

RailTel Corporation of India Ltd.

(A Navratna PSU under Ministry of Railways)



EXPRESSION OF INTEREST (Eoi)

Eoi No.: RailTel/Eoi/CO/BD/MSP/2026-27/02 Dated 13.06.2026

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

Issued by:

RailTel Corporation of India Ltd

(A Navratna PSU under Ministry of Railways)

Corporate Office,

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

East Kidwai Nagar, New Delhi – 110023,

Ph No. +91-011- 22900600

<https://www.railtelindia.com>

Disclaimer

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

EOI Notice

Schedule of Events

1	Eol Document Availability	Eol document will be issued on e-Nivida portal to only those bidders who have submitted Token EMD and NDA signed by the authorized signatory of the interested partner. Signed copy of NDA and proof of Token EMD payment along with Company details (as per RailTel e-Nivida registration) to be submitted through email mentioned in the Notice on or before 15th June 2026 up to 17:00 hrs. NDA format enclosed at Appendix A. Note: Bidders who had already submitted Token EMD and NDA in reference to the previously floated Eol (Eol No.: RailTel/Eol/CO/BD/MSP/2026-27/01 Dated 18.04.2026) will have access to the Eol on e-Nivida portal on the basis of previously submitted Token EMD and NDA (re-submission is not required).
2	Last date of submission of Techno-Commercial response to Eol	16th June 2026 up to 15:00 hrs
4	Date & Time of Opening of Eol Response	16th June 2026 on or after 15:30 hrs
4	Mode of Submission of Eol Response	1. "Two packet" bid with online submission containing Technical Bid and Financial Bid separately. The Eol response needs to be submitted on e-Nivida (https://railtel.enivida.com/) portal only. 2. Eol response submitted through any other mode will not be accepted. 3. Date and Time for Technical Presentation shall be intimated at short notice to the eligible bidders. The bidders are required to be ready with their presentations post submission of their Eol responses.
5	EMD	Token EMD of Rs 50,00,000/- (Indian Rupees Fifty lakhs only) to be transferred through RTGS in RailTel's Account or in the form of Bank Guarantee detailed as under. Online transfer: Bank Name- UNION BANK OF INDIA Bank Account no: 340601010050446 IFSC: UBIN0534064 MICR: 110026012 Account name: RailTel Corporation of India Ltd.

		Bank and branch Address: Union Bank of India, Yusuf Sarai Branch, C-1, Green Park Extension, Arvindo Marg, New Delhi- 110016 Bank Guarantee: EMD validity: BG Validity period = 180 days and claim period of 1 year from BG expiry period. SFMS report guidelines: BG advising message – IFN 760COV/ IFN 767COV via SFMS It is mandatory to send the Cover message at the time of BG issuance. IFSC Code of ICICI Bank to be used (ICIC0000007). Mention the unique reference (RAILTEL6103) in field 7037 Note: 1. It must be ensured by the Bidder that Token EMD amount (in case of online transfer) should be transferred and credited into RailTel's account timely. Due to any reason whatsoever, if the amount does not get credited into RailTel's account then Bid will not be considered and will be rejected. 2. Balance EMD to be submitted by the selected Bidder, in the form of Bank Guarantee (BG) / online transfer of Rs. 1,00,00,000/- (One Crore only) before submission of final bid to the end customer. The validity of the Balance EMD shall be 180 days with claim period of one year beyond validity period, however this validity shall be extended as may be required.
6	Validity of Bid	180 Days

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

Contact Details

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

Level 02: Gaurav Verma / Assistant General Manager (BD) / gaurav.verma@railtelindia.com

Level 03: Alok V. Agnihotri / Group General Manager (BD) / avagnihotri@railtelindia.com

Ph. No.: +91-011- 22900600

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

Note:

1. *The Eoi response is invited from empaneled partners of RailTel.*
2. *Eoi document will be only available to the interested empaneled partners, who have shared the signed NDA by the authorized signatory and submitted Token EMD to RailTel.*
3. *All firms are required to submit Eoi response on e-Nivida (<https://railtel.enivida.com/>) portal, duly signed by Authorized Signatories having Power of Attorney with Company seal and stamp.*

A. About RailTel

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

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

B. Important Instructions to Bidders

1. Post completion of submission of NDA and token EMD submission as per the EoI Notice, the interested bidder shall be provided access to the EoI and supporting documents on RailTel e-Nivida portal (<https://railtel.enivida.com/>) as per the timelines mentioned in the EoI notice. For providing access to the EoI, the bidder should be registered on the RailTel e-Nivida portal (refer Appendix B).
2. The Eligibility requirement mentioned in the EoI Notice is only a preliminary requirement for receiving the EoI document. The complete eligibility shall be based on the specific requirements as specified in the EoI document including on the technical solution.

