**RailTel Corporation of India Ltd**
**(A Government of India Enterprise)**

**Plate-A, 6th Floor, Office Tower-2,**
**NBCC Building, East Kidwai Nagar,**
**New Delhi-110023**
Website: **www.railtelindia.com**

**No. RCIL/EOI/CO/DNM/2020-21/IT services to RCIL customer/02 dated 19.03.2021**

## Corrigendum-III

**Subject: IT services to RCIL Customer**
**Ref : This office EOI No. RCIL/EOI/CO/DNM/2020-21/IT services to RCIL customer/02 dated 04.03.2021**

1. **In reference to the above referred tender the following amendment/clarification are issued under the Corrigendum-III. The bids may be submitted in consideration of these amendment/clarification.**

2. **Annexure-I (Scope of work) is updated as enclosed with Corrigendum-III**

3. **Table A under Schedule of Rates (Clause No.- 4) may be read as under**

| S. No | Particulars | Amount | GST Rate | GST Amount | Total Price (INR) |
|---|---|---|---|---|---|
| **A** | **Development, Delivery & Implementation of Comprehensive E- Governance Solution as per Scope of work under Annexure-1** | | | | |
| A.1 | User Role Based Management Module | | | | |
| A.2 | Work Flow Automation | | | | |
| A.3 | E-Service Delivery | | | | |
| A.4 | E-Document Management | | | | |
| A.5 | HRMS | | | | |
| A.6 | Online Approvals | | | | |
| A.7 | E-Contracting | | | | |
| A.8 | E-Reporting | | | | |
| A.9 | Financial Accounting / Finance Management | | | | |
| A.10 | Dashboards/MIS Reports | | | | |
| A.11 | Treasury Management | | | | |

| | | | | | |
|---|---|---|---|---|---|
| A.12 | Loan/Lease Accounting | | | | |
| A13 | Borrowing of Funds | | | | |
| A.14 | Risk Management | | | | |
| A.15 | General Accounts | | | | |
| A.16 | Treasury / Short Terms Investment | | | | |
| A.17 | Loan Amortization Schedule | | | | |
| A.18 | ALM Reports | | | | |
| A.19 | Tax | | | | |
| A.20 | CSR | | | | |
| A.21 | MSME Vendor | | | | |
| A.22 | MoU | | | | |
| A.23 | Payroll | | | | |
| | **Total ( A)** | | | | |

4. **Clause Number 6 "Evaluation Criteria" may be read as under**
   6. Evaluation criteria
      - 6.1. Technical Evaluation will be done on Technical proposal/offer submitted by Bidder. RailTel reserves the right to reject any bidder in case of non suitable technical proposal.
      - 6.2. RailTel may ask for Presentation/Demo/POC for the purpose of Technical Solution Evaluation.
      - 6.3. Finance bid of bidder with non suitable Technical Proposal shall not be evaluated.
      - 6.4. Finance Bid evaluation will be done on lowest offer quoted by the bidder as per SOR (Clause 4).

**4. The last date of submission of EOI Response is extended from 22.03.2021 to 26.03.2021 upto 15:00 Hrs. The EOI bids will be opened at 15:30 Hrs on 26.03.2021.**

**5. All other terms and conditions remain same as per EOI Document.**

**(DGM/IT)**

<u>**Annexure-1**</u>

**Indicative Scope of Work**

Customer intend to Implementation of paperless work flow system which includes e-Service Delivery, e-Reporting, e-Document Management, HR & Payroll, File Movements, Digital Archiving, Electronic Record Management, Workflow, Online Approvals, HRMS, e-Contracting, Finance Management, e-File, MIS Reports, Dashboards from single sign on, Core Financial, Borrowing, Leasing and Lending and Risk management.

- The proposed solution requires to be integrated with Email Gateway, SMS Gateway, Payment Gateway, ERP, BPM and Digital Signatures.
- Solution must include to have e-Signature within proposed solution.
- Proposed solution should be responsive, user friendly, cross browser compatible and cross platform compatible. Proposed solution is required to be audited by CERT-In empanelled security audit agency as per Customer Requirement.

