

RAILTEL CORPORATION OF INDIA LIMITED
(A Govt. of India Undertaking)

**Expression of Interest for Selection of Partner(s) from Empaneled Business
Associate for EXCLUSIVE PARTNERSHIP TEAMING ARRANGEMENT**

For

**“Engagement of agencies for development of AI -Enabled
reasoning and decision support application in construction
contract management for end customer”**

**EOI No: RailTel/COMKTG/EB/EOI/AI in construction /2025-26/32 dated 25th
February 2026**

EOI NOTICE

Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023
EOI Notice No: RailTel/COMKTG/EB/EOI/AI in construction/2025-26/32 dated 25th Feb 2026

RailTel Corporation of India Ltd., (here after referred to as "RailTel") invites EOIs from RailTel's Empaneled Partners for the selection of suitable partner(s) as partnership arrangement for submission of proposal to end customer for "Engagement of agencies for development of AI based applications in construction contract management for end customer".

The details are as under:

1	Last date for submission of Technical Packet against EOIs by bidders	6 th March Feb 2026 at 15:00 Hours
2	Opening of Technical Bid of EOIs	6 th March Feb 2026 at 15:30 Hours
3	Number of copies to be submitted for scope of work	One
4	EOI fees inclusive tax (Non-refundable)	5,900/-
6	EOI EMD	a)Rs. 2,00,000/- (Two Lakhs Only) to be submitted along with EOI (To be submitted via online bank transfer only) for established firms b) Rs. 40,000/- (Forty Thousands Only) to be submitted along with EOI (To be submitted via online bank transfer only) for start ups upon submission of DIPP certificate of start up RailTel Bank Details: Union Bank of India Account No.: 340601010050446 IFSC Code: UBIN0534064

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

EOI Notice and EOI Document are available on RailTel's website and can be downloaded from <https://www.railtel.in>.

The Respondent shall bear all cost associated with preparation, submission/participation of the Expression of Interest. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

All future information viz. corrigendum /addendum/ amendments etc. for this EOI shall be posted on RailTel's website only

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

Level:1 Contact: Vrishad Shahade

Designation: AGM/Mktg

Email: vrishad.shahade@railtelindia.com

Level:2 Contact: Anish Gusain

Designation: DGM/Tech

Email: anishgusain@railtelindia.com

Level:3 Contact: Hemant Yadav

Designation: Jt. GM/Govt. Business

Email : hemant Yadav@railtelindia.com

Note:

1. Empaneled partners are required to submit soft copy of technical packet through an e-mail at eoiebc02@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp.
2. The EOI response is invited from eligible Empaneled Partners of RailTel only.
3. All the document must be submitted with proper indexing and page no.
4. This is an exclusive partnership arrangement with empaneled business associate(s) of RailTel for submission of commercial proposal to end customer. Selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly techno-commercial solution/proposal with any other organization once selected in this EOI for partnership arrangement (before and after submission of commercial proposal to end customer organization by RailTel). This undertaking has to be given with this EOI Response.
5. Transfer and Sub-letting. The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
6. This is a Single Stage Single Envelope system EOI. Bidder must submit technical bid (eligibility documents and other documents) separately and financial bid separately in password protected copy in the single envelope on designated email id.
7. Selected, Empaneled partner(s) shall have to sign Non-Disclosure Agreement with the end user organization.
8. Multiple Empaneled partner(s) in range of 2 are likely to be selected for respective parts of scope of work detailed in the EOI.

1. Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a Navratna 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.

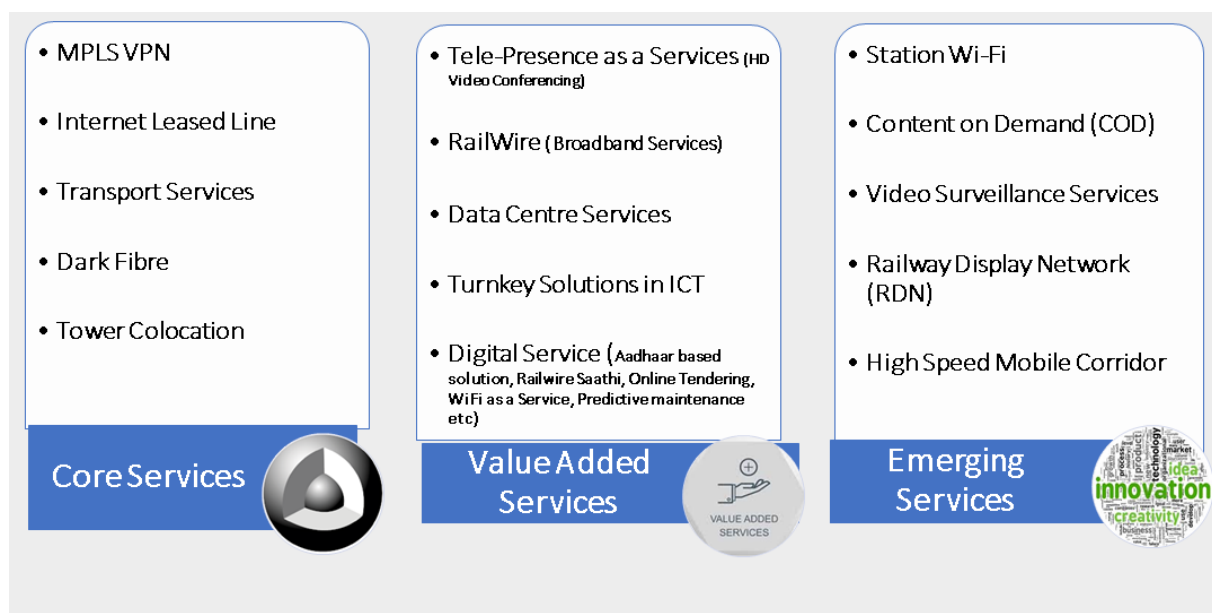
RailTel has approximately 61000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High Definition Video Conference facility bundled with required BW is provided as a Service.

