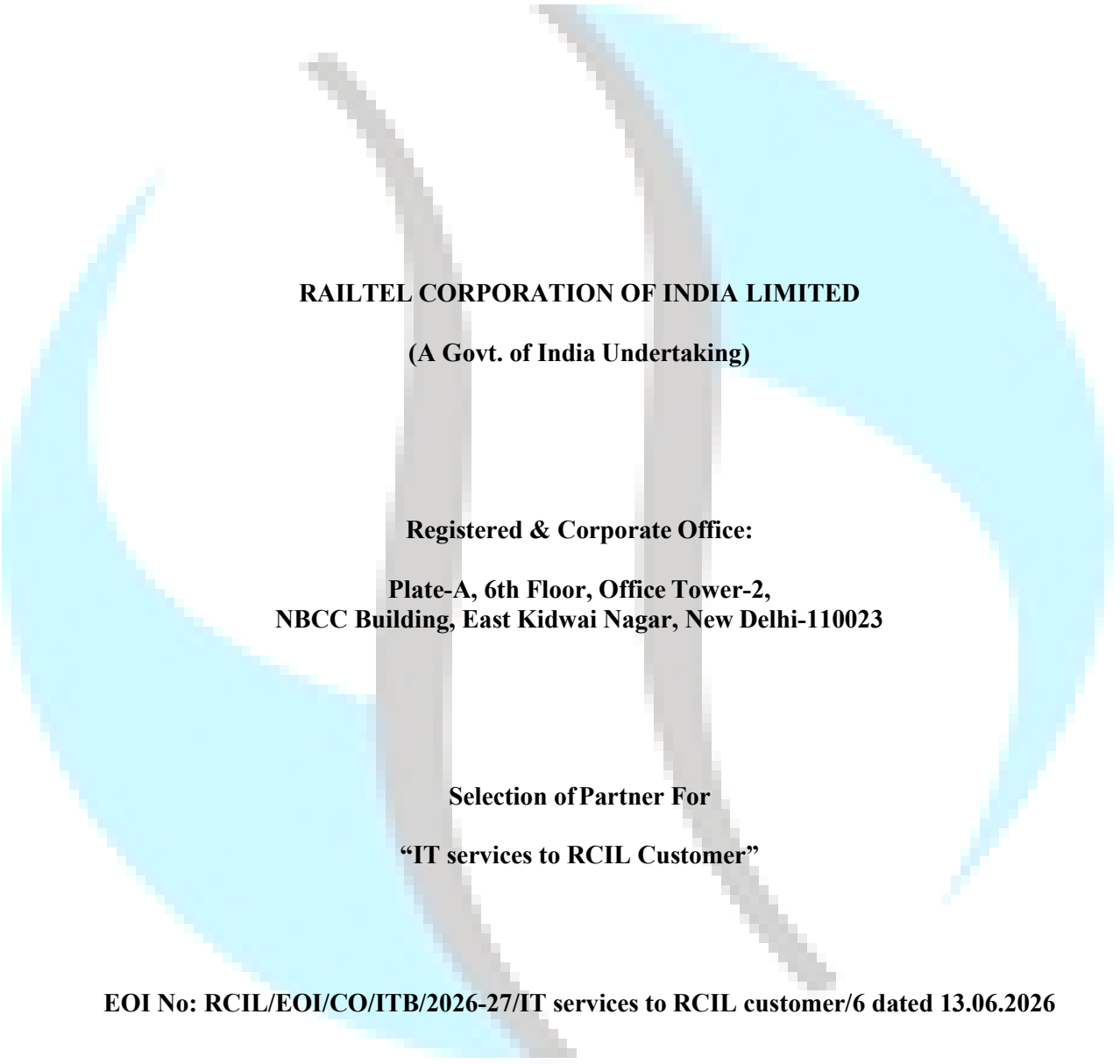




RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking)

Registered & Corporate Office:

