

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

**Expression of Interest for Selection of Partner  
from Empaneled Business Associate for EXCLUSIVE PRE-BID TEAMING  
ARRANGEMENT**

**For**

**Selection of Managed Service Provider for Supply, Operations and Management of ZTNA  
Solution/Licenses.**

**EOI No: RailTel/EOI/COMKTG/NIC/ZTNA/2025-26/10 dated 28<sup>th</sup> January 2026**

## EOI NOTICE

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

**EOI No: RailTel/EOI/COMKTG/NIC/ZTNA/2025-26/10 dated 28<sup>th</sup> January 2026**

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel's Empaneled Partners for the selection of suitable partner as Exclusive pre bid teaming arrangement for **“Supply, Operations and Management of ZTNA Solution/Licenses.”**

The details are as under:-

|   |                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Last date for submission of Technical Packet against EOIs by bidders                                    | 06 <sup>th</sup> February 2026 at 16:00 Hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2 | Opening of Technical Bid of EOIs                                                                        | 06 <sup>th</sup> February 2026 at 16:30 Hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3 | Bid Validity Period                                                                                     | 210 days (180+30 days) from date of submission of Bid to end customer by the RailTel                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 4 | EOI fees inclusive tax (Non-refundable)                                                                 | Rs. 5,900/- (Five Thousand Nine Hundred only)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 5 | Token EOI EMD                                                                                           | <p>Rs. 5,00,000/- (Five Lakh Rupees Only) to be submitted along with EOI</p> <p><b>(To be submitted via online bank transfer only).</b></p> <p>RailTel Bank Details:<br/>Union Bank of India, Account No. 340601010050446, IFSC Code – UBIN0534064.</p> <p>Partner needs to share the online payment transfer details like UTR No. date and Bank along with the proposal.</p>                                                                                                                                                  |
| 6 | <p>Balance EMD</p> <p>(To be submitted by the shortlisted Business Associate to be intimated later)</p> | <p>Balance EMD for Rs. 95,00,000/- (Ninety Five Lakhs Rupees Only)</p> <p>To be submitted by shortlisted Business Associate, in the form of BG or online transfer before RailTel submits its bid to the end customer.</p> <p><b>i) In Case of Balance EMD is submitted in the form of Bank Guarantee:</b></p> <p>(SFMS report guidelines: -</p> <p>BG advising message – IFN 760COV/ IFN 767COV via SFMS</p> <ul style="list-style-type: none"> <li>To mandatory send the Cover message at the time of BG issuance.</li> </ul> |

|  |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <ul style="list-style-type: none"> <li>• IFSC Code of ICICI Bank to be used (ICIC0000007).</li> <li>• Mention the unique reference (RAILTEL6103) in field 7037.)</li> </ul> <p><b>ii) In case Balance EMD is submitted through Online Transfer, the same may be transferred in the following Bank Account.</b></p> <p>RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code – UBIN0534064.</p> <p>Partner needs to share the online payment transfer details like UTR No. date and Bank along with the proposal.</p> <p><b>iii) Insurance Surety Bond (Refer Annexure-7)</b></p> <p><b>Note:</b> The validity: BG/Surety Bond validity period (210 days) + 2 months and claim period of 1 year from BG expiry period.</p> |
|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

Contact: Shashidhar Uppal  
Designation: GM/EB/CO  
Email: 3pprox\_uppal@railtelindia.com

Contact: Rahul Agarwal  
Designation: GM/Finance/CO  
Email: carahul@railtelindia.com

Contact: Himanshu Kumar  
Designation: GM/CNOC  
Email: himanshu@railtelindia.com

**Note: -**

1. Empaneled partners are required to submit a soft copy of the technical packet through an e-mail at [eoiebco3@railtelindia.com](mailto:eoiebco3@railtelindia.com), duly signed by Authorised Signatories with the Company seal and stamp.
2. The EOI response is invited from eligible **Empanelled Partners of RailTel only**.
3. All the documents must be submitted with **proper indexing** and **page no**.

4. This is an **exclusive pre-bid partnership arrangement with an empaneled business associate of RailTel for participating in the end customer RFP**. The selected partner's authorized signatory has to give an undertaking they will not submit directly or indirectly their bids and techno-commercial solution/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to the end customer organization by RailTel). This undertaking has to be given with this EOI Response.
5. **Transfer and Sub-letting**. The Business Associate has no right to give, bargain, sell, assign, or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

## **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.

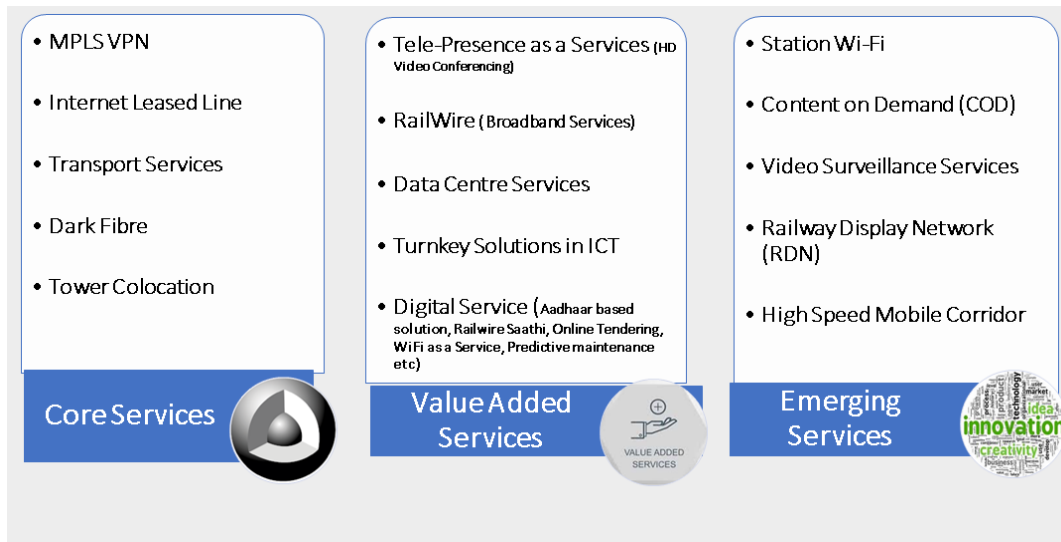
RailTel has approximately 61000 kms of OFC along the protected Railway tracks. The transport network is built on high-capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon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

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

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

### **Licenses & Service portfolio:**

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



#### a) Carrier Services

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of 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 centers in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centers. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access the government's intranet, applications securely from anywhere without compromising security.

