



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

Expression of Interest for Selection of Partner from Empaneled Business Associates

For

“Creation of centralized data repository from different IT systems and creation of AI/ML-Based Dashboard & Mobile Application (Supply, Design, Develop/customize, Implement, Operational support and Maintenance of a responsive Dashboard and Mobile Application that leverages Artificial Intelligence (AI) and Machine Learning (ML) technologies to provide advanced analytics, reports, and actionable insights to all existing IT systems currently in use/to be implemented in future in BSPHCL and its subsidiary companies for a period of 5 Years post Go Live).”

EOI No: RailTel/EOI/CO/MKTG/SB/2026-27/02 dated 29th May 2026

EOI NOTICE

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

EOI No: RailTel/EOI/CO/MKTG/SB/2026-27/02 dated 29th May 2026

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) intend to participate against EOI floated by Bihar State Power Holding Company Limited (BSPHCL) for **“Creation of centralized data repository from different IT systems and creation of AI/ML-Based Dashboard & Mobile Application (Supply, Design, Develop/customize, Implement, Operational support and Maintenance of a responsive Dashboard and Mobile Application that leverages Artificial Intelligence (AI) and Machine Learning (ML) technologies to provide advanced analytics, reports, and actionable insights to all existing IT systems currently in use/to be implemented in future in BSPHCL and its subsidiary companies for a period of 5 Years post Go Live)” vide NIT No.13/PR/BSPHCL/2026 dt. 01.04.2026.** Accordingly, through this EOI, RailTel intends to select a suitable partner from RailTel’s Empaneled Partners for participation against BSPHCL EOI.

The details are as under:

S N	Key Parameters	Parameter Values
1	EOI Document Availability	EOI documents will be available on RailTel’s website https://www.railtel.in and on RailTel’s e-Nivida Portal https://railtel.enivida.com from 29th May 2026.
2	Last date for submission against EOIs by bidders	5 th June 2026 at 15:00 Hours
3	Opening of Technical Bid of EOIs	5 th June 2026 at 15:30 Hours
4	Mode of Submission of EOI Response	“Single Stage -Two Packet” through e-Nivida Portal only.
5	Validity of Offer	270 days beyond last date of bid submission against BSPHCL EOI. Currently the last date of BSPHCL EOI submission is 10 th June 2026.
6	EOI fees inclusive tax (Non-refundable)	Rs. 5,900/- Incl. GST (Rupees Eleven Thousand and Eight Hundred Only)
7	EOI EMD **	Rs. 5,00,000/- (Rupees Five Lakhs Only) to be submitted along with EOI. (To be submitted via online bank transfer only). RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064. Partner needs to share the online payment transfer

		details like UTR No. date and Bank along with the proposal. ** This EMD is against RailTel's EOI. However separate EMD may be required in case the End customer demands the same in subsequent stages of the selection. The partner will require to submit the demanded EMD accordingly.
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Note:

- (i) RailTel reserves the right to change the above dates at its discretion.
- (ii) This EOI is for making a **partnership arrangement with empanelled business associate of RailTel for participating against BSPHCL EOI No. NIT No.13/PR/BSPHCL/2026 dt. 01.04.2026** . The EOI response is invited from eligible **Empanelled Partners of RailTel only**
- (iii) EOI Notice and document are available on RailTel's tendering portal <https://railtel.enivida.com> and RailTel's website <https://www.railtel.in>. Bidders may and can be downloaded the same. All future information viz. corrigendum /addendum/ amendments etc. for this EOI shall be posted on RailTel's tendering portal and RailTel's website only.
- (iv) The Respondent shall bear all costs associated with preparation, submission/participation of the Expression of Interest. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.
- (v) The EOI Fee and the EMD should be in the favor of RailTel Corporation of India Limited payable at Delhi through online bank transfer. Partner needs to share the online payment transfer details like UTR No. date and Bank along with the proposal. Being nature of EOI as works EOI, no exemption from submission of EOI document cost and EMD is available for MSEs for this EOI. Hence, the bidders should submit the EOI Document Cost & EMD along with their offer, failing which their offer will not be considered for evaluation, and will summarily be rejected. Purchase preference to the MSEs is also not applicable for this EOI.
- (vi) All the documents must be submitted with **proper indexing** and **page no.**
- (vii) Transfer and Sub-letting: The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
- (viii) Hereinafter the BSPHCL EOI with NIT No **No.13/PR/BSPHCL/2026 dt. 01.04.2026** and its corrigendum will be referred as **"Customer EOI"** and this EOI document of RailTel will be referred as **"EOI or this EOI"**. All the documents related to Customer EOI may be downloaded from www.eproc2.bihar.gov.in.
- (ix) Bidder must agree to comply with the terms and conditions including special terms and conditions, approved plans, guidelines, technical certificates/others as per end-to-end requirement mentioned in the Customer EOI.