C. Eligibility Requirement

S.No.	Parameter	Requirement	Documents Required
1	Legal Entity	The Bidder must be incorporated under the Indian Companies Act 1956 or Companies Act 2013 with their registered office in India for the last three financial years. The Bidder should have a valid PAN Card and Goods and Service Tax Identification Number (GSTIN), as on the last date of submission of EoI.	I. Copy of PAN Card. II. Copy of GST registration certificate. III. Copy of Certificate of Incorporation under the Companies Act, 1956 / 2013.

2	Turnover	The Bidder shall have a cumulative turnover of at least Rs. 500 Crores in the last 3 financial years (2022-23, 2023-24, 2024-25).	I. A copy of turn over statement duly certified by the CA must be enclosed.
3	Experience	The Bidder must have experience of successfully completing/ ongoing project for Managed Cloud Service in the last three Financial Years (2022-23, 2023-24, 2024-25). The consolidated Contract value for providing Managed Cloud: • One Contract of at least INR 100 Crores OR • Two Contracts of INR 50 Crores each OR • Three Contracts of INR 25 Crores each	I. Copies of relevant Contracts or / Contract PO/ Contract documentation and Client certificate / proof of payment duly certified by the CA depicting the said experience credentials must be submitted.
4	Non-blacklisting	The Bidder should not be blacklisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body in India, on the last date of submission of Eoi.	Self-certificate on letterhead signed by authorized signatory
5	Quality Certification	The Bidder should submit the copy of below certificates (any three): • ISO 27001 • ISO 20000-1 • ISO 27017 • ISO 27018	Copy of Valid Certificate signed and stamped by Certificate from the statutory auditor/a practicing Chartered Accountant/Company Secretary.
6	RailTel Empanelment	The Bidder must be an empaneled Business associate of RailTel	Copy of valid letter of empanelment

Note: Consortium / JV participation is not allowed.

Appendix A:

NON-DISCLOSURE AGREEMENT

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

Non-Disclosure Agreement

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

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

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

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

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

1. Information

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

2. Approved Purpose

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

3. Ownership of Confidential Information

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

4. Use of Information and Disclosure

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

Further:

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

5. Return of Information

Upon the written request of Disclosing Party or following the termination of this Agreement, Receiving Party shall return or destroy all Confidential Information of the Disclosing Party and any notes, correspondence, analyses, compilations, documents or other records containing Confidential Information, including all copies thereof, then in the possession of the Receiving Party or its representatives, except that a copy of such materials may be maintained by the legal counsel of the Receiving Party so long as such information is maintained as confidential pursuant to the terms of this Agreement. Any such return of Confidential Information shall not abrogate the continuing obligations of the Receiving Party under this Agreement.

6. Permitted disclosure

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

7. Term

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

8. Acknowledgements and Disclaimers

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

9. Representations and Warranties

- 9.1. The Disclosing Party warrants that it has all necessary rights to disclose lawfully the Confidential Information and the Confidential Information has not been provided in breach of any other agreement or arrangement with third parties.

- 9.2. Each party warrants that it is a corporation with full corporate power and authority to enter into and do all things necessary for the performance of this agreement. Each signatory to this agreement warrants that he or she is authorized to sign on behalf of the corporation for whom he or she acts.

10. Independent Contractor Status

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

11. No Publicity

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

12. No Assignment

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

13. Severability

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

14. Waiver

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

15. No License

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

16. Force Majeure

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

17. Governing Law; Dispute Resolution

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

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

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

18. Injunctive Relief

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

19. Electronic Signature

19.1. Counterparts:

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

19.2. Notice:

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

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

20. Final Agreement

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

21. Headings

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

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

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

Witness-1:

Name: _____

Designation: _____

Witness-2:

Name: _____

Designation: _____

Appendix B:

e-Tendering Instructions to Bidders

1. INSTRUCTIONS FOR ONLINE BID SUBMISSION:

The following are the instruction for online bid submission as per the term and conditions:

- i. The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Class 3 Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, and submitting their bid online on the e-tendering portal as per uploaded bid. **Prepare their bids in accordance with the requirements and submit their bids online on the e-tender Portal.**
- ii. More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://railtel.enivida.com>.

