



RAILTEL CORPORATION OF INDIA LIMITED

(A Navratna CPSE under Ministry of Railways)

EXPRESSION OF INTEREST

Invited from Empanelled Business Partners
for

**“Integrated Environment & Housekeeping Management
Digital Platform”**

EOI No: RailTel/EOI/CO/Mktg/EnHM/2026-27/56783 Dated: 05 [June] 2026

RAILTEL CORPORATION OF INDIA LIMITED

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

EOI NOTICE

EOI Notice No: RailTel/EOI/CO/Mktg/EnHM/2026-27/56783 Dated: 05th [June] 2026

RailTel Corporation of India Limited (hereinafter referred to as "RailTel") invites Expressions of Interest (EOI) for selection as a Partner for the project of SWACHH RAIL "**Design, development, deployment, cloud hosting, integration, analytics, mobile applications, AI-enabled modules and 24 months O&M**". The selected Partner shall be responsible for understanding the complete scope of work as defined in the EOI and as prescribed by end customer at later stage, preparing a comprehensive technical and financial proposal, and submitting a Budgetary Estimate for the project.

The details of the EOI are as under:

S.No.	Particulars	Details
1.	Last date and time for submission of EOI Response	[12/06/2026] at [15:00] Hours
2.	Opening of EOI Responses	[12/06/2026] at [15:30] Hours
3.	EOI Fees (Non-Refundable, inclusive of applicable taxes)	NIL
4.	Earnest Money Deposit (EMD)	EMD of 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.
5.	Validity of EOI Response	180 days from the last date of submission of EOI response.
6.	Mode of Submission	Through RailTel's eNivida Portal www.railtel.enivida.com All interested partners please note that this is a 'Single Packet Bid Submission'. EOI response submitted through any other mode will not be accepted.

Contact Details / Nominated Points of Contact

Eligible bidders are required to direct all communications related to this EOI through the following Nominated Points of Contact:

Level	Name	Designation	Email
Level 1	Sumit Kumar Srivastava	AGM/Mktg	sumitsrivastava@railtelindia.in
Level 2	Nagendra Singh	Joint General Manager	nagendrasingh101@railtelindia.com

Important Notes

- The EOI response is invited from eligible and qualified partners. Bidder must meet the eligibility criteria specified in this EOI document as on the date of bid submission.
- All documents must be submitted with proper indexing and page numbering.

- This EOI is to prepare a detailed technical and financial proposal (Budgetary Estimate), against the Scope of Work, Module Schedule & Implementation Phasing (Annexure-I), Indicative Budgetary Work-Estimate Framework (Annexure-II) and as prescribed by end customer at later stage issued for the said work. The selected partner will NOT be directly executing the end project unless awarded by the end customer through RailTel.
- This is an non-exclusive partnership/teaming arrangement for submitting a techno-commercial proposal against the end customer's requirement and as prescribed by end customer at later stage. The selected partner's authorized signatory shall undertake not to submit – directly or indirectly – any proposal with any other entity for this project, once selected in this EOI.
- Partner/Bidder can submit their EOI response as a sole bidder only. Joint Venture (JV) or Consortium bids are not eligible for this EOI.
- Transfer and Sub-letting: The selected Partner has no right to give, bargain, sell, assign or sublet or otherwise dispose of the arrangement or any part thereof to any third party without prior approval of RailTel.
- All pages of this EOI document must be signed by the bidder and submitted along with the EOI response.
- RailTel reserves the right to cancel this EOI or accept/reject any response at any time without assigning any reason.

1. Introduction About RailTel Corporation of India Limited

RailTel Corporation of India Ltd (RailTel) is one of the largest neutral telecom infrastructure providers in the country owning a Pan-India optic fibre network on exclusive Right of Way (ROW) along Railway track. The OFC network presently reaches to over 4500 towns & cities of the country including several rural areas. With its Pan India high-capacity network, RailTel is working towards creating a knowledge society at various fronts.

