

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/ITP/2023-24/IT services to RCIL customer/08 dated 06.10.23

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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/ITP/2023-24/IT services to RCIL customer/08

Dated 06.10.2023

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:

1	Last date for submission of EOIs by bidders	12.10.2023 before 15:00Hrs.
2	Opening of bidder EOIs	12.10.2023 at 15:30Hrs.
3	Earnest Money Deposit (EMD)	Rs. 5 Lakh
4	Number of copies to be submitted for scope of work	01 in Hard Copy

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

Contact: Naresh Kumar
Position: DGM/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 Signatory.
- II. The EOI response is invited from empanelled partners of RailTel. Only RailTel empanelled 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. There is requirement of providing ICT Infra Items supply, installation and support for one of RCIL's government customer. RailTel will obtain best Rates from its empanelled partner and will submit a techno-commercial proposal to its customer by adding RailTel margin. If RCIL receive PO from customer RailTel will issue the purchase order to its selected partner on back to back basis.

3. Scope of Work

The vendor is required to provide Application operations and maintenance services for RCIL Customer as per SOR. Detailed Scope of work is provided under Annexure-I and Annexure II.

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.

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

7. Payment terms

- 7.1. All payment terms shall be in accordance with agreement between RailTel and Customer.
- 7.2. RailTel will make payment to selected firm after receiving payment from customer and on submission of Tax invoice by Firm to RailTel.
- 7.3. Any penalty/deduction made by customer shall be passed on to the selected firm on proportionate basis.

8. Schedule of Rates (SOR)

SN	Item Description	Qty	Man Month Rate	Number of Months	Total charge (3 years charge for 20 resources)	GST on Total Charges	Total Rate including GST
1	IT resource for SAP Application O&M	20		36			
2	IT resource for SWMS Application O&M	2		36			
3	SOR Total						

Amount in words : _____

9. Qualification for Participation

- 9.1. The Applicant should be an empanelled RailTel partner having a valid Permanent Account Number (PAN), Goods and Service Tax Identification Number (GSTIN). Copy of documents in this regard is to be submitted.
- 9.2. The Applicant should not be black listed during last three years by any State / Central Government / PSU / Autonomous Body as on the last date of EOI submission. A Self-Declaration on letter head is to be submitted in this regard.
- 9.3. There should not be any ongoing or past, arbitration case(s) between RCIL and Applicant on the last date of submission of EOI. Self-Declaration on letter head is to be submitted in this regard.
- 9.4. Bidder should have relevant experience in Oracle EBS or SAP application implementation or support for any government customer. Copies of Work Order and completion certificates to be submitted.

10. Evaluation criteria

Only technical qualified bidder will be eligible for opening the financial bid . Based on the lowest price offered under financial bid as mention under clause no 8 by the technical eligible bidder, L1 will be selected. If required, the L1 bidder may be called for negotiation. A Tender Committee would be carrying out the evaluations. RCIL shall evaluate the responses to this EOI and scrutinize the supporting documents / documentary evidence. Inability to submit the requisite supporting documents / documentary evidence, may lead to rejection. The decision of RCIL in the evaluation of EOI responses shall be final. During the EOI response evaluation, RCIL reserves the right to reject any or all the EOI responses.

11. 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.

Packet I - Technical BID should consist the following:

1. Covering Letter
2. EMD fee through online transfer in RailTel bank account or DD
3. Signed and Stamped EOI Document
4. RailTel's Empanelment letter/LOI
5. GST and PAN documents
6. Deviation statement and Clause wise compliance sheet (clause No.-22)
7. Self Declaration of Non Blacklisting as per Clause 9.2
8. Self Declaration of No past / ongoing arbitration with RCIL as per Clause 9.3
9. Format for Providing Bidder's Information – Clause 21.
10. Experience documents as per Clause 9.4
11. Any other relevant documents

Packet II - Financial BID as per Clause 8

1. Submission of Duly filled SOR as per Clause Number 8.

Both the Packets i.e. Packet – I and Packet – II should be separately put in a common Envelope. The envelope also needs to be sealed, signed and stamped clearly mentioning of EOI number, EOI name, addressed to the EOI inviting officer as well as Bidding Agency Name and Contact person.

12. Period of Validity of bids and Bid Currency

Bids shall remain valid for a period of 180 days from the date of issue of Customer PO to RailTel. The prices in the bid document to be expressed in INR only.

13. 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.

14. Earnest Money Deposit (EMD)/ Bid Security

- 14.1. 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. RailTel Bank details for online EMD amount payment is as under:

Account No. 340601010050446
IFSC: UBIN0534064
Name: RailTel CO Collection A/c
Bank: Union Bank of India

- 14.2. 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.
- 14.3. Offers not accompanied with Earnest Money shall be summarily rejected.
- 14.4. 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.
- 14.5. 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 7.
- 14.6. Earnest Money will bear no interest.

