



RAILTEL CORPORATION OF INDIA LTD.

(A Govt. of India Enterprise)

**275e, EVR Periyar High Road
CAO/CN Office, Southern Railway
Egmore, Chennai - 600008**

Expression of Interest for selection of Systems Integrator & Implementation Partner (BA/SI) for Design and Redevelopment of a fully functional, responsive, and secure website compliant with MEITY standards with AI Chatbox for VOC Port Authority for 3 Years

No: RCIL/SR/MAS/2025-26/EOI/ 05, dated 29-08-2025

Disclaimer

RailTel Corporation of India Ltd. (herein after called the RailTel) has prepared this Expression of Interest (EOI) document solely to assist prospective bidders in making their decision of whether bid or not to bid.

While the RailTel has taken due care in the preparation of information contained herein and believes it to be accurate, neither the 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 EOI. 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/EOI 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 EOI further with any party submitting an EOI. No reimbursement of cost of any type will be paid to persons or entities submitting the EOI.

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NOTICE

**RailTel Corporation of India
Ltd. 275e, EVR Periyar High
Road CAO/CN Office, Southern
Railway
Egmore, Chennai - 600008**

EOI No: RCIL/SR/MAS/2025-26/EOI/ 05, dated 29-08-2025

RailTel Corporation of India Ltd., hereafter referred to as RailTel calls your attention for Selection of Systems Integrator & Implementation Partner (BA/SI), for Design and Redevelopment of a fully functional, responsive, and secure website compliant with MEITY standards with AI Chatbox for VOC Port Authority for 3 Years
”.

1	Sending of EoI to SI's/BA's	29-08-2025
2	Submission of EOI documents	02-09-2025 by 16:00 Hrs
3	Opening of EOI documents	02-09-2025 by 16:30 Hrs
4	Number of copies to be submitted	01
5.	Bid submission Email-Id	Online through e-nivida portal
6.	Estimated Cost	Rs. 72,12,160 /-
7.	EMD Amount (No exemption for submission of EMD for MSE and Startup Vendors)	Rs 72,122/- /-

In case of any query, in connection with this EoI the same can be sent to following officials' mail IDs mentioned below:

Contact : Anish Rehman
Position : Assistant General Manager
Email : arehman@railtelindia.com
Mobile : 9704659404

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CHECKLIST OF ESSENTIAL DOCUMENTATION/ACTIVITY

The bidder is required to submit offer as per following check list by giving page no. of submitted documents:

SN	Item/Clause of Bid Document	Details / Remarks
1	Work Experience certificate showing the Technical Eligibility	
2	Letter from RailTel selecting bidder as an empaneled Business Partner/SI/Business Associate.	
3	Copy of PBG submitted for SI/BA/BP empaneled Agreement with RailTel. PBG should be valid on the date of submission of the quote	
4	Audited balance sheet , Profit and Loss Account for the financial year 2022-23, 2023 -24, 2024 -25, and showing total qualifying cumulative turnover of minimum 1.08 Cr (150% of bid estimated value) OR Turnover in Crores for last 3 financial years should be certified by Chartered Accountant with UDIN Number.	
5	Valid documentary evidence of address or a self-Undertaking. GST Certificate to be enclosed	
6	Notarized Power of attorney to be submitted in favour of authorized person	
7	Notarized affidavit as per Annexure 3	
8	PAN Card Copy	
10	Bank Mandate	
11	Undertaking from the Company Secretary or the Managing Director/Authorized representative of the Partner – Non Blacklisting undertaking	

Hardcopies of Affidavit (Annexure 3), POA should be submitted to RailTel withing 5 working days from the date of submission of EOI

1. RailTel – Introduction

RailTel Corporation of India Limited is an ISO 9001:2008 certified Public-Sector Undertaking under the Ministry of Railways, Govt. of India, and is a national telecom service provider having NLD, IP2 and ISP licenses and IP1 registration. The Corporation was formed in year 2000 with the objectives to create nation-wide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to significantly contribute to realization of goals and objective of national telecom policy 1999.

2. Scope of Work

2.1 Preamble

RailTel has floated the expression of interest for the work of Design and Redevelopment of a fully functional, responsive, and secure website compliant with MEITY standards for VOC Port Authority for 3 Years

Now RailTel is planning to select one Business Associate/System Integrator for the above mentioned work for VOC Port Authority based on the prequalifying criteria and bid price as per this EoI.

The scope of this EOI is entire scope of VOC Port Authority PO, (“Schedule of requirement” provided at Annexure-II).

2.2 Scope of work, Roles and Responsibility of the BA/SI Partner

Detailed Scope of Work

Fully Responsive Design with tablets and mobile device compatibility Web 3.0, Mobile Ready, W3C complaint coding compliant with GIGW and W3C norms

Multiple Languages - A website in English, Hindi and Tamil to target a wider audience.

Quick connect - A section where there shall be multiple avenues to connect with VOC PORT AUTHORITY on queries for any required service or query.

Website should reflect global image of VOC PORT AUTHORITY and give visits complete information about the VOC PORT AUTHORITY. Target Audience of the website will be General Public, B2B (Importers & Exporters) and Government.

a. The Website should accomplish the following:

- Migrating all existing pages of the website into the revamped website.
- Introduce new features, functionalities, modules, and workflows as mentioned in GIGW 3.0 Manual.
- Visually Attractive User Interface (UI) & User Experience (UX).
- Enhanced Search Capability & Information Architecture.
- Enhanced Content Strategy & User Engagement.
- Uniformity across website while ensuring scalability.
- The State of art Design. -The design of website shall be best using modern techniques
- Compliance with GIGW 3.0, STQC ,DBIM 3.0, W3C and WCAG 2.2 guidelines (GIGW 3.0 and DBIM 3.0 attached separately)
- **Chatbot** – VOC PORT AUTHORITY has an in-house AI-powered chatbot, which needs to be customized to feature on VOC PORT AUTHORITY’s revamped website. The customized digital virtual assistant, will be featured as a minimized floating icon that expands upon visitor interaction. The chatbot will be connected via an API provided by VOC PORT AUTHORITY. The selected SI/BA/Service provider is expected to coordinate with the officials or assigned personnel to implement the chatbot services effectively.
- **Text to Speech Features** – The website should have feature of Text to speech option which complies with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 level AA. This will enable people with visual impairments access the website using assistive technologies, such as screen readers. The information of the website is accessible with different screen readers.
- Wireframes and Prototypes: Bidder shall submit wireframes or prototypes for critical pages
- The bidder/SI/BA/Service provider shall be capable of integration of VOC PORT AUTHORITY’s pre-existing or other applications to the project using Application Programming Interface (API)
 - Social media feeds - Facebook, Twitter, LinkedIn embeddable modules
 - Integration with Aadhaar, Digi Locker, India Portal, MyGov, and Single Sign-On systems.
 - Secure data exchanges using OAuth, JWT, and other security protocols.
 - Compliance: Aligns with the GIGW 3.0 requirements on API-level integration and cybersecurity.
- Accessibility Layer:

Enhancements to ensure that the platform is fully usable for people with disabilities.

 - Implement WCAG 2.1 AA guidelines including text resizing, high-contrast themes, keyboard navigation, and screen reader compatibility.
 - Compliance: Fully adheres to accessibility standards and MEITY requirements.

- **Sub-Domains:**

- Existing modules on the current website including Employee/Pensioner Portal(Data has to be migrated from legacy system to the new revamped system), Stevedore Portal, Ship handling Portal
- Employee/Pensioner Portal(Data has to be migrated from legacy system to the new revamped system)

b. Change Management Process- Post Go Live

VOC PORT AUTHORITY may, depending on its strategic and business requirements, decide to make modifications, alterations and additions from time to time to the Project. In such an event, RailTel shall provide a detailed proposal or scope of work to the bidder/SI/BA/Service provide specifying such requested changes (“Change Request”). Bidder/SI/BA/Service provide shall evaluate each Change Request. The rates and charges payable for executing the Change Requests shall be determined on basis of man-days cost. Based on this calculation, the Service Provider shall submit to

RailTel , a written response for such Change Request within 2 (two) Business Days following receipt thereof (“Change Request Response”). Bidder/SI/BA/ Service Provider’s Change Request Response shall include a statement of the availability of the Bidder/SI/BA/ Service Provider’s personnel and resources, as well as any impact the proposed changes will have on the Contract Price, Deliverables of this RFP or the Contract, as the case may be. Any Upgrade or Enhancement in relation to the Solution or any Services required to be rendered by the Bidder/SI/BA/ Service Provider shall not be deemed to be modifications, alterations and additions to the Project requiring a Change Request to be made by VOC PORT AUTHORITY. All Upgrades, Enhancements and Services shall be undertaken by Bidder/SI/BA/ Service Provider’s at its own cost, as per the terms hereof.