Equipped with an ISO 9001, 20000-1:2011 & 27000 certification, RailTel offers a wide gamut of managed telecom services including Managed lease lines, Tower colocation, MPLS based IP-VPN, Internet, Data Centre services, NGN based voice carriage services to Telecom Operators, Dark fibre leasing to MSOs/LCOs. RailTel being a "Navratna" PSU is steaming ahead in the enterprise and government segment with value-added services and system integration capabilities.

2. Objective of EOI & Project Background

2.1 Project Background

Indian Railways stands classified as a Bulk Waste Generator across its administrative footprint railway stations, service buildings, workshops, maintenance depots, railway colonies, tracks and adjacent land parcels. The Rules impose (Notification of the SWM: Solid Waste Management 2026) statutory obligations on segregation at source, on-site processing of biodegradable waste, environmentally sound transportation and disposal, Extended Producer Responsibility (EPR) compliance, and adherence to the Polluter Pays' principle. Indian Railways operates across 70 Divisional units, more than 7,335 railway stations and approximately 14,000 trains every day, serving over 2.3 Crore passengers daily.

At present, data management with respect to environment management is manual and spread across various Departments. In view of the stringent compliance framework prescribed under the Solid Waste Management Rules, 2026 and the 18 months timeline stipulated therein, there is need to develop platform for environment monitoring and compliance management for Indian Railways. Along with that the platform should have the capability to integrate with CPCB and MOEFCC portals to provide data real time.

End Customer for environment management and statutory compliances, has planned the development of an integrated national digital platform titled SWACHH Rail (Sanitation and : Cleanliness Watch using AI, Human Feedback and Hygiene Sensors for Railways), structured into thirteen modules across three implementation phases over a period of 12-months development followed by Operations and maintenance for 24 months. The platform shall enable real-time cleanliness monitoring, AI- and IoT-enabled performance analytics, statutory compliance tracking and citizen-facing accountability across stations, trains, depots, workshops and railway colonies under a unified architecture,

2.2 Objective of This EOI

RailTel intends to undertake and execute successfully the project of **"Design, development, deployment, cloud hosting, integration, analytics, mobile applications, AI-enabled modules and 24 months O&M"** with suitable selected **RailTels Business Associate**.

RailTel invites EOIs from eligible partners who understands the scope of work in full, can prepare a comprehensive technical proposal, and submit a detailed Budgetary Estimate.

At later stage, firm pricing may be requested from the empanelled partners. Selection of a partner through this EOI is solely for the purpose of preparation of a technical proposal and Budgetary Estimate to be submitted to the end customer for further review and modification, if any, in consultation with the end customer. Selection under this EOI does not, in any manner, constitute a guarantee or commitment by RailTel that the selected partner shall be engaged for execution of the project, in the event the project is awarded by the end customer to RailTel. RailTel reserves the sole and absolute discretion to

decide whether to engage the selected partner, engage a different partner, or execute the project through its own resources, for any reason whatsoever, without any liability or obligation to the selected partner on this account.

The selected partner shall submit a Budgetary Estimate along with a detailed basis of preparation, clearly articulating the assumptions, and methodology adopted for arriving at the estimated cost.

3. Scope of Work

The Scope of Work under the EOI is **to prepare the proposal and Budgetary Estimate for the following end-project scope** as per the end customers Scope of work attached as Annexure-I and Indicative Budgetary Work-Estimate Framework as Annexure-II.

The SWACHH Rail platform shall be structured into thirteen modules across three implementation phases over a 12-month delivery horizon (D to D+12m), where 'D' denotes the first working day after MoU execution and the initial payment transfer. The phasing follows a pragmatic "build — onboard — learn — monitor — analyse" sequence so that no monitoring or enforcement module is deployed before the data, people and processes it depends upon are operational.

