

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

Expression of Interest for onboarding of Partner from Empaneled Business Associate as Implementation Partner/ System Integrator for **Selection of System Integrator (SI) for Supply, Installation, Testing, Commissioning, Operations & Maintenance of Hospital Management Information System (HMIS) for Hospital and Dispensaries of Mumbai Port Authority for a contract period of 5 years from the date of Go Live.**

EOI No: RailTel/WR/Mumbai/Mktg/2025-26/36 dated 16.01.2026



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

Western Region: Western Railway Microwave Complex, Senapati Bapat Marg, Mahalaxmi, Mumbai-40001

EOI NOTICE

RailTel Corporation of India Limited, Western Railway Microwave Complex, Senapati BapatMarg, Mahalaxmi, Mumbai-400013

EOI No: RCIL/WR/Mumbai/Mktg/2025-26/36 dated 16.01.2026

RailTel Corporation of India Ltd., (here after referred to as "RailTel") invites EOIs from RailTel's Empaneled Partners for Supply, Installation, Testing, Commissioning and Operations & Maintenance of HMIS Solution at Mumbai Port Authority Hospital and it's 3 Dispensaries for a contract period of 5 years from the date of Go Live.

The details are as under:

1	Last date for submission of response against EOIs by partners	21/01/2026 at 15:00 Hours
2	Opening of Technical Bid of EOIs	21/01/2026 at 15:00 Hours
3	Number of copies to be submitted for scope of work	Two (Packets)
4	EOI processing fees inclusive tax (Non-refundable)	Rs 10,000/- (Non Refundable)
5	EOI EMD	Rs. 15,00,000/-

The EMD should be in the favor of RailTel Corporation of India Limited payable at Mumbai through online bank transfer/NEFT/RTGS/BG. Partner need to share the online payment transfer details like UTR No. date and Bank along with the proposal.

RailTel Bank Details: Union Bank of India, Account No.317801010036605, IFSC Code - UBIN0531782, Branch name – Mahalaxmi Branch

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 Name: Richa Ratna
Designation: AGM/Marketing
Email: richa_ratna@railtelindia.com
Contact: +91- 9004444163

Level:2

Contact Name: Sh. Viplov Nath Mishra
Designation: Senior Deputy General Manager/ Marketing
Email: viplovnmishra@railtelindia.com
Mob: +91-90044 44124

Note:

1. Empaneled partners are required to submit soft copy (password protected PDF) of EOI response through an e-mail at eoι.wr@railtelindia.com, duly signed by Authorized Signatories with Company seal and stamp. The size of file should not exceed 20 Mb.
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 arrangement with empaneled business associate of RailTel on an “exclusive” basis for providing services to the end customer**. Selected partner will not associate with any other organization once selected for this work.
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. **The EOI has been floated for the scope of work mentioned in this EOI as per end customer’s requirements. RailTel shall be selecting a suitable partner and may award the execution of partial work and may procure certain deliverables at its discretion to arrive at the most suitable bid proposal.**



1. Introduction about RailTel

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

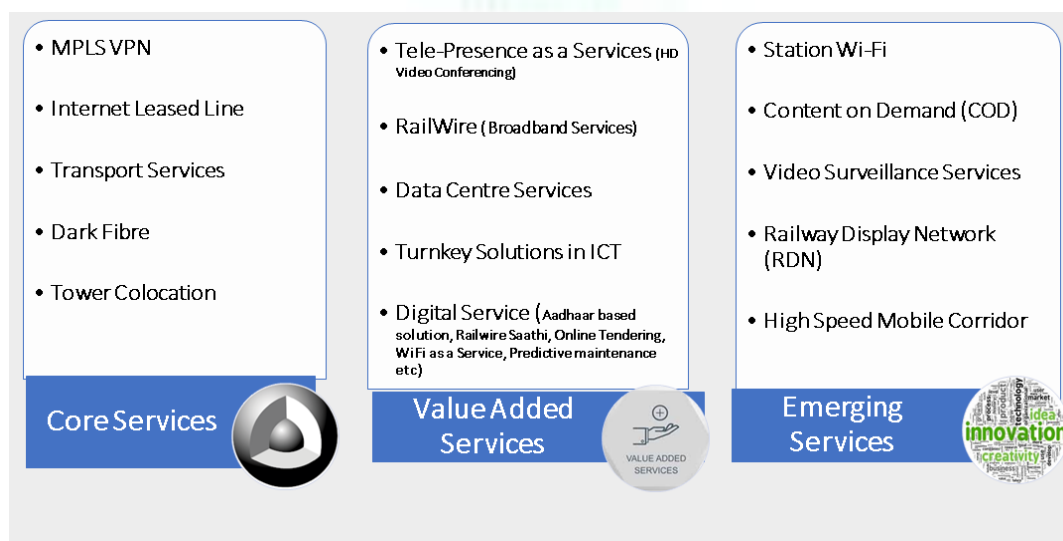
RailTel has approximately 62000 kms of OFC along the protected Railway tracks. The transport network is built on high capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon 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 Telco's