- (x) Bidder must agree to comply with all scope of work and terms and conditions including special terms and condition, SLA and OEM technical, Proven-ness Criteria & Financial documentation including technical certificates etc. as per requirement mentioned in this EOI & its corrigendum (if any).
- (xi) For participation against this EOI, Business associates can participate as a sole bidder only. No consortium/ JV is allowed. The bidder will not participate directly or in consortium of other bidders against the Customer EOI. An undertaking regarding this will be required to be submitted by the bidder along with its bid.

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

Level:1 Contact: Mr. Nagendra Singh
Designation: JGM/Marketing/CO
Email: nagendrasingh101@railtelindia.com
Mob: +91- 8178303900

Level:2 Contact: Sh. Manish Gupta
Designation: Joint GM/SB/CO
Email: manish_g@railtelindia.com
Mob: +91-9717644062

RailTel Corporation of India Limited (RailTel), an ISO-9001:2000 organization is a Nav Ratna Government of India undertaking under the Ministry of Railways. The Corporation was formed in Sept 2000 with the objectives to create nationwide Broadband Telecom and Multimedia Network in all parts of the country, to modernize Train Control Operation and Safety System of Indian Railways and to contribute to realization of goals and objective of national telecom policy 1999. RailTel is a wholly owned subsidiary of Indian Railways.

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

Licenses & Service portfolio:

- MPLS VPN
- Internet Leased Line
- Transport Services
- Dark Fibre
- Tower Colocation

- Value Added Services



- ## Emerging Services



a) Carrier Services

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above.
- Dark Fiber/Lambda: Leasing to MSOs/Telco's along secured Right of Way of Railway tracks
- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's.

b) Enterprise Services

- Managed Lease Line Services: Available for granularities from E1, DS-3, STM-1 & above
- MPLS VPN: Layer-2 & Layer-3 VPN available for granularities from 2 Mbps & above
- Dedicated Internet Bandwidth: Experience the "Always ON" internet connectivity at your fingertips in granularities 2 Mbps to several Gbps

c) DATA CENTER Infrastructure as a services (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centres in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications / hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centres. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access government's intranet, applications securely from anywhere without compromising security.

- National Long Distance: Carriage of Inter & Intra -circle Voice Traffic across India using state of the art NGN based network through its Interconnection with all leading Telecom Operators
- Lease Line Services: Available for granularities from E1 to multiple of Gigabit bandwidth & above
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- Co-location Services: Leasing of Space and 1000+ Towers for collocation of MSC/BSC/BTS of Telco's

d) High-Definition Video Conference: RailTel has unique service model of providing high definition video conference bundled with Video Conference equipment, bandwidth and FMS services to provide end to end seamless services on OPEX model connecting HQ with other critical offices. RailTel also offers application-based video conference solution for employees to be productive specially during this pandemic situation.

e) Retail Services – RailWire

RailWire: Triple Play Broadband Services for the Masses. RailTel has unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering &

maintaining broadband services and up to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 5,00,000 subscribers on PAN Indian basis. RailTel can provide broadband service across– Government PSU or any organization’s officers colonies and residences.

2. Project Background and Objective of EOI

Bihar State Power Holding Company Limited, a Government of Bihar Undertaking, invited Expression of Interest (EOI) vide NIT No. 13/PR/BSPHCL/2026 for “Creation of centralized data repository from different IT systems and creation of AI/ML-Based Dashboard & Mobile Application (Supply, Design, Develop/customize, Implement, Operational support and Maintenance of a responsive Dashboard and Mobile Application that leverages Artificial Intelligence (AI) and Machine Learning (ML) technologies to provide advanced analytics, reports, and actionable insights to all existing IT systems currently in use/to be implemented in future in BSPHCL and its subsidiary companies for a period of 5 Years post Go Live)”.

Through the customer EOI, BSPHCL intends to Seek inputs from prospective bidders for defining eligibility criteria, scope of work, technical architecture, SLAs etc. BSPHCL also intends to identify best practices for setting up Data Lakehouse / centralized data repository. Through the customer EOI, BSPHCL also wants to Obtain recommendations on:

- Deployment model (Cloud vs On-Premise vs Hybrid)
- Technology selection (Open Source vs COTS)
- Estimate ICT infrastructure sizing (Compute, Storage, Network)
- Identify AI/ML use cases and dashboard requirements
- Finalize a robust and future-ready RFP document

The customer EOI and other associated documents like, specification, corrigendum, addendum etc. can be downloaded from the Bihar e-Proc portal <https://eproc2.bihar.gov.in>.

RailTel intends to participate against the said customer EOI of BSPHCL and, through this EOI, intends to select & engage a suitable consortium Partner in the bid.

3. Scope of Work:

The scope of this EOI comprises of entire scope of customer EOI (NIT No. 13/PR/BSPHCL/2026) of Bihar State Power Holding Company Limited (BSPHCL), Patna. The partner has to submit the bid against this EOI considering all the work will be performed by them and the bid will be evaluated accordingly. However, the final scope of the partner will be decided during subsequent discussion post selection of the partner. For entire scope kindly refer the EOI of BSPHCL. All the documents/information issued by BSPHCL till date are available at Bihar e-Proc portal <https://eproc2.bihar.gov.in>. The Customer EOI and all the future document/ Information/ corrigendum / modification/ addendum/ clarification etc. issued by BSPHCL, Patna will be considered under the scope of this EOI.

