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Corrigendum -I

No.: RCIL/EOI/CO/ITB/2026-27/IT services to RCIL customer/6

dated 15.06.2026

Subject: Expression of Interest (EOI) for **Selection of Partner for “IT services to RCIL Customer”**

Ref No. EOI No. : RCIL/EOI/CO/ITB/2026-27/IT services to RCIL customer/6 dated 13.06.2026

- 1) The last date of submission of EOI tender is extended from 15-06-2026 to 16-06-2026 upto 12:00 Hrs. The EOI Tender will be opened at 12:30 Hrs on 16-06-2026.
- 2) Updated Scope of work is enclosed as Annexure-1 to this corrigendum.
- 3) All other terms and conditions of EOI shall remain same.

JGM/IT

Annexure-1

Scope of Work for UI/UX Modernization IRCTC Website and Mobile Apps

A. Background

IRCTC intends to modernize the user interface and user experience of its Next Generation e-Ticketing (NGeT) Website and Mobile Applications (Android and iOS) to provide a seamless, intuitive, accessible, and contemporary digital experience for its users.

The objective is to improve customer experience across all digital touchpoints, simplify user journeys, enhance accessibility and discoverability, align the platforms with current industry standards and best practices in UI/UX design, digital commerce, accessibility and performance.

B. Scope of Services

The Scope of Work aims at providing a seamless and delightful enquiry and ticket booking experience and extends across all stakeholder support functions viz CRIS, Banks, Partners who are API Integrated etc and thus the user experience should not be limited by practical implementation difficulties/time lags/protocols across participating environments. The design architecture should invariably incorporate the above consideration.

The Service Provider shall undertake a comprehensive assessment, redesign, development, testing, implementation support, maintenance and continuous enhancement of the user interface and user experience of the IRCTC Website and Mobile Applications.

The engagement shall include:

- 1. Assessment and Discovery**
 - a) Comprehensive assessment of the existing Website and Mobile Applications, including all pages, screens, workflows, content, functionalities, integrations, and user journeys.
 - b) Identification of usability issues, accessibility gaps, navigation challenges, performance bottlenecks and conversion drop-off points.
 - c) Analysis of user feedback, complaints, application reviews, analytics and user behaviour patterns.
 - d) Assessment of the current frontend architecture, design framework and implementation approach.
- 2. User Experience Modernization**
 - a) Redesign and modernization of the Website and Mobile Application interfaces to provide a consistent, intuitive and user-centric experience.
 - b) Simplification and optimization of key user journeys (like registration, login, train search, booking, payment, cancellation, refund tracking, PNR enquiry, profile management etc.) and related services of IRCTC websites and Mobile Apps to improve usability and reduce user effort.
 - c) Streamlining of menus, navigation structures, information architecture, and content hierarchy.
 - d) Reduction of interface clutter and enhancement of service discoverability.

3. Enhanced Customer Experience Features

The redesigned Website and Mobile Applications shall incorporate the following customer-centric features and capabilities:

- a) Unified transaction list displaying all user transactions in a single view.
- b) Coach position identification for trains.
- c) Live train running status tracking.
- d) Voice-based station name entry on the train search page.
- e) "Track Your Train" option alongside train route information in train listing screens.
- f) Profile completeness progress indicator.
- g) Persistent login session for returning users.

- h) Alternate travel suggestions based on train availability, routes, and travel dates.
- i) Notifications for PNR status changes, coach position, platform details, seat allocation, and other journey-related updates.
- j) Alternate boarding and dropping point suggestions to improve ticket confirmation possibilities.
- k) Automatic saving of passenger details to the passenger master list during ticket booking.

4. Accessibility, Performance and Compliance

- a) Compliance and audit certification from an authorized agency as per the latest Guidelines for Indian Government Websites (GIGW), Web Content Accessibility Guidelines (WCAG), IAAP, W3C and other applicable standards.
- b) Support for multilingual implementation, including Hindi and English, with provision for future language expansion during the contract period.
- c) Responsive and adaptive designs for desktop, tablet, mobile devices supporting major and popular browsers.
- d) Designed solutions shall be lightweight, performant and optimized to ensure minimal impact on application performance and scalability.