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 centres 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 Centres. RailTel also offers SOC as a Service 'SOCaaS'.

- ☐ 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 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 upto 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 approx. 4,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across – Government PSU or any organization's officers colonies and residences.

Project Background and Objective of EOI

RailTel intends to participate in the enquiry provided by Mumbai Port Authority for "Supply, Installation, Testing, Commissioning and Operations & Maintenance of HMIS Solution at Mumbai Port Authority Hospital and its 3 Dispensaries for a contract period of 5 years from the date of Go Live".

RailTel invites RailTel's Empaneled Partners to participate in this Expression of Interest (herein after referred to as **EOI**) for the selection of suitable implementation partners/system integrator for participating in the above-mentioned work for the agreed scope of work. The empaneled partner is expected to have excellent execution capability and a good understanding of the customer's local environment.

The Empaneled Partner is expected to refer to and study the EOI including all corrigendum, amendments and addendum if any.

2. Scope of Work

Mumbai Port Authority (MbPA) proposes to implement an integrated Hospital Management Information System (HMIS) for its Hospital and associated Dispensaries to digitize healthcare operations, improve service delivery, and enhance operational efficiency. In this regard, RailTel invites **Expression of Interest (EOI)** from **Empaneled Business Associate's/ System Integrators (SIs)** having proven expertise in end-to-end implementation of large-scale healthcare IT solutions.

The scope broadly includes design, supply, customization, implementation, integration, hosting, networking, training, and long-term operations & maintenance **of a comprehensive HMIS solution**. The proposed system shall be a secure, scalable, and fully automated COTS-based HMIS, integrated with PACS, radiology and pathology equipment, pharmacy systems, biometric and barcode solutions, queue management, and other hospital support systems. Some of the requirements of the customer under this project, entail, but not limited to, provision of Tele Medicine facility in HMIS, Introduction and launch of Health Card for the patients visiting the hospital with QR code, provision for templates for the generation of physical forms through the HMIS portal.

The selected SI shall also provide supply and commissioning of required IT and network infrastructure, data migration from legacy systems, system integration, security audit, compliance, and Go-Live support.

Post implementation, the SI shall be responsible for **comprehensive Operations & Maintenance (O&M) for a period of five (5) years**, including application support, cloud and network services, helpdesk operations, and on-site manpower, in line with defined SLAs. Training, documentation, version control, and project governance shall form integral parts of the engagement.

This EOI is intended to assess the **technical capability, domain experience, and implementation approach** of prospective System Integrators for undertaking this mission-critical digital healthcare initiative of Mumbai Port Authority.

Please note that there might be slight variation in the quantity (Annexure 9) depending upon customer requirements at the time of actual implementation of the project.

Note: RailTel may award full or some portion of the total scope of work to BA partner, depending on the RailTel's strategy so that overall proposition is beneficial to all the stakeholders and for better execution and benefit of the project as per customer's expectations and requirements.

3. EOI Guidelines

Language of Proposals

The proposal and all correspondence and documents shall be written in English in password protected PDF file through an email (size of email should not exceed 20Mb) to eoι.wr@railtelindia.com.

4.1 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept 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

partner or Business Associate or without any obligation to inform the affected partner or partners about the grounds for RailTel's action.

4.2 EOI response Document

The partner 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 partner's risk and may result in rejection of its bid without any further reference to the partner.

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

4.3 Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date LOI issued by the end Customer organization for which bid is going to submit.