A. Implementation phasing

Phase	Modules	Timeline	Focus Area
Phase-1	M-01	D → D+13m	As-Is study, core data platform, web & mobile data-entry apps, training of 70 Divisional officials
	M-02, M-03	D+3m → D+5m	Vendor onboarding, workforce monitoring, baseline data population, gap analysis and National Gap Report
	M-04	D+5m → D+7m	AI-driven multilingual LMS — capacity building & certification of all frontline staff, officials and vendors.
Phase -2	M-05, M-06, M-07	D+6m → D+9m	Data Lake & SoP-compliance platform, workforce monitoring, compliance & waste traceability, violator management.
	M-08 to M-12	D+8m → D+12m	Advanced AI / CCTV analytics, citizen feedback, smart dashboard, document management, IoT integration.
Phase-3	M-13	D+13m → D+24m	Assessment, Ranking and Recognition platform sampling, inspection, automated analysis, awards & national event support

	O&M	D+13m	D+24m	Centralised support & enhancement — 15-member dedicated team, helpdesk, fortnightly review reports.
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B. Module- wise scope summary

M-01	As-Is study, core platform & official training	D-D+3m		Pan-India baseline survey across 70 Divisions; SRS and solution architecture (cloud-native, multi-tenant, API-first); core platform — cloud, auth, RBAC, 'API gateway; web portal and mobile apps (offline-capable, jurisdiction-scoped); training rollout to officials across 70 Divisions.
M-02	Official Vendor & work force onboarding	D+3m – D+5m		Division- and station-wise official registration; vendor registration with contract upload; biometric / RFID / Aadhaar-based frontline worker enrolment; field-supervisor mobile app; pilot attendance device integration at 10 stations; vendor SLA digitisation.
M-03	Baseline data population & gap analysis engine	D+3m – D+5m		Jurisdiction-wise E&HM data filing; automated validation and completeness scoring; AI-driven gap identification against SWM 2026 noms; Division and Zone-wise gap reports; National Gap Report to Railway Board. .
M-04	Capacity-building AI-enabled LMS	D+5m -- D+7m		Gap-driven, role-specific training modules in Hindi, English and 8 regional languages; AI-adaptive learning engine; certification and digital credential management; auto-refresher modules on performance drop.
M-05	Staff & vendor workforce monitoring	D+5m -- D+7m		Biometric / RFID attendance; geo-tagged task assignment, AI-based attendance anomaly detection; vendor performance scorecard; SLA-breach automated

			escalation; payroll integration for performance-linked payments.
M-06	Compliance management & waste traceability	D+7m -- D+9m	Digital compliance checklists mapped to SWM 2026; digital waste register from generation to disposal; QR-based chain-of-custody for collection vehicles; CPCB and State PCB integration; EPR compliance tracking; non-compliance penalty computation.
M-07	Violator monitoring & evidence management	D+8m -- D+9m	AI / CCTV detection of littering, open defecation and prohibited activities; digital evidence package with timestamp, GPS and rule reference; challan and notice workflow; public compliance display boards at pilot stations.
M-08	AI-based housekeeping & Video analytics	D+8m -- D+11m	Integration with existing CCTV at priority stations / trains / depots; computer-vision models for spill, clutter, litter, ODF detection; auto task generation tied to M-05; predictive cleanliness deterioration alerts.
M-09	Citizen feedback portal, AI bot & mobile app	D+8m -- D+10m	QR-based feedback at stations; Android / iOS app and web portal; Rail Madad (139) and social-media integration; AI sentiment analysis and auto-routing; feedback-to-action workflow; public station / train cleanliness ratings
M-10	E&HM smart dashboard & unified analytics suite	D+9m -- D+12m	Multi-level dashboards (Board / Zonal / Divisional / Station); KPIs across waste, water, energy, attendance, compliance, feedback, training; predictive analytics engine; executive monthly E&HM scorecard; automated ESG reporting.
M-11	Document management system with approval	D+9m -- D+10m	Central digital repository for B&HM policies, SOPs, circulars; version control, expiry reminders, supersession tracking; digital approval workflow with role-based access aligned to the Railway hierarchy.
M-12	IoT integration, video analytics & workflow engine	D+10m -- D+12m	IoT sensors at pilot stations and trains — water level, odour, smart-bin fill-level, air quality; integration with unified dashboard; AI anomaly