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

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

Licenses & Service portfolio:

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



a) Carrier Services

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

b) Enterprise Services

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

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

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
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- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

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

e) Retail Services – RailWire

RailWire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering & maintaining broadband services and up to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approximately 5,80,000 subscribers on PAN Indian basis. RailTel can provide broadband service across – Government PSU or any organization's officers colonies and residences.

2. Objective of EOI & Project Background

RailTel intends to submit techno commercial proposal to end customer for development of AI based applications in construction contract management. RCIL invites EOIs from its empaneled Partners for the selection of suitable partner of RailTel for execution of work. The empaneled partner is expected to have excellent execution capability and good understanding of the local customer environment.

3. Phasing of Services

3.1 Phase I: Discovery & Use Case Recognition

Focus: Feasibility, Data Readiness, and Proof of Value (PoC) Duration: [0–6 Months]

This phase focuses on limited, high-impact use cases. The objective is not immediate automated decision-making, but "Assisted Analysis" to evaluate accuracy, reliability, and utility while maintaining full human oversight.

- **Scope of Services:**
 - Data Assessment: Evaluate the availability, quality, and structure of historical data (documents, databases, logs).
 - Pilot Execution: Deploy AI models on a controlled subset of data to test specific hypotheses (e.g., summarizing documents, detecting anomalies, pattern matching).
 - Logic Reconstruction: Attempt to reconstruct business logic or cause-effect relationships to assess if the AI can reason like a human operator.
 - Risk Identification: approach and methodology of integration of AI application with Client systems along with expected challenges, data privacy concerns, and hallucination risks.
- **Deliverables:**
 - Discovery Report: Feasibility assessment and requirements definition.
 - Pilot Demonstration: A working prototype demonstrated on test data.
 - Performance Analysis: Report on accuracy, contradictions found, and summary of limitations.
 - Technical Architecture Blueprint: A plan for how this will fit into the wider IT landscape.
 - Integration method statement document (**Integration (read only) of AI application with end customer's existing project information platform i.e. Unifier**) for actual deployment in Phase-II.
 - Complete architecture of Integrated AI application set up for actual deployment during Phase-II.

3.2 Phase II: The Work (Development & Scaling)

Focus: Iterative Development, and Operationalization Duration: [7-21 Months]

Subject to the validation of Phase I, this phase expands the scope from "Pilot" to "Production." The work here remains discovery-based: as the system integrates with live data, new learnings will dictate feature refinements.

- **Scope of Services:**
 - **Expansion of Scope:** Scale the AI analysis across multiple business units, project packages, project types, or data streams.
 - **Assisted Workflow Creation:** Develop "Human-in-the-loop" workflows where AI drafts responses, alerts, or reports that a human officer validates.
 - **Governance Setup:** Development of Standard Operating Procedures (SOPs) and Role-Based Access Controls (RBAC).
 - **Training:** Capacity building for staff to use AI tools responsibly.
 - **Integration:** (read only) of AI application with end customer's existing project information platform i.e. Unifier.
 - **Setting up, testing and running the Integrated system:** Proof of Concept for integration with the existing system.
- **Deliverables:**
 - **Deployed AI Modules:** Fully integrated tools working within the client's environment.
 - **Dashboards:** Visualization of AI insights.
 - **SOPs & User Manuals:** Guidelines for effective and responsible use.
 - **Security & Compliance Report:** Documentation of security controls and data privacy adherence.

3.3 Phase III: Follow-up (Institutionalization & Evolution)

Focus: Governance, Advanced Analytics, and Long-Term Strategy Duration: [21–36 Months]

This phase marks the transition from "Implementation" to "Organizational Capability." It focuses on preserving institutional knowledge and ensuring the AI system remains useful as business needs change.

Scope of Services:

- **Advanced Analytics:** Moving from *descriptive* (what happened) to *predictive* (what might happen) and *prescriptive* (what should be done).
- **Pattern Recognition:** Cross-Document or cross-departmental learning to identify systemic trends or risks.
- **Policy Formulation:** Formalizing AI governance frameworks, ethical guidelines, and audit mechanisms.
- **Replicability:** Creating a roadmap to clone or adapt the solution for other divisions or future projects.
- Upward Scaling of the deployed integrated system for multiple packages as per requirement.

Deliverables:

- **Predictive Analytics Model:** Forecasting and risk warning framework.
- **Enterprise AI Governance Framework:** Formal policies for AI usage. AI Governance" shall be defined as the framework of policies, technical controls, and operational protocols designed to ensure that all Artificial Intelligence systems deployed under this engagement operate with transparency, accountability, and auditable accuracy. In the context of this project, AI Governance specifically mandates that AI acts strictly as a decision-support tool, with no capability for autonomous execution of contractual or financial decisions. Every AI-generated insight, summary, or recommendation must be directly traceable to specific source documents (e.g., contract clauses, correspondence logs) via citation. A mutable record of 'Human-in-the Loop' interactions is maintained, documenting where AI recommendations were accepted, rejected, or modified by authorized officers.
- **Long-term Roadmap:** Strategy for future scaling and technology refresh.