A) Following modules should be covered in proposed solution:

1. **User Role Based Management Module**
2. **Work flow automation**
3. **e-Service Deliver**
4. **e-Document Management**
5. **HRMS**
6. **Payroll**
7. **Online approvals**
8. **e-Contracting**
9. **e-Reporting**
10. **Finance Management**
11. **General Accounts**
12. **Dashboard & MIS Reports**
13. **Treasury Management System**
14. **Treasury / Short Terms Investment**
15. **Loan/Lease Accounting**
16. **Loan Amortization Schedule**
17. **Borrowing of Funds**
18. **ALM Reports**
19. **Tax**
20. **Risk Management**
21. **CSR**
22. **MSME Vendor**
23. **MoU**

The system will have multiple authorized users. Super-admin will have all the access to manage all information displayed at frontend as well as also manage authorized user's profiles & assign role base access to them. The Super-admin & authorized users will be able to login into the CMS using their authenticated username / password. Authorized users will be able access the modules & manage their profile and (Add / Edit / Delete) data as per their access right.

**B) Functionality**

1. **Language:**

1.1. The proposed solution will be presented in English language.
1.2. CUSTOMER will provide ready to use content in English languages to Vendor. vendor will integrate content within proposed solution.
1.3. CUSTOMER will provide the content and labels in all the languages to Vendor.

2. **User & Role Management:** The proposed web application will have following types of users.
   2.1. **Super Administrator Functionality:**
      2.1.1. Admin will be able to add, edit and delete users.
      2.1.2. To Create the new User, administrator need to enter the below details:
         2.1.2.1. Name
         2.1.2.2. Email Address
         2.1.2.3. District
         2.1.2.4. Date of Birth
         2.1.2.5. Select Gender
         2.1.2.6. Mobile Number
         2.1.2.7. User Name
         2.1.2.8. Password
         2.1.2.9. Role
      2.1.3. Admin will be able to view/activate/de-activate all users.
      2.1.4. Admin will be able to assign role & responsibility to different users from backend system.
   2.2. **Authorized User:** CUSTOMER Management and CUSTOMER Internal Staff User
      2.2.1. User will be able login inside web using their credentials provided by Admin and will be able to access modules & features based on the role assign to them.
      2.2.2. Authorized users will be able to manage their profile.
      2.2.3. Authorized users will be able to manage their password.

3. **Hierarchy Management:**
   3.1. Admin will be able to create organization hierarchy structure.
   3.2. Admin will be able to add/edit/delete Parent Hierarchy and Child Hierarchy in the organization.
4. **e-Service Deliver**
   4.1. Online Record Filling
   4.2. Identity Validation
   4.3. Online Applications
   4.4. Generate Record Prints
   4.5. Status Update Online, Email, SMS, Mobile
   4.6. eSignature, e-Payment
5. **HRMS**
   5.1. Recruitment
   5.2. Appraisals
   5.3. Employee Administration
   5.4. Termination
   5.5. Penalty and Increment
   5.6. Training
   5.7. Retirement
   5.8. Attendance
   5.9. Leave Management
   5.10. Suspension
   5.11. Employee Loan
6. **e-Contracting**
   6.1. Project initiation
   6.2. Contract Management
   6.3. Contract repository

6.4. Revision tracking and versioning
6.5. Contract performance evaluation- should allow a system to manage and track SLAs
6.6. Contract accounting and vendor payments calculation
6.7. Access to the full complete revision history
6.8. Contract renewal and termination
6.9. Audit/reporting

7. **Finance Management**
   7.1. General Ledger (GL)
   7.2. Accounts Payable (AP)
   7.3. Accounts Receivable (AR)
   7.4. Tax Management
   7.5. Reporting (Includes Trial Balance, Profit & Loss, Balance Sheet and Cash Flow Statement)
   7.6. MIS
8. **<u>General Accounts</u>**

