

RailTel Corporation of India Ltd.

(A Navratna PSU under Ministry of Railways)



NOTICE INVITING EXPRESSION OF INTEREST (Eoi)

Eoi No.: RailTel/Eoi/CO/BD/MSP/2026-27/01 Dated 18.04.2026

Expression of Interest (Eoi) for Selection of Managed Service Partner (MSP) for Cloud Implementation, Migration, and Operations

Issued by:

RailTel Corporation of India Ltd

(A Navratna PSU under Ministry of Railways)

Corporate Office,

Plate-A, 6th Floor, Office Block Tower-2,

East Kidwai Nagar, New Delhi – 110023,

Ph No. +91-011- 22900600

<https://www.railtelindia.com>

Disclaimer

RailTel Corporation of India Ltd. (hereinafter called RailTel) has prepared this Expression of Interest (Eol) document solely to assist prospective bidders in making their decision of whether or not to bid. While RailTel has taken due care in the preparation of information contained herein and believes it to be accurate, neither RailTel or any of its Authorities or Agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. This information is not intended to be exhaustive and interested parties are required to make their own inquiries and do site visits that it may require in order to submit the Eol. The information is provided on the basis that it is non-binding on RailTel, any of its authorities or agencies or any of their respective officers, employees, agents or advisors. The RailTel reserves the right not to proceed with the bidding/Eol process at any stage without assigning any reasons thereof, or to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the Eol further with any party submitting an Eol. No reimbursement of cost of any type will be paid to persons or entities submitting the Eol.

Schedule of Events

1	EoI Document Availability	EoI document will be issued physically post receipt of Token EMD and NDA signed by the authorized signatory of the interested partner. Physical copy of the NDA and proof of Token EMD payment to be submitted at the address mentioned in the notice on or before 21st April 2026 up to 15:00 hrs. The person collecting the physical copy of EoI shall produce authorization letter duly signed by the authorized signatory. NDA format enclosed at Annexure A.
2	Last date for Submission of Pre-bid queries against the end customer requirement	On or before 10:00 Hrs on 24th April 2026 RailTel will invite such bidders for discussion on pre-bid queries which shall be informed at a short notice for meeting on 24th April 2026 (second half).
3	Last date of submission of Techno-Commercial response to EoI	Shall be intimated subsequently
4	Date & Time of Opening of EoI Response	Shall be intimated subsequently
4	Mode of Submission of EoI Response	1. The pre-bid queries to be submitted through email (as listed below) as per the above-mentioned timelines. 2. "Two packet" bid with physical submission in sealed envelope containing Technical Bid and Commercial Bid separately. The physical submission is to be done at the address as mentioned in this EoI notice. 3. EoI response submitted through any other mode will not be accepted.
5	EMD	Token EMD of Rs 50,00,000/- (Indian Rupees Fifty lakhs only) to be transferred through RTGS in RailTel's Account or in the form of Bank Guarantee detailed as under. Online transfer: Bank Name- UNION BANK OF INDIA Bank Account no: 340601010050446 IFSC: UBIN0534064 MICR: 110026012 Account name: RailTel Corporation of India Ltd. Bank and branch Address: Union Bank of India, Yusuf Sarai Branch, C-1, Green Park Extension, Arvindo Marg, New Delhi- 110016

		Bank Guarantee: EMD validity: BG Validity period = 90 days and claim period of 1 year from BG expiry period. (SFMS report guidelines: BG advising message – IFN 760COV/ IFN 767COV via SFMS 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 Note: 1. The amount of Token EMD should be transferred on or before the last date and time of submission (as above) and acknowledgement details (UTR, etc.) should be submitted. 2. It must be ensured by the Bidder that Token EMD amount (in case of online transfer) should be transferred and credited into RailTel's account timely. Due to any reason whatsoever, if the amount does not get credited into RailTel's account then Bid will not be considered and will be rejected. 3. Balance EMD to be submitted by the selected bidder, in the form of Bank Guarantee (BG) of Rs. 1,00,00,000/- (One Crore only) before submission of final bid to the end customer. The validity of the Balance EMD shall be as mentioned in the EOI document, however this validity shall be extended as may be required.
6	Validity of Bid	180 Days

Note: RailTel reserves the right to change the above dates at its discretion. It is the responsibility of the interested partner to keep track of any Corrigenda/addenda issued by RailTel regarding the above-mentioned Eol.

