the reference number _____ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for EoI document. I/We also agree to keep this offer open for acceptance for a period of 180 days from the date of bid submission and in default thereof,

If our application is accepted, we undertake to abide by all the terms and conditions mentioned in the said Invitation for EoI document.

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for EoI document, are true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our EoI is liable to be rejected.

Authorized Signatory

Name

Designation

Contact Details

रेलटेल
RAILTEL

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

Bid Ref No. :

Date:

To,

JGM/IT,
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref : EOI/RFP No. RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/19 dated 06.02.25

Dear Sir/Ma'm,

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

Local Content Compliance

(On Organization Letter Head or On Letter Head of Statutory Auditor / Cost Auditor*)*

Bid Ref No. :

Date:

To,

JGM/IT,
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref : EOI/RFP No. RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/19 dated 06.02.25

Dear Sir/Ma'm,

I, the undersigned, on behalf of M/s , hereby submits that our technical solution for the 'Scope of Work' mentioned under the EOI/RFP 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 Tender 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 Tender.

Signature of Authorised Signatory

Name

Designation

**To be signed by Statutory Auditor / Cost Auditor in case bid value is exceeding INR 10 Crores.*

RAILTEL

Undertaking for Non-Blacklisting, Arbitration Case, Absence of Conflict of Interest
(On Organization Letter Head)

Bid Ref No. :

Date:

To,

JGM/IT,
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref : EOI/RFP No. RCIL/EOI/CO/ITB/2024-25/IT services to RCIL customer/19 dated 06.02.25

Dear Sir/Ma'm,

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 or CUSTOMER or Organizations under Indian Railways, at the time of submission of bid.
3. We are not in position of conflict-of-interest (as defined in the EOI/RFP document) 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 Tender.

Signature of Authorised Signatory

Name
Designation

रेलटेल
RAILTEL

Self Undertaking on Letter Head

**JGM/IT,
RailTel Corporation of India Ltd.**

Dated:

.....
.....
.....

Sub: Undertaking

Ref: EOI No.....dated.....

Dear Sir,

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

- A. I/We have not been black-listed or debarred currently by Central Govt./State Govt./CPSU in India or anywhere globally by Government for security reasons either in Individual capacity or as a member of partnership firm/LLP/JV/Society/Trust.
- B. We Certify that,
- (i) All proposed hardware and software components in scope of supplies when shipped by _____, does not contain embedded malicious code that would activate procedures to:-
 - a. Inhibit the desired and designed function of the equipment.
 - b. Cause physical damage to the user or equipment during the exploitation.
 - c. Tap information resident or transient in the equipment/networks.
 - (ii) We, _____ will be considered to be in breach in case physical damage or malfunctioning is caused due to activation of any such malicious code in embedded software and thus be liable to repair, replace or refund the price of the infected software if reported (or, upon request, return) to the party supplying the software to Customer, if different than _____
 - (iii) Security breach or damages to system, if any, so caused by any embedded malicious code or otherwise, due to the act of either OEM or bidder or both, the OEM as well as the bidder would be considered liable jointly or severally and shall be banned for conducting any business with RailTel. Also the present contract, may liable to be terminated by the purchaser.
- C. We certify that our offered products are genuine, have our own manufacturing setups and IPR for the hardware(s)/software(s), and not have 3rd party manufacturing from any company blacklisted in India or abroad (due to proven backdoor access and data vulnerability) or any company sharing land border with India. The Intellectual Property Rights (IPR) of all offered product and source code of all offered software including camera firmware, switch firmware etc. are not residing in countries sharing land borders with India. Proof of IPR & source code will be provided by the OEM.

or

IPR of offered products and source code of offered software including camera firmware, switch firmware etc. are residing incountry (Please mention the country name) and OEM has been registered with the Competent Authority of Govt. of India and are eligible to be considered(evidence of valid

registration by the competent authority is enclosed)

In case any breach or false declaration is found at any stage, immediate strict penal action can be taken by RailTel.