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- 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 a unique service model of providing high-def 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, especially during this pandemic situation.

**e) Retail Services – Rail Wire**

RailWire: Triple Play Broadband Services for the Masses. RailTel has a unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering & maintaining broadband services and up to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 5,70,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization's officers colonies and residences.

**1. Project Background and Objective of EOI**

RailTel intends to select the partner for **“Supply, Operations and Management of ZTNA Solution/Licenses.”** (Refer end customer's RFP GeM Bid No. GEM/2025/B/69327831dt. 02-12-2025 )

RailTel invites EOIs from RailTel's Empaneled Partners for the selection of suitable partner for participating in the below mentioned work for the agreed scope work. The empaneled partner is expected to have excellent execution capability and a good understanding of the customer local environment.

**2. Scope of Work:**

**“Supply, Operations and Management of ZTNA Solution/Licenses.”**

2.1 Purchaser (end customer) envisages to select a Managed Service Provider who will supply, install, implement, support, maintain and operate, the Zero Trust Network Access (ZTNA) licenses/solution for endpoints deployed across Ministries/Departments/User Organisations for a period of three years (extendable up to two years based on mutual agreement between MSP (in case RCIL is selected for this tender by NIC) as per the T&Cs given in the EOI/ NIC bid document. That solution must enable secure application access by ensuring seamless, connectivity across all the endpoints in Government Departments/Ministries. The selected MSP shall be responsible for implementation and managing day to day operations of the solution throughout the Contract Period as mentioned in the bid Document.

2.2. The selected MSP shall ensure the seamless integration of the provided ZTNA licenses to fully utilize the security benefits they offer.

2.3. The Licenses procured as part of this Bid will be used for securing services under Zero Trust Network Access (ZTNA) for continued protection of critical infrastructure through secure, policy-driven access management and enforcement of least-privilege principles.

2.4. The selected MSP must also get the security audit by Cert-In empanelled auditor as per the

scope of work and periodicity given in the bid document. The selected MSP shall integrate all the systems/components in the proposed solution with the current cyber security and IT operation systems of the Purchaser that include but not limited to Ticketing Platform, SOC, SIEM, SOAR, SSO, PIMS, ITAM, NTP, LDAP, AAA, Email, SMS gateway, Web Proxy etc. and all other cyber security and operations management systems which will be deployed from time to time.

2.5. The selected MSP shall ensure that all components (e.g. Hardware, software, etc) of the solution is free from any malicious code, hidden threats, or vulnerabilities that could compromise the Integrity, Confidentiality and Availability of Government data and systems.

2.6. In the event of non-compliance or detection of any malicious component at any stage, the MSP shall cooperate fully with NIC to investigate and remediate the issue. Consequences of such incidents, if any, shall be determined based on the nature and severity of the issue and in accordance with due process, which may lead to disqualification including blacklisting, and/or legal action as deemed appropriate by NIC.

2.7. Remote troubleshooting sessions will not be provided to the MSP/OEM due to the critical nature of the system.

2.8. The supplied Hardware and Software used for hosting ZTNA Solution must be capable of scaling to accommodate up to 25% of additional licenses and the cost of same shall be borne by the MSP.

2.9. Sub-contracting is strictly prohibited at any stage of the execution of this bid, except for the CERT-In empanelled auditor, who will be responsible for conducting the security audit under section 4.7, 'Audit'.

2.10. The quantity of required licenses is defined in table 3 during the Contract period.

Detailed scope & specification of items are mentioned in end customer RFP with latest corrigendum (GeM Bid No. GEM/2025/B/6932783 dt. 02-12-2025)

The above scope of work is indicative and the detailed scope of work is given in the end customer tender documents with latest amendments and clarifications.

In case of any discrepancy or ambiguity in any clause / specification pertaining to scope of work area, the RFP released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/MSA/SLA also included).

**Inspection:** The selected partner shall be fully responsible for ensuring compliance with the inspection, testing, and quality assurance requirements as stipulated in the end customer's RFP. All materials, equipment, and related works shall undergo inspection and testing in accordance with the specified technical standards, codes, and practices at the partner's own cost. The partner shall provide all requisite test reports and extend full access and cooperation to the inspecting authorities nominated by the end customer and/or RailTel. RailTel reserves the right to conduct independent inspections or participate jointly with the end customer during any stage of the project. Any failure to adhere to the prescribed inspection norms or the use of unapproved/rejected materials shall be solely at the partner's risk and cost. The inspection and testing processes shall be completed to the full satisfaction of the inspection authority before acceptance of the material.

Consortium and Sub-contracting are not allowed in this bid except for the CERT-In empaneled auditor, who will be responsible for conducting the security audit (in case required by NIC)

**Special Note:**

- RailTel may retain any portion of the work mentioned in the end organization RFP, where RailTel has competence so that the overall proposal becomes the most winnable proposal.
- All terms and conditions will be as per end customer RFP. (GeM Bid No. GEM/2025/B/6932783 dt. 02-12-2025).

### **BoQ**

| S. No. | Licenses                         | Estimated Quantity |
|--------|----------------------------------|--------------------|
| 1      | Zero Trust Network Access (ZTNA) | 3,00,000           |

## 4. Response to EOI guidelines

### 4.1 Language of Proposals

The proposal and all correspondence and documents shall be written in English in soft copy through an email.

### 4.2 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 before selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

### 4.3 EOI response 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 by the bidder including the closing page in token of his having studied the EOI document and should be submitted along with the bid.