4. General Conditions (Applicable to all empaneled partners)

To ensure consistency across all **empaneled partners**, the following clauses apply universally:

1. **Independent Evaluation:** Each phase is a "Gate." Progression to the next phase is subject to satisfactory performance and approval; it is not automatic.
2. **Assistive Nature:** AI outputs shall remain assistive tools only. Final decision-making authority must remain with human officers.
3. **Data Ownership:** All data processed and models fine-tuned specifically for the end customer remain the property of the end customer (or as per specific IP agreement).
4. **Agility:** Given the "discovery-based" nature of the work, specific scopes may be adjusted iteratively based on learnings from the previous phase.
5. **Period:** The period of work may for a period of 12 to 36 months.

4. Scope/Type of Services (Requirements)

The total scope of work under the Phase-I has been defined as “proof of value” and same shall thereafter continue to the scope defined under Phase II & III as mentioned in para 3 of EOI, subject to successful completion of Phase-I and end Customer’s requirement and decision.

A panel of multiple business associate/empaneled partners of RailTel shall be selected who are eligible and meeting with the EOI requirement, and each of the two Sections is likely to be awarded to separate business associate/empaneled partner.

4.1 Section-A: The AI agency shall develop and AI based application by undertaking the following activities:

4.1.1 Extension of Time (EoT)

A. Requirements’ Understanding and Discovery

- The agency will engage with NSHRCL stakeholders to understand existing EOT management workflows, pain points in EoT analysis, data availability, formats, and quality
 - Document user stories, functional use-cases, and assumptions.
- Identify constraints related to Web application security, data/IT related policies of GoI, governance, and compliance (CERT-In, end customer IT policies).

B. Data Ingestion and Document Management

- Configure AI pipelines to ingest a limited, pre-agreed dataset from one package, or such agreed packages only pertaining to EoT.
- Enable upload of related documents including contracts, notices, letters, reports, and emails etc.
- Auto-organise documents chronologically and contextually for analysis.
- Isolate necessary components of the correspondences, named entity recognitions
- Generate concise, factual summaries of individual documents.

C. EOT Analysis Assistance

- Assist in identification and structuring of:
 - Delay events and sub-delay events
 - Claimed time periods and submission timelines
 - Supporting particulars and referenced communications
 - Extract and reference relevant contract clauses (including FIDIC and customer’s Contract provisions).
 - Generate structured tables and visual outputs to support analysis (chronologies, delay period tables, clause reference tables).

D. Contradiction and Consistency Analysis

- Demonstrate AI-based comparison of documents to:
 - Identify inconsistencies within contractor submissions
 - Detect changes in contractor positions across communications
 - Highlight contradictions against contractual provisions
 - Clearly present outputs with traceability to source documents.

E. Decision-Support Outputs

- Generate structured executive summaries or briefs from large correspondence trails pertaining to the EoT.
- Provide explainable outputs suitable for review by engineers, contract managers, and legal teams.
- Clearly state confidence levels, assumptions, and limitations of AI outputs of the EoT.

F. Role-Based Access and Governance (Demonstration Level)

- Demonstrate role-based access concepts for different user roles (e.g., engineer, auditor, reviewer).
- Implement basic audit logging and access controls for the pilot environment.

4.2 Section-B:

The agency to develop AI based application/platform to analyze existing systems and submit technical report/deliverables as per given scope of work.

4.2.1 Contractor Variation, Dispute, Claim Reasoning Platform

AI-powered correspondence management module to be developed for any one package to help project teams systematically analyze, track, and respond to claims'/dispute contractual letters, variations/change orders, within a single system. The module will reduce turnaround time for response to contract & claim related correspondence letters and will maintain a complete evidentiary record of contract and claim related issues across the project implementation lifecycle.

A. Document Reasoning Platform:

- Ingestion of contract and claim letters (PDF/Word/email text) to extract key information such as earlier correspondences, referenced contract clauses, and other related reference documents.
- Classification of each claim into categories (e.g., EOT, disruption, scope change, rate dispute, certification/payment delay) and flagging of missing or ambiguous information for user review.
- Analyze contractor claims and correspondence to extract key contractual obligations and referenced clauses (including FIDIC and customer-specific provisions).

B. Dispute Preparation and Claim Reconciliation:

- Response templates that pre-fill information with extracted data, allowing relevant teams to edit and finalize formal responses.
- Reconstruct claim and pricing logic across multiple contracts, letters, and communications for a holistic view of claims and obligations.
- Generate structured, traceable, and auditable outputs (tables, dashboards, visual summaries) with explainable reasoning linked to source documents.
- Demonstrate AI-assisted dispute processing, assembling structured claim summaries, referenced contractual clauses, correspondence trails, timelines, and supporting evidence into auditable packets for human review, response drafting, or escalation.

C. Evidence Management and Linkages:

- Ability to link each contract and claim letters to supporting documents such as daily progress reports, site instructions, RFIs, meeting minutes, and approved drawings.
- Apply the reasoning layer on top of correspondence workflows to provide actionable insights, accelerate review, and maintain audit-ready documentation.
- Integrate evidence-backed outputs with the correspondence module, linking letters to contracts, supporting documents, and previous decisions for complete traceability.