In case of any discrepancy or ambiguity in any clause / specification/ Scope etc., the EOI released by end customer organization i.e. BSLHCL, Patna shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum also included.)

For participation against this EOI, Business associate can participate as a sole bidder only. No consortium/ JV is allowed.

Special Note: RailTel may retain any portion of the work mentioned in the end customer EOI, so that overall proposal becomes most winnable proposal and in compliance of the end customer EOI condition.

4. Response to EOI guidelines

4.1 Language of Proposals

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

4.2 RailTel's Right to Accept/Reject responses

RailTel reserves the right to accept or reject any response and annul the bidding process or even reject all responses at any time prior to selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

4.3 EOI response Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the bidding documents. Submission of bids, not substantially responsive to the bidding document in every aspect will be at the bidder's risk and may result in rejection of its bid without any further reference to the bidder.

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

4.4 Period of Validity of bids

Bids shall remain valid for a period as mentioned in this EOI notice. However, the bid validity may be asked for suitable extension in case the same is required to provide bid validity extension from the end customer.

4.5 Bidding Process

The bidding process as defined in para 4.10 & 7.

4.6 Bid Earnest Money (EMD)

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

4.6.2 Offers not accompanied with valid EOI Earnest Money Deposit shall be summarily rejected.

4.6.3 Not used.

4.6.4 **Return of EMD for unsuccessful Business Associates:** EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process.

4.6.5 **Return of EMD for successful Business Associate:** EOI-EMD & Earnest Money Deposit (balance proportionate EMD), if applicable, of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the customer and or on receipt of Security

Deposit Performance Bank Guarantee as applicable (clause no. 4.7) from Business Associate whichever is later.

4.6.6 Forfeiture of EOI EMD or EOI EMD & EMD (balance proportionate EMD) and or Penal action as per EMD Declaration:

4.6.6.1 The EOI EMD may be forfeited and or penal action shall be initiated if a Business Associate withdraws his offer or modifies the terms and conditions of the offer during validity period.

4.6.6.2 In case of non-submission of SD/PBG (as per clause no. 4.7) lead to forfeiture of EOI EMD, EMD (balance proportionate EMD) if applicable and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.

4.7 Security Deposit / Performance Bank Guarantee (PBG)

4.7.1 In case the bid is successful, the PBG of requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel.

4.7.2 As per work share arrangements agreed between RailTel and Business Associate, the PBG will be proportionately decided and submitted by the selected Business Associate. The value of PBG will be derived from the PBG as required to be submitted by RailTel to the end customer.

4.8 Last date & time for Submission of EOI response

EOI response must be submitted to RailTel through envida portal only as mentioned in EOI notice not later than the specified date and time mentioned in the EOI notice.

4.9 Modification and/or Withdrawal of EOI response

Once submitted, EOI response will be treated as final and no modification will be permitted except with the consent of the RailTel.

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

The successful Business Associate will not be allowed to withdraw or back out from the response commitments. In case of withdrawal or back out by the successful business associate, the Earnest Money Deposit shall be forfeited, and all interests/claims of such Business Associate shall be deemed as foreclosed.

4.10 Details of Financial bid for the above referred tender

The bidder is required to submit its financial bid through eNivida portal. Business Associate meeting eligibility criteria will be selected for financial bid opening.

Based on the Evaluation criteria defined in this EOI document, the Business Associate will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solutions so that most winnable solution is submitted to end customer.

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

4.11 Clarification of EOI Response

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the Business Associate for clarification. The response should be in writing and no change in the price or substance of the EOI response shall be sought, offered or permitted.

4.12 Period of Association/Validity of Agreement

RailTel will enter into an agreement with selected bidder with detailed Terms and conditions.

5. Eligibility Criteria and other submissions for Bidding Business Partner of RailTel

S N	Eligibility Particulars	Document Required
i)	Legal Entity: The Bidder should be a company registered under the provisions of the Indian Companies Act, 1956 / 2013 or a partnership firm under the Indian Partnership Act, 1932 or the Limited Liability Partnerships Act, 2008.	(i) Copy of Certificate of Incorporation or Partnership/LLP Agreement. (ii) Copy of Memorandum and Article of Association .
ii)	Turnover & Net Worth (a) Turnover: The bidder should have a minimum average annual turnover of at least Rs. 130 Crores (Rs. One Hundred and Thirty Crores) per annum from its Indian Operations during the last three (03) financial years ending 31 st March 2025. (b) Net Worth: The Bidder should have a positive Net worth for the all the last three (03) Financial Years ending on 31 st March 2025.	(i) Audit statement of accounts the last three Financial Years ending on 31-Mar-2025 (P&L Account, Balance Sheet) duly certified by the Chartered Accountant. (ii) A Separate certificate with valid UDIN issued by a Statutory Auditor/ Cost Accountant/ Chartered Accountant mentioning the last three financial years turnover from Indian operations and the average of the three financial years. (iii) A separate Certificate issued by Statutory Auditor/ Cost Accountant/ Chartered Accountant with valid UDIN number mentioning the Net worth of last three financial years. (iv) Valid Pan Registration (v) GST Registration Please note if the audit accounts of FY ending Mar-2025 is not available, the bidder can provide audited statement of accounts the last three Financial Years ending on 31-Mar-2024, 31-Mar-2023 and 31-Mar-2022 respectively (P&L Account, Balance Sheet) duly certified by the Chartered Accountant