### 4.4 Period of Validity of Bids and Bid Currency

Bids shall remain valid for 210 (180+30) days from the last date of submission of bids to the end Customer organization.

### 4.5 Bidding Process

**The bidding process as defined in para 4.10 & 6.**

### 4.6 Bid Earnest Money (EMD)

- 4.6.1** The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of "RailTel Corporation of India Limited" along with the offer. This will be called **EOI EMD**.

- 4.6.2 Offers not accompanied by valid EOI Earnest Money Deposit shall be summarily rejected.
- 4.6.3 In case of Bidder's offer is selected for bidding, bidder has to furnish Balance Earnest Money Deposit (EMD) for the bid to RailTel for the amount as mentioned in this EOI Notice. The selected Business Associate shall have to submit balance EMD amount in proportion to the quoted value/scope of work to RailTel before submission of bid to end customer.
- 4.6.4 **Return of EMD for unsuccessful Business Associates:** EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process.
- 4.6.5 **Return of EMD for successful Business Associate:** EOI-EMD & Earnest Money Deposit (balance proportionate EMD) if applicable of the successful bidder 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. 4.7) from Business Associate whichever is later.
- 4.6.6 **Forfeiture of EOI EMD or EOI EMD & EMD (balance proportionate EMD) and or Penal action as per EMD Declaration:**
- 4.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during the validity period.
- 4.6.6.2 In case of non-submission of SD/PBG (as per clause no. 4.7) leads to forfeiture of EOI EMD, EMD (balance EMD) if applicable and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.

#### 4.7 Security Deposit / Performance Bank Guarantee (PBG)

- 4.7.1 In case the bid is successful, the PBG of the requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel.
- 4.7.2 As per work share arrangements agreed between RailTel and Business Associate, the PBG will be proportionately decided and submitted by the selected Business Associate.

#### 4.8 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel at the email address specified in the EOI Notice not later than the specified date and time mentioned in the EOI Notice.

#### 4.9 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.

No Business Associate shall be allowed to withdraw the response after the last date and time for submission.

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest

Money Deposit shall be forfeited and all interests/claims of such Business Associate shall be deemed as foreclosed.

#### 4.10 Details of Financial bid for the above-referred tender

Business Associate meeting eligibility criteria will be selected for the financial bid opening.

Business Associate with lowest (L1) offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.

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

#### 4.11 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.

#### 4.12 Period of Association/Validity of Agreement

RailTel will enter into a pre-bid agreement with selected bidder with detailed Terms and conditions.

### 5. Eligibility Criteria for Bidding Business Partner of RailTel

| Criteria No. | Particulars                                                                                                                                                                                                                                                                                                   | Criteria for Tender Package<br>(Mandatory Compliance & Document Submission)                                                                                                                                                                                                                                                                               |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A)</b>    | <b>Financial Conditions</b>                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                           |
| i)           | The Bidder must be incorporated and registered in India under the Indian Companies Act 1956/ 2013 LLP Act 2008 / Partnership Act 1932 & subsequent amendments thereto and shall have been operating for the last three years as on 31st March 2025 (including name change/ impact of mergers or acquisitions) | <div> <div>i. Certificate of incorporation / Certificate of Commencement</div> <div>Valid documentary proof of:</div> <div>ii. Certificate consequent to change of name if applicable.</div> <div>iii. Copy of Memorandum of Association (if applicable)</div> <div>In addition, the bidder shall also submit last 3 audited balance sheets.</div> </div> |

| Criteria | Particulars                                                                                                                                                                                                                                                                                                                                                                                                                                                | Criteria for Tender Package                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No.      |                                                                                                                                                                                                                                                                                                                                                                                                                                                            | (Mandatory Compliance & Document Submission)                                                                                                                                                                                                                                                                                                                                                                                                             |
| ii)      | <p>The Bidder must have a registered number of:</p> <ul style="list-style-type: none"> <li>• GST Registration.</li> <li>• Income Tax number / PAN / TAN.</li> </ul>                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>• Certificate of GST registration.</li> </ul> <p>Copy of PAN / TAN / Income tax number.</p>                                                                                                                                                                                                                                                                                                                       |
| iii)     | <p>The Bidder must have a Cumulative Turnover of not less than INR 510 Crore (Five Hundred and Ten Crores) in any three financial years from FY 2021-22, 2022-23, 2023-24 and 2024-25 from ICT/Cloud services/Cyber Security services.</p> <p>Note - This must be the individual company turnover and not of any group of companies.</p>                                                                                                                   | <p>Audited Balance Sheets for the three consecutive financial years out of the following:</p> <ol style="list-style-type: none"> <li>2021-22</li> <li>2022-23</li> <li>2023-24</li> <li>2024-25</li> </ol> <p>where financial turnover is segregated. Every sheet shall be duly certified by a chartered accountant or accounting firm stating Net Worth, Turnover and Profit/Loss for the three financial years <b>OR</b> CA Certificate with UDIN.</p> |
| iv)      | <p>The Net worth of the Bidder in any three financial years from FY 2021-22, 2022-23, 2023-24 and 2024-25 must be positive.</p>                                                                                                                                                                                                                                                                                                                            | <p>Audited Balance Sheets for the three consecutive financial years out of the following:</p> <ol style="list-style-type: none"> <li>2021-22</li> <li>2022-23</li> <li>2023-24</li> <li>2024-25</li> </ol> <p>for which such audited statements are available. <b>OR</b> CA certificate with UDIN</p>                                                                                                                                                    |
| v)       | <p>The Bidder must not have been blacklisted by Department of Expenditure, Government of India or by Ministry of Electronics &amp; IT or by NIC on the date of submission of the bid. Bidder also must not be under any legal action for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice with any Indian Central/ State Government Ministry / Department/ PSU/ Government Company.</p> | <p>Self-certification by the Bidder duly signed by the Authorised Signatory of the Bidder on Bidder's firm letter head.</p>                                                                                                                                                                                                                                                                                                                              |