15. Security Deposit / Performance Bank Guarantee (PBG)

- 15.1. In case RCIL submits PBG to its Customer then Successful bidder has to furnish security deposit in the form of Performance Bank guarantee (with same %age as mentioned in agreement with RailTel and its customer) of issued PO/ LOA value, 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.
- 15.2. The Performa for PBG is given in Form No. 1. If the delivery period gets extended, the PBG should also be extended appropriately.
- 15.3. The security deposit/PBG shall be submitted to Corporate Office & will bear no interest.
- 15.4. 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.
- 15.5. 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.
- 15.6. Any performance security upto a value of Rs. 5 Lakhs is to be submitted through DD/Pay order / online transfer only.

16. **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.

17. **Late Bids**

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

18. **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.

19. **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.

20. **Variation in Contract**

+/-50% variation may be operated on SOR during the period of Project Schedule with the approval of competent authority with similar terms and procedure as specified in the agreement.

In case of additional requirement under customer project for similar items as mentioned under clause number 8 "SOR", RailTel may place additional purchase order to selected bidder with same commercials and terms & conditions. In case of additional requirement from customer for any sub item under SOR during contract period, additional PO can be issued to selected bidder as per customer requirement and after approval of RailTel competent authority.

21. **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		Last Name	
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			

22. Format for statement of Deviation/Compliance

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

SN	CLAUSE No.	Deviation (NIL or Yes)	REMARKS (Including Justification for deviation)	Fully Complied (Yes or No)

Note: In case of no deviation, bidder shall fill up above format with NIL deviation and submit along with Bid document.

23. Period of Association/Validity of Agreement

The initial contract period shall be for the period of 3 years from commissioning of project, however the contract period can be terminated earlier or extended further based on requirement of customer on same terms and conditions and as per approval of RailTel competent authority.

24. Delivery timelines

Selected firm will Provide Operations and maintenance services within 2 – 3 weeks from date of issuance of PO.

25. Other Terms and Condition

1. Bidders are requested to quote their best prices.
2. Unless otherwise specified all prices quoted must remain firm except for statutory variation in taxes and duties during contractual delivery period. Any increase in taxes and duties after expiry of the delivery period will be to vendor account.
3. Offer should preferably be typewritten and any correction or over- writing should be initialed. Rates to be indicated both in words and figures.
4. Sealed offer in envelope super scribing tender enquiry number and due date of opening must be sent by Registered or Speed Post or to be dropped in the Tender Box specified for the purpose. Offers received after specified date and time are liable to be rejected.
5. Offer should be valid for a minimum period of 180 days from the date of issue of Customer PO to RailTel.
6. Printed conditions on the back side of the offers will be ignored.
7. Any increase in taxes and duties after expiry of the delivery period will be to supplier's account. This will be without prejudice to the rights of RCIL for any other action including termination.
8. RCIL shall have the right to terminate the contract by giving 30 days notice without assigning any reasons thereof. However, in the event of any breach of terms of the contract, RCIL will have right to terminate the contract by written notice to the Seller.
9. FORCE MAJEURE: Any delay or failure to perform the contract by either party caused by acts of God or acts of Government or any direction or restriction imposed by Government of India which may affect the contract or the public enemy or contingencies like strikes, riots etc. shall not be considered as default for the performance of the contract or give rise to any claim for damage. Within 7 days of occurrence and cessation of the event(s), the other party shall be notified. Only those events of force majeure which impedes the execution of the contract at the time of its occurrence shall be taken into cognizance.
10. In case of any dispute or difference arising out of the contract which cannot be resolved mutually between RCIL and vendor, it shall be referred to a Sole Arbitrator to be appointed by the CMD, RCIL.
11. The Arbitration and Conciliation Act, 1996 and rules made there under shall apply to the Arbitration Proceedings.
12. The contract shall be governed by and construed according to the laws in force in India and subject to exclusive jurisdiction of the Courts of Delhi only.
13. RCIL may place the order in full or partial manner based on customer requirement.
14. Joint venture or consortium is not allowed.

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26. Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

EoI Reference No: RCIL/EOI/CO/ITP/2023-24/IT services to RCIL customer/08 dated 06.10.23

Date

:

To,

DGM/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 issue of Customer PO 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

**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 (hereinafter called "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 2023

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:

- 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

Annexure – I

SWMS

System specifications

- 1) Software: Tomcat 8.5 and Java (JDK 1.8, JRE 1.8)
- 2) Database: Microsoft SQL Server (Clustered)
- 3) Available landscapes:

Production

There are 2 IPs configured for load balancing. The selection algorithm for the IP is handled by the Single Sign-On. User authentication is verified by the single sign-on and validated user is directed to SWMS.