iii)	No Blacklisting -The Bidder shall not have been blacklisted from business by any Central or State Ministries / PSUs / State/Central Govt. Department or its subsidiaries as on date of bid opening _ Non-debarment by BSPHCL or its subsidiaries companies as on date of bid opening	a. Undertaking as per Annexure III of customer EOI: Undertaking towards No-Blacklisting. b. Undertaking Non-debarment by BSPHCL or its subsidiaries companies as on date of bid opening, firm can use its own format for debarment.
iv)	The bidder should have 130+ Full time Resources on its Payroll as on the date of bidding.	Undertaking regrading Full time Resources on its Payroll, firm can use its own format for this.
v)	Self-declaration that the information provided by the Bidder is true to the best of its knowledge, specifically pertaining to the experience furnished & conflict issues	Undertaking to be submitted as per Annexure-I of customer EOI.
vi)	Valid PAN plus GST Certificate	Duly attested copies issued by the competent authority.
vii)	The bidder must be ISO 9001:2015, CMMI level 5 or above and ISO 27001. The certification should be valid on the date of bid submission.	Duly attested copies issued by the competent authority.
viii)	Turnkey IT System Integration (TSI) project Experience Should have Experience in supply of Hardware/cloud services, Software, licenses along with installation, configuration, customization, implementation, roll Out as well as providing FMS services / System Operation services during the last Five (05) financial years in Central/State PSU or Govt. Organization in India. (One project value @ Rs. 70 Crore OR Two Projects value Rs. 40 Crore OR Three Project value@ Rs. 30 Crore)	Work Order/Letter of Award/ Letter of Intent / Contract Agreement and Work Completion/Performance Certification having details to verify the eligibility condition. Certificate to be attached as proof.
ix)	Experience of similar projects with Integration of multiple department(s) databases Should have Experience in Creation of central database/ Datawarehouse/ Data lake/Data Lakehouse having minimum 50 Lakhs records datasets during the last Five (05) financial years in Central/State PSU or Govt. Organization in India.	Work Order/Letter of Award/ Letter of Intent / Contract Agreement and Work Completion/Performance Certification having details to verify the eligibility condition. Certificate to be attached as proof.
x)	Experience in Unified Dashboard/ Analytics using AI/ML Should have Experience in Unified Dashboard/ Analytics projects using AI/ML in Central/State PSU or Govt. Organization in India in last Five (05) years (One project value Rs. 20 Crore OR Two Projects value Rs. 15 Crore OR Three Project value Rs. 12 Crore)	Work Order/Letter of Award/ Letter of Intent / Contract Agreement and Work Completion/Performance Certification having details to verify the eligibility condition. Certificate to be attached as proof.
xi)	Experience in Power Sector Should have Experience in Power Sector (Generation, Transmission or Distribution) in Central/State PSU or Govt. Organization in India in last Five (05) years (One project value Rs. 20 Crore OR Two Projects value Rs. 15 Crore OR Three Project value Rs. 12 Crore)	Work Order/Letter of Award/ Letter of Intent / Contract Agreement and Work Completion/Performance Certification having details to verify the eligibility condition. Certificate to be attached as proof.

xii)	The proposed Software Analytics Platform including components like Data Ingestion (Data Pipelines), Data Transformation, Data Governance & Security, Data Visualization & Analytics system, ML Framework) should have been deployed in at least 2 Govt./PSU projects in India in last 5 years with minimum value of INR 10 crore each.	Purchase Order / Client Certificate along with user certificate.
xiii)	The proposed Platform shall be deployed on-premise. The proposed solution should be either COTS product solution or Open-Source. The Enterprise support for proposed platform components must be available with OEM in India.	Undertaking from OEM for availability of enterprise support of proposed products in India.
xiv)	All proposed OEMs should have Positive Net worth of Last 3 FYs.	Submit relevant financial documents
xv)	The OEM should have minimum 5-year presence in India.	Submit relevant documents to validate the criterion
xvi)	The bidder should have a back-end support agreement/arrangement for services for Advanced Analytics solution support with the OEMs.	Submit relevant documents to validate the criterion.
xvii)	Non-Participation against Customer EOI.	An undertaking regarding non participation directly or with any other bidders against the customer EOI.
xviii)	Earnest Money Deposit	Submit the Transaction Detail
xix)	Insolvent/ Non- bankruptcy: The bidder must not have been declared insolvent/ bankrupt or should not have filed for insolvency/ bankruptcy or in the process of being declared bankrupt	Self-Declaration by the bidder not being bankrupt shall be submitted.
xx)	Power of Attorney: A power of attorney / Board resolution in the name of the person signing the bid by Prime Bidder and in case of consortium Signed by all consortium partners.	Copy of Original Power of Attorney (on non-judicial stamp paper of Rs. 100)/ Board resolution copy duly notarized.
xxi)	Business Associate: The bidder must be RailTel's empaneled business associate/ partner as on last date of bid submission against this EOI.	Copy of empanelment letter.