| Criteria No.                                                                                                                                                                                                                                     | Particulars                                                                                                                                                                                                                                                                      | Criteria for Tender Package<br>(Mandatory Compliance & Document Submission)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| vi)                                                                                                                                                                                                                                              | The Bidder should have a registered office in India as on bid publishing date.                                                                                                                                                                                                   | Self-Declaration from the Authorised Signatory.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| vii)                                                                                                                                                                                                                                             | Any Bidder from a country which shares a land border with India will be eligible to bid in this bid only if the Bidder is registered with the Competent Authority (i.e., Registration Committee constituted by Department for Promotion of Industry and Internal Trade (DPIIT)). | Declaration by the Bidder on their letter head that the Bidder has proposed no such Solution in response to the bid.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| viii)                                                                                                                                                                                                                                            | Bidder should provide valid OEM Authorization Certificates for all the proposed solution as well as certify that the proposed product is not declared end of sale.                                                                                                               | The bidder shall submit the MAF certificate in reference to this bid document, duly signed by the authorised signatory of the OEM.                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| ix)                                                                                                                                                                                                                                              | Bidder should provide back-to-back premium support from OEM for entire contract period from the date of Go-Live via IVRS, email, web site.                                                                                                                                       | Undertaking from Bidder by the Authorised Signatory.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| x)                                                                                                                                                                                                                                               | The resources deployed shall not be used by the Bidder for any other project.                                                                                                                                                                                                    | Undertaking from Bidder by the Authorised Signatory.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| xi)                                                                                                                                                                                                                                              | MII Purchase Preference                                                                                                                                                                                                                                                          | Undertaking from Bidder on compliance of MII order 2017 and its latest amendments issued by DPIIT duly signed by the Authorised Signatory                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>B) Technical Evaluation Criteria</b>                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| The Bidder must have experience of successfully completing/ ongoing project for implementation of ZTNA technology /Cyber Security services/IT/ITeS in the last three Financial Year (2022-23, 2023-24,2024-25) and up to date of Bid submission. | Contract value for providing ZTNA technology /Cyber Security services/ IT/ITeS<br>i (i) The cumulative contract values of last three financial years shall be more than INR 100 Crores, including 1 contract of at least 10 crores.                                              | Copies of relevant Contracts or Client Certificate/ Agreement/ Contract documentation depicting the said experience credentials must be submitted. In case of NDA, A masked Contract/contract/Agreement /CA certificate with relevant details to be provided. Note: Value of Contract will be considered as inclusive of all taxes. Note: Work Completion certificate is mandatory. For Ongoing project: Certificate to the effect shall have to be provided from the Client clearly defining the name, address, contact person, and contact number, email address and scope of work |

| Criteria<br>No.                                                                                                                                                                       | Particulars                                                                                                                   | Criteria for Tender Package                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                       |                                                                                                                               | (Mandatory Compliance & Document Submission)                                                                                                                                                                                                                  |
|                                                                                                                                                                                       |                                                                                                                               |                                                                                                                                                                                                                                                               |
| Bidder experience in offering Managed Services of end point (desktop/laptops) services, in the last three Financial Year (2022-23, 2023-24,2024-25) and up to date of Bid submission. | Experience of running Managed Service for More than 10000 end points                                                          | Copies of relevant Contracts or Client Certificate/ Agreement/ Contract documentation depicting the said experience credentials must be submitted. In case of NDA, A masked Contract/contract/Agreement /CA certificate with relevant details to be provided. |
| The Bidder should have technically skilled employees based in India on own pay roll of the company at the time of Bid submission.                                                     | Minimum 70 Technical resources                                                                                                | Certificate from the statutory auditor/a practising Chartered Accountant/Company Secretary/ authorised signatory of bidder                                                                                                                                    |
| The Bidder must have OEM Certified technical support professional on its permanent roll in India, of proposed ZTNA solution, at the time of Bid submission                            | Minimum 20 OEM Certified resources                                                                                            | Certificate from the statutory auditor/a practicing Chartered Accountant/Company Secretary/HR regarding such EPF-enrolled employees, along with a list of such employees signed and stamped by authorised signatory of bidder.                                |
| Certifications                                                                                                                                                                        | The bidder should (Valid) CMMi5 certification<br><br>ISO 9001: 2015 (or latest) or ISO 27001: 2022 (or latest) certification. | Copy of Valid Certificate signed and stamped by Certificate from the statutory auditor/a practicing Chartered Accountant/Company Secretary                                                                                                                    |
| Technical Documents                                                                                                                                                                   | i. Design and architecture of<br><br>i the proposed ZTNA solution.<br>ii ii. Manpower deployment plan.                        | Documents need to be submitted duly signed by authorised signatory, along with the bid.                                                                                                                                                                       |

| Criteria | Particulars                                                                                                                                                         | Criteria for Tender Package                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No.      |                                                                                                                                                                     | (Mandatory Compliance & Document Submission)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|          | iii. List of proposed infrastructure components/tools (refer annex 3) with the make and model.                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|          | <p>Technical Presentation and demonstration:<br/>The Bidder needs to demonstrate the solution as per the technical requirements described in this Bid document.</p> | <p>i. Understanding of the project scope.<br/>ii. Overall security measure for the proposed ZTNA solution and Implementation Plan for Securing the Deployment from security threats.<br/>iii. Additional features related to solution proposed<br/>iv. Comprehensive approach for the operations and maintenance of the solution supplied.<br/>v. Availability of OEM support infrastructure of the proposed solution shall be availability within India.<br/>vi. Proposed implementation strategy as per quoted number of racks and power.<br/>vii. ZTNA Solution scalability and related architecture to meet Purchaser's requirements.</p> |
|          | Duly filled signed and stamped Malicious Code Certificate shall be submitted by the Bidder and respective OEM(s) for all the delivered network equipments.          | <p>Copy of Malicious Code Certificate as per <b>the format mentioned in the RFP.</b></p> <p><b>Or</b><br/>Undertaking to submit the required MAF before submission of the bid to end customer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| C)       | <b>ZTNA OEM Pre-Qualification Criteria</b>                                                                                                                          | <p>Bidder needs to ensure the proposed OEM complies with the end customer RFP Pre Qualification criteria prescribed for OEM.</p> <p>Bidder needs to submit all compliances –<br/>1) OEM Presence<br/>2) Experience<br/>3) Compliance Features<br/>4) Non-Blacklisting<br/>5) Malicious Code Certificate<br/>Or other qualification as prescribed in the prospective corrigendum.<br/>Or<br/>Undertaking to submit the required documentary proofs before submission of the bid to end customer.</p>                                                                                                                                           |