Since the Contract Price is determined mutually by parties, any payment to be made for any Change Request will be determined on basis of man-days cost.

c. Creation of Custom Content Management System to manage website

Comprehensive and user friendly CMS system with ease to add pages, content sections, images, embed videos, add sharing links to individual pages and content.

- Dynamic Control on Page Structure - Admin Panel will have control to manage different pages on website. The structure will be easy to add or edit site pages.
- Menu Control - Admin Panel will have control to manage different Menu on website. The link structure, sequence or order of menu items can be defined.
- User hierarchy based access - Capabilities for multiple users with different permission levels to manage (all or a section of) content, data or information of a website.
- Change /Access Log - All changes will have a log in the background and can be monitored in case of any activity need to track.
- Change Management: There should not be any additional charges for Changes required in Website
- Versioning of pages - Every Live page will have its version maintained in case of any issue with latest version page can be reactivated with any previous version.

- Change preview option - Preview of any changes can be seen on admin panel without making a page live. It will help in making layout without disturbing the live website.
- Language Support for Tamil, Hindi and English - Unicode language support will be available on the website to make Tamil and Hindi content for the website.
- Web Traffic Analytics - Monitor website visitor traffic, most seen webpage with traffic details like location, time and events.
- Management alerts - Set trigger points to alert the management on certain occurrences, for eg. When key reports are updated, when news is updated.
- CMS - Have a Maker Checker mechanism in areas where critical information is to be uploaded. Here one user uploads data and the other user verifies the data and makes it live. This ensures sanctity of data.
- Website analytics - Keep track of browser surfing pattern and track pages that are frequently visited to ensure that the information is up to date on these. This also helps in tracking browser drop areas and trying to plug the same.
- CMS for Sub Domain – Employee Pensioner Portal CMS should have the below functionality

Employee/Pensioner Portal -CMS

Feature	Description	Functionality / Notes	Compliance
Bulk Document Upload	Admin/bulk uploader for pay slips, pension slips, and income tax forms	Upload in bulk (PDF/CSV/ZIP) by month or financial year for multiple users at once	Backend secured with role-based access
Income Tax Form Upload	Upload and archive Form 16, Investment Declaration Receipts , etc.	Grouped by FY; downloadable per employee/pensioner after login	GIGW 3.0 Sec. 3.2 (structured navigation)
Pay Slip Upload	Upload monthly pay slips for employees	Each user can log in and download personal slips securely	Accessible format (PDF + screen reader)
Pension Slip Upload	Upload pension statements (monthly/annual)	Available for pensioners with login; notifications on upload via email/SMS (optional)	GIGW 3.0, WCAG 2.1 AA
Secure Access	Login-based access (OAuth/AD/LDAP if needed)	Pensioners/Employees see only their own documents; Admin has upload/approval rights	Follows Role-Based Access Control
Download and Archive Module	Archive of historical documents with filter/search by year, month, type	Downloadable in compliant, accessible format (PDF with tags, metadata)	GIGW 3.0 Content Lifecycle
Audit and Logs	Admin view of upload status, logs, and failed entries	Ensures accountability for bulk upload success/failure	GIGW 3.0

d. Search Engine Optimisation on the different search engines

- Website SEO should be done by a qualified SEO team, for undertaking SEO work for improving ranking and web traffic of VOC PORT AUTHORITY websites.
- Formulating and implementing a SEO Strategy for the international and domestic

- Providing SEO related inputs (Keywords, Meta tags, Description tags, Doctype declaration, Character encoding, URL structure, Robots.txt, Canonical link element, XML and HTML sitemaps, custom 404, Redirects, HTTP headers, HTML code, iFrame etc.) to VOC PORT AUTHORITY and its web developer to get the inputs implemented on time.
- Making VOC PORT AUTHORITY websites rank on top in leading search engines with respect to shipping industry search (Google, Bing etc.) organically.
- Improving organic traffic on the website.
- Providing detailed analytics and web traffic report each month. Reports should also include keyword rankings.

**e. Conducting Required Audits and Hosting of website on MeitY empanelled Cloud.
VOC PORT AUTHORITY's existing website will be migrated and hosted on MeitY**

Conducting Required Audits for government websites as per the requirement of statutory Authorities.

- ii). Bidder/SI/BA shall conduct yearly VAPT.
- iii). Bidder/SI/BA shall Provide and maintain SSL certificate.

Entire website should work in offline environment on standalone Server
(All the charges related to above shall be included in quoted price.)

Entire website should testable and work in offline environment on standalone Server/PC on localhost. Third party dependencies should not be there.

Open source components or free components should not be used in website development.

Web developer shall not make use of open source components or free components while developing the website.

Entire website should testable and work in offline environment on standalone Server/PC on local host. Third party dependencies should not be there.

NOTE: As per govt of INDIA directives, the website will be GIGW 3.0 and DBIM 3.0 Complaint, duly certified by STQC, Ministry of Electronics and IT, GoI. Also as the website will be hosted on MeitY empanelled Cloud environment the same should be audited every year by CERT-In empanelled firm and duly certified from cyber security aspect, necessary for its hosting on MeitY empanelled Cloud platform. All the charges shall be included in quoted price.

6. Annual Maintenance Contract

After hosting of the new website, the developer has to maintain the website for 3-year period and which may get extended for a period of 2 more years.

The scope of work includes regular maintenance of the website and keep operational Making Change in the source code of the website (as and when required). Checking the website for dead links. Coordination with the cloud service provider for the server related problems/issues. Technical support for the auditing of website and for compliance with the guidelines issued by the Government from time to time. Providing the support for maintenance of public domain registry of VOC PORT AUTHORITY i.e.vocport.gov.in.

f. GENERIC CONDITIONS

This EoI is for a system that will meet the following basic requirements: -

1. A reliable, redundant software system providing an overall system up time should be of higher industrial standards.
2. The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates.
3. The quotation shall clearly indicate the different components of the total charges.
4. Easy and Economic System Upgradable and Scalable in nature.
5. Bidder/SI/BA must ensure about full software support on 24*7*365 basis. Immediate telephonic response and support for usage related and other minor problems. Dial-in support for corruption handling, minor bug fix, etc. On-site support within 24 hours for major problems and immediate support in case of emergency.
6. Bidder/SI/BA shall ensure that the data shall be secure. 7. The IPR (Intellectual Property Right) for the software developed under the Scheme shall be of the VOC PORT AUTHORITY and the source code for all the modules and integration systems developed there under shall be vested with the VOC PORT AUTHORITY.
8. All software applications should be of latest version at the time of award of Work Order.
9. Pages of Technical Specification, Terms and Conditions and Schedule of Rates should be signed by the authorized signatory as a token of your acceptance
10. To see that The website shall be functional 24*7 in the VOC PORT AUTHORITY users and stakeholders environment (i.e. Devices gadgets) efficiently.
11. To Do Modification Correction as and when required
12. Configuring server to prevent unauthorized access, directory listing.
13. Running Scans periodically to detect misconfiguration or missing patches.
14. To perform Regular audit and Vulnerability Assessment and Penetration Testing(VAPT) of entire system.
15. Checking fraudulent website using digital logo or digital

g. TECHNICAL CONDITIONS

1. Proposal should be for a complete system. Incomplete or part component will not be considered.
2. Each equipment/ system/software must be accompanied with User / Operational manual.
3. Bidder/SI/BA should submit the detailed system Workflow diagram, Block Schematic, Layout Plan (LOP) etc. for software system / equipment's and power supply system along with Technical bid.
4. Bidder/SI/BA should also submit the PERT Chart indicating the schedule for the commissioning of the project with the terms & conditions as stipulated in the RFP.
5. Cross reference in reference of supporting documents should be given with proper page number and volume number.

h. Menus List

Home
About Us
Port Operations
Bids

Media and News
Connectivity and Projects
Performance Reports
Online Payment Gateway