5. Response to EOI guidelines

1. **Language of Proposals:** The proposal and all correspondence and documents shall be written in English in soft copy through an email.
2. **RailTel's Right to Accept/Reject responses:** RailTel reserves the right to accept and select one or more than one bidders and split the scope of work among them or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

3. **EOI response Document:** The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the EOI being floated. 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 this EOI document shall be signed by the bidder and should be submitted along with the bid.
4. **Period of Validity of bids and Bid Currency:** Bids shall remain valid for a period of 120 days from the date of submission.
 - 4.1. **Bid Earnest Money (EMD) — NOT APPLICABLE**
 - 4.2. Last date & time for Submission of EOI response: EOI response must be submitted to RailTel at the email address specified in the preamble not later than the specified date and time mentioned in the preamble.
5. **Modification and/or Withdrawal of EOI response:** EOI response once submitted will treated, as final and no modification will be permitted except with the consent of the RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission.
6. The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the EarnestMoney Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.
7. **Details of Financial bid for the above referred tender:** Business Associate meeting eligibility criteria Pre-Qualification will be selected for financial bid opening after completion of POC. Eligible Business Associate with lowest offer will be selected for execution of the work.
8. **Clarification of EOI Response:** To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.
9. **Period of Association/Validity of Agreement:** RailTel will enter into a partnership teaming agreement with selected bidder with detailed Terms and conditions. The period of association / validity of the arrangement with the end customer is likely for a period of 1-3 years depending upon the successful completion and end customer's satisfaction and administrative decision.

6. Eligibility Criteria for Bidding Business Partner of RailTel

S.N.	Specific Requirement	Documentary Evidence
1.	The bidder should be empaneled partner of RailTel.	- Certificate of Incorporation Registration/ Partnership Deed - PAN and GST Registration Certificate. - Valid Empanelment letter by RailTel. In case of change of name/merger etc. details of all relating history must also be submitted.
2.	Demonstration / Proof of Concept	The bidders have to present the demonstration / Proof of Concept of the use cases in form of a front end application to the customer. POC team should be available online for 7-10 days

Annexures	
Annexure 1	Covering Letter: Self-certification duly signed by authorized signatory on company letter head.
Annexure 2	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer proposal/requirements for which EOI is submitted.
	Self-certification duly signed by authorized signatory on company letter head.
Annexure 3	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted/debarred by any Governmental/ Non-Governmental Organization in India as on bid submission date.
Annexure-4	Format for Affidavit to be uploaded by bidder with the tender documents.
Annexure-5	Non-disclosure agreement with RailTel. Non-disclosure agreement with end customer.
Power of Attorney	Bidder need to provide Power of Attorney/Board Resolution in favour of one of its employees specifically for this EOI who will sign the Bid Documents. POA shall be on Rs. 100 non judicial stamp paper and duly notarized.
Annexure-6	PBG Format
Annexure-7	Price Bid Format (BOQ) (Financial Bid) with password protected PDF.

7. Bidder's Profile

The bidder shall provide the information in the below table:

S.N	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and emailAddress	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

8. Evaluation Criteria

8.1 Evaluation Criteria involves the following stages:

Stage 1: Bidders shall be evaluated based on the eligibility criteria specified in Para 5. Only bidders meeting these criteria will qualify for the next stage.

Stage 2: Qualified bidders shall be invited to conduct and demonstrate a Proof of Concept (PoC) for AI use cases as per the end customer's requirements.

Stage 3: Bidders successfully completing the PoC to the satisfaction of the end customer shall be evaluated on their Financial Bids.

Bidder can participate against only for any one of the two Section – A or Section – B of scope of work as mentioned in this EOI.

The bidder quoting the lowest total price for respective sections as per the BOQ shall be declared the L1 bidder and shall be considered for submission of the commercial proposal to the end customer and for award of work for the defined scope, subject to RailTel being awarded the project. RailTel, on the advice of the end customer, may empanel more than one partner for the defined scope of work.

The end customer will be provided with a panel of up to three qualified vendors, based on successful bidders meeting all the defined criteria of the EOI.

- 8.2 RailTel reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate/OEM as per RailTel policy for shortlisting partner against this EOI.
- 8.3 All General requirements mentioned in the Technical Specifications are required to be complied as per end customer RFP as mentioned in this EOI. The solution proposed should be robust and scalable.

9. Payment terms

1. RailTel shall make payment to selected Business Associate(s) after receiving payment from Customer for the agreed scope of work on back to back basis. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.
2. Bidder/selected partner(s) understands that if he so selected will be treated as Bidder and not vendor in any manner. It is categorically agreed without any doubt that provision related to MSME shall not be applicable to the selected partner and payment terms shall be governed in accordance with the definitive agreement entered into with bidder.
3. Actual payment terms shall be as per agreement between RailTel and Customer and shall be confirmed at the time of PO issuance.
4. 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. Bidder shall support RailTel with supporting documents to raise the invoice to end customer in timely manner.

10. Variation in Contract

Variation may be operated on back to back basis and as per customer requirement during the period of validity of agreement with the approval of competent authority with similar terms and procedure as specified in the agreement with customer or EOI.

11. Penalty – Not Applicable

Any penalty or deduction (LD) from customer shall be passed on to selected bidder on proportionate basis.

12. Billing Authority

Bill passing authority is JGM/GB/CO and Bill payment authority is GM/Finance/CO.

13. Limitation of Liability towards RailTel

The SELECTED BIDDER liability under the contract shall be determined as per the Law in force for the time being. The SELECTED BIDDER 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 SELECTED BIDDER 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 SELECTED BIDDER or his agents or any person / persons claiming through under said SELECTED BIDDER, However, such liability of the SELECTED BIDDER shall not exceed the total value of the contract. 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 SELECTED BIDDER is legally liable.

14. Insurance – Not Applicable

The SELECTED BIDDER agrees to take insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software.

15. Restrictions on 'Transfer of Agreement'

The SELECTED BIDDER 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.

16. Suspension, Revocation or Termination of Contract / Agreement

16.1. 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 SELECTED BIDDER shall be payable by RailTel.