| Criteria  | Particulars                         | Criteria for Tender Package                                                                                                                                                                                                                   |
|-----------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No.       |                                     | (Mandatory Compliance & Document Submission)                                                                                                                                                                                                  |
|           |                                     |                                                                                                                                                                                                                                               |
| <b>C)</b> | <b>Annexures</b>                    |                                                                                                                                                                                                                                               |
| i)        | <b>Annexure- 1</b>                  | <b>Covering Letter:</b> Self-certification duly signed by authorized signatory on company letter head.                                                                                                                                        |
| ii)       | <b>Annexure- 2</b>                  | <p>The Bidder should agree to abide by all the technical, commercial &amp; financial conditions of the end customer RFP for which EOI is submitted.</p> <p>Self-certification duly signed by authorized signatory on company letter head.</p> |
| iii)      | <b>Annexure- 3</b>                  | An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted/debarred by any Governmental/ Non-Governmental Organization in India as on bid submission date.   |
| iv)       | <b>Annexure- 4</b>                  | Format for Affidavit to be uploaded by bidder with the tender documents.                                                                                                                                                                      |
| v)        | <b>Annexure- 5</b>                  | Non-disclosure agreement with RailTel.                                                                                                                                                                                                        |
| vi)       | Power of Attorney                   | Power of Attorney and Board Resolution in favour of one of its employees who will sign the Bid Documents.                                                                                                                                     |
| vii)      | Technical Documents to be Submitted | Technical Proposal with overview of the project with strength of the Partner.                                                                                                                                                                 |
| viii)     | Presentation                        | The bidder needs to demonstrate and present Project Plan, Approach & Methodology as per end customer RFP and the bidder will be communicated accordingly.                                                                                     |
| ix)       | <b>Annexure- 6</b>                  | EMD (as per Format)                                                                                                                                                                                                                           |
| xx)       | <b>Annexure- 7</b>                  | Surety Bond for Bid Security                                                                                                                                                                                                                  |
| xi)       | <b>Annexure- 8</b>                  | <b>Price Bid Format (BOQ) (Financial Bid) with password protected PDF.</b>                                                                                                                                                                    |

## 6. Bidder's Profile

The bidder shall provide the information in the below table:

| S. No. | ITEM                                                                                                                                                                                          | Details |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1.     | Full name of bidder's firm                                                                                                                                                                    |         |
| 2.     | Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office                                                    |         |
| 3.     | Name, designation, and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and Email Address                                       |         |
| 4.     | Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender                                                                       |         |
| 5.     | Name, designation, and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax, and email address |         |
| 6.     | Bank Details (Bank Branch Name, IFSC Code, Account number)                                                                                                                                    |         |
| 7.     | GST Registration number                                                                                                                                                                       |         |

## 7. Evaluation Criteria:

- 7.1 The Business Associates are first evaluated on the basis of the Eligibility Criteria as per clause 5 above.
- 7.2 Only those bidders who qualify both the Pre-Qualification Criteria and the OEM's Pre Qualification Criteria will be called for the technical presentation and demonstration.
- 7.2 The Business Associate with lowest commercial (L1) offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solution so that most winnable solution is submitted to end customer.
- 7.3 RailTel reserves the right to accept or reject the response against this EOI, without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/ information is complete in all respects and the decision of the evaluation committee shall be final. RailTel may at its discretion assign lead factor to the Business associate as per RailTel policy for shortlisting partner against this EOI.
- 7.4 All General requirement mentioned in the Technical Specifications are required to be complied. The solution proposed should be robust and scalable.

## 8. Payment terms

- 8.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work. 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.

## **9 SLA**

The selected bidder will be required to adhere to the SLA matrix as defined in the end Customer organization tender for his scope of work and the SLA breach penalty will be applicable proportionately on the selected bidder, as specified in the end Customer organization Tender. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the Tender. 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.

**Note: Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid.**

## **Annexure 1: Format for COVERING LETTER (Lead Bidder)**

COVERING LETTER (To be on company letterhead)

To,

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

Dear Sir,

SUB: Participation in the Eol process

Having examined the Invitation for Eol document bearing the reference number \_\_\_\_\_ released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for Eol document.

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

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

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

Authorized Signatory

Name

Designation

## **Annexure 2: Format for Self-Certificate & Undertaking (Lead Bidder and all members of the Consortium)**

Self-Certificate (To be on company letterhead)

Eol Reference No: **RailTel/EOI/COMKTG/NIC/ZTNA/2025-26/09**

To,

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

Dear Sir,

### **Sub: Self Certificate for Tender, Technical & other compliance**

- 1) Having examined the technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specifications.
- 2) We \_\_\_\_\_ agree to abide by all the technical, commercial & financial conditions of the end customer 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 the selected partner after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected partner 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 partner. We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
- 3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
- 4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end to end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
- 5) We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying under rule 144 (xi) vide order no: 06/18/2019-PPD dated 23rd July 2020 inserting Rule 144(xi) in GFRs 2017 issued by DoE, MoF.
- 6) We hereby certify that we comply to Preferential Market Access (PMA) order 2017, guidelines notified by DPIIT and DoT with all its clarifications / amendments, if applicable.
- 7) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.
- 8) We understand and agree that RailTel is intending to select partner who is willing to accept all terms

& conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain the scope of work where RailTel has competence.