5. Security and Quality Assurance

- a) Adherence to secure design principles and OWASP guidelines.
- b) Remediation of vulnerabilities identified through internal or external audits conducted by IRCTC/Vendor during the contract period.
- c) Cross-browser, cross-platform, accessibility, usability and compatibility testing before deployment.

6. Existing Technology

- Frontend: Angular
- Backend API: Java
- Application Server: WebLogic
- Database: Oracle RDBMS

7. Technology Compatibility

- a) Compatibility with IRCTC's existing frontend technology stack and architecture.
- b) Development of reusable design systems, component libraries and implementation guidelines.
- c) Delivery of production-ready frontend assets and source code that can be integrated with existing systems.

8. Support and Maintenance

- a) Ongoing support for UI enhancements, modifications, upgrades and modernization initiatives for new websites and Apps during the contract period.
- b) Technical and functional assistance during implementation and rollout.
- c) Periodic review and recommendations to align the platforms with evolving industry standards and user expectations.
- d) Any resource/software/tools/libraries/certification and license procurement/cost/expense required during and after the Go LIVE will be the responsibility of the Service Provider.
- e) Service provider will provide all the support during the contract period, any pending and/or new functionality/pages/screens introduced by IRCTC or Railway Board during the period will become part of the scope of work.
- f) Contract period will be of 6 months from the date of LOA and further support period of 3 months.

9. Other Module/websites and Apps

Redesigning of all the flows/functionalities/pages, screens of IRCTC Tourism website and Mobile App which should be covered and complied as per sections B, C, D of this document.

C. Deliverables

The Service Provider shall provide comprehensive deliverables covering strategy, design, development, testing, implementation, and support.

1. User Experience and Information Architecture

- a) UX assessment report.
- b) Current-state and future-state user journey maps.
- c) Information architecture and navigation framework.
- d) Sitemap and content hierarchy.
- e) User flow diagrams for all major services and transaction journeys.
- f) Gap analysis and improvement recommendations.

2. Design and Prototyping

- a) Wireframes for all key screens and user journeys.
- b) Development-ready screens and Responsive designs for desktop, tablet and mobile devices.
- c) Interactive prototypes demonstrating complete end-to-end workflows.
- d) UI style guide covering typography, colour systems, spacing, iconography, imagery, and interaction patterns.
- e) Design system and reusable component library.

3. Frontend Design and Development

- a) High-fidelity Interactive UI designs for Website and Mobile Applications.
- b) Production-ready frontend assets like and reusable UI components.
- c) HTML, CSS, JavaScript, Flutter-compatible widgets, Angular component functionalities and related implementation artifacts, wherever applicable.
- d) Detailed design specifications and implementation documentation.
- e) Animation, interaction, validation, loading-state and error-state specifications.

4. Testing and Validation

- a) Accessibility compliance assessment reports.
- b) Usability testing reports and recommendations.
- c) Cross-browser and cross-device compatibility reports.
- d) Security and vulnerability assessment reports.
- e) Design quality assurance reviews during implementation.

5. Knowledge Transfer and Documentation

- a) Design handover documentation.
- b) Design system documentation.
- c) Component library documentation.
- d) Implementation and maintenance guidelines.
- e) Future enhancement and governance recommendations.

D. Ownership and Intellectual Property

All deliverables, including designs, prototypes, source files, source code, component libraries, documentation, assets, and related materials developed under this engagement shall become the exclusive property of IRCTC.

The service provider shall provide complete access to all source files, code repositories, documentation, design assets and implementation materials upon project completion or termination of the engagement.

In the event of any technical implementation constraints or issues, the functionality proposed C designed by the Designer may be dropped, modified, or revised based on discussions between the IRCTC and its Technical Team. The final decision of dropping, modification, or revision and sole right of approval in this regard shall rest with IRCTC.