Contact Details

Level 01: Aarushi Sinha / Deputy Manager (BD) / aarushi.sinha@railtelindia.com

Level 02: Alok V. Agnihotri / Group General Manager (BD) / avagnihotri@railtelindia.com

Ph. No.: +91-011- 22900600 **Fax No.:** +91-011-22900699

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

Note:

1. *The Eoi response is invited from empaneled partners of RailTel.*
2. *Eoi document will be only available to the interested empaneled partners, which have shared the signed NDA by the authorized signatory and Token EMD is submitted to RailTel.*
3. *All firms are required to submit hard copy of their Eoi submissions at the above-mentioned address, duly signed by Authorized Signatories having Power of Attorney with Company seal and stamp.*

A. About RailTel

RailTel Corporation of India Ltd (RailTel) a CMMi-Level5 company is one of the largest neutral telecom infrastructure providers in the country owning a Pan-India optic fibre network on exclusive Right of Way (ROW) along Railway track. The OFC network presently reaches to over 4500 towns & cities of the country including several rural areas. With its Pan India high-capacity network, RailTel is working towards creating a knowledge society at various fronts. The portfolio of services provided by RailTel includes Data Centre & DR services, Tele-presence as a service, NLD services, IP-1 services, Internet and Broadband services on a pan-India basis. The major customer segment for RailTel comprises of Enterprises, Banks, Government Institutions/Department, Educational Institutions/Universities, Telecom Service Providers, Internet Service Providers, MSOs, etc. RailTel being a Navratna PSU is spearheading in the enterprise segment with the launch of various services coupled with capacity augmentation in its core network.

RailTel runs MIETY empaneled cloud services (GCC, VPC & Public Cloud) from Gurgaon, Manesar (under process), Secunderabad & Chennai each of which are Tier-III certified Data centers. RailTel is also coming up with a 10MW DC at Noida. RailTel is also establishing 102+ edge DCs across India out of which operations in Gurgaon and Mumbai have started. The DC services are equipped with various quality certification like ISO 9001, ISO 20000-1, ISO 27017, ISO & 27001:2022 certifications, PCI-DSS, SOC-1/2/3 and many more. Presently over 200+ Government organisation incl. Central Ministries, State Govt. departments, PSU and their agencies are using the services from RailTel DCs.

B. Important Instructions to Bidders

1. The interested bidder has to obtain the physical Eoi (having end customer requirements) as per the timelines mentioned in the Eoi notice after completing due process of NDA and token EMD submission.
2. RailTel will invite bidders who have submitted pre-bid queries for discussion on pre-bid queries which shall be informed at a short notice for meeting on 24th April 2026 (second half).
3. The Eligibility requirement mentioned in the EOI Notice is only a preliminary requirement for receiving the EOI document. The complete eligibility shall be based on the specific requirements as specified in the EOI document including on the technical solution.

4. Eligibility Requirement

S.No.	Parameter	Requirement	Documents Required
1	Legal Entity	The bidder must be incorporated under the Indian Companies Act 1956 or Companies Act 2013 with their registered office in India for the last three financial years. The bidder should have a valid PAN Card and Goods and Service Tax Identification Number (GSTIN), as on the last date of submission of Eoi.	I. Copy of PAN Card. II. Copy of GST registration certificate. III. Copy of Certificate of Incorporation under the Companies Act, 1956 / 2013.
2	Turnover	The bidder shall have a cumulative turnover of at least Rs. 500 Crores in the last 3 financial years.	I. A copy of turn over statement duly certified by the CA must be enclosed.
3	Experience	The bidder must have experience of successfully completing/ ongoing project for Managed Cloud Service in the last three Financial Years (2022-23, 2023-24, 2024-25). The individual Contract value for providing Managed Cloud Services: • One Contract of at least INR 100 Crores • Two Contracts of INR 50 Crores each • Three Contracts of INR 25 Crores each	I. Copies of relevant Contracts or Client Certificate/ Contract/ Contract documentation depicting the said experience credentials must be submitted.
4	Non-blacklisting	The bidder should not be backlisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body in India, on the last date of submission of Eoi.	Self-certificate on letterhead signed by authorized signatory
5	Quality Certification	The bidder should submit the copy of below certificates (any three): • ISO 27001 • ISO 20000-1 • ISO 27017 • ISO 27018 • ISO 22301 • CMMi Level 5	Copy of Valid Certificate

Annexure A

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/-)