   8.1. General Accounting- Data entry in order to capture the transaction and its impact on the P&L
   8.2. Lease Income to be accrued based on Borrowing Cost for incremental borrowings
   8.3. (WACC calculations also required) during the period- for Rolling Stock, Project Funding and EBR-IF.
   8.4. Advance funding for Railway Projects- Interest to be booked on Advance Funding
   8.5. Interest on Loans given
   8.6. Interest to be booked on PTC, Dividend Income etc (misc Items)
   8.7. Finance Cost to be booked on repayment of the borrowed funds (i.e. the due date ) as well for closing entries.
   8.8. Finance cost on Domestic as well Overseas Bonds, Domestic as well Overseas Loans, CP etc
   8.9. Calculation of Impairment loss or gain for the period
   8.10. Calculation of Depreciation on fixed assets and Intangible Assets
   8.11. Cost relating to Employee benefits not booked as part of general accounting
   8.12. Accounting to give impact of Ind AS on above.
   8.13. Calculation of OCI as well as amortization of issue expenses with respect to each and every borrowin
   8.14. separately
   8.15. Derivative/ Hedge instruments accounting
   8.16. MCLR Variation for the period
   8.17. Borrowing Cost for railway projects as well as pre-commencement lease income
   8.18. Borrowing (Debt and other than Debt) - date of issue , associated issue expenses, Interest rates
   8.19. (Availment and fluctuations along with date),date of maturity, Tenor, Payment intervals, Moratorium
   8.20. intimation regarding prepayment/ availment of any option of borrowings outstanding)
   8.21. Tax Liabilities( TDS Payable or paid), GST( TDS GST, ITC created availed and utilised) to be paid and accrued,
   8.22. Reconciliation with ledgers.
   8.23. Provision to be created and outstanding
   8.24. Fixed Assets and Intangible Assets- Gross Block and Depreciation accumulated as well as Net Block
   8.25. Cash and Bank Balances- Bank Reconciliation weekly.
   8.26. Lease Receivables-Lease Income and Capital Recovery and outstanding Balance
   8.27. Loans and Investments outstanding
   8.28. Auto generation of and Preparation of BS, PL and Cash Flow along with Schedules in accordance with Ind AS.
   8.29. Asset And Liability mapping as per RBI requirements (buckets)
   8.30. Current and Non Current Bifurcation
   8.31. Expenditure in Foreign Currency
   8.32. Expenses with respect to MSME parties
   8.33. Section wise interest expense to be accrued for the period.

9. **Loan Management System**
   9.1. Loan Management Module
   9.2. Loan Product Suite
   9.3. Loan Document Execution
   9.4. Loan Account Creation
   9.5. Loan Disbursement
   9.6. Loan Monitoring
   9.7. Loan Scheduling & Re-Scheduling
   9.8. Credit Management
   9.9. Credit monitoring activity
   9.10. Partial/Full Foreclosure

10. **LMS**
   10.1. Entire Loan Amortization Schedule
   10.2. Option of Configuration of new Loan Schedule having following options:-
   10.3. Interest Morratorium
   10.4. Principal Morratorium
   10.5. Interest clause
   10.6. Interest reset clause
   10.7. Variable Interest reset clause
   10.8. Option of having LOAN Dash Board covering all financial and non-financial information.
   10.9. Provision of Drill-down covering broad financial parameters
   10.10. Real time generation of JVs/Vouchers/Journal Entries:- Proper sync with the Accounting system as per the IndAS requirement
   10.11. Generation of Demand Notes to the Borrowers from the system only
   10.12. Generation of Payment advice to the Borrowers from the system only for Debt servicing along with the Reminders
   10.13. Integrated ALM reporting as per the Extant RBI regulation Loan wise and Consolidated.
   10.14. Disclosure Reporting as per extant Ind AS reporting framework/Companies Act.
   10.15. Provision of Audit Trail in the above work flow
   10.16. Interest Accrual can be run at any time using the Post Interest Accrued screen. The accrued Interest is posted to GL.
   10.17. Complete set of Reports should get generated from the system, some sample reports are given below.
      10.17.1. List of Loans Report.
      10.17.2. Payment Schedule Report.
      10.17.3. Payment Receipt Report.
      10.17.4. The Loan Payments Report.
      10.17.5. The Loan Trial Balance Report.
      10.17.6. The Interest Receivable Trial Balance Report.
      10.17.7. The Loan Transactions Report.
      10.17.8. The Cash Projections Report.
      10.17.9. The Loan Aging Report.
      10.17.10. The NPA Report

11. **Funded and Non-Funded Limit Management**
   11.1. Balancing and Overdue
   11.2. Interest and Charges Application
   11.3. Account Settlement
   11.4. Write off to Re-phasement and Rescheduling
   11.5. Enterprise Features and Other Modules
   11.6. Loan Management Module

11.7. Product Management
11.8. Workflow Engine
11.9. Roles & Login Restrictions
11.10. Interest Method Management
11.11. Lending Analytics & Reporting System
11.12. Standard Reports