Sitemap

Primary Menu

- VOC PORT AUTHORITY Info
- Vision/Mission
- Organisation
- Management Team
- Board
- Chairperson's Message
- History
- People
- Careers
- Contact Us
- Berth plan
- RFID Pass
- SOR Highlights
- Vessel Position
- Bill Payments
- Related Links
- GIS/Land Management
- Employee Development
- Skill Development
- CSR Activity
- Stakeholders
- Advantage VOC PORT AUTHORITY
- Terminals
- Container Freight Stations
- Tariff
- Facilities
- VOC Port
- Land Management
- Ease of Doing Business
- EODB
- Marine Services
- Utility Services
- Projects Ongoing
- VOC PORT AUTHORITY Future Projects
- Location
- Road Access
- Rail Access
- Performance Highlights
- Berthing Report
- Daily Performance Report

- Monthly Performance Report
- Operating Performance Profile
- SUO MOTO Disclosure
- Administration Report
- Annual Performance Report
- VOC PORT AUTHORITY Statistics
- Environment Push

Footer Menu

- GENERAL INFO
 - Our Logo
 - Important Numbers
 - Port Holidays
 - PCS Login
 - E-advice
 - Vendor Payment areport
 - Security at VOC PORT AUTHORITY
 - Marine Safety
 - Marine Safety Circular
 - Quick Link
 - Pass Issue Procedure
 - Subscribe Newsletter
- VENDOR INFO
 - Bids
 - GST
 - Registration of TTS & Drivers
 - Pending Bills
 - Vendor Registration
 - Pending Vendor Payment Report
 - SOP for Stores Supply
 - Circular and Trade Notices
 - List of Shipping Agencies Registered
 - Ports Connected with VOC PORT AUTHORITY
 - Procurement-Projections
- LEGAL & COMPLIANCE
 - Vigilance
 - RTI
 - Integrity Pact
 - Arbitral Award Status
 - SOLAS VGM Compliance
 - Customer Charter
- EMPLOYEES CORNER
 - Employee Regulation
 - Staff Directory
 - Pension Portal
 - Forms

- POLICY INFO
- Contractor Registration
- Privacy Policy
- Copyright Policy
- Hyperlinking Policy
- Terms & Conditions
- Disclaimer
- Sitemap
- Accessibility Option
- Accessibility Statement
- Grievances
- Feedback
- Help
- Header Menu
- Circular and Trade Notices
- FAQs
- Contact Us
- Testimonies - We should have a section where members of trade/agents speak about their first-hand experience of quality service at the port.
- Walkthrough - This should be a section that allows browsers to pan through the entire port facility and provides information on clickable areas.
- Reports upload - Teams from VOC PORT AUTHORITY shall have access to upload their own reports / information on the website. This shall mean that data is being captured in a readable format and not in a PDF. This shall allow browsers to draw historical data from the website. This shall also allow users to filter data based on need.
- Registration for Newsletter - Users should be able to register to the website and set alerts / request to be kept posted for various occurrences. For eg. Every time new news is updated.
- Grievance redressal - A user friendly way for browsers to get in touch with the department concerned with queries. Unanswered queries can be flagged to higher authorities if not answered on time or in case of unsatisfactory responses.
- Infographics - Use infographics to communicate key information ensuring that browsers do not have to read through lengthy paragraphs to grasp the USP's.
- Responsive design - This will ensure that the website opens on all browsers and resolutions regardless of whether the site visitor is on a PC, tablet or mobile phone.
- Cross Browser Compatibility - The designer of a website must ensure that their design works properly and that its appearance is error-free and functional on any platform used to view it. It's definitely one of the most complicated and frustrating aspects you must consider when designing a new project, but it's essential that the you do not leave anything to chance and keep cross-browser compatibility in mind throughout the design process.

- Port Media Analytics of Port Industry for industry page

Port Media Page will have access to data across the Port sector detailed for the past 12 months across TV / Print / Web / Social Media.

- Will have actual press clipping, news clips and articles from industry
- Industry Reports – Earned Media Buzz reports, Thematic report, Journalist reports and sentiment details

(Above menus may be changed during final acceptance as per final work order)

CONTRACT PERIOD: THE PERIOD WILL BE FOR THREE YEARS AND PROVISION TO EXTEND FURTHER TWO YEARS ON SAME TERMS AND CONDITIONS.

PERIOD OF COMPLETION: THE ENTIRE WORK I.E. GO LIVE OF WEBSITE ON CLOUD IS REQUIRED TO BE COMPLETED IN ALL RESPECTS WITHIN 1 MONTH FROM THE DATE OF PLACEMENT OF ORDER. TIME IS THE ESSENCE OF CONTRACT. THE BIDDER/S WILL BE REQUIRED TO MAINTAIN SPEEDY AND REQUIRED PROGRESS TO THE SATISFACTIONS OF VOC PORT AUTHORITY TO ENSURE THAT THE WORK WILL BE COMPLETED IN ALL RESPECTS WITHIN THE STIPULATED PERIOD.

AMC PERIOD: THE PERIOD WILL BE FOR THREE YEARS FROM THE DATE OF GO LIVE AND PROVISION TO EXTEND FURTHER TWO YEARS ON SAME TERMS AND CONDITIONS.

Service Level Agreement (SLA): The purpose is to define the levels of service provided by the Bidder to the VOC PORT AUTHORITY for the duration of the contract.

The Service Level parameters defined here shall be monitored on a periodic basis, as per the individual parameter requirements.

i. Design and Development of Website/ Portal

Proof of Concept: The Bid-submitting agency shall submit a detail project plan with the bid including the following:

- a) Project Organization and Management Plan
- b) Design, Development, Data Migration, Deployment and Testing plan
- c) Pre-commissioning, Operational and User Acceptance Testing Plan
- d) Delivery and Installation Plan

j. Training Plan

- f) Risk Management Plan
- g) Operations and management plan
- h) Task, Time, and Resource Schedules
- i) Technical Support Plan and Escalation Matrix.

k. Training & Documentation:

Comprehensive training and documentation for administrators and content creators.

- User manuals, online help systems, video tutorials, and in-person training sessions.

- Ensures smooth operational transition and supports ongoing governance.

Bidder/BA/SI should have sufficient backup support required for liaisoning, meetings, coordination to meet the time lines of the project and its successful completion. The BA/SI shall nominate technical SPOC and account manager for this project.

Compliances: Bidder/BA/SI shall be responsible for all the regulatory compliances related to fulfillment of delivery of this project under this EoI during its currency.

Above requirements are only indicative in nature and are only for the guidance of the bidder to assess the quantum of work. The BA/SIs are required to apply their expertise to fulfill the required objective. In case of any discrepancy/ typo-graphical error mentioned in this EoI then the conditions/ specifications mentioned in the customer PO/LOA will prevail. The Scope of Work mentioned is only tentative in nature. Final Scope of Work will not deviate more than 20% from the Scope of Work mentioned in this EoI. Final Scope of Work will depend on the Work Order/ Purchase Order released by VOC Port Authority. BA/SI shall adhere to the Scope of Work as mentioned in the Work Order/ Purchase Order released by VOC Port Authority.