Non-Disclosure Agreement

This Non-Disclosure Agreement ("Agreement") is between

RailTel Corporation of India Limited (here in after referred as RailTel), a company incorporated under the Companies Act 1956, having its registered and corporate office at Plate-A, 6th Floor, Office Block Tower-2, East Kidwai Nagar, New Delhi-110023 and CIN: L64202DL2000GOI107905 (hereinafter referred to as "Disclosing Party")

And ____<<Bidder's Name>>____, a company incorporated under the Companies Act 1956, with its principal place of business at ____<<Bidder's Address>>__ and CIN: _____ (hereinafter referred to as "Receiving Party")

WHEREAS, in connection with a contemplated business relationship between Disclosing Party and Receiving Party, Disclosing Party desires to disclose to Receiving Party certain confidential or proprietary information ("Confidential Information") for the purpose of the Approved Purpose.

In consideration of the mutual agreements and covenants herein contained, the parties hereto agree as follows:

1. Information

- 1.1. For purposes of this Agreement, "Confidential information" shall include all information or material that is related to the business of the Disclosing Party which
 - (i) may derive economic value, actual or potential, from not being generally known to or readily ascertainable by other persons who can obtain economic value from its disclosure or use; and
 - (ii) is the subject of efforts by Disclosing Party that are reasonable under the circumstances to maintain its secrecy and Classification including:
 - (a) information disclosed in tangible form clearly and conspicuously labeled or marked as Confidential, Classification, Proprietary or some similar warning;
 - (b) identifying any oral presentation or communication as confidential immediately before, during or after such oral presentation or communication; or
 - (c) otherwise treating such information as Confidential.
- 1.2. The provisions of clause 1.1 above shall not apply to the whole or any part of the Information to the extent that it is:
 - (i) trivial or obvious;
 - (ii) already in the other's possession other than as a result of a breach of this clause; or
 - (iii) in the public domain.
- 1.3. For the purposes of this Agreement, Confidential Information would also include information (written or oral) including, but not limited to, drawings, drafts, sketches, designs, work-in-progress, information and details about products or concepts etc. that shall be disclosed to the Receiving Party for the Approved Purpose.
- 1.4. For the purposes of the Agreement, Confidential Information shall also include the list of items in Exhibit A.

2. Approved Purpose

"Approved Purpose" shall mean "**Expression of Interest for Selection of Managed Service Partner (MSP) for Cloud Implementation, Migration, and Operations**" having Scope of Work as described in the Eoi No. RailTel/Eoi/CO/BD/MSP/2026-27/01 Dated 18.04.2026 issued by RailTel.

3. Ownership of Confidential Information

All Confidential Information disclosed by any party shall remain the property of such party. Nothing herein shall require the disclosure of any Confidential Information.

4. Use of Information and Disclosure

The Receiving Party agrees to take reasonable care to safeguard the confidential nature of the foregoing Confidential Information, and such reasonable care shall not be less than the degree of care used to prevent disclosure of its own proprietary material.

Further:

- 4.1. Receiving Party shall use Confidential Information given by the Disclosing Party to Receiving Party hereunder only for purposes related to the Approved Purpose and not for its own use or the benefit of any third party.
- 4.2. Receiving Party will not, without the prior written consent of the Disclosing Party, disclose, give away, divulge, exchange or make known or available in any manner to any person, Disclosing Party, corporation or other entity (whether or not the Receiving Party receives any benefit there from) the Disclosing Party's Confidential Information or any information derived there from to any person other than a director, officer, employee, Receiving Party or other representative ("Authorized Person") who needs to know such Confidential Information in connection with the Services;
- 4.3. Receiving Party shall keep confidential all information (written or oral) concerning the business and affairs of the Disclosing Party that it shall have obtained or received as a result of the discussions leading up to or the entering into or performance of this Agreement (the "Confidential Information");
- 4.4. Receiving Party
 - (i) must receive and hold the Confidential Information in trust and in the strictest confidence;
 - (ii) must protect the Confidential Information from disclosure and in no event take any actions causing, or fail to take actions necessary in order to prevent, any Confidential Information to lose its character as Confidential Information and
 - (iii) must not use, reproduce, distribute, disclose or otherwise disseminate the Confidential Information except in connection with the Services. Any and all reproductions of the Confidential Information must prominently contain a "Confidentiality and/or Proprietary" Label;
 - (iv) must not transmit or transfer or share the documents in physical or online mode like email, WhatsApp, other messaging platforms and must not upload it on any other online or AI platform within or outside the organisation.
- 4.5. Receiving Party shall be under no obligation if any Confidential Information:
 - (i) is or becomes part of the public domain other than by breach of this Agreement by Receiving Party;
 - (ii) is released to the public in writing by the Disclosing Party;
 - (iii) is developed by the Receiving Party independent of any Confidential Information;
 - (iv) is rightly received by Receiving Party from a third party; or
 - (v) is known to the Receiving Party prior to receipt hereunder and can verify such knowledge.