4.4 Bid Earnest Money (EMD)

- 4.4.1** The Business Associate shall furnish a sum as given in EOI Notice via online transfer/NEFT/RTGS from any nationalized/scheduled bank in India in favor of "RailTel Corporation of India Limited" along with the offer. This will be called as **EOI EMD**.
- 4.4.2** Offers not accompanied with valid EOI Earnest Money Deposit shall be summarily rejected.
- 4.4.3** **Return of EMD for unsuccessful Business Associates:** EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process (i.e. after pre-bid agreement is signed with the selected partner)
- 4.4.4** **Return of EMD for successful Business Associate:** EOI-EMD & Earnest Money Deposit (balance proportionate EMD) if applicable of the successful partner will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.6) from Business Associate whichever is later.
- 4.4.5** Forfeiture of EOI EMD at 0.1% of total EMD amount in case if the selected Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

4.5 Security Deposit / Performance Bank Guarantee (PBG)

- 4.6.1** In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel.
- 4.6.2** As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate.
- 4.6.3** The PBG, if applicable in further phases of the project/customer PO, shall also be submitted by the selected Business Associate as per applicability.

4.6 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.

4.7 Modification and/or Withdrawal of EOI response

EOI response once submitted will be treated, as final and no modification will be permitted except with the consent of the RailTel.

4.8 Details of Financial bid

The Financial bid is to be submitted as per format given in the Annexure 9.

The final techno proposal for the RFP will be prepared jointly with the selected Business Associate so that the optimal bid can be put with a good chance of winning the RFP.

Please note that there might be slight variation in the quantity (Annexure 9) depending upon customer requirements at the time of actual implementation of the project.

4.9 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.

6. 5. Pre-Qualification Criteria (to be submitted mandatorily):

S.N	Basic Requirement	Pre-Qualification Criteria	Scanned copy of Supporting Documents to be uploaded
1	Legal Entity	A Company Registered under the Companies Act 1956/2013: or A partnership firm registered under Indian Partnership Act, 1932./LLP 2008.	Copy of Certificate of Incorporation/ Registration., PAN Card, GST Certificate.
2	Financial Turnover	The cumulative Annual Turnover (TO) of Partner during last five (5) Financial years i.e. up to 31.03.2025 should be at least INR 25 Crore.	Certificate from the Statutory auditor/CA clearly specifying the Turnover details with copy of P&L and Balance sheet.
3	Financial: Net Worth & Profit Making	The Net Worth of the Partner for last 3 years as on 31.03.2025 should be positive	Copy of audited profit and loss account/ balance sheet of the last three financial years, highlighting the requisite figure related to positive net worth and profitability.
4	Technical Capability for DC/DR	The Partner should have experience of IT/ITES/ICT / Data Center/ Cloud project(s) during last five years (as on the last date of bid submission) in Central/State Government/Urban Local Bodies/Public Sector Companies/Banking Financial Services & Insurance (BFSI)/ Private Sector with total value of atleast INR 15 crore in last 5 years.	Copy of Work Order / Agreement and Work Completion/Go-live from client. Multiple projects adding up to minimum required value can also be considered.
5	Tax Registration and clearance	The Partner, should be registered with the Tax Departments and carry a valid PAN/TAN Numbers and GST No.	Copy of the certificate of GST, PAN/TAN Number etc
6	Certifications	The Partner should have following Certificates at the time of bidding: a. ISO 9001 b. ISO/IEC 20000 c. ISO/IEC 27001	Copy of valid certificates.
7	Technical Manpower Strength	The Bidder should have on its pay roll at least 50 technically qualified professionals in the ICT domains	Certificate from bidder's Head of HR Department
8	Valid Empanelment	Partner should be an active Empanelled Business Associate of RailTel.	Copy of Empanelment letter

9	CSP and OEM Authorization	Bidder should arrange Manufacture Authorization from (MAF) for OEM/Cloud, OEM/Software or any other 3rd Party Product or service for this bid in favor of RailTel.	Undertaking letter from Authorized Signatory need to be submitted.
----------	---------------------------	--	--

7. Partner's Profile (to be submitted mandatorily)

The partner shall provide the information in the below table:

S. No.	ITEM	Details
1.	Full name of partner'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 partner'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 RFP	
5.	Name, designation and full address of the person dealing with the RFP to whom all references shall be made regarding the RFP enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	
8.	Annexures	Annexures From 1 To 9 (Pg no-
9.	Power of Attorney	Power of Attorney and Board Resolution in favour of one of its employees who will sign the Bid Documents.
10.	MAF from OEM	Authorization and support letter from OEM in favor of RailTel, as applicable as per scope of customer RFP.
11.	Additional Documents to be Submitted	All relevant Annexures, Undertakings as per customer's RFP which are relevant and necessary part of the final bid.