Governance Framework

- The Bidder/BA/SI shall adhere to the governance framework put in by RailTel for the project deliverable.
- The Governance team among other things will monitor the performance of the project and take corrective measures as required for successful delivery of the project.
- The Governance Team shall be overseeing the coordination, periodical reviews, escalations, billing, documentation, customer interactions etc

EMD:-A sum of Rs. 72,122/- for respective bided section should be deposited as earnest money to be paid online at E-NIVIDA portal only. No interest is allowed on this Deposit and RailTel Corporation reserves the right to forfeit this Deposit if the successful bidder fails to submit the Security Deposit required by the terms and conditions of the bid. **Bids not accompanied by Earnest Money will be summarily rejected.**

EARNEST MONEY:

1. The bidder shall furnish an amount as given in Preamble as earnest money to be paid for each for each bided section through E-NIVIDA.
2. The validity of offer will be 90 days from the date of opening of bid 'as given in Preamble. It being understood that the EoI documents have been read by the bidder and the bidder is permitted to bid in consideration of the stipulation on his part that after submitting his bid and he/she will not resile from his/her offer or modify the terms and conditions there of in manner not acceptable to RailTel. If the bidder fails to observe or comply with the foregoing stipulation, the aforesaid amount deposited as Earnest Money shall be liable to be forfeited by the RailTel.
3. The earnest money may be forfeited under the following circumstances.
 - 3.1 If bidder with draws its bid during the period of bid validity specified in Preamble
 - 3.2 In case of successful bidder, if the bidder fails to sign the contract in accordance with relevant para of Preamble and to furnish PBG in accordance with relevant clause of preamble .The earnest money of unsuccessful bidder will save as here in before provided, be returned within reasonable time to the unsuccessful bidder but the RailTel shall not be responsible for any loss or depreciation that may happen to the security for the due performance of the above stipulation to keep offer open for the period specified in the bid documents or to the Earnest Money while in their possession or be liable to pay interest there on.
4. If the bid is accepted, the amount of Earnest Money will be held as security deposit as per relevant para of Preamble of bid document for due and faithful fulfillment of contract. Security Deposit shall be released only after completion of Part A of Schedule of Work of Annexure 2 of the Price Bid.
5. The bid not accompanied by Earnest Money as mentioned in clause 3 above or if any of the documents submitted by the bidders is proved to be fraudulent, the offer will be summarily rejected & EMD will be forfeited.

2.3 Qualifying and mandatory conditions

The bidder must comply the following:

Sl No	Particulars	Criteria	Proof/Documents Required
1	Technical Eligibility Criteria – (Work Experience)	SI/BA must have successfully completed any of the following during last 03 years, ending last day of month previous to the one in which EOI is invited: 1) Three similar works each costing not less than the amount equal to 30% of advertised value of the EOI, or 2) Two similar works each costing not less than the amount equal to 40% of advertised value of the EOI, or 3) One similar work each costing not less than the amount equal to 60% of advertised value of the EOI MEANING OF SIMILAR WORKS: Works similar to the scope of work as contained in this EOI shall mean that “Design, Development/Redevelopment/Enhancement and Implementation – Maintenance of Web Portal/Mobile Application Development/Web Application Development in Govt. / PSU Sector ”	Work Completion certificate issued by the user department along with work order/purchase order indicating date of completion of work and value of work executed

RCIL/SR/MAS/2025-26/EOI/ 05

2	Empaneled partner of RailTel	BA/SI Partner must already be an empaneled Business Partner/ System Integrator / Managed Service Provider/ Business Associate of RailTel. Further BA/SI/MSP, who have breached contract or engaged in legal dispute with RailTel shall not be eligible for the Bid.	Letter from RailTel selecting bidder as an empaneled channel partner/Business Partner/SI/MSP. Copy of PBG submitted for SI/BA/BP empaneled Agreement with RailTel. PBG should be valid on the date of submission of the quote
3	Financial Eligibility Criteria-Turnover	Annual financial turnover during each of the last 3 years, ending 31 st March 2025, should be at least Rs.1.08 Cr.	Audited balance sheet , Profit and Loss Account for the financial year 2022-23, 2023 -24, 2024 -25, and showing total qualifying cumulative turnover of minimum 1.08 Cr (150% of bid estimated value) OR Turnover in Crores for last 3 financial years should be certified by Chartered Accountant with UDIN Number.
4	Blacklisting	SI Partner should not have been blacklisted by the Government of India or any state government or any of its agencies or PSUs for any reasons whatsoever and SI Partner should not have been blacklisted by Central / any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in	Undertaking from the Company Secretary or the Managing Director/Authorized representative of the Partner

		unfair trade practices.	
5	Authorizati on	The bid must be signed by authorized person	Power of attorney to be submitted in favor of authorized person.
6	ISO Certificates	The bidder must submit the following ➤ ISO 9001:2015 ➤ ISO 14001 :2015. ➤ ISO 200001-1:2018 ➤ ISO 27001: 2015 ➤ CMMI Level 3 and above	Copy of mentioned valid ISO certificates to be submitted along with authorized seal and sign
7	POA	Notarized Power of attorney to be submitted in favour of authorized person	Valid Documentary Proof to be uploaded
8	Affidavit	Notarized affidavit as per Annexure 3	Valid Documentary Proof to be uploaded

Hardcopies of Affidavit (Annexure 3), POA should be submitted to RailTel withing 5 working days from the date of submission of EOI

Performance Guarantee (PG):

Performance Guarantee can be submitted to RailTel through bank transfer OR Bank Guarantee OR Insurance Bond. The successful bidder shall give a performance guarantee amounting to 5% of annual contract value within 21 days from the date of issue of LOA. Extension of time for submission of PBG beyond 21 days and up to 60 days from the date of issue of LOA may be granted subject to the conditions that a penal interest of 15 % per annum of the amount of BG shall be charged for the period of delay beyond 21 days i.e. 22st day after date of issue of LOA. Further, if the 60th day happens to be a declared holiday in the concerned office of the RailTel, submission of PG can be accepted on the next working day. In all other cases, if the Contractor fails to submit the requisite PG even after 60 days from the date of issue of LOA, the contract is liable to be terminated. In case contract is terminated RailTel shall be entitled to forfeit EMD and to deduct amount towards other dues payable against that contract. The failed Contractor shall be debarred from participating in re-bid for that work. PBG shall be released after satisfactorily completion of the work and on expiry of warranty

While submitting the PBG, following is to be noted:

- i. All performance security (PBG) up to Rs. 5 Lakhs will be accepted only through Bank transfer only.
- ii. As per RBI guidelines BG above Rs. 50,000/- should be signed by two bank officials.
- iii. PBG should be from a scheduled commercial bank (either private or PSU) but not from any

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Cooperative Bank or NBFC.

- iv. It is to be ensured that BG issuing bank must be SFMS enabled. Under SFMS system, a separate advice of the BG (via SFMS IFN 760COV) to be sent to the advising bank (RailTel) through SFMS by the issuing bank (Applicant). Similar process to be followed for bank guarantee amendment also and separate advise (via SFMS IFN 760COV) is sent to the advising bank and only after this the BG will become acceptable to RailTel. It is therefore in own interest of bidder to advise the details of RailTel's bank IFSC code, its branch and address as given below: to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.
- v. The minimum gap between BG expiry date and BG claim date should be 12 months.
- vi. If required, Bank Guarantee to be extended at least 90 days before its expiry; failure to do so will result in the encashment of the BG.

RailTel SR Bank Details:

Name: RailTel Corporation of India Limited

Account No: 27301010373007,

IFSC Code: UBIN0805050,

Bank Name: Union Bank of India,

Branch address: Union Bank of India, RP Road Branch, Bungalow no 109, New No 1-7- 252 to 254, Oxford Street, SD Road, Near Park Lane Center, Secunderabad – 500003.

The percentage of PBG shall be 5% of work order value or as stipulated in customer PO/Work Order including the AMC period

PBG would be released after 3 months of completion of AMC period . If the agreement is extended, and PO value exceeds 25%, then additional PBG to be submitted over and above 100% of original PO value.

Timeframe for Completion of Project:

S. No.	Services	Timelines
1	Completion of Installation and Commissioning of Design and Redevelopment of a fully functional, responsive, and secure website compliant with MEITY standards and with AI Chatbox for VOC Port Authority	1 Month from the date of issue of LOA by Railtel.
2	Completion of STQC Audit +Certin certification (Multi Lingual) +GIGW 3.0 Certification+ DBIM 3.0 Certification	2 Months from the date of issue of LOA by Railtel.

Signature of Bidder with Seal

3	Starting of AMC for the web portal design for the period of 3 years	From the date of successful completion and installation of web portal (issuance of STQC certificate mandatory) and acceptance by VOC port
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3. Payment Terms : Payment terms as this will remain applicable on **back-to-back** basis on Successful bidders. Payment shall be made only after actual receipt of payment from VOC Port Authority on submission of required documents. **Liquidated Damages and Penalty, if any, will be deducted on back to back basis on actual value terms.**

One Time Charges (Part - A): Payment after the successful installation and acceptance by V.O.Chidambaranar Port Authority. Part-A.1 Part-A.2 and PartA.4 will be released on the website go-live and Part-A.3 will be released on issuance of the STQC certificate.

Payment Terms: Annual Maintenance Charges (Part - B): After successful completion of six months.

Successful bidder is expected to submit the invoices on RailTel bill tracking system.