5. Return of Information

Upon the written request of Disclosing Party or following the termination of this Agreement, Receiving Party shall return or destroy all Confidential Information of the Disclosing Party and any notes, correspondence, analyses, compilations, documents or other records containing Confidential Information, including all copies

thereof, then in the possession of the Receiving Party or its representatives, except that a copy of such materials may be maintained by the legal counsel of the Receiving Party so long as such information is maintained as confidential pursuant to the terms of this Agreement. Any such return of Confidential Information shall not abrogate the continuing obligations of the Receiving Party under this Agreement.

6. Permitted disclosure

- 6.1. The Receiving Party shall take all practical steps to keep the Disclosing Party's Confidential Information confidential and shall restrict access to the Confidential Information to those employees, agents and professional advisers to whom disclosure is necessary in pursuit of the Approved Purpose. Each Party shall inform all such employees, agents and professional advisers of the provisions of this Agreement and shall be responsible for ensuring compliance with the said provisions by all such employees, agents and professional advisers.
- 6.2. In the event that the Receiving Party is required by law or legal process to disclose the Disclosing Party's Confidential Information, the Receiving Party shall notify the Disclosing Party in writing prior to making such disclosure in order to facilitate seeking a protective order or other appropriate remedy from the proper authority; and that the Parties agree to cooperate with each other in seeking such court order or other remedy, and further agree that if the Receiving Party is not successful in obtaining such court order, it will furnish only that portion of the Confidential Information that is legally required and will exercise all reasonable efforts to obtain reliable assurances that confidential treatment will be accorded the Confidential Information.

7. Term

The term of the Agreement will remain in effect with the respect to any Confidential Information for the period of 5 years from the time of its disclosure.

8. Acknowledgements and Disclaimers

- 8.1. All Confidential Information is provided "AS IS" and without any warranty, express, implied or otherwise, including but not limited to any warranties regarding its accuracy, completeness, performance or non-infringement of third-party rights or its merchantability or fitness for a particular purpose. Receiving Party must make its own assessment of the other party's Confidential Information and must satisfy itself as to its accuracy and completeness.
- 8.2. Disclosing Party is not obliged to enter into any further agreement or discussion with the Receiving Party or to refrain from entering into an agreement or discussion with a third party as a result of the entry into this Agreement.
- 8.3. Any reliance by the Receiving Party, or other person, on any Confidential Information is solely at its own risk.

9. Representations and Warranties

- 9.1. The Disclosing Party warrants that it has all necessary rights to disclose lawfully the Confidential Information and Confidential Information has not been provided in breach of any other agreement or arrangement with third parties.
- 9.2. Each party warrants that it is a corporation with full corporate power and authority to enter into and do all things necessary for the performance of this agreement. Each signatory to this agreement warrants that he or she is authorized to sign on behalf of the corporation for whom he or she acts.

10. Independent Contractor Status

The parties agree that Receiving Party shall be an independent contractor and not an agent, employee or representative of Disclosing Party. Nothing in this Agreement will be deemed to create any joint venture, partnership or principal-agent relationship between Disclosing Party and Receiving Party, and neither will hold itself out in its advertising or in any other manner which would indicate any such relationship with the other.

11. No Publicity

The Receiving Party agrees that it will not, without the prior written consent of the Disclosing Party, issue any press release or announcement or otherwise disclose the existence or nature of any discussions or negotiation with the Disclosing Party, this Agreement and the Services.

12. No Assignment

This Agreement may not be assigned by the Receiving Party without the prior written consent of the Disclosing Party, which consent shall not be unreasonably withheld. The Disclosing Party may assign its clients and obligations to any other person or Disclosing Party, and give a 30-day written notice to the Receiving Party prior to doing so.

13. Severability

If any provision of this Agreement shall be held invalid in a court of law, the remaining provisions shall be construed as if the invalid provision were not included in this Agreement.

14. Waiver

No failure or delay on the part of either party in exercising any right, power or privilege under this Agreement will operate as a waiver thereof, nor will any single or partial exercise of any such right, power or privilege or of any other right, power or privilege operate as a waiver of any subsequent exercise thereof.