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

**Selection of Partner For
“IT services to RCIL Customer”**

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

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RAILTEL

EOI NOTICE

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

**EOI No: RCIL/EOI/CO/ITB/2026-27/IT services to RCIL customer/5
13.06.26**

dated

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

The details are as under:

Last date for submission of EOIs by bidders	15-06-2026 before 17:00Hrs.
Opening of bidder EOIs	15-06-2026 at 17:30 Hrs.
Earnest Money Deposit (EMD)	Rs 5,00,000/- (Five Lakhs) through DD or online transfer to RailTel in following account: Bank Name- Union Bank of India Branch- YUSUF SARAI, DELHI A/C Number - 340601010050446 Account Type- Current Account IFSC Code -UBIN0534064
Number of copies to be submitted for scope of work	01 in Hard Copy
Place of Bid submission	RailTel Corporation of India Limited Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023

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

Contact 1: Rosy Sharma

Position: Sr. DGM/Tech

Email: rosys@railtelindia.com Telephone: +91124 2714000 Ext 2216

Contact 2: Naresh Kumar

Position: JGM/IT

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

NOTE:

- I. All firms are required to submit hard copy of their EOI submissions, duly signed by Authorized Signatories with Company seal and stamp.
- II. The EOI response is invited from empaneled partners of RailTel. Only RailTel empaneled partners are eligible for participation in EOI process.

1. RailTel Corporation of India Limited–Introduction

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

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

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

Licenses & Services

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

CARRIER SERVICES

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

ENTERPRISE SERVICES

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

RETAIL SERVICES

RailWire: RailWire is the retail broadband service of RailTel. RailWire is a collaborative public private local entrepreneur (PPLE) model providing broadband services by leveraging the eco system available with different partners like RailTel, Access Network Provider, Aggregation Network Provider (AGNP) and Managed Service Provider (MSP) to offer high speed & cost-effective broadband to end customers. The model uses RailTel's nationwide Core fiber Backbone Network, Access Network available with Local entrepreneurs, FTTH Infrastructure providers etc. and Managed Service Partners/Application Service Providers having IT & management capabilities. The model has been tested for several years now with about 4 lakh+ home broadband users along with 5200+ local access network partners. It is noteworthy that this approach whereby about 54% of the revenue is ploughed back into the local community not only serves the underserved but also creates livelihoods and jobs in the local communities.

2. Objective of EOI

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

3. Scope of Work

The scope of work is to provide IT application development and support for RailTel's Customer as per Schedule of Requirements (SoR) Clause 10. Detailed scope of work is provided under Annexure-03.

Objective : 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 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.

4. Language of Proposals

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

5. Proposal Preparation and Submission

The Applicant/bidder is responsible for all costs incurred in connection with participation in this EOI process, including, but not limited to, cost incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by RCIL to facilitate the evaluation process or all such activities related to the EOI response process. RCIL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

6. Bidding Document

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

7. Payment terms

- 7.1. Payment terms will be on back to back basis and as per agreement between RailTel and Customer. Indicative payment terms are subject to realization from customer are given as under:
- 7.2. RailTel shall release the payment to selected bidder on quarterly basis after receiving payment from Customer and on submission of Tax invoice by selected bidder on back-to-back basis.
- 7.3. Any penalty or deduction (LD) from customer shall be passed on to selected bidder on proportionate basis.
- 7.4. Bill passing authority is JGM/IT/CO and Bill payment authority is Finance /CO.