The URL is as given : <https://bts.rcil.gov.in/Home>

4. Liquidated Damages

Liquidated Damages clause will be applicable to the BA/SI/BP on back to back basis on value terms.. Any Liquidated Damages levied by VOC Port Authority over and above will be deducted on back to back basis on actual value terms.

5. Penalty Clause

Back to back in actual value terms as per customer Work Order Terms and Condition

6. Evaluation Method

Among all the bidders who are complying the qualifying and mandatory conditions (Table under cl.2.3) the evaluation will be done based on the technical compliance and demonstration of the solution through Technical presentation and total offered cost (All-inclusive including Taxes) for this EoI to select lowest eligible bidder. The price bids are to be submitted as per Annexure-2

7. Signing of NDA

RailTel shall sign an NDA with the selected SI/BA based on the terms and conditions given in the EOI & project requirement.

8. Bid Currency and bid validity

The prices in the bid document shall be expressed in Indian Rupees only and price figures quoted wherever will be considered as expressed in Indian Rupees only.

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Bids shall remain valid for a period of 90 days from the date of opening of the bids. RailTel shall at its own discretion may reject a bid value of shorter period.

9. Modification and/or Withdrawal of Bids:

Bids once submitted will be treated as final and no modification will be permitted. No correspondence in this regard will be entertained.

No bidder shall be allowed to withdraw the bid after the deadline for submission of bids.

In case of the successful bidder, he/she will not be allowed to withdraw or back-out from the bid commitments. The BG submitted in reference to empanelment and EMD, in such eventuality shall be forfeited and all interests/claims of such bidder shall be deemed as foreclosed

10. Negotiation:

RailTel reserves the right to negotiate with the bidder in order to make the bid competitive.

The bidder/s shall not increase his/their quoted rates including payment terms in case the RailTel Administration negotiates for reduction of rates. Such negotiations shall not amount to cancellation or withdrawal of the original offer and the rates originally quoted will be binding on the bidder/s.

11. General Instructions to Bidders

11.1 All offers in the prescribed forms should be submitted before the time and date fixed for the receipt of the offers.

11.2 In case the schedule of requirement quoted by bidder is incomplete with reference to bid document, the offer is liable to be rejected.

11.3 ATTESTATION OF ALTERATION: No scribbling is permissible in the bid documents. Bid containing erasures and alterations in the bid documents are liable to be rejected. Any correction made by the bidder/ bidders in his/their entries must be signed (not initialed) by him/them.

11.4 The bidder shall submit his bid in sealed cover on or before specified date & time. Copy of the bid shall be complete in all respects. The copy should be marked "Original". The original bid paper purchased from this office or down loaded from the RailTel web site and all corrigenda/addenda, if any, shall be returned duly stamped and signed on each page along with the original offer.

11.5 The offer shall be submitted in single packet. Techno-commercial bid & price bid shall be sealed in single envelope. Envelope should bear the EOI No., its description and date of

Signature of Bidder with Seal

opening.

11.6 The bidder has to submit all applicable document as per check list

12. General Instructions to Bidders

12.1 All offers in the prescribed forms should be submitted before the time and date fixed for the receipt of the offers.

12.2. In case the schedule of requirement quoted by bidder is incomplete with reference to bid document, the offer is liable to be rejected.

12.3. ATTESTATION OF ALTERATION: No scribbling is permissible in the bid documents. Bid containing erasures and alterations in the bid documents are liable to be rejected. Any correction made by the bidder/ bidders in his/their entries must be signed (not initialed) by him/them.

12.4. The bidder shall submit his bid in sealed cover on or before specified date & time. Copy of the bid shall be complete in all respects. The copy should be marked "Original". The original bid paper purchased from this office or down loaded from the RailTel web site and all corrigenda/addenda, if any, shall be returned duly stamped and signed on each page along with the original offer.

12.5. The offer shall be submitted in single packet. Techno-commercial bid & price bid shall be sealed in single envelope. Envelope should bear the EOI No., its description and date of opening.

12.6 The bidder has to submit all applicable document as per check list

12.7 Bidder has to accept terms and condition of the EoI unconditionally

13. Information to Bidder

13.1 Guideline for preparation of response to this EoI

Bidders are requested to follow the below guidelines while preparing the responses to EoI.

1. The price bid should be in the format provided in Annexure-2. Any bid not found responsive to the details mentioned in this document may be rejected.
2. The bidder is requested to review the response before submission as the submitted responses shall be considered final and revisions may not be permitted, unless there are genuine reasons for such revision.
3. Bidder should download from the RailTel Website www.railtelindia.in and attach all documents as required for this EOI document (see checklist) and submit the complete bid

Bidder with Seal

through the online portal before due time & date. Late and Delayed response to this EOI shall not be considered.

13.2 Amendment to the EOI Document

RailTel may, for any reason, whether at their own initiative or in response to a clarification requested by an interested bidder, modify this document through amendment. In such case, the following rules will apply:

1. Any amendment shall be issued in writing through addendum/corrigendum via email.
2. Any such modification will overrule the original version and previously modified version.
3. RailTel, at its discretion, may extend the deadline for submission of EOI after considering the materiality of the amendment.
4. RailTel, at its discretion EOI may cancel the EOI without assigning any reason whatsoever

14 .Arbitration

The parties through respective signatories shall settle any dispute or disagreement with respect to performance, non-performance or defective performance of respective obligation amicably. In the event of disputes remaining unresolved, the parties shall refer the matter to a single arbitrator under arbitration law that may be applicable, whose appointment shall be done by PED/Southern Region, RailTel Corporation of India Limited. The place of arbitration shall be Hyderabad/Chennai and the language used shall be English.

15 .Force Majeure Clause

If at any time, during the continuance of this contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earthquakes, explosions, strikes, epidemics, quarantine restrictions, lockouts, any statute, statutory rules/regulations, order of requisitions issued by any Government Department or Competent Authority of acts of God (here-in-after referred to as event) then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall, by reason of such event, be entitled to terminate this Contract nor shall either party have any claim for damage against the other in respect of such non-performance or delay in performance, and the obligations under the Contract shall be resumed

Bidder with Seal

as soon as practicable after such event has come to an end or ceased to exist, PROVIDED FURTHER that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event beyond a period as mutually agreed to by the RailTel and the Contract or after any event or 60days in the absence of such an agreement which ever is more, either party may at its option terminate the Contract provided also that if the contract is so terminated under this clause the RailTel may at the time of such termination take over from the Contractor at prices as provided for in the contract ,all works executed or works under execution.

16. General Terms and Conditions

- 1) RailTel will enter into an agreement, incorporating technical specifications, financial conditions, service levels and related terms and conditions of the LOA will be issued by VOC Port Authority. The successful bidder needs to sign an NDA with RailTel as per RailTel's policy.
- 2) RailTel reserves the right to accept or reject any or all application(s) without assigning any reason whatsoever. RailTel's decision in this regard shall be binding and final.
- 3) If any of the information, furnished by the bidder, is found incorrect at a later stage, the selected bidder shall be liable to be barred from participating in current and subsequent opportunities with RailTel. RailTel reserves the right to verify the particulars furnished by the applicant independently.
- 4) The bidder after submitting the response to this EoI agrees with RailTel for honoring all aspects of fair trade practices.
- 5) The bidder shall bear all cost associated with the preparation and submission of the response to this EoI.

Signature of Bidder with Seal

17. Technical specifications, terms and conditions

The scope of SI/BA is of Design and Redevelopment of a fully functional, responsive, and secure website compliant with MEITY standards with AI Chatbox for VOC Port Authority for 3 Years “, “Schedule of requirement” as per Annexure-II including but not limited to the following

1. Bidder has to Develop admin panel to create/modify the home page content as per the instructions/Guidance of end customer.
2. Bidder has to Develop a panel for Chairman, pensioners and department users to login to use the concern services as desired by end customer.
3. Bidder has to Develop or manage Mail service under the guidance of end customer.
4. Bidder has to Develop or manage SMS service under the guidance of end customer.
5. Bidder has to undertake Existing mail server management.
6. Cloud hosting integration to be done with the Cloud service provided by end customer.
7. Bidder has to Convert the existing VOC Port’s static web site into dynamic web portal, where can change the static content of home page from admin panel.
8. Bidder has to develop a grievance module where pensioner and employees can submit their grievances and view the status.
9. All Software and related IP developed will be the property of the end customer.
10. Any other non-significant change request of end customer also will be the scope of Bidder
11. All other terms and condition mentioned in Annexure 5 of the EoI document

18. Technical and Commercial Proposal

The response to the EoI need to cover following.