8. Evaluation Criteria

- 7.1 The Business Associates are first evaluated based on the Pre-qualification.
- 7.2 The Business Associate, who comply with all Pre-Qualification Criteria shall be considered for Financial Bid discussion.
- 7.3 In the case of more than one partner qualifying the criteria, partner offering the lowest commercial bid (L1)

to RailTel shall be shortlisted.

- 7.4 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 shall at its discretion award this opportunity to the same L1 Business Associate against this EOI.

9. Payment terms

Payment shall be made to selected partner on a back-to-back basis after receipt of payment to RailTel from end customer. 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.

The payment terms and the other project related timelines and deliverables along with SLA will be on back to back basis and the same needs to be accepted and adhered with.

10. SLA

The selected BA will be required to adhere to the SLA matrix as defined in the end Customer organization RFP for his scope of work and the SLA breach penalty will be applicable proportionately to the selected partner, as specified in the end Customer organization RFP. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the RFP. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner proportionately based on its scope of work.

11. Contractor's All Risk (CAR) Insurance

The Empanelled Partner shall, at its own cost, obtain and maintain a Contractor's All Risk (CAR) Insurance Policy covering all works executed under this EOI and any subsequent RFP / Work Order issued by RailTel. The CAR policy shall cover loss or damage to works, materials, equipment, and third-party liabilities arising during execution of the project and shall remain valid for the entire contract period, including extensions, if any. The policy shall be taken in the Beneficiary name of RailTel Corporation of India Limited and the Empanelled Partner. A copy of the valid CAR insurance policy shall be submitted to RailTel prior to commencement of work. Non-submission or lapse of CAR insurance shall be treated as a breach of contractual conditions and may lead to appropriate action by RailTel.

12. Other Terms and Conditions

Any other terms and conditions in relation to SLA, Payments, execution timeline etc. will be as per the agreement between RailTel and the end customer.

Note: Depending on RailTel's business strategy RailTel may choose to work with Partner, who is most likely to support in executing and offering a more beneficial proposal.

Annexure 1: Format for COVERING LETTER

COVERING LETTER (To be on company letter head)Eol

Reference No:

Date:

To,

Senior DGM (Marketing)
RailTel Corporation of India Ltd.
Western Railway Microwave
complex, Senapati Bapat Marg,
Mahalaxmi, Mumbai 400013

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 _____.

Name(s) of the ITMS Circle for which response has been submitted:

Authorized Signatory

Name

Designation

Annexure 2: Format for Self-Certificate & Undertaking

Self-Certificate (To be on company letter head)

Eol Reference No:

Date:

To,
Senior DGM (Marketing)
RailTel Corporation of India Ltd.
Western Railway Microwave
complex, Senapati Bapat Marg,
Mahalaxmi, Mumbai 400013

Dear Sir,

Sub: Self Certificate for RFP, Technical & other compliances

- a. Having examined the Technical specifications mentioned in this EOI & end customer RFP, we hereby confirm that we meet all specification.
- b. We_____agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected BA after the receipt of corresponding payment from end customer by RailTel. Further we understand that in caseselected BA fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected BA.
- c. We agree to abide by all the technical, commercial & financial conditions of the end customer's RFPfor the agreed scope of work for which this EOI is submitted.
- d. 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 inthe end Customer organization RFP in favour of RailTel against the proposed products.
- e. 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 compliancedocuments.

- f. We understand and agree that RailTel is intending to select a BA who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategize to retain scope of work where RailTel has competence.
- g. We hereby agree to submit that in case of being selected by RailTel as BA for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that is required and desired by end Customer well before the bid submission date by end customer and as and when required.
- h. We hereby undertake to sign Pre Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.

Authorized Signatory

Name & Designation



Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

Senior DGM (Marketing)
RailTel Corporation of India Ltd.
Western Railway Microwave
complex, Senapati Bapat Marg,
Mahalaxmi, Mumbai 400013

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 or not under any legal action for corrupt or fraudulent practices by any Governmental/ Non- Governmental organization in India as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Partner's Company Seal:

Annexure 4: Format of Affidavit

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI DOCUMENTS

(To be executed 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.