- 9) We hereby agree to submit that in case of being selected by RailTel as the partner for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that are required and desired by end Customer well before the bid submission date and as and when required.
- 10) We hereby undertake to sign the Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed Format.
- 11) We undertake that we will not submit directly or indirectly out bids and techno-commercial solutions/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to end customer organization by RailTel)

Authorized Signatory

Name & Designation

**Annexure 3: Undertaking for not Being Blacklisted/Debarred(Lead Bidder and all member of Consortium)**

<On Company Letter Head>

To,

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

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

EOI Ref. No.: **RailTel/EOI/COMKTG/NIC/ZTNA/2025-26/010**

We, \_\_\_\_\_, having its registered office at \_\_\_\_\_

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

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

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

#### **Annexure 4: Format of Affidavit(Lead Bidder and all member of Consortium)**

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

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

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

DEPONENT  
SEAL AND SIGNATURE  
OF THE BA

#### VERIFICATION

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

DEPONENT  
SEAL AND SIGNATURE  
OF THE BA

Place:

Dated:

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

**Annexure-5: Non-Disclosure Agreement (NDA) Format (Lead Bidder and all member of Consortium)**

**(On non-judicial stamp paper of the value of Rs. 100/-.)**

**NON-DISCLOSURE AGREEMENT**

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

By and between

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

And

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

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

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

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

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

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

**1. Permitted Use.**

(a) Receiving Party shall:

- (i) hold all Information received from Disclosing Party in confidence;
- (ii) use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and
- (iii) restrict disclosure of such Information to those of Receiving Party's officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the "**Representatives**")

who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

(b) The restrictions on Receiving Party's use and disclosure of Information as set forth above shall not apply to any Information that Receiving Party can demonstrate:

(i) is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party;

(ii) at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party;

(iii) is approved for release by written authorization of Disclosing Party; or

(iv) is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.

(c) Both parties further agree to exercise the same degree of care that it exercises to protect its own Confidential Information of a like nature from unauthorised disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

## **2. Designation.**

(a) Information shall be deemed confidential and proprietary and subject to the restrictions of this Agreement if, when provided in:

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

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

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

**4. Ownership of Information.** All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby. Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.

**5. No Obligation.** Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.

## **6. Return or Destruction of Information.**

(a) All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:

(i) termination of this Agreement;

- (ii) expiration of this Agreement; or
- (iii) Receiving Party's determination that it no longer has a need for such Information.

(b) Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.

7. **Injunctive Relief:** Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement

## 8. **Notice.**

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

- (i) by personal delivery, when delivered personally;
- (ii) by overnight courier, upon written verification of receipt; or
- (iii) by certified or registered mail with return receipt requested, upon verification of receipt.

(b) Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

### **RailTel Corporation of India limited:**

Attn: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

\_\_\_\_\_:

Attn: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

## 9. **Term, Termination and Survivability.**

(a) Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of \_\_\_\_\_ years from the effective date hereof.

(b) Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.

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

(i) In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and

- (ii) not apply to any materials or information disclosed to it thereafter.

**10. Governing Law and Jurisdiction.** This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.

**11. Counterparts.** This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement

**12. No Definitive Transaction.** The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "**Final Agreement**"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.

**13. Settlement of Disputes:**

- a) The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.
- b) In the event of any dispute, difference, conflict or question arising between the parties hereto, relating to or concerning or arising out of or in connection with this agreement, is not settled through good faith negotiation or consultation, the same shall be referred to arbitration by a sole arbitrator.
- c) The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

**14. CONFIDENTIALITY OF NEGOTIATIONS**

Without the Disclosing Party's prior written consent, the Receiving Party shall not disclose to any Person who is not a Representative of the Receiving Party the fact that Confidential Information has been made available to the Receiving Party or that it has inspected any portion of the Confidential Information or that discussions between the Parties may be taking place.

**15. REPRESENTATION**

The Receiving Party acknowledges that the Disclosing Party makes no representation or warranty as to the accuracy or completeness of any of the Confidential Information furnished by or on its behalf. Nothing in this clause operates to limit or exclude any liability for fraudulent misrepresentation.

**16. ASSIGNMENT**

Neither this Agreement nor any of the rights, interests or obligations under this Agreement shall be assigned, in whole or in part, by operation of law or otherwise by any of the Parties without the prior written consent of each of the other Parties. Any purported assignment without such consent shall be void. Subject to the preceding sentences, this Agreement will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns.

## **17. EMPLOYEES AND OTHERS**

Each Party shall advise its Representatives, contractors, subcontractors and licensees, and shall require its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

## **18. NO LICENSE**

Nothing in this Agreement is intended to grant any rights to under any patent, copyright, or other intellectual property right of the Disclosing Party, nor will this Agreement grant the Receiving Party any rights in or to the Confidential Information of the Disclosing Party, except as expressly set forth in this Agreement.

## **19. RELATIONSHIP BETWEEN PARTIES:**

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

## **20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)**

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

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

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

\_\_\_\_\_:

**RailTel Corporation of India Limited:**

By\_\_\_\_\_

Name:

Title:

By\_\_\_\_\_

Name:

Title:

Witnesses

**Annexure-6: EMD (as BG) Format**

**EMD BANK GUARANTEE FORMAT**

WHEREAS, \_\_\_\_\_ [name of Bidder] (hereinafter called "the Bidder") has submitted his Bid dated \_\_\_\_\_ [date] Selection of Implementation Partner from RailTel Empaneled Business Associate for exclusive ARRANGEMENT for the work of "....." [name of Contract] (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We \_\_\_\_\_ [name of bank] of \_\_\_\_\_

\_\_\_\_\_ [name of country] having our registered office at \_\_\_\_\_

\_\_\_\_\_ (Hereinafter called "the Bank") are bound unto RailTel Corporation of India Limited., Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 [name of Employer] (hereinafter called "the Employer") in the sum of Rs. xxxxxx (Rupees **in words** only) for which payment well and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 20

THE CONDITIONS of this obligation are:

(1) If after Bid opening the Bidder withdraws his bid during the period of Bid validity specified in the Form of Bid;

or

(2) If the Bidder having been notified of the acceptance of his bid by the Employer during the period of Bid validity:

a) Fails or refuses to execute the Form of Agreement in accordance with the Instructions to Bidders, if required;

or

b) fails or refuses to furnish the Performance Security, in accordance with the Instruction to Bidders;

or

c) does not accept the correction of the Bid Price;

we undertake to pay to the Employer up to the above amount upon receipt of his first written

demand, without the Employer having to substantiate his demand, provided that in his demand the Employer will note that the amount claimed by him is due to him owing to the occurrence of one or any of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date \_\_\_\_\_ \*

days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this guarantee should reach the Bank not later than the above date.