			detection on sensor streams; configurable workflow engine; open MQTT / REST interfaces.
M-13	Assessment & ranking platform	D+13m -- D+15m	Pan-India assessment and ranking platform per— protocol and Toolkit finalised by Railway Board and certifying agency; web, mobile and AI-agent-driven sampling, field inspection, automated submission analysis, report generation, rankings,

4. Response to EOI – Guidelines

4.1 Language of Proposals

The bid prepared by the interested partner and all correspondence and documents relating to the bids exchanged by the bidder and RailTel, shall be written in English Language, provided that any printed literature furnished by the Bidder in another language shall be accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Authorised Signatory of the interested partner.

4.2 RailTel's Right to Accept / Reject

RailTel reserves the right to accept or reject any response, annul the EOI process, or reject all responses at any time prior to selecting a partner, without incurring any liability to the affected bidder, and without any obligation to inform the bidder about the grounds for action.

4.3 EOI Response Document

The bidder is expected to examine all instructions, forms, terms, conditions, and technical specifications in this EOI document. Submission of responses not substantially responsive to this EOI in every aspect will be at the bidder's risk and may result in rejection. All pages of this EOI document shall be signed by the authorized signatory of the bidder and submitted along with the response.

4.4 Period of Validity of EOI Response

EOI responses shall remain valid for a period of **90 days** from the EOI response submission deadline.

4.5 EOI Earnest Money Deposit (EMD)

EMD for this EOI is Rs. 5,00,000/-. Earnest Money Deposit is required to be submitted along with the EOI response.

4.6 Performance Bank Guarantee (PBG)

No PBG shall be required at the EOI stage. However, in the event RailTel is awarded the end project by the end customer and if full contract is executed with the selected partner, the PBG requirements shall be as mutually agreed in the definitive agreement at that stage and shall be back-to-back with the end customer's contract conditions.

4.7 Last Date & Time for Submission of EOI Response

EOI responses must be submitted not later than the date and time mentioned in the EOI Notice or revised timeline through issued corrigendum(s).

4.8 Modification and/or Withdrawal of EOI Response

An EOI response once submitted shall be treated as final and no modifications shall be permitted except with the consent of RailTel. No bidder shall be allowed to withdraw the response after the last date and time for submission.

4.9 Clarification of EOI Response

To assist in examination and evaluation, RailTel may, at its discretion, ask the bidder for clarifications. The response shall be in writing. No change in price or substance of the EOI response shall be permitted.

4.10 Period of Association / Validity of Agreement

RailTel will enter into a Partnership Agreement with the selected bidder with detailed terms and conditions. Any extension by the end customer beyond the contract period shall be discussed and operated separately.

4.11 Right to Terminate the Process

RailTel may terminate the EOI process at any time without assigning any reason. RailTel makes no commitments, express or implied, that this process will result in a business transaction with anyone. This EOI does not constitute an offer by RailTel. The interested partner's participation in this process may result in RailTel selecting the partner to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by RailTel to execute a contract or to continue negotiations. RailTel may terminate negotiations at any time without assigning any reason.

4.12 Bid Validity Period

4.12.1. Bid of interested partners shall remain valid for 90 days from the date of submission of EOI as mentioned in this document. Further, the bid should be made valid for 180 days from the date of issuance of work order/purchase order by the end customer in favour of RailTel, in case RailTel emerges as successful bidder in the end customer's inquiry.

4.12.2. RailTel may request for an extension of the period of validity. The request and the responses thereto shall be made in writing through e-mail communication only.