8. Delivery Schedule: The service delivery will be 3-4 weeks from LOA/PO.

9. Compliance requirements

- 9.1. The interested partner should be an Empaneled Partner with RailTel on the date of bid submission. Copy of RailTel's Empanelment Letter may be submitted in this regard.
- 9.2. The interested bidder should submit Earnest Money Deposit (EMD) through online transfer and submit the proof of same along with bid.
- 9.3. The interested bidder should comply to insertion of Rule 144(xi) in the GFR, 2017 vide office OM no. 6/18/2019-PPD dated 23-July-2020 issued by Ministry of Finance, Government of India, including revisions.(Annexure-01)
- 9.4. The interested bidder should not be blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body in India, on the last date of submission of EOI. (Annexure-02)
- 9.5. There should not be any ongoing or past, arbitration case(s) between 'RailTel' and 'Interested Bidder' on the last date of submission of EOI. (Annexure-02)
- 9.6. The interested partner should have a valid Goods and Service Tax Identification Number (GSTIN), as on the last date of submission of EOI.
- 9.7. The Bidder must have cumulative turnover of minimum 150% of the total quoted SOR price during the last 3 financial years. Bidder should submit audited balance sheets and/or certificate of CA with valid UDIN number for preceding three years.
- 9.8. The interested bidder should have experience in providing IT application development or support services. Bidder should submit PO or work order copy/copies for completed or ongoing work for the work of "IT application development or support services" project of contract value as under for the work during last seven years from any government/private organization:

- 9.8.1. Three similar works each with value costing not less than 30% of total quoted SOR price.
- 9.8.2. Two similar works each with value costing not less than 40% of total quoted SOR price.
- 9.8.3. One similar works each with value costing not less than 60% of total quoted SOR price.

10. Schedule of Rates –

SN	Particulars	Qty	OTC (Excl. Taxes)	GST on OTC	One Time Cost (including tax)
1	One time cost for IT Application development Services* along with 3 months stabilization after work completion.	lumsu m			

* as per the requirement mentioned in scope of work clause Number 3 and Annexure-3

11. Evaluation criteria

Only those offers shall be considered for financial evaluation which fulfills all compliance requirements in clause number 9. Financial Evaluation will be carried on basis of lowest offer quoted by the bidder under Clause-10 (SOR Total).

Note : Selected bidder need to provide the Manmonth/Man Hour rate for future development however that will not be part of commercial BID and will be obtained only from successful bidder.

12. Liquidated Damages

As per RailTel and customer Agreement.

13. Bidding Process

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

BID should consist the following:

1. Covering Letter
2. RailTel empanelment LOI
3. Signed and Stamped EOI Document
4. GST and PAN documents
5. EMD
6. Duly filled SOR (Clause 10)
7. Documents with respect to compliance requirement clause (9.1 to 9.8).

14. Period of Validity of bids and Bid Currency

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

15. RCIL's Right to Accept/Reject Bids

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

16. Security Deposit / Performance Bank Guarantee (PBG)

Successful bidder has to furnish security deposit in the form of Performance Bank guarantee @ 3% of issued PO/ LOA value with tax of valid for 3 months beyond the date of completion of all contractual obligations including warranty obligations. In case RailTel's customer ask RailTel for submission of BG at higher %age, then selected bidder is required to submit BG at same %age on back to back basis. The same should be submitted within 30 days of issue of LOA/PO, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issue of LOA/PO. This PBG should be from a Scheduled Bank and should cover warranty period plus three months for lodging the claim. The performance Bank Guarantee will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.

- 16.1. The Performa for PBG is given in Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.
- 16.2. The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.
- 16.3. A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this the BG will become acceptable to RailTel. It is therefore in interest of bidder to obtain RailTel's Bank IFSC code, its branch and address and advise these particulars to the BG Issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.
- 16.4. The security deposit/Performance Bank Guarantee shall be released after successful completion of Contract, duly adjusting any dues recoverable from the successful tenderer. Security Deposit in the form of DD/Pay Order should be submitted in the favour of "RailTel Corporation of India Limited" payable at New Delhi Only.
- 16.5. Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.
- 16.6. The claim period of PBG shall be 1 year after date of PBG validity