DATE \_\_\_\_\_ SIGNATURE OF THE BANK \_\_\_\_\_

WITNESS \_\_\_\_\_ SEAL \_\_\_\_\_

[Signature, name, and address]\* \_\_\_\_\_ days after the end of the validity period of the Bid.

\*\*\*\*\*

## Annexure-7: Surety Bond for BID Security

. No..... Dated:.....

1. In consideration of you, \*\*, (hereinafter referred to as the "RCIL", which expression shall unless it be repugnant to the subject or context thereof include its, successors and assigns) having agreed to receive the BID of ..... (a company registered under Companies Act, 1956/2013) and having its registered office at ..... New Delhi (and acting on behalf of its Consortium) (hereinafter referred to as the "Bidder" which expression shall unless it be repugnant to the subject or context thereof include its/their executors, administrators, successors and assigns), for the\*\* \*\* Project on ..... (Hereinafter referred to as "the Project") pursuant to the RFP Document dated .... Issued in respect of the Project and other related documents including without limitation the draft contract Agreement (hereinafter collectively referred to as "Bidding Documents"), we (Name of the **Surety Insurer**) having our registered office at ..... and one of its branches at .....(hereinafter referred to as the "**Surety Insurer**"), at the request of the Bidder, do hereby in terms of Clause no. \*\*\*\*\*of the RFP Document, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfillment and compliance of the terms and conditions of the Bidding Documents (including the RFP Document) by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the "RCIL" an amount of Rs. \*\* \*\* (Rs. \*\* \*\*only) (hereinafter referred to as the "Surety Bond") as our primary obligation without any demur, reservation, recourse, contest or protest and without reference to the Bidder if the Bidder shall fail to fulfill or comply with all or any of the terms and conditions contained in the said Bidding Documents.

2. Any such written demand made by the "RCIL" stating that the Bidder is in default of the due and faithful fulfillment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive and binding on the **Surety Insurer**.

1. We, the **Surety Insurer**, do hereby unconditionally undertake to pay the amounts due and payable under this Surety Bond without any demur, reservation, recourse, contest or protestant without any reference to the Bidder or any other person and irrespective of whether the claim of the "RCIL" is disputed by the Bidder or not, merely on the first demand from the "RCIL" stating that the amount claimed is due to the "RCIL" by reason of failure of the Bidder to fulfill and comply with the terms and conditions contained in the Bidding Documents including failure of the said Bidder to keep its BID open during the BID validity period as set forth in the said Bidding Documents for any reason whatsoever. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the **Surety Insurer** under this Surety Bond.

However, our liability under this Surety Bond shall be restricted to an amount not exceeding Rs. \*\* \*(Rupees\*\* \*\* only).

2. This **Surety Bond** shall be irrevocable and remain in full force for a period of 180 (one hundred and eighty) days from the BID Due Date Inclusive of a claim period of 60 (sixty) days or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the **Surety Insurer**, and shall continue to be enforceable till all amounts under this Surety Bond have been paid.

3. We, the **Surety Insurer**, further agree that the Authority shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfillment and compliance with the terms and conditions contained in the Bidding Documents including, inter alia, the failure of the Bidder to keep its BID open during the BID validity period set forth in the said Bidding Documents, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other Authority.

4. The Surety Bond shall not be affected by any change in the constitution or winding up of the Bidder or the **Surety Insurer** or any absorption, merger or amalgamation of the Bidder or the **Surety Insurer** with any other person.

5. In order to give full effect to this Surety Bond, the Authority shall be entitled to treat the **Surety Insurer** as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the **Surety Insurer** under this Surety Bond from time to time to vary any of the terms and conditions contained in the said Bidding Documents or to extend time for submission of the BIDs or the BID validity period or the period for conveying acceptance of Letter of Award by the Bidder or the period for fulfillment and compliance with all or any of the terms and conditions contained in the said Bidding Documents by the said Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Bidding Documents or the securities available to the Authority, and the **Surety Insurer** shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the **Surety Insurer** from its such liability.

6. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the **Surety Insurer** and sent by courier or by certified e-mail to the **Surety Insurer** at the address set forth herein.

9. We undertake to make the payment on receipt of your notice of claim on us addressed to [name **Surety Insurer** along with branch address) and delivered at our above branch which shall be deemed to have been duly authorised to receive the said notice of claim.

10. It shall not be necessary for the Authority to proceed against the said Bidder before proceeding against the **Surety Insurer** and the Surety Bond herein contained shall be enforceable against the **Surety Insurer**, notwithstanding any other security which the Authority may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the **Surety Insurer** hereunder, be outstanding or unrealised.

11. We, the **Surety Insurer**, further undertake not to revoke this Surety Bond during its currency except with the previous express consent of the Authority in writing.

12. The Bank **Surety Insurer** that it has power to issue this Surety Bond and discharge the obligations contemplated herein, the undersigned is duly authorised and has full power to execute this Surety Bond for and on behalf of the **Surety Insurer**.

13. For the avoidance of doubt, the **Surety Insurer's** liability under this **Surety Bond** shall be restricted to Rs. \*\*\* crore (Rupees \*\*\* \*\*\* crore only). The **Surety Insurer** shall be liable to pay the said amount or any part thereof only if the Authority serves a written claim on the **Surety Insurer** in accordance with paragraph 9 hereof, on or before [\*\*\* (indicate date falling 180 days after the BID Due Date)].