16.2. 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 issued to the SELECTED BIDDER, terminate/or suspend the contract/agreement under any of the following circumstances:

- a) The SELECTED BIDDER failing to perform any obligation(s) under the contract/agreement.
- b) The SELECTED BIDDER 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 RAILTEL CUSTOMER for the pertinent tender.
- d) The SELECTED BIDDER going into liquidation or ordered to be wound up by competent authority.
- e) If the SELECTED BIDDER 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 suitable modifying the conditions, as it feels fit under the circumstances.
- f) It shall be the responsibility of the SELECTED BIDDER 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 of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of which SELECTED BIDDER'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 SELECTED BIDDER shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the SELECTED BIDDER in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of SELECTED BIDDER available with RailTel will be forfeited.

17. Dispute Settlement

17.1. In case of any dispute concerning the contract / agreement, both the SELECTED BIDDER 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.

17.2. 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.

17.3. All arbitration proceedings shall be conducted in English.

18. 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.

19. Statutory Compliance

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

19.2. 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 there from and/or related thereto.

20. Intellectual Property Rights

20.1 The SELECTED BIDDER warrants that in providing the Services it shall not infringe copyright, patent, confidential information or any other intellectual property right of any third party and indemnifies the Railtel/Client against any claim made against it arising from any infringement of any intellectual property right belonging to any third party. In the event, the SELECTED BIDDER relies on or make use of any intellectual property right belonging to a third party, the SELECTED BIDDER would be solely responsible to negotiate and pay the royalty to the third party and no such expenditure would be payable by the Railtel/Client. Developed AI application prepared by the SELECTED BIDDER according to Client requirement and reviewed or approved by Client shall be property of SELECTED BIDDER as well as Client. Client and SELECTED BIDDER shall be at liberty to use it freely at any place without paying any royalty.

20.2 The copyright including the database rights in all the works produced during the course of or in consequence of providing the Services shall belong to the Client. Client will be the owner of the copyright in the works produced during the course of providing service. Client has the right to use the same anywhere else, without paying extra compensation to the SELECTED BIDDER.

20.1. Each party i.e. RailTel and SELECTED BIDDER, 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.

20.2. Neither party shall remove or misuse or modify any copyright, trade mark or any other proprietary right of the other party which is known by virtue of this EOI and subsequent contract in any circumstances.

21. Severability

In the event any provision of this EOI and subsequent contract with SELECTED BIDDER 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.

22. Force Majeure

22.1. 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.

22.2. 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.

23. Indemnity

23.1. The SELECTED BIDDER 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:

- a) Any mis-statement or any breach of any representation or warranty made by SELECTED BIDDER;
or
- b) The failure by the SELECTED BIDDER 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 SELECTED BIDDER pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by SELECTED BIDDER 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
- c) Any compensation / claim or proceeding by ECT or any third party against RailTel arising out of any act, deed or omission by the SELECTED BIDDER or
- d) Claim filed by a workman or employee engaged by the SELECTED BIDDER 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.

23.2 Any payment made under this contract to an indemnity or claim for breach of any provision of this contract shall include applicable taxes.

24. Confidentiality cum non-disclosure

24.1. 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.

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

- a) Is already known to the receiving Party at the time of disclosure:
- b) Is or becomes part of the public domain without violation of the terms hereof;
- c) Is shown by conclusive documentary evidence to have been developed independently by the Receiving Party without violation of the terms hereof:
- d) Is received from a third party without similar restrictions and without violation of this or a similar contract.

24.3. 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.

- 24.4.** 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.
- 24.5.** This Confidentiality and Non-disclosure clause shall survive even after the expiry or termination of this contract.

Annexure 1: Format for COVERING LETTER

COVERING LETTER (To be on company letterhead)

To,

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 Eol process

Having examined the Invitation for Eol 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 Eol document.

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

We hereby declare that all the information and supporting documents furnished as a part of our response to the said Invitation for Eol 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 Eol is liable to be rejected.

We hereby Submit EMD amount of Rs. _____ issued vide _____ from Bank _____.

Authorized Signatory

Name

Designation

Stamp/Seal of the company

Date:

Annexure 2: Format for Self-Certificate & Undertaking (Not Applicable)

Self-Certificate (To be on company letter head)

Eol Reference No:

Date:

To,

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

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliance

- 1) Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specifications.
- 2) We _____ agree to abide by all the technical, commercial & financial conditions of the end customer for which EOI is submitted (except pricing, termination & risk purchase rights of RailTel). We understand and agree that RailTel shall release the payment to the selected sole partner/lead partner in case of consortium after the receipt of the corresponding payment from the end customer by RailTel. Further, we understand that in case the selected sole partner/lead partner in case of consortium fails to execute an assigned portion of work, then the same shall be executed by RailTel through a third party or departmentally at the risk and cost of the selected sole partner/lead partner in case of consortium.
- 3) ~~We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.~~
- 4) ~~We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end to end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.~~
- 5) ~~We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.~~
- 6) ~~We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.~~
- 7) ~~We understand and agree that RailTel is intending to select Multiple partners/ consortium who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain the scope of work where RailTel has competence.~~
- 8) ~~— We hereby agree to submit that in case of being selected by RailTel as the sole partner/ consortium for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that are required and desired by end Customer well before the bid submission date and as and when required.~~
- 9) We hereby undertake to sign the Partnership Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.
- 10) ~~We undertake that we will not submit directly or indirectly out bids and techno-commercial solutions/association with any other organization once selected in this EOI for partnership arrangement (before and after submission of bid to end customer organization by RailTel)~~