15. No License

By disclosing information or executing this agreement, the Disclosing Party does not grant any license, explicitly or implicitly, under any trademark, patent, copyright, mask work protection right, trade secret or any other intellectual property right to Receiving Party.

16. Force Majeure

If at any time during the existence of this contract, either Party is unable to perform whole or in part any obligation under this contract, because of war, hostility, military operations of any character, civil commissions, sabotage, quarantine restrictions, acts of Government, fire, floods, explosions, epidemics, strikes or other labor trouble embargoes and any other matter beyond human control/capability, then the date of any obligation shall be postponed during the time which such circumstances are operative.

17. Governing Law; Dispute Resolution

This Agreement shall be construed according to and governed by the Honorable Courts of New Delhi, India,

without regard to the conflicts of laws or provisions thereof. All legal proceedings, including the rendering of any award, shall take place in New Delhi, India, which shall be the exclusive forum for resolving any dispute, controversy or claim arising out of or related in any manner to this Agreement.

All the disputes, differences, controversies / differences of opinions, breaches and violation arising from or related to the agreement arises out of this Agreement between parties then same shall be resolved by mutual discussions / reconciliations in good faith.

In the event that any dispute or difference relating to the interpretation and application of the provisions of this Contract is not settled amicably, the dispute shall escalate to arbitration to be conducted by sole arbitrator to be mutually nominated by the Parties. The proceedings shall be governed by the Arbitration and Conciliation Act, 1996 as amended. The language of the arbitration shall be English, and the arbitration venue will be New Delhi. The decision of the sole arbitrator shall be final and binding on the parties.

18. Injunctive Relief

- 18.1. The Parties acknowledge that compliance with this Agreement is necessary to protect the goodwill and other proprietary interests of the Disclosing Party and that a breach of this Agreement will give rise to irreparable and continuing injury to the Disclosing Party which is not adequately compensable in monetary damages or at law. Accordingly, the Parties agree that the Disclosing Party may obtain injunctive and other equitable relief against the breach or threatened breach of the foregoing provisions, in addition to any other legal remedies that may be available under this Agreement. If the Disclosing Party shall make application to a court of competent jurisdiction for injunctive relief to enforce this Agreement, the Receiving Party waives, to the greatest extent permissible, any requirement that the Disclosing Party post bond or other security as a precondition to an injunction, whether temporary or permanent.
- 18.2. Each Party agrees that if the Receiving Party shall violate any of the obligations under this Agreement, the Disclosing Party shall be entitled to an accounting and repayment of all profits, compensation, commissions, remuneration, or other benefits that the Receiving Party or any third party given access to (or possession of) the Disclosing Party's Confidential Information, directly or indirectly, by the Receiving Party, directly or indirectly, has realized and/or may realize as a result of, growing out of, or in connection with such violation. These remedies shall be in addition to, and not in limitation of, any injunctive relief or other rights to which the Disclosing Party is or may be entitled at law, or in equity, or under this Agreement.
- 18.3. In the event either Party initiates action to enforce its rights hereunder, the prevailing party shall recover from the non-prevailing party its reasonable expenses, court costs, including taxed and untaxed costs, and reasonable attorneys' fees, whether suit be brought or not.

19. Electronic Signature

19.1. Counterparts:

This Agreement may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument. To expedite the process of entering into this Agreement, the parties agree that signed Transmitted Copies shall be deemed equivalent to original documents until such time as original documents are executed and delivered.

19.2. Notice:

All notices under this Agreement shall be in writing and shall be deemed given:

- (a) when personally delivered; or
- (b) when sent by confirmed fax; or
- (c) when sent by confirmed e-mail; or
- (d) when sent by pre-paid first-class post to the address of the party set out in this Agreement or (if any) such address as such party last provided to the other by written notice.

20. Final Agreement

This Agreement terminates and supersedes all prior understandings or agreements on the subject matter hereof. This Agreement may be modified only by a further writing that is duly executed by both Parties.

21. Headings

Headings used in this Agreement are provided for convenience only and shall not be used to construe meaning or intent.

SIGNATURE: The Parties have executed this Agreement on _____, 2026.

Signed for and on behalf of RailTel Corporation of India Limited:	Signed for and on behalf of _____ <<Bidder's Name>> _____:
Signature: _____	Signature: _____
Name: _____	Name: _____
Designation: _____	Designation: _____

Witness-1:

Name: _____

Designation: _____

Witness-2:

Name: _____

Designation: _____