Seal and signature of the authorized representative of Bidder

Place:

Date:

रेलटेल
RAILTEL

Technical Specification and Compliance

Technical Specification Number & Item: H-1 (Rack Servers) Qty: 6			
S.No.	Item	Description	OEM Compliance (Yes/No)
1	CPU / Socket	2 Nos. Intel Xeon / AMD EPYC latest Processors with minimum 32 Cores each with 2.4 GHz Base Frequency and 36 MB Cache. The Processors must support the following or equivalent features - Intel VT/AMD-V - Intel VT-d/AMD-Vi - Deep Learning Boost/CPU Core Boost -Trusted Execution Technology (TXT)/ SKINIT -Resource Director Technology (RDT)/ AMD Platform Quality of Service (AMD QoS) -Volume Management Device (VMD)/Linux / Windows based Storage Management Offered server must has been listed in industry standard benchmark like SPEC etc..	
2	Clock Speed	2.4 GHz or above	
3	Main Memory	Minimum of 1024 GB expandable to 2048 GB using 64 GB DIMM of DDR5 -4800 MHz or better. Vendor shall make sure Memory Configuration is Balanced	
4	Memory RAS	64 GB DIMM of DDR5 -4800 MHz or better. Should have the advanced RAS features such as Error Correction Code (ECC)/Memory Address Parity Protection/ Memory Sparing/ Memory Mirroring	
5	Ethernet Ports/ converged Network Adapter Ports	4 x 10/25 Gigabit Ethernet Ports with RoCE v2 capabilities on-board or via a full bandwidth PCI-e 4.0 card. All the 4 ports should not be provided through a single card. It should support DPDK and SR-IOV features.	
6	FC Ports/ HBA	Minimum 2 nos. of physical 32 Gbps Dual Port Fiber Channel Cards with NVMe over FC capabilities	
7	I/O Slots Expansion Slots	5 x PCIe slots in each server	
8	Internal Disks	2 X 1.92 TB SSD with DWPD 3 and above and 4 X 3.84 TB	

9	Hard Disk Controller	Min 4Gb cache on Internal SAS/SATA Controller is required with Supports RAID 0, 1,5, 10,6 etc.	
10	Management Console	<p>Dedicated 10/100 mbps or 1000 mbps Ethernet port for out of band management via Web based remote interface and remote console or Top of Rack Switch.</p> <ol style="list-style-type: none"> 1. The management software should be provided with system to manage system via console or web-management having dedicated management Ethernet. 2. The software should provide Role-based (admin, user, operator, etc) security which allows effective delegation of management responsibilities by giving systems administrator's granular control. 3. Should help to identify out-of-date BIOS, drive Server Management agents and enable the remote system software/firmware components. 4. Should provision for a single console to monitor the server 5. Should have a feature of Remote Power OFF/ON. 6. Should notify any Hardware failure in management software. 	
11	Power supply	Dual & redundant hot plug	
12	System fans	Redundant hot plug	
13	Form Factor	2U Rack Server or better Models with Rail Kits	
14	OSC Support	The server should support latest version of Red Hat Enterprise Linux, MS Windows server, SUSE Linux	
15	Virtualization Support	The server should support latest version of VMware vSphere, Microsoft Virtualization, Red Hat Virtualization.	
16	Connectors and Cables	All necessary FC and 25G cables & connectors to be provided for supplied equipment.	
17	Industry Standard Compliance	Should support Microsoft® Logo certifications, USB 3.0 Compliant, PXE (Preboot Execution Environment) support enabled, TPM 2.0 (Trusted Platform Module) Support, IEEE (specific IEEE standards depending on Ethernet adapter card(s) installed), SNMP, SSL 2.0, DMTF Systems Management Architecture for Server Hardware Command Line Protocol (SMASH CLP), Active Directory v1.0, PCIe 5.0 and UEFI (Unified Extensible Firmware Interface)	

18	Warranty	5 years or 3 years 24 X 7 for 6 Hr call to resolution	
19	Security	1- For firmware security, system should support Hardware Silicon Root of trust. This feature should be immutable 2- System should provide firmware upgrade and rollback, if required. The security feature of Cryptographically signed firmware, UEFI Secure Boot and Secure Start support, Secure Erase, System Lockdown, FIPS 140-2, TPM 1.2/2.0, and NIST SP 800-147B (“BIOS Protection Guidelines for Servers”) should be available	