EPONENT
SEAL AND SIGNATURE
OF THE BA

VERIFICATION

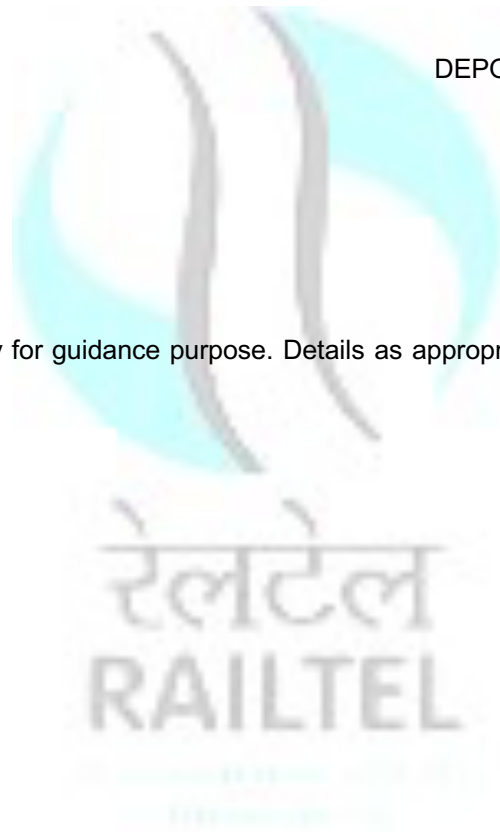
I/We above named EOI do hereby solemnly affirm and verify that the contents of my/our aboveaffidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT

SEAL AND SIGNAURE
OF THE BA

Place:
Dated:

**The contents in Italics are only for guidance purpose. Details as appropriate are to be filled insuitably by BA.



Annexure-5: Non-Disclosure Agreement (NDA) Format (on Rs 500 Stamp Paper)

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: **Permitted Use**.

Receiving Party shall:

hold all Information received from Disclosing Party in confidence; use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and 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.

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:

is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party; at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party; is approved for release by written authorization of Disclosing Party; or 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 unauthorized disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

Designation.

Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if,

when provided in:

written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or

oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

Cooperation. Receiving Party will immediately give notice to Disclosing Party of any unauthorized use or disclosure of the Information of Disclosing Party.

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.

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.

Return or Destruction of Information.

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:

termination of this Agreement; expiration

of this Agreement; or

Receiving Party's determination that it no longer has a need for such Information.

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.

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

Notice.

Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:

by personal delivery, when delivered personally;

by overnight courier, upon written verification of receipt; or

by certified or registered mail with return receipt requested, upon verification of receipt.

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: _____

s: _____

Phone: _____

Email: _____

Term, Termination and Survivability.

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.

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.

Notwithstanding the foregoing clause 9(a) and 9 (b) , Receiving Party agrees that its obligations, shall: 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

not apply to any materials or information disclosed to it thereafter.

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.

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

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.

Settlement of Disputes:

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 consultations shall begin promptly after a Party has delivered to another Party a written request for such consultation.

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.

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.

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.

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.

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.

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.

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.

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: UNPUBLISHED 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 _____ Name:
Title:

By _____ Name:
Title:

Witness

Witness

Annexure 6: Back-To-Back Compliance Certificate

(To be submitted on Company Letter Head)

To,
Sr. Deputy General Manager,
RailTel Corporation of India Limited,
1st Floor, Western Railway MW complex, Senapati Bapat Marg,
Mahalakshmi, Mumbai, Maharashtra 400013

Sub: Complete back to back Compliance Certificate

Ref: 1) Eol Number: _____ Dated: _____
2) RFP Reference No: dated and all of its addendums/ corrigendum's & published documents

Dear Sir,

Considering reference 1 & 2 we would like to declare that we have read and understood the Eol, its corrigendum and any other documents/its addendums/corrigendum referred in this Eol thoroughly. We would like to give you our back-to-back compliance for all the RFP terms and conditions, clauses, timelines, deliverables and anything explicitly mentioned in the Eol, its corrigendum and any other documents/its addendums/corrigendum referred in this Eol.