1. The covering letter in the format mentioned in Annexure 1 should be part of the expression of interest being submitted.
2. The bidder need to provide all the reference details/documentary evidences required to fulfill the criteria as applicable. The bidder is expected to submit evidences to meet all the criteria mentioned.

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3. The bidder need to provide the details of the point of contact who shall be contacted from RailTel for any matter pertaining to the empanelment or the EoI process in the future.

The format in which the details are to be furnished is mentioned below:

(PLEASE USE BLOCK LETTERS TO FILL THE TABLE BELOW)

DETAILS OF POINT OF CONTACT		
First Name	Last Name	
Designation		
Official Address		
Contact Number (Office Landline)		
Mobile Number		
Official Email ID		



Signature of Bidder with Seal

19 Annexure 1: Covering Letter Format

COVERING LETTER

Date:

To,

**RailTel Corporation of India
Ltd. 275e, EVR Periyar High
Road CAO/CN Office, Southern
Railway Egmore, Chennai -
600008**

Sub: Bid For - Design and Redevelopment of a fully functional, responsive, and secure website compliant with MEITY standards with AI Chatbox for VOC Port Authority for 3 Years

Dear Sir

Having examined EoI document bearing the reference number No: RCIL/SR/MAS/2025-26/EoI/05, dated 29/08/2025 released by your esteemed organization, we, undersigned, hereby acknowledge the receipt of the same and submit our offer.

If our offer is accepted, we undertake to abide by all the terms and conditions mentioned in this EoI.

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

Date:

Signature with seal

Name _____ Designation: _____ Authorized Signatory _____

Signature of Bidder with Seal

20 Annexure 2: Price Bid document

Please find the price bid format which is to be uploaded in portal and the detailed price as per Annexure. (All the price are Including GST)

Percentage Quoted in Words will be considered as final

S.No	Description	Estimated Charges in Rs*
Part A		
1	Cost of Design/Redevelopment/implementation Of dynamic web portal -MEITY-Compliant Website Implementation	18,80,000
2	FMS/Mailserver/webmail support	2,88,000
3	STQC Audit +Certin certification(Multi Lingual) +GIGW 3.0 Certification+DBIM 3.0 Certification	13,52,000
4	Development and Integration and of a basic AI chatbot for user assistance	2,88,000
5	Total (A)	3,80,8000
Part B		
	Description	Recurring Charges per annum (Rs) excluding GST
6	Annual maintenance charge for website	7,68,000
7	Total (B)	7,68,000
	Description	Amount (Rs)
8	Total charges for the first year (Total A + Total B)	45,76,000
9	Annual Recurring charges for next 2 years	15,36,000
10	Sub Total (Total C)	61,12,000
11	* GST 18% (Total D)	
12	Total Charges for three years with inclusive of GST (Total C + Total D)	72,12,160
a	Bidder % At par/Below/Above (in figures)	
b	Bidder % At par/Below/Above (in Words)	
c	Total Value including All Taxes in Figures	
d	Total Value including All Taxes in Words	
Note 1	Single % (percentage) to be quoted by the bidder on Total Value	

Signature of Bidder with Seal

Note 2	Incase of Discrepancy, total value arrived at after bidder % (In words) shall be final and % above/ below/At par shall be calculated accordingly.
Note 3	The % quoted here shall be applicable uniformly for all the items mentioned in Annexure 2. No separate %age to be quoted against Annexure 2
Note 4	The breakup item wise (With HSN/SAC Code for both the supply and service items) to be provided as separate sheet. The Bidder shall show the calculation to arrive at total value of offer including Tax and it should be consistent with the offered value without GST. Incase of any inconsistency, the value offered without GST shall be taken into account and corrected value of the offer shall be worked out.
Following points to be considered: • It is compulsory to quote in Single Percentage. • The price quoted in the bid should be inclusive of all charges and GST. • The bidder will be required to give technical presentation on various items of bid to demonstrate his solution.	

Signature of Bidder with Seal

Annexure -3

(FORMAT FOR AFFIDAVIT TO BE SUBMITTED BY BIDDER ALONG WITH THE BID DOCUMENTS)

(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 bidder)

I.....(Name and designation*** appointed as the attorney/authorized signatory of the bidder (including its constituents).

M/s _____(hereinafter called the bidder) for the purpose of the Bid documents for the work of _____ as per the bid No. _____ of (_____RailTel), do hereby solemnly affirm and state on the behalf of the bidder including its constituents as under:

1. I/we the bidder, am/are signing this document after carefully reading the contents.
2. I/we the bidder also accept all the conditions of the bid and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the bid documents from RailTel website www.railtelindia.com / <https://railtel.enivida.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 bid document. In case of any discrepancy noticed at any stage i.e. evaluation of bids, 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 bid 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 bids, it shall lead to forfeiture of the bid EMD besides banning of business for five years on entire RailTel. Further, I/we (insert name of the bidder)** _____ 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 SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel

Signature of Bidder with Seal

VERIFICATION

I/we above named bid 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 BIDDER

Place :

Date

Signature of Bidder with Seal

Annexure-4

**GURANTEE BOND FOR PERFORMANCE GUARANTEE
PERFORMANCE BANK GURANTEE BOND**

(On Stamp Paper of Rs. One Hundred) (To be used by
approved Scheduled Banks)

In consideration of the RailTel Corporation of India Limited: RailTel Corporation Of India Ltd, Southern Region Head Quarters, 2nd Floor, B-Block, Rail Nilayam, Secunderabad-500071, TELANGANA (Herein after called RailTel) having agreed to exempt
.....(Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Agreement No. dated made between and for (hereinafter called “ the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs. only). We,(indicate the name of the Bank) hereinafter referred to as “ the Bank”) at the request of..... Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs.....Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

1. We, Bank **and our local branch at New Delhi (indicate detail address of local New Delhi Branch with code no.)** do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.

2. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.

We,.....Bank further agree that the Guarantee herein contained

Signature of Bidder with Seal

shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before the (1) We shall be discharged from all liability under this Guarantee thereafter.

We,.....We, (indicate the name of Bank) Further agree with the RailTel that the RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s).

We, the..... Bank further agree that this guarantee shall be invokable at our place of business at...../New Delhi (indicate detailed address of local New Delhi Branch with code no.).The branch at New Delhi is being advised accordingly.

(indicate the name of Bank) lastly undertaken not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

Dated the day of 2022
for (Indicate the
name of the Bank)

Witness

1. Signature Name
2. Signature Name

Signature of Bidder with Seal

Signature of Bidder with Seal

Annexure V

Detailed Scope of Work

Fully Responsive Design with tablets and mobile device compatibility Web 3.0, Mobile Ready, W3C complaint coding compliant with GIGW and W3C norms.

Multiple Languages - A website in English, Hindi and Tamil to target a wider audience.

Quick connect - A section where there shall be multiple avenues to connect with VOC PORT AUTHORITY on queries for any required service or query.

Website should reflect global image of VOC PORT AUTHORITY and give visits complete information about the VOC PORT AUTHORITY. Target Audience of the website will be General Public, B2B (Importers & Exporters) and Government.

1.The Website should accomplish the following:

1. Migrating all existing pages of the website into the revamped website.
2. Introduce new features, functionalities, modules, and workflows as mentioned in GIGW 3.0Manual.
3. Visually Attractive User Interface (UI) & User Experience (UX).
4. Enhanced Search Capability & Information Architecture.
5. Enhanced Content Strategy & User Engagement.
6. Uniformity across website while ensuring scalability.
7. The State of art Design. -The design of website shall be best using modern techniques
8. Compliance with GIGW 3.0, STQC ,DBIM 3.0, W3C and WCAG 2.2 guidelines (GIGW 3.0 and DBIM 3.0 attached separately)
9. **Chatbot** – VOC PORT AUTHORITY has an in-house AI-powered chatbot, which needs to be customised to feature on VOC PORT AUTHORITY's revamped website. The customized digital virtual assistant, will be featured as a minimized floating icon that expands upon visitor interaction. The chatbot will be connected via an

API provided by VOC PORT AUTHORITY. The selected agency is expected to coordinate with the officials or assigned personnel to implement the chatbot services effectively.