12. **Lease Management System**
    12.1. Lease Origination
    12.2. Lease Application Management
    12.3. Leased Asset Management
    12.4. Originator management
    12.5. Equipment Leasing
    12.6. Lease Rentals
    12.7. Long Term and short Term Lease
    12.8. Lease Tracking
    12.9. Lease document management
    12.10. Integration with General Ledger
    12.11. Financing in foreign currency
    12.12. Interest Calculation, floating interest
    12.13. Securitization
    12.14. Reporting and statistics tools
13. **Treasury Management System**
    13.1. Portfolios Management
    13.2. Market Valuation
    13.3. Accounting Module / Interface
    13.4. Interest Fixing
    13.5. Activity Workflow & Payments
    13.6. Limits Management
    13.7. Bank Account Management
    13.8. Cash Management
    13.9. Cash Visibility
    13.10. Cash Forecasting
    13.11. Cash Processing
    13.12. Cash Positioning
    13.13. Cash Accounting
    13.14. Investments & Debts
    13.15. Debt Accounting
    13.16. Foreign Exchange Accounting
14. **Treasury / Short Term Investment**
    14.1. Investment in Short Term Fixed Deposits
    14.2. Investment in Mutual Fund
    14.3. Investment in Commercial Paper
    14.4. Various RBI returns as applicable to NBFCs
    14.5. Integration with RBI's portal like XBRL for return filing
    14.6. MIS for fund disbursement to MoR
15. **Tax**
    15.1. Depreciation calculation for rolling stock and project assets under Companies Act method and Income Tax act method.
    15.2. Working of deferred tax asset/deferred tax liability (DTL/DTA).
    15.3. Advance tax calculation and annual tax calculation.
    15.4. Form 3 CD particulars.
    15.5. Detail of 15 CA and Form 15CB issued during the year.

15.6. TDS return details Form 26.
15.7. TDS working on section wise and payments for contractors and employees.
15.8. Provisions details with adjustment in the subsequent year.
15.9. Year end provision with TDS payments.
15.10. ITC eligible for fixed assets – its utilisation and balance amount.
15.11. Reconciliation with GSTR 3B return.
15.12. Reconciliation of turnover with GST return.
15.13. Form 9 particulars.
15.14. Tax rate wise summary.
15.15. RCM details and payment.
15.16. TDS deduction and payment to dept.

16. **Borrowing of Funds**
16.1. Borrowing from bank through RTL linked to MCLR/Repo
16.2. Borrowing from Bank through Short Term Loan Linked to MCLR/Repo/Treasury rate
16.3. Borrowing through 54EC with fixed rate of Interest
16.4. Borrowing through Commercial Paper (CP)
16.5. Interest servicing calculations
16.6. Year-wise, month-wise redemption pay-out calculations (principal amount and break period interest)
16.7. Year-wise ISIN maturity pattern
16.8. ISIN -wise debenture trustee details and fees payment thereof
16.9. Pointers for statutory compliances like record date, notice for record date, satisfaction of charge etc
16.10. Data base creation -outstanding, bond holder details, fixed/floating, maturity date
16.11. Unpaid/Unclaimed bonds database and transfer to IEPF
16.12. Payment to RTA, Depositories, stock exchanges, credit rating agencies
16.13. Database and payments for other borrowings like NSSF, LIC
16.14. Quarterly/Half yearly compliances
16.15. All above borrowings are linked to MCLR/Repo/Treasury rate which keeps on changing throughout the year. The same should be taken care of in MIS.
16.16. Multi Currency
16.17. Short Term and Long Term
16.18. Life Cycle
16.19. Limit Management

17. **Risk Management**
17.1. Capital Bonds
17.2. Bonds & Security
17.3. Commercial Paper
17.4. Certificate of Deposits
17.5. Currency Hedge
17.6. Credit Risk Analysis
17.7. Cost of Fund Analysis
17.8. ALM
17.9. Currency Risks
17.10. Borrowing vs lending Portfolio

18. **Lending**
18.1. Loan Against Equipment
18.2. Interest Fees & charges
18.3. Corporate Loans
18.4. Disbursements & Collections
18.5. Collateral Management
18.6. NPA & Over dues

19. **Payroll**

19.1. Monthly payroll processing.
19.2. PF calculation, deposit and return etc.
19.3. Employee loans and advances – Disbursal, Amortization, repayment, prepayment, mortgage, interest fixation and reset etc.
19.4. Leave salary/Gratuity/Pension etc.