Authorized Signatory

Name & Designation

Stamp/Seal of the company

Annexure 3: Undertaking for not being Blacklisted/Debarred

<On Company Letter Head>

To,

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

Subject: **Undertaking for not Being Blacklisted/Debarred**

We, Company Name, having its registered office at Address

hereby declares that that the Company has not been blacklisted/debarred by any

Governmental/ Non-Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 4: Format of Affidavit

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-. The paper has to be in the name of the BA) **

I..... (Name and designation)** appointed as the attorney/authorized signatory of the BA (including its constituents), M/s _____ (hereinafter called the BA) for the purpose of the EOI documents for the work of _____ as per the EOI No. _____ of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

1. I/we the BA (s), am/are signing this document after carefully reading the contents.
2. I/we the BA(s) also accept all the conditions of the EOI and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the EOI documents from RailTel website www.railtelindia.com. I/we have verified the content of the document from the website and there is no addition, no deletion or no alternation to be content of the EOI document. In case of any discrepancy noticed at any stage i.e. evaluation of EOI, execution of work or final payment of the contract, the master copy available with the RailTel Administration shall be final and binding upon me/us.
4. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
6. I/we declare that the information and documents submitted along with the EOI by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of EOI, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the BA)** _____ and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT SEAL
AND SIGNATURE OF THE BA

VERIFICATION

I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT SEAL & SIGNATURE
SEAL & SIGNATURE of BA

Place:

Dated

***The contents in Italics are only for guidance purpose. Details as appropriate, are to be filled suitably by BA. Attestation before Magistrate/Notary Public.*

Annexure-5: Non-Disclosure Agreement (NDA) Format

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this "**Agreement**") is made and entered into on this ____ day of ____, 2025 (the "**Effective Date**") at _____.

By and between

RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905), a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023, (hereinafter referred to as '**RailTel**'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

_____) (CIN: _____), a company duly incorporated under the provisions of Companies Act, _____ having its registered office at _____, (hereinafter referred to as '_____'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

RailTel and _____ shall be individually referred to as "Party" and jointly as "Parties"

WHEREAS, RailTel and _____, each possesses confidential and proprietary information related to its business activities, including, but not limited to, that information designated as confidential or proprietary under Section 2 of this Agreement, as well as technical and non-technical information, patents, copyrights, trade secrets, know-how, financial data, design details and specifications, engineering, business and marketing strategies and plans, forecasts or plans, pricing strategies, formulas, procurement requirements, vendor and customer lists, inventions, techniques, sketches, drawings, models, processes, apparatus, equipment, algorithms, software programs, software source documents, product designs and the like, and third party confidential information (collectively, the "**Information**");

WHEREAS, the Parties have initiated discussions regarding a possible business relationship for _____.

WHEREAS, each Party accordingly desires to disclose certain Information (each Party, in such disclosing capacity, the "**Disclosing Party**") to the other Party (each Party, in such receiving capacity, the "**Receiving Party**") subject to the terms and conditions of this Agreement.

NOW THEREFORE, in consideration of the receipt of certain Information, and the mutual promises made in this Agreement, the Parties, intending to be legally bound, hereby agree as follows:

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 unauthorised 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 contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "**Final Agreement**"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

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.
- c) The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. RELATIONSHIP BETWEEN PARTIES:

Nothing in this Agreement or in any matter or any arrangement contemplated by it is intended to constitute a partnership, association, joint venture, fiduciary relationship or other cooperative entity between the parties for any purpose whatsoever. Neither party has any power or authority to bind the other party or impose any obligations on it and neither party shall purport to do so or hold itself out as capable of doing so.

20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)

_____ agrees and acknowledges that _____, its Partners, employees, representatives etc., by virtue of being associated with RailTel and being in frequent communication with RailTel and its employees, shall be deemed to be "Connected Persons" within the meaning of SEBI (Prohibition of Insider Trading) Regulations, 2015 and shall be bound by the said regulations while dealing with any confidential and/ or price sensitive information of RailTel. _____ shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, _____ shall abide by the restriction on communication, providing or allowing access to any Unpublished Price Sensitive Information (UPSI) relating to RailTel as well as restriction on trading of its stock while holding such Unpublished Price Sensitive Information relating to RailTel

21 MISCELLANEOUS. This Agreement constitutes the entire understanding among the Parties as to the Information and supersedes all prior discussions between them relating thereto. No amendment or modification of this Agreement shall be valid or binding on the Parties unless made in writing and signed on behalf of each Party by its authorized representative. The failure or delay of any Party to enforce at any time any provision of this Agreement shall not constitute a waiver of such Party's right thereafter to enforce each and every provision of this Agreement. In the event that any of the terms, conditions or provisions of this Agreement are held to be illegal, unenforceable or invalid by any court of competent jurisdiction, the remaining terms, conditions or provisions hereof shall remain in full force and effect. The rights, remedies and obligations set forth herein are in addition to, and not in substitution of, any rights, remedies or obligations which may be granted or imposed under law or in equity.

IN WITNESS WHEREOF, the Parties have executed this Agreement on the date set forth above.

_____ :

RailTel Corporation of India Limited:

By _____

By _____

Name:

Name:

Title:

Title:

Witness

Annexure-6: EMD (as PBG) Format (Not Applicable)

BG NO :
ISSUANCE DATE : DD-MM-YYYY
BG AMOUNT : Rs xxxxxxxx /-
EXPIRY DATE : DD-MM-YYYY
CLAIM EXPIRY DATE : DD-MM-YYYY

In consideration of the **RailTel Corporation of India Limited**, (CIN: L64202DL2000GOI107905) having its registered office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi - 110023 (Here in after called RailTel) having agreed to exempt ~~Partner Name (CIN:-)~~ having its registered office at ~~Partner's address~~ (Here in after called "the said Contractor(s)") from the demand, under the terms and conditions of **EOI NO.** made between **RailTel Corporation of India Limited** and ~~Partner Name~~ for (here in after called "the said Agreement") of security deposit for the due fulfilment by the said contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for **Rs. /- (In Words)**.