10. Text to Speech Features – The website should have feature of Text to speech option which complies with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 level AA. This will enable people with visual impairments access the website using assistive technologies, such as screen readers. The information of the website is accessible with different screen readers.

- Wireframes and Prototypes: Bidder shall submit wireframes or prototypes for critical pages
- The Service provider shall be capable of integration of VOC PORT AUTHORITY's pre-existing or other applications to the project using Application Programming Interface (API)
 - Social media feeds - Facebook, Twitter, LinkedIn embeddable modules
 - Integration with Aadhaar, DigiLocker, India Portal, MyGov, and Single Sign-On systems.
 - Secure data exchanges using OAuth, JWT, and other security protocols.
 - Compliance: Aligns with the GIGW 3.0 requirements on API-level integration and cybersecurity.
- Accessibility Layer:

Enhancements to ensure that the platform is fully usable for people with disabilities.

- Implement WCAG 2.1 AA guidelines including text resizing, high-contrast themes, keyboard navigation, and screen reader compatibility.
- Compliance: Fully adheres to accessibility standards and MEITY requirements.
- **Sub-Domains:**
 - Existing modules on the current website including Employee/Pensioner Portal(Data has to be migrated from legacy system to the new revamped system), Stevedore Portal, Ship chandling Portal .
 - Employee/Pensioner Portal(Data has to be migrated from legacy system to the new revamped system)

2.Change Management Process- Post Go Live

VOC PORT AUTHORITY may, depending on its strategic and business requirements, decide to make modifications, alterations and additions from time to time to the Project. In such an event, VOC PORT AUTHORITY shall provide a detailed proposal or scope of work to the Service Provider specifying such requested changes (“Change Request”). Service Provider shall evaluate each Change Request. The rates and charges payable for executing the Change Requests shall be determined on basis of man-days cost. Based on this calculation, the Service Provider shall submit to

VOC PORT AUTHORITY, a written response for such Change Request within 3 (three) Business Days following receipt thereof (“Change Request Response”).

Service Provider’s Change Request Response shall include a statement of the availability of the Service Provider’s personnel and resources, as well as any impact the proposed changes will have on the Contract Price, Deliverables of this RFP or the Contract, as the case may be. VOC PORT AUTHORITY,

Any Upgrade or Enhancement in relation to the Solution or any Services required to be rendered by the Service Provider shall not be deemed to be modifications, alterations and additions to the Project requiring a Change Request to be made by VOC PORT AUTHORITY. All Upgrades, Enhancements and Services shall be undertaken by Service Provider at its own cost, as per the terms hereof.

Since the Contract Price is determined mutually by parties, any payment to be made for any Change Request will be determined on basis of man-days cost.

3. Creation of Custom Content Management System to manage website

Comprehensive and user friendly CMS system with ease to add pages, content sections, images, embed videos, add sharing links to individual pages and content.

1. Dynamic Control on Page Structure - Admin Panel will have control to manage different pages on website. The structure will be easy to add or edit site pages.
2. Menu Control - Admin Panel will have control to manage different Menu on website. The link structure, sequence or order of menu items can be defined.
3. User hierarchy based access - Capabilities for multiple users with different permission levels to manage (all or a section of) content, data or information of a website.
4. Change /Access Log - All changes will have a log in the background and can be monitored in case of any activity need to track.
5. Change Management: There should not be any additional charges for Changes required in Website
6. Versioning of pages - Every Live page will have its version maintained in case of any issue with latest version page can be reactivated with any previous version.

7. Change preview option - Preview of any changes can be seen on admin panel without making a page live. It will help in making layout without disturbing the live website.
8. Language Support for Tamil, Hindi and English - Unicode language support will be available on the website to make Tamil and Hindi content for the website.
9. Web Traffic Analytics - Monitor website visitor traffic, most seen webpage with traffic details like location, time and events.
10. Management alerts - Set trigger points to alert the management on certain occurrences, for eg. When key reports are updated, when news is updated.
11. CMS - Have a Maker Checker mechanism in areas where critical information is to be uploaded. Here one user uploads data and the other user verifies the data and makes it live. This ensures sanctity of data.
12. Website analytics - Keep track of browser surfing pattern and track pages that are frequently visited to ensure that the information is up to date on these. This also helps in tracking browser drop areas and trying to plug the same.
13. CMS for Sub Domain – Employee Pensioner Portal CMS should have the below functionality

Employee/Pensioner Portal -CMS

Feature	Description	Functionality / Notes	Compliance
Bulk Document Upload	Admin/bulk uploader for pay slips, pension slips, and income tax forms	Upload in bulk (PDF/CSV/ZIP) by month or financial year for multiple users at once	Backend secured with role-based access
Income Tax Form Upload	Upload and archive Form 16, Investment Declaration Receipts , etc.	Grouped by FY; downloadable per employee/pensioner after login	GIGW 3.0 Sec. 3.2 (structured navigation)

Pay Slip Upload	Upload monthly pay slips for employees	Each user can log in and download personal slips securely	Accessible format (PDF + screen reader)
Pension Slip Upload	Upload pension statements (monthly/annual)	Available for pensioners with login; notifications on upload via email/SMS (optional)	GIGW 3.0, WCAG 2.1 AA
Secure Access	Login-based access (OAuth/AD/LDAP if needed)	Pensioners/Employees see only their own documents; Admin has upload/approval rights	Follows Role-Based Access Control
Download and Archive Module	Archive of historical documents with filter/search by year, month, type	Downloadable in compliant, accessible format (PDF with tags, metadata)	GIGW 3.0 Content Lifecycle
Audit and Logs	Admin view of upload status, logs, and failed entries	Ensures accountability for bulk upload success/failure	GIGW 3.0

4. Search Engine Optimisation on the different search engines

- Website SEO should be done by a qualified SEO team, for undertaking SEO work for improving ranking and web traffic of VOC PORT AUTHORITY websites.
- Formulating and implementing a SEO Strategy for the international and domestic

- Providing SEO related inputs (Keywords, Meta tags, Description tags, Doctype declaration, Character encoding, URL structure, Robots.txt, Canonical link element, XML and HTML sitemaps, custom 404, Redirects, HTTP headers, HTML code, iFrame etc.) to VOC PORT AUTHORITY and its web developer to get the inputs implemented on time.
- Making VOC PORT AUTHORITY websites rank on top in leading search engines with respect to shipping industry search (Google, Bing etc.) organically.
- Improving organic traffic on the website.
- Providing detailed analytics and web traffic report each month. Reports should also include keyword rankings.

**5. Conducting Required Audits and Hosting of website on MeitY empanelled Cloud.
VOC PORT AUTHORITY's existing website will be migrated and hosted on MeitY**

Conducting Required Audits for government websites as per the requirement of statutory Authorities.

- ii). Bidder shall conduct yearly VAPT.
- iii). Bidder shall Provide and maintain SSL certificate.

Entire website should work in offline environment on standalone Server

(All the charges related to above shall be included in quoted price.)

Entire website should testable and work in offline environment on standalone Server/PC on localhost. Third party dependencies should not be there.

Open source components or free components should not be used in website development.

Web developer shall not make use of open source components or free components while developing the website.

Entire website should testable and work in offline environment on standalone Server/PC on local host. Third party dependencies should not be there.

NOTE: As per govt of INDIA directives, the website will be GIGW 3.0 and DBIM 3.0 Complaint, duly certified by STQC, Ministry of Electronics and IT, GoI. Also as the website will be hosted on MeitY empaneled Cloud environment the same should be audited every year by CERT-In empaneled firm and duly certified from cyber security aspect, necessary for its hosting on MeitY empaneled Cloud platform. All the charges shall be included in quoted price.

6. Annual Maintenance Contract

After hosting of the new website, the developer has to maintain the website for 3-year period and which may get extended for a period of 2 more years.

The scope of work includes regular maintenance of the website and keep operational Making Change in the source code of the website (as and when required). Checking the website for dead links. Coordination with the cloud service provider for the server related problems/issues. Technical support for the auditing of website and for compliance with the guidelines issued by the Government from time to time. Providing the support for maintenance of public domain registry of VOC PORT AUTHORITY i.e.vocport.gov.in.