In addition to above, following Annexures/documents are required to be submitted along with the bid (please mention “NA” if not applicable):

xxii)	Annexure 1	Covering Letter: Self-certification duly signed by authorized signatory on company letter head.
xxiii)	Annexure 2	The Partner should agree to abide by all the technical, commercial & financial conditions of the end customer EOI for which EOI is submitted. Self-certification duly signed by authorized signatory on company letter head.

xxiv)	Annexure 4	Format for Affidavit to be uploaded by sole partner/ all consortium partners along with the tender documents.
xxv)	Annexure 5	Non-disclosure agreement with RailTel.
xxvi)	Annexure 6	EMD (as BG) Format
xxvii)	Annexure 7	Price Bid Format (BOQ) (Financial Bid)
xxviii)	Annexure 8	MAF
xxix)	Annexure 9	No Deviation & Compliance Certificate
xxx)	Annexure 10	Proforma for Performance Bank Guarantee Bond
xxxi)	Technical Proposal	Technical Proposal with overview of the project with strength of the Partner.
xxxii)	Annexures in customer EOI	All the required annexures as per customer EOI

6. Bidder's Profile

The bidder shall provide the information in the below table:

SN	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and emailAddress	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

7. Evaluation Criteria

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

solution proposed should be robust and scalable.

8. Payment terms

8.1 RailTel shall make payment to selected Business Associate after receiving payment from Customer for the agreed scope of work on back to back basis. In case of any penalty or deduction made by customer for the portion of work to be done by BA, same shall be passed on to Business Associate.

8.2 All payments by RailTel to the Partner will be made after the receipt of payment by RailTel from end Customer organization.

8.3 For claiming the payments from RailTel, following documents are required to be submitted:

- a) Tax Invoice for completed scope of work
- b) Certificate stating that the material /products are as per specification of the RFP of the customer and is NEW.

9. Delivery Timeline

Bidder shall make all the arrangements for the timely delivery as per the end customer requirements and installation of equipment for successful completion of project. No other incidental/TA/DA/any other such expenditure shall be paid by RailTel.

- RailTel reserves the right to modify the timelines as per the client's requirements. The milestones and timelines may be shortened based on the specific needs of individual projects or the end client at the time of issuing the work order. The Selected bidder's timelines for execution will start from the date of customer's work order to RailTel/signing of agreement with end customer. RailTel shall inform formally to selected bidder on receipt of work order to initiate the execution of project. Formal work order to selected bidder shall be issued at the earliest after receipt of work order from the end customer.
- The bidder shall deliver services and ensure performance aligns with the specified requirements within the timelines set by the Purchaser. If, at any point during the contract, the bidder faces conditions that may delay the timely delivery of goods or services, they must promptly notify the Purchaser in writing, specifying the nature of the delay, its probable duration, and its causes.
- Upon receiving such notification, the Purchaser will evaluate the situation and may, at its discretion, grant an extension for the bidder's performance with or without imposing liquidated damages. Any extension will be formalized through an amendment to the contract, mutually agreed upon by both parties.

10. Variation in Contract

Variation will be operated during the period of validity of agreement with the approval of competent authority with similar terms and procedure as specified in the agreement with customer or EOI on back to back basis.

11. Penalty

Any penalty or deduction (LD) from customers shall be passed on to selected bidder on proportionate basis.

12. Billing Authority

Bill passing authority is Joint GM/Strategic Business/CO and Bill payment authority is Finance/CO.

13. Limitation of Liability towards RailTel

The SELECTED BIDDER liability under the contract shall be determined as per the Law in force for the time being. The SELECTED BIDDER shall be liable to RailTel for loss or damage occurred or caused or likely to occur on account of any act of omission on the part of the SELECTED BIDDER and its employees (direct or indirect), including loss caused to RailTel on account of defect in goods or deficiency in services on the part of SELECTED BIDDER or his agents or any person / persons claiming through under said SELECTED BIDDER, However, such liability of the SELECTED BIDDER shall not exceed the total value of the contract.

This limit shall not apply to damages for bodily injury (including death) and damage to real estate property and tangible personal property for which the SELECTED BIDDER is legally liable.

14. Insurance

The SELECTED BIDDER agrees to take insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software.

15. Restrictions on 'Transfer of Agreement'

The SELECTED BIDDER shall not assign or transfer its right in any manner whatsoever under the contract/ agreement to a third party or enter into any agreement for sub-contracting and/or partnership relating to any subject matter of the contract / agreement to any third party either in whole or in any part i.e. no sub-contracting / partnership / third party interest shall be created.

16. Suspension, Revocation or Termination of Contract / Agreement

16.1. RailTel reserves the right to suspend the operation of the contract / agreement, at any time, due to change in its own license conditions or upon directions from the competent government authorities, in such a situation, RailTel shall not be responsible for any damage or loss caused or arisen out of aforesaid action. Further, the suspension of the contract / agreement will not be a cause or ground for extension of the period of the contract / agreement and suspension period will be taken as period spent. During this period, no charges for the use of the facility of the SELECTED BIDDER shall be payable by RailTel.