4.13 Amendment to EOI Document

4.13.1. At any time prior to the deadline for submission of bids, RailTel may, for any reason, modify the EOI document by an amendment. All amendments made in the document would be informed by displaying on RailTel's website/portal only. The interested partners are advised to visit the RailTel website/portal on a regular basis for checking necessary updates. RailTel also reserves the rights to amend the dates mentioned in this EOI for the bid process.

4.13.2. All Changes/Corrigendum/Addendums issued by the end customer shall be applicable to the bidder unconditionally.

4.14 Proposal Preparation and Submission Cost

The interested partner is responsible for all costs incurred in connection with participation in this EOI process, including but not limited to cost incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by RailTel to facilitate the evaluation process or all such activities related to the bid process. RailTel will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5. Eligibility Criteria for Participating Consulting Firms / Engineering Organizations

Bidders responding to this EOI must demonstrate domain competence and organizational eligibility relevant to bridge engineering, structural design and data management. The minimum eligibility requirements are as follows:

S.N.	Eligibility Criterion	Specific Requirement	Documentary Evidence Required
1.	Legal Entity	The bidder shall be a business entity (Sole Bidder) for last three years incorporated under the Companies Act 1956/2013.	Certificate of Incorporation / Registration. Copy of PAN & GSTIN
2.	Annual Turnover	Minimum Average Annual Turnover of INR 05 Cr in last three financial years FY 2022-23, FY2023-2024 and FY 2024-25.	Certificate from Statutory Auditor specifying Annual Turnover; Audited Balance Sheets and P&L Statements for last 3 FYs.
4.	Domain Experience – The bidder should have successfully designed, developed, implemented, and maintained at least one of the following during the last 7 years:	Should have successfully executed and maintained / maintaining, project of similar nature, for at least 02 Years, of below value (Excluding Taxes) : One (1) completed order of value ₹1.92 crore or above, OR Two (2) completed orders of value ₹1.28 crore or above each, OR Three (3) completed orders of value ₹96 lakh or above each Similar Nature of Project refers to Work Related to : Design, Development and Maintenance of AI based Digital Platform for : Solid Waste Management (SWM) in India for bodies under Central / State Government(s).	Copies of Work Orders/Contract Agreements; Completion / Project Acceptance Certificates issued by Purchaser.
5.	Technical Manpower	The bidder shall have minimum 15 resources on its roll, as on last date of submission of EoI, having qualification MCA or BE / BTech in field of Computer Science / Information Technology or equivalent degree and working with the bidder in field of Software Development / DevOps / Cloud Infra Management / Data Analytics.	Details on Letterhead of the Organization viz, Name of Employee, UAN / PF Number / Qualification / Area of Working, duly signed by HR head of the Organization.

6	Certifications	The bidder should have a valid ISO 9001:2015 and ISO 27001:2022 as on last date of submission of EoI.	Copy of ISO Certificates
7.	Non-Blacklisting / Ineligibility Declaration	The bidder should not have been blacklisted or declared ineligible by the Government of India, any State Government, Central/State Ministry, PSUs, or any autonomous body in India.	Self-declaration on bidder's letterhead, duly signed by authorized signatory.
8.	No Insolvency / Bankruptcy	The bidder should not have any proceedings for insolvency or bankruptcy initiated or pending against it under any applicable laws.	Self-declaration on bidder's letterhead, duly signed by authorized signatory.
9.	Empanelment with RailTel	The bidder should be an empanelled partner of RailTel and should be in operation in India for the last three years.	Certificate of Incorporation / Registration; PAN; GST; Valid Empanelment Certificate issued by RailTel.