7.. GENERIC CONDITIONS

This RFP is for a system that will meet the following basic requirements: -

1. A reliable, redundant software system providing an overall system up time should be of higher industrial standards.
2. The system software licenses mentioned in the Bill of Materials shall be genuine, perpetual, full use and should provide upgrades, patches, fixes, security patches and updates.

3. The quotation shall clearly indicate the different components of the total charges.
4. Easy and Economic System Upgradable and Scalable in nature.
5. Bidder/Agency must ensure about full software support on 24*7*365 basis. Immediate telephonic response and support for usage related and other minor problems. Dial-in support for corruption handling, minor bug fix, etc. On-site support within 24 hours for major problems and immediate support in case of emergency.
6. Bidder shall ensure that the data shall be secure. 7. The IPR (Intellectual Property Right) for the software developed under the Scheme shall be of the VOC PORT AUTHORITY and the source code for all the modules and integration systems developed there under shall be vested with the VOC PORT AUTHORITY.
7. All software applications should be of latest version at the time of award of Work Order.
8. Pages of Technical Specification, Terms and Conditions and Schedule of Rates should be signed by the authorized signatory as a token of your acceptance
9. To see that The website shall be functional 24*7 in the VOC PORT AUTHORITY users and stakeholders environment (i.e. Devices gadgets) efficiently.
10. To Do Modification Correction as and when required
11. Configuring server to prevent unauthorized access, directory listing.
12. Running Scans periodically to detect misconfiguration or missing patches.
13. To perform Regular audit and Vulnerability Assessment and Penetration Testing(VAPT) of entire system.
14. Checking fraudulent website using digital logo or digital

8. TECHNICAL CONDITIONS

1. Proposal should be for a complete system. Incomplete or part component will not be considered.
2. Each equipment/ system/software must be accompanied with User / Operational manual.

3. Bidder should submit the detailed system Workflow diagram, Block Schematic, Layout Plan (LOP) etc. for software system / equipment's and power supply system along with Technical bid.
4. Bidder should also submit the PERT Chart indicating the schedule for the commissioning of the project with the terms & conditions as stipulated in the RFP.
5. Cross reference in reference of supporting documents should be given with proper page number and volume number.

9. Menus List

Home

About Us

Port Operations

Tenders

Media and News

Connectivity and Projects

Performance Reports

Online Payment Gateway

Sitemap

Primary Menu

- VOC PORT AUTHORITY Info
- Vision/Mission
- Organisation
- Management Team
- Board
- Chairperson's Message
- History
- People
- Careers
- Contact Us

- Berth plan
- RFID Pass
- SOR Highlights
- Vessel Position
- Bill Payments
- Related Links
- GIS/Land Management
- Employee Development
- Skill Development
- CSR Activity
- Stakeholders
- Advantage VOC PORT AUTHORITY
- Terminals
- Container Freight Stations
- Tariff
- Facilities
- VOC Port
- Land Management
- Ease of Doing Business
- EODB
- Marine Services
- Utility Services
- Projects Ongoing
- VOC PORT AUTHORITY Future Projects
- Location
- Road Access
- Rail Access
- Performance Highlights
- Berthing Report
- Daily Performance Report
- Monthly Performance Report
- Operating Performance Profile

- SUO MOTO Disclosure
- Administration Report
- Annual Performance Report
- VOC PORT AUTHORITY Statistics
- Environment Push

Footer Menu

- GENERAL INFO
 - Our Logo
 - Important Numbers
 - Port Holidays
 - PCS Login
 - E-advice
 - Vendor Payment areport
 - Security at VOC PORT AUTHORITY
 - Marine Safety
 - Marine Safety Circular
 - Quick Link
 - Pass Issue Procedure
 - Subscribe Newsletter
- VENDOR INFO
 - Tenders
 - GST
 - Registration of TTS & Drivers
 - Pending Bills
 - Vendor Registration
 - Pending Vendor Payment Report
 - SOP for Stores Supply
 - Circular and Trade Notices
 - List of Shipping Agencies Registered
 - Ports Connected with VOC PORT AUTHORITY

- Procurement-Projections
- LEGAL & COMPLIANCE
- Vigilance
- RTI
- Integrity Pact
- Arbitral Award Status
- SOLAS VGM Compliance
- Customer Charter
- EMPLOYEES CORNER
- Employee Regulation
- Staff Directory
- Pension Portal
- Forms
- POLICY INFO
- Contractor Registration
- Privacy Policy
- Copyright Policy
- Hyperlinking Policy
- Terms & Conditions
- Disclaimer
- Sitemap
- Accessibility Option
- Accessibility Statement
- Grievances
- Feedback
- Help
- Header Menu
- Circular and Trade Notices
- FAQs
- Contact Us
- Testimonies - We should have a section where members of trade/agents speak about their first-hand experience of quality service at the port.

- Walkthrough - This should be a section that allows browsers to pan through the entire port facility and provides information on clickable areas.
- Reports upload - Teams from VOC PORT AUTHORITY shall have access to upload their own reports / information on the website. This shall mean that data is being captured in a readable format and not in a PDF. This shall allow browsers to draw historical data from the website. This shall also allow users to filter data based on need.
- Registration for Newsletter - Users should be able to register to the website and set alerts / request to be kept posted for various occurrences. For eg. Every time new news is updated.
- Grievance redressal - A user friendly way for browsers to get in touch with the concerned department with queries. Unanswered queries can be flagged to higher authorities if not answered on time or in case of unsatisfactory responses.
- Infographics - Use infographics to communicate key information ensuring that browsers do not have to read through lengthy paragraphs to grasp the USP's.
- Responsive design - This will ensure that the website opens on all browsers and resolutions regardless of whether the site visitor is on a PC, tablet or mobile phone.
- Cross Browser Compatibility - The designer of a website must ensure that their design works properly and that its appearance is error-free and functional on any platform used to view it. It's definitely one of the most complicated and frustrating aspects you must consider when designing a new project, but it's essential that the you do not leave anything to chance and keep cross-browser compatibility in mind throughout the design process.
- Port Media Analytics of Port Industry for industry page

Port Media Page will have access to data across the Port sector detailed for the past 12 months across TV / Print / Web / Social Media.

- Will have actual press clipping, news clips and articles from industry

- Industry Reports – Earned Media Buzz reports, Thematic report, Journalist reports and sentiment details

(Above menus may be changed during final acceptance)

CONTRACT PERIOD: THE PERIOD WILL BE FOR TWO YEARS AND PROVISION TO EXTEND FURTHER TWO YEARS ON SAME TERMS AND CONDITIONS.

PERIOD OF COMPLETION: THE ENTIRE WORK I.E. GO LIVE OF WEBSITE ON CLOUD IS REQUIRED TO BE COMPLETED IN ALL RESPECTS WITHIN 2 MONTHS FROM THE DATE OF PLACEMENT OF ORDER. TIME IS THE ESSENCE OF CONTRACT. THE BIDDER/S WILL BE REQUIRED TO MAINTAIN SPEEDY AND REQUIRED PROGRESS TO THE SATISFACTIONS OF VOC PORT AUTHORITY TO ENSURE THAT THE WORK WILL BE COMPLETED IN ALL RESPECTS WITHIN THE STIPULATED PERIOD.

AMC PERIOD: THE PERIOD WILL BE FOR THREE YEARS FROM THE DATE OF GO LIVE AND PROVISION TO EXTEND FURTHER TWO YEARS ON SAME TERMS AND CONDITIONS.

Service Level Agreement (SLA): The purpose is to define the levels of service provided by the Bidder to the VOC PORT AUTHORITY for the duration of the contract.

The Service Level parameters defined here shall be monitored on a periodic basis, as per the individual parameter requirements.

10.Design and Development of Website/ Portal

Proof of Concept: The Bid-submitting agency shall submit a detail project plan with the bid including the following:

- a) Project Organization and Management Plan
- b) Design, Development, Data Migration, Deployment and Testing plan
- c) Pre-commissioning, Operational and User Acceptance Testing Plan
- d) Delivery and Installation Plan

11.Training Plan

- f) Risk Management Plan
- g) Operations and management plan
- h) Task, Time, and Resource Schedules
- i) Technical Support Plan and Escalation Matrix.

12.Training & Documentation:

Comprehensive training and documentation for administrators and content creators.

- User manuals, online help systems, video tutorials, and in-person training sessions.
- Ensures smooth operational transition and supports ongoing governance.