Quality

There is a single IP and a separate database instance for quality. Any changes to be shifted to production are tested and approved in quality environment.

DR

A separate DR server (application IP and database) is available.

- 4) Third party services:

NewGen – All the documents uploaded by user in SWMS are sent to NewGen system. All operations like Add, View and Delete for document are handled through webservice.

Email – Email is fired using SMTP.

SAP Integration – Receiving and sending data to SAP is handled by database staging tables.

VPN – SWMS Support team accesses the application using VPN.

Support

- Level 1 support: (Interfacing with users, training and guidance) is managed by LnT Mindtree
- Level 2 support – Debugging, bugs resolution, minor changes to UX, and other backend activities are managed by Simsoft as per directions by LnT Mindtree team.
- Support issues examples:
 - RAB and PMC bill deletion
 - RAB and PMC bill retrigger
 - Changing user roles
 - Incorporate credit notes generated in SAP to SWMS.
 - Manage deleted items in a PO
 - Contract and PO deletion in SWMS
 - Open quantity reconciliation checks
- This is not a T&M contract, but a lumpsum contract.

Annexure – II

Scope of Work: SAP

Following module are implemented and require support .

The scope of work can be divided into the following heads –

1. User Support and Maintenance of the Integrated IT application.

1.1 Application monitoring and Compliance to Service Level Agreements.

- Monitor RVNL's ERP application on a day-to-day basis to ensure that it functions reliably.
- Monitor application to ensure that the application does not suspend, hang etc.
- Monitor components, including but not limited to, Application servers, Web Servers, Middleware and other Servers on an ongoing basis to ensure smooth functioning of the applications.
- Ensure compliance to uptime and performance requirements of ERP solution as indicated in the SLA (Appendix I) and any major changes to the software shall be planned accordingly by the System Integrator for ensuring the SLA requirements.
- Ensure the accuracy and timeliness of data uploaded as received.
- Resolve and report the data discrepancies to the designated RVNL persons.
- The System Integrator shall submit a document on the performance of the ERP application against the desired SLA on a Quarterly basis.

1.2 Application support including modifications and integration with future systems.

- Enhancement / modifications with respect to new / enhanced / enriched functionality.
- Ensure the desired functioning of the Interface / integration.
- Test scripts preparation and interim application testing.
- Application installation and testing whenever required.
- Modification / development of reports.
- Provide technical support on system parameters and requirement for RVNL's Enterprise Applications Software.
- Manage the database administration according to the agreed standards.
- Present relevant information and training if applicable and necessary regarding the use and functions of new products and services to a defined number of relevant Users designated by RVNL.
- Provide handholding support to end users in carrying out the business process transactions.

1.3 Bugs / Fixes Management. System Integrator should ensure following steps involved for this-

- Problem definition.
- Context definition (through functional teams as per requirements).
- Request Analysis by System Integrator.
- Priority Categorization.
- Logging with OEM and tracking to resolution.

The System Integrator shall be responsible for the following.

- Updating all available patch/ updates to the ERP solution.
- Ensuring proactive and timely support in identification and provision of solutions including OEM Support for resolution.
- Timely logging of Bugs/Problems.
- Daily / Weekly / Monthly Status Reports to RVNL & other Project Stakeholders.

1.4 Software Change and Version Control.

- The System Integrator shall maintain version control and configuration information for any system documentation and application software.
- All Change Requests submitted by the System Integrator will contain an effort estimate, which would be discussed with and approved by RVNL. RVNL may ask the System Integrator to provide justification using standard methodology like Function Point Analysis or any similar method.
- The System Integrator shall submit a Quarterly Report on the changes performed on the application and resolution of malfunctions carried out by the system Integrator.
- Troubleshoot all possible problems, monitor erratic behavior through the Application Logs.
- All planned changes to application systems shall be coordinated within established Change Control processes to ensure that:
 - Appropriate communication on change required has taken place.
 - Proper approvals have been received.
 - Schedules have been adjusted to minimize impact on the production environment.

- For any changes to the software, System Integrator shall submit a document indicating proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc.
- The System Integrator is required to obtain approval from RVNL for all the proposed changes before implementation of the same into production environment and such documentation is subject to review at the end of each quarter of operations & maintenance support.
- The System Integrator is required to keep all such documentation up to date to reflect the latest enhancements/modifications made to the application. All documentation should be prepared as per latest industry standards and should incorporate necessary version control mechanism.

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