We have applied for an Eol issued by RailTel Corporation of India Ltd. We hereby covenant, warrant and confirm that we hereby comply with all the terms and conditions/ stipulations as contained in the Invitation for Eol document

Signature of Authorized Signatory (with official seal)
Name

:
Designation

:
Address

:
Telephone and Fax :
E-mail address

:

Annexure 7: Complete Eol Examination & Nil Deviation Certificate

-
(To be submitted on Company Letter Head)

To

Sr. Deputy General Manager/ Marketing
RailTel Corporation of India Ltd
Western Railway Microwave Complex
Senapati Bapat Marg, Near Railway Sports Ground
Mahalaxmi, Mumbai – 400013

Sub: Complete Eol Examination & Nil Deviation Certificate

Ref: Eol Number: _____ Dated: _____

Dear Sir,

We <Bidder Name> having completely examined the referred Eol, its corrigendum and any other documents/its addendums/corrigendum referred in this Eol, conclude that we have understood the Terms & Conditions of the Eol and its subsequent addendums & corrigendum (if any) and any other documents/its addendums/corrigendum referred in this Eol. We declare that we have sought all clarifications for the same from RailTel or its end customer for anything contained in this Eol & any other documents/its addendums/ corrigendum referred in this Eol and have been satisfied with the clarifications to the fullest extent and there are no terms, clauses, conditions, etc which are ambiguous.

We also declare that there is no deviation from adhering to anything that is contained in this Eol and any other documents/its addendums/corrigendum referred in this Eol and that any deviation later raised by us shall lead to forfeiture of the Bid/Contract at complete discretion of RailTel.

Signature of Authorized Signatory (with official seal)
Name

:

Designation

:

Address

:

Telephone and Fax :

E-mail address

Annexure-8: AMC Support Declaration

Dated:

To,
Sr. Deputy General Manager,
RailTel Corporation of India Limited,
1st Floor, Western Railway MW complex, Senapati Bapat Marg,
Mahalakshmi, Mumbai, Maharashtra 400013

Subject: AMC Support Declaration to M/s for

Dear Sir,

I/We [manufacturer] having our office/works athereby
certify M/s [Bidder] as an authorized [relationship] of[manufacturer] and they are authorized
to provide AMC support on behalf of [manufacturer] in submitting their bid and conclude the contract
with you for the below-mentioned goods.

We [manufacturer] are confident of M/s..... [Bidder's] ability to represent us and provide full
support in making your project successful.

Signature
Name
Designation

Annexure 9: Commercial Bid (to be submitted in separate PDF)

<On Company Letter Head>

Bill of Material

Schedule A - Client Edge Devices (Hardware Supply)					
Sr. No.	Hardware Description	Unit	Device Qty (as per enclosed BOQ)	Unit Rate (INR)	Total Amount (INR) - A
1	Desktop i5	No.	119		₹0.00
2	Tablets	No.	14		₹0.00
3	Network Printer with WI-FI	No.	18		₹0.00
4	BarCode Reader	No.	12		₹0.00
5	BarCode Printer	No.	17		₹0.00
6	EQMS	No.	6		₹0.00
7	Card Printer	No.	5		₹0.00
8	Radiologist Workstation	No.	4		₹0.00
9	Resident Workstation	No.	3		₹0.00
10	Technician Desktop	No.	2		₹0.00
11	2 MP Diagnostic Color LED Single	No.	7		₹0.00
12	Servers for on-prem Hosting (DC) with EMS, antivirus, management tool, SDWAN central application and controller	No.	2		₹0.00
13	WI-FI Access Points	No.	40		₹0.00
14	IO Ports	No.	152		₹0.00
15	Cat 6 Cable	Mtr.	7600		₹0.00
16	3 Ft Patchcord	No.	480		₹0.00
17	7 Ft Patchcord	No.	152		₹0.00
18	8 Port switch	No.	3		₹0.00
19	24 Port Switch	No.	9		₹0.00
20	48 port switch	No.	5		₹0.00
21	Aggregation Switch	No.	2		₹0.00
22	Core Switch	No.	2		₹0.00
23	Jack Panel 12 Port	No.	3		₹0.00
24	Jack Panel 24 Port	No.	9		₹0.00
25	Jack Panel 48 Port	No.	5		₹0.00
26	6 U Network Rack	No.	14		₹0.00
27	15 U Network Rack	No.	3		₹0.00
28	42U Network Rack	No.	2		₹0.00
29	SDWAN Device Type-2	No.	2		₹0.00
30	SDWAN Device Type-3	No.	3		₹0.00