Note-1 : Price Quote of that bidder will only be considered who meets all above mentioned compliances. Please note, this EoI is not for selection of bidder for any work and submission of compliant bid, will not infer any right to the bidder to seek work as mentioned in the EoI. RailTel on the basis of responses received, will explore submission of proposal to end customer considering other techno-commercial factors, which may not be explicitly mentioned in this EOI inadvertently. In case RailTel converges the opportunity with the end customer, participants of this EOI, including those, who have submitted compliant bid, will have no right to seek work (even partial) with RailTel and RailTel reserves all right and discretion for further course of action, in this scenario. Anywhere, in this EOI, if any otherwise interpretation is conveyed in this regard, this note will supersede.

Note-2 : Non-cooperation by Bidder(s) whose bid is declared compliant to terms and conditions of this EOI :

a. The bidder(s) will have interaction period with RailTel for a period of 180 days from the date of formal declaration of "Submission of Compliant Bid". Interaction period can be curtailed to shorter duration, at discretion of RailTel or can be extended at mutual agreement between RailTel and bidder(s).

b. During the interaction period, bidder is required to work with RailTel for evaluation of business case as detailed above. During this period, bidder may also be asked to join meeting with prospective end customer along with RailTel or to join with RailTel in any other endeavours related to the business case. It may be noted that bidder is required to join in these endeavours at its own expense and there shall be no claim raised by bidder to RailTel / End Customer.

c. The organizations may be de-empanelled from the list of RailTel's Empanelled Partners and their EMD (under this EOI) can be encashed :

(i) In case of bidder, intends to withdraw their bid response after last date of submission and before the validity period.

(ii) In case of bidder, associating themselves with any other organization for the business case mentioned in this EOI document, within the "Interaction Period".

6. Duration of Contract Period

6.1. The engagement of the selected Partner under this EOI shall be for the purpose of proposal preparation and submission of Budgetary Estimate to the end customer and shall remain active until: (a) the proposal/budgetary estimate is submitted to the end customer or (b) the EOI process is concluded by RailTel; whichever is earlier.

6.2. In the event the project is awarded by the end customer to RailTel, RailTel reserves the sole discretion to engage the selected partner or any other partner for project execution, including through a separate EOI/tender process, as deemed appropriate.

7. Modification and/or Withdrawal of EOI Response

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

8. Payment Terms

No payment shall be made to the selected partner at this stage, i.e., for the purpose of proposal preparation and submission of Budgetary Estimate. Further, for future references only, it may be noted that in a scenario that a partner is onboarded with RailTel, all payments and other contractual conditions will be observed on back-to-back basis, i.e. payment to partners can be done only when RailTel has received payment from end customer for that corresponding work / part of work.

9. Limitation of Liability towards RailTel

The SELECTED BIDDER's 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 deliverables or deficiency in services on the part of the SELECTED BIDDER or its agents. 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.

10. Insurance

The SELECTED BIDDER agrees to take appropriate insurances to cover all elements of the project under this EOI, including but not limited to Manpower and Professional Indemnity (if applicable), as relevant to a consulting/design assignment.

11. Suspension, Revocation or Termination of Contract / Agreement

11.1. 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 the suspension period will be counted as time spent.

11.2. RailTel may, without prejudice to any other remedy available for the breach of any conditions of agreements, by a written notice of Thirty (30) days 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 timelines or quality of deliverables as committed by the partner.
- d. The SELECTED BIDDER going into liquidation or ordered to be wound up by a competent authority.

12. Dispute Settlement

12.1. 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 the Indian Arbitration and Conciliation Act, 1996 or any amendment thereof. Place of Arbitration shall be New Delhi.

12.2. The arbitral tribunal shall consist of a Sole Arbitrator, to be appointed by the Chairman & Managing Director (CMD) of RailTel Corporation of India Ltd. All arbitration proceedings shall be conducted in English.

13. Statutory Compliance

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

13.2. The Bidder shall comply and ensure strict compliance by their 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 claims under the Employees Compensation Act, 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Contract Labour (Abolition and Regulation) Act 1970, Minimum Wages Act, and Labour Laws as may be amended or any new act brought in force.