We, ~~Bank Name~~ a banking company incorporated under the Companies Act, 1956 and carrying on Banking Business under The Banking Regulation Act, 1949 and having its Registered Office at ~~Bank's Address~~ and its Central office at ~~Bank's Corporate Office Address~~ (indicate the name of the Bank) here in after referred to as "the Bank") at the request of ~~Partner's Name~~ Contractor(s) do hereby undertake to pay the **RailTel** an amount not exceeding **Rs. /- (In Words)** .. 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 said Contractor(s) of any of the terms or conditions contained in the said Agreement.

We, ~~Bank Name~~ do here by undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the **RailTel** stating that the amount as 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 terms and conditions contained in the said Agreement or by 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. /- (In Words)**.

We, ~~Bank's Name~~ undertake to pay to the **RailTel** any money so demanded not with standing any dispute or disputes raised by the Contractor(s) / Supplier(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)/ Supplier(s) shall have no claim against us for making such payment.

We, ~~Bank's Name~~ further agree that the Guarantee here in 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 discharge this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the **DD-MM-YYYY(Claim Expiry Date.)** We shall be discharged from all liability under this Guarantee thereafter.

We, ~~Bank's Name~~ 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 or 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 effect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the bank or the Contractor(s) Supplier(s).

~~Bank's Name~~ lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the **RailTel** in writing.

Date : DD-MM-YYYY
Place :

Annexure 7: Price Bid Format (BOQ) (Financial Bid) with password-protected PDF. (REFER EOI PARA-3&4)

Price bid is divided in two Schedules i.e. Schedule-A, Schedule-B corresponding to two sections of scope of Services described in EOI i.e. Section-A & Section-B respectively.

Bidder should submit bid only either of the following two Schedules. Bidder should not submit Price bid/Financial Bid for both the Schedules, else the bid will be summarily rejected.

Schedule-A A1: Development

Sl. No	Item Description (Phase I)	Unit	Qty	Unit Rate (INR)	Total (Excl. GST)
1.1	Requirement Discovery, User Stories & Process Mapping	Job	1		
1.2	AI Pipeline Setup (Data Ingestion & Chronology Mapping)	Job	1		
1.3	AI Reasoning Engine for Claims, Delay Analysis & Cost Validation	Job	1		
1.4	Integration Module (Primavera Unifier - Read Only)	Job	1		
	Total Schedule 1 (CAPEX)				

Sub-schedule A2: Manpower Deployment

Sl. No	Resource Role	Nos.	Unit	Qty	Rate per Month	Total (Excl. GST)
2.1	AI Solution Architect (Part-time/Advisory)	1	Month	36		
2.2	Senior AI/ML Engineer (Full-time)	1	Month	36		
2.3	Data Scientist (Contract/Legal Domain Specialist)	1	Month	36		
2.4	Full Stack Developer (UI/UX & Integration)	1	Month	36		
2.5	Project Manager	1	Month	36		
	Total Schedule 2 (Manpower)					

Sub-schedule A3: Software and API Calls

Sl. No	Item Description	Unit	Qty (Est.)	Unit Rate	Total (Excl. GST)
3.1	Enterprise AI Platform License (Proprietary Tools)	Annual	3		
3.2	LLM API Consumption (e.g., GPT-4o / Claude / Gemini)	Per 1M Tokens	[T]		
3.3	Training & SOP Documentation (Phase II & III)	Job	2		
	Total Schedule 3 (Licenses & Usage)				

Sub-schedule A4: Infrastructure

Sl. No	Resource Type	Unit	Qty	Estimated Rate	Total (Est.)
4.1	GPU Computing Instances (e.g., AWS P4/Azure ND)	Hour/Month	36		
4.2	High-Security Cloud Storage (S3/Blob Storage)	TB/Month	36		
4.3	Managed Database & Vector Database Services	Month	36		
	Total Schedule 4 (Cloud Infrastructure - Billed to Customer)				

Sub-schedule A5:

Description	Total Amount (INR)
Total Sub-Schedule A1 (Development)	
Total Sub-Schedule A2 (Manpower Deployment)	
Total Sub-Schedule A3 (Software & API Calls)	
*Grand Total (A1+A2+A3) for Schedule-A	
Total Sub-Schedule A4 (infrastructure)	

SCHEDULE-B

Sub-schedule B1: Development

Sl. No	Item Description (Phase I)	Unit	Qty	Unit Rate (INR)	Total (Excl. GST)
1.1	Requirement Discovery, User Stories & Process Mapping	Job	1		
1.2	AI Pipeline Setup (Data Ingestion & Chronology Mapping)	Job	1		
1.3	AI Reasoning Engine for Claims, Delay Analysis & Cost Validation	Job	1		
1.4	Integration Module (Primavera Unifier - Read Only)	Job	1		
	Total Schedule 1 (CAPEX)				

Sub-scheduleB2: Manpower Deployment

Sl. No	Resource Role	Nos.	Unit	Qty	Rate per Month	Total (Excl. GST)
2.1	AI Solution Architect (Part-time/Advisory)	1	Month	36		
2.2	Senior AI/ML Engineer (Full-time)	1	Month	36		
2.3	Data Scientist (Contract/Legal Domain Specialist)	1	Month	36		
2.4	Full Stack Developer (UI/UX & Integration)	1	Month	36		
2.5	Project Manager	1	Month	36		
	Total Schedule 2 (Manpower)					