16.2. RailTel may, without prejudice to any other remedy available for the breach of any conditions of agreements, by a written notice of Three (03) month issued to the SELECTED BIDDER, terminate/or suspend the contract / agreement under any of the following circumstances:

- a) The SELECTED BIDDER failing to perform any obligation(s) under the contract / agreement.
- b) The SELECTED BIDDER failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.
- c) Non adherence to Service Level Agreements (SLA) which RailTel has committed to RAILTEL CUSTOMER for the pertinent tender.
- d) The SELECTED BIDDER going into liquidation or ordered to be wound up by competent authority.
- e) If the SELECTED BIDDER is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to RailTel in writing. In that case, the written notice can be modified by RailTel as deemed fit under the circumstances. RailTel may either decide to issue a termination notice or to continue the agreement by suitable modifying the conditions, as it feels fit under the circumstances.
- f) It shall be the responsibility of the SELECTED BIDDER to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of contract / agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of which SELECTED BIDDER's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.

g) Breach of non-fulfillment of contract / agreement conditions may come to the notice of RailTel through complaints or as a result of the regular monitoring. Wherever considered appropriate RailTel may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the successful bidder or not.

The SELECTED BIDDER shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the SELECTED BIDDER in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of SELECTED BIDDER available with RailTel will be forfeited.

17. Dispute Settlement

17.1. In case of any dispute concerning the contract / agreement, both the SELECTED BIDDER and RailTel shall try to settle the same amicably through mutual discussion / negotiations. Any unsettled dispute shall be settled in terms of Indian Act of Arbitration and Conciliation 1996 or any amendment thereof. Place of Arbitration shall be New Delhi.

17.2. The arbitral tribunal shall consist of the Sole Arbitrator. The arbitrator shall be appointed by the Chairman & Managing Director (CMD) of RailTel Corporation of India Ltd.

17.3 All arbitration proceedings shall be conducted in English.

18. Governing Laws

The contract shall be interpreted in accordance with the laws of India. The courts at New Delhi shall have exclusive jurisdiction to entertain and try all matters arising out of this contract.

19. Statutory Compliance

19.1. During the tenure of this Contract nothing shall be done by SELECTED BIDDER in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof and shall keep RailTel indemnified in this regard.

19.2. The Bidder shall comply and ensure strict compliance by his/her employees and agents of all applicable Central, State, Municipal and Local laws and Regulations and undertake to indemnify RailTel, from and against all levies, damages, penalties and payments whatsoever as may be imposed by reason of any breach or violation of any law, rule, including but not limited to the claims against RailTel or its Customer under Employees Compensation Act, 1923, The Employees Provident Fund and Miscellaneous Provisions Act, 1952, The Contract Labour (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, Shop and Establishment Act and Labour Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising there from and/or related thereto.

20. Intellectual Property Rights

20.1. Each party i.e. RailTel and SELECTED BIDDER, acknowledges and agree that the other party retains exclusive ownership and rights in its trade secrets, inventions, copyrights, and other intellectual property and any hardware provided by such party in relation to this contract / agreement.

20.2. Neither party shall remove or misuse or modify any copyright, trade mark or any other proprietary right of the other party which is known by virtue of this EOI and subsequent contract in any circumstances.

21. Severability

In the event any provision of this EOI and subsequent contract with SELECTED BIDDER is held invalid or not enforceable by a court of competent jurisdiction, such provision shall be considered separately and such determination

shall not invalidate the other provisions of the contract and Annexure/s which will be in full force and effect.

22. Force Majeure

22.1. If during the contract period, the performance in whole or in part, by other party, of any obligation under this is prevented or delayed by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the parties), fire, floods, earthquakes, natural calamities or any act of GOD (hereinafter referred to as EVENT) , provided notice of happenings of any such event is given by the affected party to the other, within twenty one (21) days from the date of occurrence thereof, neither party shall have any such claims for damages against the other, in respect of such non-performance or delay in performance. Provided service under this contract shall be resumed as soon as practicable, after such EVENT comes to an end or ceases to exist.

22.2. In the event of a Force Majeure, the affected party will be excused from performance during the existence of the force Majeure. When a Force Majeure occurs, the affected party after notifying the other party will attempt to mitigate the effect of the Force Majeure as much as possible. If such delaying cause shall continue for more than sixty (60) days from the date of the notice stated above, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days to the other party, to terminate this contract. Neither party shall be liable for any breach, claims, and damages against the other, in respect of non-performance or delay in performance as a result of Force Majeure leading to such termination.