	Technical Specification Item: N-1 (Network Switch) Qty: 2 L-2/L-3 Switch (2 x 40 Gig + 24 x 10/25 Gig LAN ; Forwarding bandwidth 1.36 Tbps with RPS)		
Sr. No.	Item Description	Compliance (Yes/No)	
	General Requirements		
1	The Switch shall be designed for continuous operations. The bidder shall furnish the MTBF (Mean Time Between Failure) predicted and observed values along with calculations by the manufacturer.		
2	In case of full system failure, Switch shall maintain a trace area in the NVRAM / Flash which would be used for analysis / diagnosis of the problem.		
3	Switch shall have built in power-on diagnostics system to detect hardware failures.		
4	Switch shall have suitable Visual Indicators for diagnostics and healthy / unhealthy status of Ports & modules.		
	Hardware Capabilities & High Availability Features:		
5	Switch shall have 02 nos. 40G Base-SR4 ports complying to IEEE 802.3ba standard which is able to drive the link up to 100 m at a speed of 40 Gbps on a Multi-Mode Fibre. The hardware of all these ports should be complete in all respect.		
6	Switch shall have 24 nos. 10G Base-X/25G Base-SR ports complying to IEEE 802.3ae/IEEE 802.3by standard which is able to drive the link up to 100 m at a speed of 10/25 Gbps on a Multi-Mode Fibre. The hardware of all these ports should be complete in all respect.		
7	The switching fabric for all the LAN ports shall be non-blocking and each port shall run at wirespeed / line-rate.		
8	Switch shall have 1.36 Tbps forwarding bandwidth at Layer-2/3 switching fabric. The performance of the switch shall not degrade for IPv4 and IPv6 individually as well as for dual stack operations (IPv4 & IPv6).		
9	Switch shall have minimum of 1.012 Billion packets (64 Byte)/576.6 Million packets (128 Byte)/308.04 Million packets (256 Byte) per second forwarding. The performance of the switch shall not degrade for IPv4 and IPv6 individually as well as for dual stack operations (IPv4 &		

	IPv6).	
10	Switch shall support minimum 24,000 active IPv4 and 12,000 IPv6 routes.	
11	The switch hardware shall be designed to run both IPv4 & IPv6 simultaneously (Dual Stack) from day one.	
12	Switch shall be capable of working with AC Power supply with a Voltage varying from 200 – 240 Volts at 50 +/- 2 Hz.	
13	Switch shall have internal Redundant Power Supply (RPS). The primary as well as redundant power supply shall be hot swappable and no downtime / reboot shall be required for addition / removal of power supply module.	
14	Switch shall have Hot Swappable Fan Tray.	
15	Switch shall support 19” rack mountings.	
	Functional Requirements:	
16	Switch shall have following Layer-2 features:	
	a. IEEE 802.1Q VLAN tagging.	
	b. 802. 1Q VLAN on all ports with support for minimum 3900 VLANs.	
	c. Support for minimum 30,000 MAC addresses	
	d. Self-learning of unicast mac addresses and associated VLANs	
	e. Jumbo frames up to 9000 bytes	
	f. Link Aggregation Control Protocol (LACP) as per IEEE 802.3ad.	
	g. Minimum 16 Multi-link Trunks with 4 links per multi-link group.	
	h. “Port Spanning” functionality for measurements using a network analyzer.	
	i. Broadcast, Multicast and Unicast storm control on per port basis to prevent degradation of overall system performance occurred due to faulty end stations.	
17	Switch shall have following Layer-3 features:	
	a. Inter-VLAN IP routing for full layer 3 routing between two or more VLANs.	
	b. IP unicast routing protocols (static, OSPFv3, BGP).	
	c. Virtual Router Redundancy Protocol (VRRP)	
	d. Classless Inter Domain Routing (CIDR)	
	e. Variable Length Subnet Masking (VLSM)	
18	Switch shall support aggregating multiple interfaces of different switches into a single logical aggregated link in order to implement uplinks with redundancy, higher throughput and to avoid broadcast loops.	
19	Switch shall support NTP (Network Time Protocol) or SNTP (Simple Network Time Protocol) for date & time synchronization from NTP Server. The switch shall also be configured as NTP Server for serving the time	
20	Switch shall support FTP / TFTP.	
21	Switch shall support IGMP Version-2 & 3 as well as IGMP V-2 & 3 snooping.	
	Quality of Service (QoS) Features:	
22	Switch shall support classification and scheduling as per IEEE 802.1P	