17. Earnest Money Deposit (EMD)/ Bid Security

- 17.1. The bidder shall furnish a sum as Earnest Money in the form of online transfer or Demand Draft from any scheduled bank in India in favour of “RailTel Corporation of India Limited” payable at New Delhi.
- 17.2. The EMD may be forfeited if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Purchase order and fails to furnish performance bank guarantee (security deposit) in accordance with clause 6.
- 17.3. Offers not accompanied with Earnest Money shall be summarily rejected.
- 17.4. Earnest Money of the unsuccessful bidder will be discharged / returned as promptly as possible as but not later than 30 days after the expiry of the period of offer / bid validity prescribed by the Purchaser.
- 17.5. The successful bidder’s EMD will be discharged upon the bidder’s acceptance of the purchase order satisfactorily and furnishing the performance bank guarantee in accordance with clause 17.
- 17.6. Earnest Money will bear no interest.

18. Deadline for Submission of Bids

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

19. Late Bids

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

20. Modification and/or Withdrawal of Bids

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

21. Clarification of Bids

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

22. Bidder’s Information

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

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

23. Format for statement of Deviation

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

	CLAUSE	DEVIATION	REMARKS (Including Justification)

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24. Duration of the Contract Period

The contract duration shall be same as of RAILTEL'S CUSTOMER's contract duration with RailTel until otherwise terminated earlier. The initial contract period is for Application completion and 3 months stabilization period. Further AMC/Support period shall be as per requirement from customer. The contract duration can be renewed / extended by RailTel at its discretion as per customer requirement, in case RAILTEL'S CUSTOMER extends / renews / additional services for project execution with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by RAILTEL'S CUSTOMER to RailTel.

25. 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.

26. Suspension, Revocation or Termination of Contract / Agreement

26.1. 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.

26.2. 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.

27. Dispute Settlement

27.1. 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.

27.2. 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..

27.3. All arbitration proceedings shall be conducted in English.

28. 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.

29. Statutory Compliance

29.1. 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.

29.2. 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.

30. Intellectual Property Rights

30.1. 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.

30.2. 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.

31. 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.

32. Force Majeure

32.1. 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.

32.2. 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.

33. Indemnity

33.1. 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.

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

34. Limitation of Liability towards RailTel

34.1. 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.

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

35. Confidentiality cum Non-disclosure

35.1. 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.

35.2. 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.

35.3. 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.

35.4. 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.

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

36. Insurance

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.

37. Waiver

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

रेलटेल
RAILTEL

Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: **RCIL/EOI/CO/ITB/2026-27/IT services to RCIL customer/6 dated 13.06.2026**

Date:

To,

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

Dear Sir,

SUB: Participation in the EoI Process

Having examined the Invitation for EoI document bearing the reference number

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

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

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

Authorized Signatory

Name

Designation

Contact Details

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

Bid Ref No. :

Date:

To,

Jt.General Manager (IT),
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

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

Dear Sir,

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

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

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

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

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

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

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

Signature of Authorised Signatory

Name
Designation

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

Bid Ref No. :

Date:

To,

Jt. General Manager (IT),
RailTel Corporation of India Limited,
Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

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

Dear Sir,

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

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

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

Signature of Authorized Signatory

Name

Designation

RAILTEL

Annexure-3

Scope of Work

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 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 websites and Mobile Apps 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 & 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.

Major Functionalities and process flows of current website and Mobile Apps:

1. Profile Management

- New user's registration
- Existing user's login (Login with Username + Pin/Password, Login with Username + OTP)
- Login for Agent Users (Login with DSC / OTP)
- Forgot Password / Forgot Account Details
- Update profile details like Changing Personal information, Email ID, Mobile Number, Address etc.
- Change login password
- Implementation of the Captchas and/or I am not Robot feature
- Verification / Revalidation of Email and Mobile
- Authentication / Verification of User details with Govt. Issued Ids (Aadhaar/PAN etc.)
- Master Passenger List Management – Add, edit, and save frequent passenger details for faster booking