23. Indemnity

23.1. The SELECTED BIDDER agrees to indemnify and hold harmless RailTel, its officers, employees and agents (each an "Indemnified Party") promptly upon demand at any time and from time to time, from and against any and all losses, claims, damages, liabilities, costs (including reasonable attorney's fees and disbursements) and expenses (collectively, "Losses") to which the Indemnified party may become subject, in so far as such losses directly arise out of, in any way relate to, or result from:

- a) Any mis-statement or any breach of any representation or warranty made by SELECTED BIDDER; or
- b) The failure by the SELECTED BIDDER to fulfill any covenant or condition contained in this contract by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverables (or the access, use or other rights thereto), created by SELECTED BIDDER pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by SELECTED BIDDER pursuant to this contract, or the SLAs (i) infringes a copyright, trade mark, trade design enforceable in India, (ii) infringes a patent issues in India, or (iii) constitutes misappropriation or unlawful disclosure or used of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); or
- c) Any compensation / claim or proceeding by ECT or any third party against RailTel arising out of any act, deed or omission by the SELECTED BIDDER or
- d) Claim filed by a workman or employee engaged by the SELECTED BIDDER for carrying out work related to this agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

23.2. Any payment made under this contract to an indemnity or claim for breach of any provision of this contract shall include applicable taxes.

24. Confidentiality cum Non-disclosure

24.1. The Receiving Party agrees that it will not disclose to third party/parties any information belonging to the Disclosing Party which is provided to it by the Disclosing Party before, during and after the execution of this contract.

All such information belonging to the Disclosing Party and provided to the Receiving Party shall be considered Confidential Information. Confidential Information includes prices, quotations, negotiated issues made before the execution of the contract, design and other related information. All information provided by Disclosing Party to the Receiving Party shall be considered confidential even if it is not conspicuously marked as confidential.

2.2. Notwithstanding the foregoing, neither Party shall have any obligations regarding non-use or non-disclosure of any confidential information which:

- a) Is already known to the receiving Party at the time of disclosure;
- b) Is or becomes part of the public domain without violation of the terms hereof;
- c) Is shown by conclusive documentary evidence to have been developed independently by the Receiving Party without violation of the terms hereof;
- d) Is received from a third party without similar restrictions and without violation of this or a similar contract.

24.3. The terms and conditions of this contract, and all annexes, attachments and amendments hereto and thereto shall be considered Confidential Information. No news release, public announcement, advertisement or publicity concerning this contract and/or its contents herein shall be made by either Party without the prior written approval of the other Party unless such disclosure or public announcement is required by applicable law.

24.4. Notwithstanding the above, information may be transmitted to governmental, judicial, regulatory authorities, if so, required by law. In such an event, the Disclosing Party shall inform the other party about the same within 30 (thirty) Days of such disclosure.

24.5. This Confidentiality and Non-disclosure clause shall survive even after the expiry or termination of this contract.

25. SLA

The selected bidder will be required to adhere to the SLA matrix as defined in the end Customer organization tender for his scope of work and the SLA breach penalty will be applicable proportionately on the selected bidder, as specified in the end Customer organization Tender. The SLA scoring and penalty deduction mechanism for in-scope of work area shall be followed as specified in the Tender. All associated clarifications, responses to queries, revisions, addendum and corrigendum, associated Prime Services Agreement (PSA)/ MSA/ SLA also included. Any deduction by Customer from RailTel payments on account of SLA breach which is attributable to Partner will be passed on to the Partner proportionately based on its scope of work.

Note: Depending on RailTel's business strategy RailTel may choose to work with Partner who is most likely to support in submitting a winning bid and also in compliance of the end customer RFP conditions.

Annexure 1: Format for COVERING LETTER

COVERING LETTER (To be on company letter head)

To,

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

Sir,

SUB: Participation in the EoI process

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

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

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

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

Authorized Signatory

Name

Designation

Annexure 2: Format for Self-Certificate & Undertaking

Self-Certificate (To be on company letter head)

EOI Reference No:

Date:

To,

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

Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliances

- 1) Having examined the Technical specifications mentioned in this EOI & end customer tender, we hereby confirm that we meet all specification.
- 2) We _____ agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted (except pricing, termination & risk purchase rights of the RailTel). We understand and agree that RailTel shall release the payment to selected partner after the receipt of corresponding payment from end customer by RailTel. Further we understand that in case selected partner fails to execute assigned portion of work, then the same shall be executed by RailTel through third party or departmentally at the risk and cost of selected partner.
- 3) We agree to abide by all the technical, commercial & financial conditions of the end customer's RFP for the agreed scope of work for which this EOI is submitted.
- 4) We hereby agree to comply with all OEM technical & Financial documentation including MAF, Technical certificates/others as per end to end requirement mentioned in the end customer's RFP. We are hereby enclosing the arrangement of OEMs against each of the BOQ item quoted as mentioned end customer's RFP. We also undertake to submit MAF/ Engagement document and other documents required in the end Customer organization tender in favour of RailTel against the proposed products.
- 5) We hereby certify that any services, equipment and materials to be supplied are produced in eligible source country complying with OM/F. No. 6/18/2019 dated 23rd July 2020 issued by DoE, MoF.
- 6) We hereby undertake to work with RailTel as per end customer's RFP terms and conditions. We confirm to submit all the supporting documents constituting/ in compliance with the Criteria as required in the end customer's RFP terms and conditions like technical certificates, OEM compliance documents.
- 7) We understand and agree that RailTel is intending to select partner who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain scope of work where RailTel has competence.