14. This Surety Bond shall also be operatable at our ..... Branch at New Delhi, from whom, confirmation regarding the issue of this Surety Bond or extension/renewal thereof shall be made available on demand. In the contingency of this Surety Bond being invoked and payment there under claimed, the said branch shall accept such invocation letter and make payment of amounts so demanded under the said invocation.

15. The Insurance Surety Bond shall be verified from the branch concerned/ specific portal created

for this purpose.

Signed and sealed this ..... day of ....., 20.....at .....  
..... SIGNED, SEALED AND DELIVERED

For and on behalf of the Bank by:

(Signature) (Name) (Designation) (Code Number) (Address)

**NOTES:**

i. The Surety Bond should contain the name, designation and code number of the officer(s) signing the Surety Bond.

The address, telephone number and other details of the head office of the insurance company as well as of issuing branch should be mentioned on the covering letter of issuing branch

## Insurance Surety Bond for Performance Security

RailTel Corporation of India limited (Address)

Date:.....

Name of the issuer of surety bond

Surety Bond No:..... Issue

Date:..... Amount of

Bond:..... Expiry

Date:.....

### WHEREAS:

(A) -----(name and address of contractor) (herein after called the contractor) and (name and address of RCIL) have entered into an agreement ( herein after called the “ agreement”) for the - ----- (name of work) subject to and in accordance with the provision of the agreement.

(B) The agreement requires the contractor to furnish a Performance Security for due and faithful performance of its obligation, under and in accordance with the agreement/contract/Purchase order, during the ( project duration/warranty period/AMC period)( as defined in the contract/agreement) in as sum of Rs.-----) ( Rupees ----- crore only) ( The SURETY BOND Amount).

(C) We, ----- through our branch at ----- ( surety Insurer) have agreed to furnish the guarantee ( herein after called the surety Bond)by way of Performance Guarantee.

WHEREAS, we ..... , (Name of insurance company) hereinafter called the Surety, acting through [Designation(s) of the authorised person of the Surety), have, at the request of the M/s. XXXX contractor, agreed to give Bond for performance security/ additional performance security as hereinafter contained:

1. KNOW ALL MEN by these present that I/We, the undersigned [Insert name(s) of authorized representatives of the Surety), being fully authorized to sign and incur obligations for and on behalf of the Surety, confirm that the Surety, hereby, unconditionally and irrevocably Bond to pay the Railway the full amount in the sum of XXXX (Rupees XXXX Only) as above stated.

2. The Surety undertakes to immediately pay on presentation of demand by the RailTel any amount up to and including aforementioned full amount without any demur, reservation or recourse. Any such demand made by the RailTel on the Surety shall be final, conclusive and binding, absolute and unequivocal notwithstanding any disputes raised/pending before any Court, tribunal, arbitration or any authority or any threatened litigation by the contractor or Bank.

3. On payment of any amount less than aforementioned full amount, as per demand of the RailTel, the Bond shall remain valid for the balance amount i.e. the aforementioned full amount less the payment made to the RailTel.

4. The Surety shall pay the amount as demanded immediately on presentation of the demand by RailTel without any reference to the contractor and without the RailTel being required to show grounds or give reasons for its demand or the amount demanded.

5. The Surety Bond shall be unconditional and irrevocable.

6. The Bond hereinbefore shall not be affected by any change in the constitution of the Surety or in the constitution of the Contractor.

7. The Surety agrees that no change, addition, modifications to the terms of the Contract Agreement or to any documents, which have been or may be made between the RailTel and the Contractor, will in any way release us from the liability under this Bond; and the Surety, hereby, waives any requirement for notice of any such change, addition or modification to the Surety.

8. This Bond is valid and effective from the date of its issue, which is [insert date of issue]. The Bond and our obligations under it will expire on XXXX (Expiry Date). All demands for payment under the Bond must be received by us on or before that date.

9. The Surety agrees that the Railways right to demand payment of aforementioned full amount in one instance or demand payments in parts totaling up to the aforementioned full amount in several instances will be valid until either the aforementioned full amount is paid to the RailTel or the Bond is released by RailTel before the Expiry date.

10. The Surety agrees that its obligation to pay any amount demanded by the RailTel before the expiry of this Bond will continue until the amount demanded has been paid in full.

11. The expressions Surety and RailTel hereinbefore used shall include their respective successors, administrators and assigns.

12. The Surety hereby undertakes not to revoke the Bond during its currency, except with the previous consent in writing of the RailTel. This Bond is subject to the Uniform Rules for Demand Bonds, ICC Publication No. 758.

13. We, the Surety Insurer, further agree that the Railtel shall be the sole judge to decide as to whether the contractor is in default of due and faithful fulfillment and compliance with the terms and conditions contained in the RFP Documents, and the decision of the Authority that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the RailTel and the contractor or any dispute pending before any Court, tribunal, arbitrator or any other authority.

14. The Bond shall be in addition to and without prejudice to any other security Bond (s) of the contractor in favour of the RailTel available with the RailTel. The Surety, under this Bond, shall be deemed as Principal Debtor of the RailTel.

Notwithstanding anything to the contrary contained in these presents,

a. Our liability under this Surety Bond shall not exceed XXXX (Rupees XXXXX Only).

b. This Surety Bond shall be valid up to XXXX (being the date of expiry);

c. Unless the Insurance Company is served a written claim or demand on or before XXXX [date of expiry] all rights under this Bond shall be forfeited and the Surety shall be relieved and discharged from all liabilities under this Bond irrespective of whether or not the original Surety bond is returned to the Surety.

Dated\_\_\_\_the day of 2024

15. The Insurance Surety Bond shall be verified by sending mail to [customer.care@sbigeneral.in]

Place.....

Bank's Seal and authorized signature(s)  
[Name in Block letters]

.....

[Designation with Code No.).....

[P/Attorney] No.

Witness

1.

2.

**Annexure-8: Price Bid Format (BOQ) (Financial Bid) with password-protected PDF/ Excel File.**

**(Refer end Customer Price Sheet.)**