31	LIU 24 Port	No.	14		₹0.00
32	Fiber Patch Cord (SM)	No.	64		₹0.00
33	Fiber SFP+ (Meraki Aggregation to Access SW + Core) SM (Module: MA-SFP-10GB-LR)	No.	30		₹0.00
34	Fiber Cable 12 F	No.	2800		₹0.00
35	UPS	No.	2		₹0.00
36	Anti Virus	No.	144		₹0.00
37	Management tool (1 in DC and 1 in DR)	Lot	1		₹0.00
38	SDWAN Central Application & Controllers for DC & DR	Lot	1		₹0.00
39	Centralized Enterprise Management Software (EMS) Along With Necessary Software For NMS With Server & Database	Lot	1		₹0.00
TOTAL FOR SCHEDULE A					₹0.00

Schedule B - Software Application					
Sr. No.	Description	Unit	Qty.	Unit Rate (INR)	Total Amount (INR) - A
1	HMIS Application License, Picture Archival and Communication System License, Integration with Radiology Equipment (3xXray, 2xUSG) & Pathology Equipment Unidirectional/ Bidirectional integration (4 machines as per survey), Integration with HLL Pharmacy, Customization of new requirements (ART, Mortuary, Bio Medical Waste management, Bill Inward & Credit Note, Token Management)	No.	1		₹0.00
2	3D Software For Radiologist Workstation	No.	3		₹0.00
TOTAL FOR SCHEDULE B					₹0.00

Schedule C - Miscellaneous Costs (Installation, Configuration & Training)					
Sr. No.	Description	Unit	Qty.	Unit Rate (INR)	Total Amount (INR) - A
1	Project Implementation Cost (Hardware)	No.	1		₹0.00
2	Project Implementation Cost (Software Installation & Configuration)	No.	1		₹0.00
3	Training & Support Cost - One Time (15 manpower) Till Go-live	No.	1		₹0.00
4	Training & Support Cost - One Time (Software)	No.	1		₹0.00
TOTAL FOR SCHEDULE C					₹0.00

Schedule D - Operations & Maintenance & Manpower cost			A	B	C	D	E
Sr. No.	Description	Qty.	Amount in Rs.				
			1ST Year	2nd Year	3rd Year	4th Year	5th Year
1	Helpdesk Support during O & M (To meet the SLA Requirements) from the Day of GO LIVE	1 Lot					
2	AMC for HMIS Application & PACS for 5 years (Starts After 30 days from the Day of GO LIVE)	1 Lot					
3	Functional Support On Site Manpower during O & M period (Hospital [1] - 3 Staff/Hospital per day (8hrs Shift) & Dispensaries Y1 - 12 Resources Y2 - 10 Resources Y3 - 8 Resources Y4 - 5 Resources Y5 - 5 Resources	1 Lot					
	Sub Total		₹0.00	₹0.00	₹0.00	₹0.00	₹0.00
TOTAL FOR SCHEDULE D (A+B+C+D+E)							₹0.00
	*The above numbers are actual resource availability required onsite, irrespective of weekly-off of the resources.						

Schedule E - Cloud Hosting - DR Setup			A	B	C	D	E
Sr. No.	Description	Qty.	Amount in Rs.				
			1ST Year	2nd Year	3rd Year	4th Year	5th Year
1	Cloud Hosting (only DR Setup)	1 Lot					
	Sub Total		₹ -	₹ -	₹ -	₹ -	₹ -
TOTAL FOR SCHEDULE E (A+B+C+D+E)							Sum(A:E)

The above schedule wise cost should be exclusive of taxes. The applicable GST % should be mentioned separately in below Summarized Cost Table.

Schedule	Quoted Amount	GST %	Quoted Amount (incl. of GST)
Schedule A			
Schedule B			
Schedule C			
Schedule D			
Schedule E			
Total Summarized Quoted Amount (incl. of GST)			
Total Summarized Quoted Amount (incl. of GST) in words			

The bidder shall be evaluated based on L1 Total Summarized Quoted Amount (incl. of GST)

(End of Document)