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

Authorized Signatory

Name & Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

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

Undertaking for not Being Blacklisted/Debarred

We, Company Name, having its registered office at Address

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

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

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 4: Format of Affidavit

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

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

M/s..... (hereinafter called the BA) for the purpose of the EOI documents

for the work of as per the EOI No. of (RailTel Corporation of India Ltd.), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

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

OF THE BA

DEPONENT
SEAL AND SIGNATURE

VERIFICATION

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

DEPONENT
SEAL AND SIGNAURE
OF THE BA

Place:

Dated:

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

Annexure-5: Non-Disclosure Agreement (NDA) Format

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this “**Agreement**”) is made and entered into on this _____ day of _____, 2024 (the “**Effective Date**”) at _____.

By and between

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

And

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

RailTel and _____ shall be individually referred to as “Party” and jointly as “Parties”

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

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

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

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

1. Permitted Use.

(a) Receiving Party shall:

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

bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

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

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

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

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

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

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

2. Designation.

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

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

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

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

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

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

6. Return or Destruction of Information.

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

(i) termination of this Agreement;

(ii) expiration of this Agreement; or

(iii) Receiving Party's determination that it no longer has a need for such Information.

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

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

8. **Notice.**

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

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

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

RailTel Corporation of India limited:

Attn: _____
Address: _____
Phone: _____
Email: _____

_____:

Attn: _____
Address: _____
Phone: _____
Email: _____

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

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

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

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

- (i) In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and
- (ii) not apply to any materials or information disclosed to it thereafter.

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

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

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

13. Settlement of Disputes:

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

14. CONFIDENTIALITY OF NEGOTIATIONS

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

15. REPRESENTATION

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

16. ASSIGNMENT

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

17. EMPLOYEES AND OTHERS

Each Party shall advise its Representatives, contractors, subcontractors and licensees, and shall require its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure

agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

18. NO LICENSE

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

19. RELATIONSHIP BETWEEN PARTIES:

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

20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)

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

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

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

_____:

RailTel Corporation of India Limited:

By_____

By_____

— Name:
Title:

— Name:
Title:

Witnesses

Annexure-6: EMD (as BG) Format

EMD BANK GUARANTEE FORMAT

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

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

_____ [name of country] having our registered office at

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

SEALED with the Common Seal of the said Bank this _____ day of _____ 20

THE CONDITIONS of this obligation are:

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

or

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

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

or

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

or

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

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

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

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

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

DATE _____ SIGNATURE OF THE BANK _____

WITNESS _____ SEAL _____

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

Annexure-7: Price Bid Format (BOQ) (Financial Bid).

SN	Item Description	Basic Rate in INR	GST (in percentage)	GST Amount in INR	Total Amount excluding taxes (In INR)	Total Amount including taxes (in INR)
1.	Software Cost					
2	Hardware / Cloud Cost					
3	Implementation Cost					
4	O&M Cost (5 years)					
5	Licensing model					
6	Any other cost					
Total in Figures (In INR)						
Quoted Rate in Words						

Annexure 8: MAF

(Please provide MAF from Major Items)

Annexure 9: No Deviation & Compliance Certificate (To be on company letter head)

BA Name _____

[Address and Contact Details]

Date.....

To,

RailTel Corporation of India
Ltd.

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

Ref: EOI No.

Subject: No Deviation & Compliance Certificate

With reference to our Bid submitted against the above referred EOI no....., we hereby confirm that we comply with all terms, conditions and specifications of the end customer Tender Documents read in conjunction with Amendment(s)/Corrigendum(s) / Clarification(s) (if any) issued by end customer prior to last date of submission of bids and the same has been taken into consideration while submitting our bid and we declare that we have not taken any deviation in this regard and Confirm NIL deviation with respect to it and shall comply with all Commercial/technical specifications and scope given in the EOI in toto.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 10: Proforma for Performance Bank Guarantee Bond

PROFORMA FOR PERFORMANCE BANK GUARANTEE BOND (On Stamp Paper of Rs one hundred)

(To be used by approved Scheduled Banks)

1. In consideration of the RailTel Corporation of India Limited, having its registered office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023 having agreed to exempt(Hereinafter called “the said Contractor(s)”) from the demand, under the terms and conditions of an Purchase Order No.....dated.....made between.....and..... for (hereinaftercalled “ the said Agreement”) of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.(Rs only). We (indicate the name of the Bank) hereinafter referred to as “the Bank”) at the request of..... Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs..... against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

2. We, Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs .
.....

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

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

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

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

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

.....the day of 2025.

for
(indicate the name of the Bank)

Witness

1. Signature Name
2. Signature Name

Note: Claim Period of BG will be 365 days more than the BG Validity date.

RailTel Bank Detail for SFMS are:

- To mandatorily send the Cover message at the time of BG issuance.
- IFSC Code of ICICI Bank to be used (ICIC00000007).
- Mention the unique reference (RAILTEL6103) in field 7037

*****End of EOI document *****