	on all ports.	
23	Switch shall support minimum four hardware queues per port.	
24	Switch shall support QoS configuration on per switch port basis.	
25	Switch shall support classification and marking based on IP Type of Service (TOS) and DSCP	
26	Switch shall provide traffic shaping and rate limiting features (for egress traffic) for specified Host, network, Applications using standard TCP/ UDP Ports etc.	
	Security Features:	
27	Switch shall support MAC Address based Filters / Access Control Lists (ACLs) on all switch ports.	
28	Switch shall support Filters / Access Control Lists (ACLs) based on Network Address, Mask, Protocol Type and Socket Type on all switch ports	
29	Switch shall support Port as well as VLAN based Filters / ACLs.	
30	The Switch shall support authentication, authorization and accounting through RADIUS / TACACS+.	
	Management Features	
31	Switch shall have a console port with RS-232 Interface or RJ-45 interface for configuration and diagnostic purposes.	
32	Switch shall be SNMP manageable with support for SNMP Version 2 and 3.	
33	Switch shall support all the standard MIBs (MIB-I/II).	
34	Switch shall support SSH Version-2 for Command Line Management.	
35	Switch shall support System & Event logging functions as well as forwarding of these logs onto a separate Server for log management.	
36	Switch shall support on-line software reconfiguration to implement changes without rebooting. Any changes in the configuration of switches related to Layer-2 & 3 functions, VLAN, STP, Security, QoS shall not require rebooting of the switch.	
37	Switch shall have comprehensive debugging features required for software & hardware fault diagnosis.	
38	Switch shall support multiple privilege levels to provide different levels of access on console port and SSH sessions.	

39	Switch shall support following in the user level of access i.e. the user with minimum privileges:	
	i) Ping	
	ii) SSHv2	
	iii) Traceroute	
	iv) Display of pre-configured description / label on each interface.	
	v) Display of Input and Output error statistics on all interfaces.	
	vi) Display of Input and Output data rate statistics on all interfaces.	
	vii) Display of Dynamic ARP table.	
	viii) Display of MAC Address table.	
	ix) Display of Routing Table.	
	Regulatory Compliance	
40	Switch shall conform to UL 60950 or IEC 60950 or CSA 60950 or EN 60950 or equivalent Indian Standard like IS-13252:2010 or better for Safety requirements of Information Technology Equipment.	
41	Switch shall conform to EN 55022/55032 Class A/B or CISPR22 Class A/B or CE Class A/B or FCC Class A/B or equivalent Indian Standard like IS 6873 (Part 7): 2012 or better for EMC (Electro Magnetic Compatibility) requirements.	
42	Switch shall be manufactured in accordance with the international quality standards ISO 9001:2008 or latest valid ISO or equivalent Indian standard like BIS for which the manufacturer should be duly accredited.	
	Product Certification required	
43	Switch / Switch's Operating System should be tested and certified for EAL 2 / NDPP (Network Device Protection Profile)/NDcPP (Network Device collaborative Protection Profile) or above under Common Criteria Program for security related functions or under Indian Common Criteria Certification Scheme (IC3S) by STQC, DEIT, Govt. of India.	
44	Warranty 5 years or 3 years 24 X 7 for 6 Hr call to resolution	

Proforma for Performance Bank Guarantee Bond

Form No. 1

**PROFORMA FOR PERFORMANCE BANK GUARANTEE BOND
(On Stamp Paper of Rs one hundred)**

(To be used by approved Scheduled Banks)

1. In consideration of the RailTel Corporation of India Limited, having its registered office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 having agreed to exempt(Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Purchase Order No.....dated.....made between.....and..... for (hereinafter called “ the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.(Rs only). We (indicate the name of the Bank) hereinafter referred to as “the Bank”) at the request of..... Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs..... 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(s) of any of the terms or conditions contained in the said Agreement.
2. We, 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 caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or 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
3. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Tenderer(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Tenderer(s) shall have no claim against us for making such payment.
4. We, 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(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the We shall be discharged from all liability under this Guarantee thereafter.
5. We,..... (indicate the name of Bank) further agree with the RailTel that the RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to

extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) / Tenderer(s).

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

.....the day of 2023

for
(indicate the name of the Bank)

Witness

1. Signature Name
2. Signature Name

Note: Claim Period of BG will be 365 days more than the BG Validity date.

RailTel Bank Detail for SFMS

This is in reference with Vendor BG SFMS Confirmation, request you to notify your applicant of BG to update below details at time of submission of BG issuance/amendment request to their respective banks with immediate effect.

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 (**ICIC0000007**).
- Mention the unique reference(**RAILTEL6103**)in field 7037.

Please note that the issuing bank while issuing/amending the BG, should ensure that the above information is correctly captured in the message i.e. IFN 760COV/ IFN 767COV.