2. REGISTRATION:

- i. Bidders are required to enroll on the e-Procurement Portal (URL: <https://railtel.enivida.com>) by clicking on the link "Online bidder Registration" on the e-tender Portal by paying requisite Registration fee as mentioned on the e-portal (Approx Rs.2360/-) - Per vendor/per year.
- ii. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
- iv. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- v. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- vi. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
- vii. The scanned copies of all original documents should be uploaded in pdf format on portal <https://railtel.enivida.com>.
- viii. After completion of registration payment, you need to send your acknowledgement copy on our help desk e-mail id ewizardhelpdesk@gmail.com for activation of your account

3. SEARCHING FOR TENDER DOCUMENTS

- i. There is various search options built in the RailTel Corporation of India Limited e-tender Portal, to facilitate bidders to search active tenders by several parameters.
- ii. Once the bidders have selected the tenders they are interested, they can pay the processing fee as mentioned on the e-portal (Including GST) (NOT REFUNDABLE) by net-banking / Debit / Credit card. After that, the respective contractor/Vendor may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

4. PREPARATION OF BIDS:

- i. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- iii. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with colored option which helps in reducing size of the scanned document.
- iv. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
- v. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

5. SUBMISSION OF BIDS:

- i. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to any issues.
- ii. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RailTel.
- iii. Bidder has to select the payment option as "Online Payment" to pay the tender fee / EMD as applicable and enter details of the instrument.
- iv. Bidder should submit the EMD online as per the instructions specified in the tender document. In case of non-submission of EMD amount (where applicable) online, the uploaded bid will be summarily rejected.
- v. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with

the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

- vi. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- vii. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- viii. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- ix. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
- x. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

6. ASSISTANCE TO BIDDERS:

- i. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- ii. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the 24x7 Helpdesk Support.

Please feel free to contact RailTel E-Nivida Helpdesk (as given below) for any query related to e-tendering.

- i. Helpdesk landline No: 011-49606060
- ii. Mr. Amrendra (9355030628)
- iii. Mr. Birendra Kumar (09205898228)

RailTel Contact-I (for general Information)

Aarushi Sinha: DM/BD
Telephone: +91 11 22900600

RailTel Contact-II (for general Information)

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E-mail ID: co-bd@railtelindia.com

7. BID RELATED INFORMATION FOR THIS EOI

The entire bid-submission would be online on RailTel E-Nivida Portal.
Broad outline of submissions are as follows:

- i. Submission of Bid Security/ Earnest Money Deposit (EMD)
- ii. Submission of signed copy of Eol Documents/Addenda
- iii. Single Packet
- iv. Online response to Terms & Conditions of Eol.

NOTE: Bidder must ensure that the bid must be successfully submitted online as per instructions of RailTel e-Nivida Portal.

8. ONLINE SUBMISSIONS:

The bidder is required to submit all the relevant documents online only with the following important documents.

- a) EMD submission as per details mentioned in Eol notice.
- b) Power of attorney to be submitted online.

9. SUBMISSION OF ELIGIBILITY CRITERIA RELATED DOCUMENTS

Eligibility criteria related documents as applicable shall also be scanned and submitted "ONLINE".

NOTE: In case of internet related problem at a bidder's end, especially during 'critical events' such as a short period before bid-submission deadline, during online public Eol opening event, during e-auction, it is the bidder's responsibility to have backup internet connections.

In case there is a problem at the e-procurement/ e-auction service provider's end (in the server, leased line, etc.) due to which all the bidders face a problem during critical events, and this is brought to the notice of RailTel by the bidders in time, then RailTel will promptly reschedule the affected event(s).

10. INSTRUCTIONS FOR EOI DOCUMENT TO THE BIDDERS

The RailTel Tenders and Eols are published on www.railtelindia.com and on RAILTEL E-NIVIDA Portal <https://railtel.enivida.com/>.

NOTE: For online bid submission the bidder will have to necessarily download an official online copy of the tender documents from RAILTEL E-NIVIDA portal, and this should be done well before the deadline for bid-submission.

11. SUBMISSION OF OFFERS AND FILLING OF EOI RESPONSE:

This e-tender should be duly submitted online using the e-Procurement Portal <https://railtel.enivida.com/>. For detailed instructions please refer to RAILTEL E-NIVIDA Portal.

*****END OF DOCUMENT*****