Sub-schedule B3: Software and API Calls

Sl. No	Item Description	Unit	Qty (Est.)	Unit Rate	Total (Excl. GST)

3.1	Enterprise AI Platform License (Proprietary Tools)	Annual	3		
3.2	LLM API Consumption (e.g., GPT-4o / Claude / Gemini)	Per 1M Tokens	[T]		
3.3	Training & SOP Documentation (Phase II & III)	Job	2		
	Total Schedule 3 (Licenses & Usage)				

Sub-schedule B4: Infrastructure

Sl. No	Resource Type	Unit	Qty	Estimated Rate	Total (Est.)
4.1	GPU Computing Instances (e.g., AWS P4/Azure ND)	Hour/Month	36		
4.2	High-Security Cloud Storage (S3/Blob Storage)	TB/Month	36		
4.3	Managed Database & Vector Database Services	Month	36		
	Total Schedule 4 (Cloud Infrastructure - Billed to Customer)				

Sub-schedule B5:

Description	Total Amount (INR)
Total Sub-Schedule B1 (Development)	
Total Sub-Schedule B2 (Manpower Deployment)	
Total Sub-Schedule B3 (Software & API Calls)	
*Grand Total (B1+B2+B3) for Section-B	
Total Sub-Schedule B4 (infrastructure)	

***Sub-Schedule A4/B4 shall not be counted for totaling to decide inter-se ranking of the offers.**

Items and Quantities mentioned above are estimated. Payment will be made as per actual requirement evaluated during execution.

Note:*Bidder can participate against only any one of the scope of work i.e. Section-A or Section-B as mentioned above.

Annexure – 8: Technical Proposal

- 1. Bidder should submit the Details of design plan, solution architecture, approach, methodology, technologies to be deployed for development of AI based application as per the Scope of services specified in EOI document.**
- 2. Bidder should submit CVs of manpower to be deployed for respective area of expertise before execution in the project after award of the work.**

Format for Power of Attorney

POWER OF ATTORNEY

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney.]

We, M/s. _____ (name of the firm or company with address of the registered office) hereby constitute, appoint and authorise Mr. or Ms. _____ (Name and residential address) who is presently employed with us and holding the position of _____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our RFP for the Project _____ (name of the Project), including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works until culmination of the process of bidding till the Project Agreement is entered into with _____ (Client) and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

(Add in the case of a Consortium)

Our firm is a Member or Lead bidder of the Consortium of _____, _____ and _____.

Dated this the _____ day of _____ 2023

(Signature and Name of authorized signatory)

(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

Seal of firm Company

Witness 1:

Witness 2:

Notes:

- a. To be executed by all the members individually.

The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

POC Scope for Section-A of scope of services:

To extract various data elements from Dispute, EOT letters as given below and do the analysis of contradictions with Contract document as well w.r.t. party's letter

Delay Event	Sub Delay Event	Party	Department	Previous Reference Letter	Letter Reference No.	Date	Response Letter	Response Letter's Date	Response Time	Referred In Claims	Missing in Claims	Letter Type	Gist	Contradictions wrt the (Contract / FIDIC (Yellow / Pink Book))	Contradictions wrt the Party's Letter
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POC Scope for Section-B of scope of services:

The Proof of Concept (Part-A of scope of services) will focus on demonstrating foundational capabilities of document intelligence platform through the following core functionalities:

A. Data Extraction: The engine will extract key data fields from sample documents, where available. The aim is to showcase the system's ability to identify and structure commonly referenced information from unstructured text. These fields may include:

- Letter Number
- Sender (From)
- Recipient (To)
- Date
- Reference Documents
- Subject
- Brief Summary of the Document (This will be a key focus area)
- Enclosures (Attachments or documents referenced within the communication)

B. User Interface (UI) Functionality: Extracted information will be presented through an intuitive interface to facilitate document navigation and user interaction. The UI will include:

a. Basic Filtering Options (lower priority in the current phase):

- From
- To
- Date Range
- Subject
- Free-text Search Bar

b. Document Explorer (For later-stage demonstration):

- View of the original document
- Display of extracted entities
- Automatically generated summary

c. Output and Reporting: Users will be able to export extracted data into a structured format, such as a spreadsheet (priority feature), to support downstream analysis or review.

4. Success Criteria

The Proof of Concept will be considered successful if it achieves the following outcomes:

- **Functional Prototype:** A working prototype is developed that demonstrates the system's ability to perform entity extraction and support intuitive exploration of information across multiple documents.
- **Data Extraction Accuracy:** The prototype is able to accurately extract the predefined key data fields from a diverse set of sample documents, including variations in format and structure. An overall accuracy of 70% or higher for core fields will be considered a positive indicator of feasibility.
- **Document Understanding and Summarization:** The system generates coherent and contextually relevant summaries of documents, particularly highlighting the core content and purpose of the communication. This will be a critical factor in evaluating the AI's document comprehension capabilities.
- **Identification of Implementation Challenges:**^[1]_{SEP} The PoC should provide meaningful insights into technical and operational challenges associated with scaling the solution. These may include:
- **Preliminary assessment of the estimated timeline for developing an initial production-ready version.**
 - Nature and extent of support or inputs required from NHSRCL during design and development phases.
 - Initial framework or criteria for evaluating the effectiveness, completeness, and accuracy of the full-scale solution.