2. Booking Train Tickets

- Train Search, Train Route and Train Seat Availability Enquiries.
- Enquire without login for trains, routes and seat availability.
- Passenger reservation page to check and submit details of travelling party
- Fare Enquiry
- Book E-Tickets
- Tatkal / Premium Tatkal Booking
- Ladies Quota / Senior Citizen Quota / Foreign Tourist Quota/ Divyang, Quota/Concession / Gallantry Awardees concession etc.
- Select Berth Preference
- Auto Upgradation Option

- Travel Insurance Option
- PNR Enquiry page to check the PNR reservation status
- Check PNR Confirmation Chances Probability before and after booking train tickets for trains with waitlisted status.
- Current Reservation train tickets booking facility.
- View Booking History
- Download / Print E-Ticket (ERS)
- Cancel E-Ticket
- File TDR (Ticket Deposit Receipt)
- Check Refund Status
- Resend Booking Confirmation SMS/Email
- Boarding point change facility.
- VIKALP – An alternate train accommodation option that confirms travel by offering seats on other trains when the original train is fully booked.

3. Payment, Wallet and Card Services

- Booking of train tickets with Multiple Payment Options (UPI, Cards, Net Banking, Wallets)
- Booking of train tickets using IRCTC owned pre-paid digital Wallet
- IRCTC Co-Brand Cards – Partner bank credit cards offering reward points, convenience fee benefits, and exclusive travel perks on IRCTC train bookings.

4. Ancillary Services

- e-Pantry / On board Food Delivery
- Cancellation of tickets booked on PRS Counters
- Boarding point change of tickets booked on PRS Counters

5. Help & Support

- Round the Clock support and grievance services for assistance with bookings, payments, and travel queries.
- Display and redirection to other IRCTC Internal/Other External products/websites
- Information and Support regarding FAQs, Contact Information, refund Rules Other Notification and alert.
- Information regarding error message, Validation, Booking/Payment Failure across the website.

6. Additional Functionalities and process flows of specific to Mobile Apps.

- New user's registration and activation from App directly.
- Advanced security features of self-assigned PIN to login without entering username and password on each login.
- Biometric Based Login
- Enhanced Dashboard with Integrated Menu Bar.
- Seamless Account & Transaction Management directly from app Dashboard.
- Enquire without login for trains, routes and seat availability.
- Any PNR Enquiry facility to check the PNR reservation status.
- Check PNR Confirmation Chances Probability before and after booking train tickets

for waitlisted availability/tickets.

- Divyangjan passengers can book Train Tickets at concessional rates through Photo Identity Card issued by Indian Railways.
- Google Talk Back feature to assist visually impaired to book train e-tickets.
- Integrated with IRCTC e-wallet for faster and hassle free transactions.
- Aadhaar Linking facility through mobile app to avail up to 12 train tickets booking in a month.
- Online Reservation Chart facility.

रेलटेल
RAILTEL

Proforma for Performance Bank Guarantee Bond

Form No. 1

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

(To be used by approved Scheduled Banks)

1. In consideration of the RailTel Corporation of India Limited, having its registered office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 having agreed to exempt(Hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Purchase Order No.....dated.....made between.....and..... for

(hereinaftercalled " the said Agreement") of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.(Rs only). We (indicate the name of the Bank) hereinafter referred to as "the Bank") at the request of..... Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs..... against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

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

3. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Tenderer(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Tenderer(s) shall have no claim against us for making such payment.

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

5. We,..... (indicate the name of Bank) further agree with the RailTel that the RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for

this provision, have affect of so relieving us.

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

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

.....the day of 2024

for (indicate the name of the Bank)

Witness

1. Signature Name

2. Signature Name

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

RailTel Bank Detail for SFMS are:

- To mandatorily send the Cover message at the time of BG issuance.
- IFSC Code of ICICI Bank to be used (ICIC0000007).
- Mention the unique reference(RAILTEL6103)in field 7037

*****End of EOI document *****