20. **CSR : CSR Reporting dashboard is required with the following facilities:-**
    20.1. CSR Dashboard covering all financial and non-financial information.
    20.2. There should be drop down based facilities on the major parameters, such as location of project, states, districts, sector of activities in schedules VII,
    20.3. It should be integrated or updated or aligned in real time basis, with Accounting Entries, General Vouchers, Payments, etc.
    20.4. Extraction of reports on real time basis based on various parameters.
    20.5. There should be CSR Reporting Format inbuilt in the dashboard, as per the format given in the section 135 of the Companies Act, 2013 & CSR rule from time to time.
    20.6. CSR Payment Advices should be automatically generated.
    20.7. Should have facility of sending automatic periodic reminders mails to the parties/implementing agencies on milestones/ relevant developments or pendency of utilization certificates against the amount paid, customized requirement on specific cases.
21. **MSME Vendor**
    21.1. Commitment given to dealer
    21.2. Payments pending more than 1 months/45 days
    21.3. Preparing details for return

22. **MoU**
    22.1. MoU Information requirement database
    22.2. Actual v Target-monthly basis

23. **e-Reporting**
    23.1. Dashboard Reporting
        23.1.1. Track Key figures
        23.1.2. Workflow Integration
        23.1.3. Approvals Automation
        23.1.4. Automatic Escalations
    23.2. Automatic Push Alerts
    23.3. Intelligent Workflow
    23.4. Role based Reporting
    23.5. Key Performance Indicators (KPI)
24. **e-Document Management**
    24.1. Digitization and Archiving
    24.2. Document Search
    24.3. Document Routing
    24.4. Document encryption
    24.5. Approvals
    24.6. Indexing
    24.7. Alerts
25. **Workflow Automation**
    25.1. Incoming and Out-going Documents
    25.2. Generate Letters
    25.3. Generate Orders
    25.4. Publish Notifications
    25.5. Emails

25.6. Task Management

26. **MIS Reports**
    26.1. Admin and CUSTOMER users will be able generate and view various kinds of reports based on the role assigned to them.
    26.2. Paging, sorting and filter options will be available in each report.
    26.3. Admin and department users will be able to export reports in PDF or EXCEL format.
27. **ALM Reports**
    27.1. All ALM reports as per latest reporting format/requirement should be generated from ERP System.
28. **Online Approvals**
29. **Dashboards**

30. **Search Module:** The system will provide facility to search content / pages on basic Keyword based search. The system will search the content database and show relevant URLs of the pages / content wherein it will find the searched keyword. User can then click on any link and will be redirected to the selected link.
31. **Security Measures (Data and Application Security)**
    31.1. Below security measures we will follow for new web application:
        31.1.1. Important Data Encryption
        31.1.2. User Authentication
        31.1.3. Robust Password Policy
        31.1.4. CERT-In Certified
        31.1.5. OWASP Top 10
        31.1.6. Captcha
        31.1.7. Audit Trail

32. **Data Migration**
2. Vendor will migrate the legacy data to proposed solution.
3. CUSTOMER will provide ready to migrate data in excel / CSV format and format will be provided by the vendor.
4. Data entry or manual migration will be out of scope.
5. One Time Data Migration cost need to add in proposal.
6. Department will provide all require infrastructure for hosting, SMS, email and other API details required for integration.

33. **Security Audit**
1. Vendor will get the proposed solution audited for the security from any Cert-In empaneled vendor.
2. One time Security audit is must, however further security audit (if any) shall be as per requirement from Customer.

34. **Training**

Training will be provided as per Customer Requirement.

35. **Maintenance & Support (5 Years)**

Vendor will provide maintenance and Support under the following terms and conditions.

1. The Bug / Request will need to be submitted to vendor by Email.
2. Each Bug / Request will be given a priority by the client.
3. The Priority levels would be High, Medium or Low.
4. Vendor will take a lead time of 24 to 48 hours to revert back on the task status depending on the priority defined by the client.
5. High Priority will be attended first, Medium next and Low as least level.

6. High Priority will be attended before and even during attendance to a Low priority task.
   ie. If the developer is working on a low priority task and receives a High priority task, he / she will stop work on the low priority one and attend the high priority task.
7. One developer will work at a time for the maintenance and support.
8. Any other condition as per agreement between RCIL and Customer.