14. Rights to Accept / Reject any or all EOI Responses

RailTel reserves the right to accept or reject any EOI Response, and to annul the bidding process and reject all Bids at any time prior to award of the Contract, without thereby incurring any liability to the affected interested partner(s), or any obligation to inform the affected Bidders of the ground for RailTel's action.

15. 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.

16. Intellectual Property Rights

16.1. Each party i.e. RailTel and SELECTED BIDDER, acknowledges and agrees that the other party retains exclusive ownership and rights in its trade secrets, inventions, copyrights, and other intellectual property.

16.2. All deliverables, reports, datasets, designs, and documents prepared by the SELECTED BIDDER under this engagement shall vest with RailTel and the end customer upon payment of applicable fees. The SELECTED BIDDER shall not retain, reproduce, or publish any deliverable or data without prior written consent of RailTel.

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

17. Severability

In the event any provision of this EOI and subsequent contract with the 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 Annexures which will be in full force and effect.

18. Force Majeure

18.1. If during the contract period, the performance in whole or in part, by either party, of any obligation under this contract 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, 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 claim for damages against the other in respect of such non-performance or delay in performance. Service under this contract shall be resumed as soon as practicable after such EVENT comes to an end or ceases to exist.

18.2. If such delaying cause shall continue for more than sixty (60) days from the date of the notice, 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.

19. Indemnity

The SELECTED BIDDER agrees to indemnify and hold harmless RailTel, its officers, employees and agents from and against any and all losses, claims, damages, liabilities, costs and expenses to which the Indemnified party may become subject, in so far as such losses directly arise out of any misstatement or breach of representation, failure to fulfill any covenant or condition contained in this contract, or any act, deed or omission by the SELECTED BIDDER or its employees/agents.

20. Confidentiality cum Non-Disclosure

20.1. The Receiving Party agrees that it will not disclose to any third party any information belonging to the Disclosing Party which is provided before, during, and after the execution of this contract. All such information shall be considered Confidential Information. Confidential Information includes prices, quotations, negotiated issues, design data, and all related information, whether or not marked as confidential.

20.2. Exceptions to confidentiality obligations apply where the information: (a) is already known to the receiving party at time of disclosure; (b) is or becomes public domain without violation of these terms; (c) is developed independently; or (d) is received from a third party without similar restrictions.

20.3. No news release, public announcement, advertisement, or publicity concerning this contract and/or its contents shall be made by either party without the prior written approval of the other party, unless required by applicable law. This clause shall survive even after expiry or termination of this contract.

21. Exit Management

21.1. Exit Management Purpose: This clause sets out the provisions which will apply during the Exit Management period. The exit management period starts, in case of expiry of contract, at least 30 days prior to the date when the contract comes to an end, or in case of termination, on the date when the notice of termination is sent to the bidder.

21.2. Confidential Information, Security and Data: On commencement of the exit management period, the partner shall supply to RailTel, upon written request, all project documentation, data, deliverables, and other information created under this contract.

Note: RailTel at its sole discretion may not enforce any or all clauses/sub-clauses under the 'Exit Management' clause due to administrative convenience, communication from the end customer, or any other reasons as deemed fit by RailTel.

ANNEXURES**Annexure – 01: EOI Cover Letter**

(On Organisation Letter Head)

Bid Ref No.: _____

Date: _____

To,
Joint General Manager (Mktg),
RailTel Corporation of India Limited, Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref: EOI No. RailTel/EOI/CO/Mktg/EnHM/2026-27/56783 **Date:** 05 [June] 2026]

Dear Sir,

- I, the undersigned, on behalf of M/s _____, having carefully examined the referred EOI, offer to participate in the same, in full conformity with the said EOI and all the terms and conditions thereof, including corrigendum issued till last date of submission of EOI.
- I agree to abide by this Proposal for a period of 90 days from the date fixed for submission of Proposals as stipulated in the EOI, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
- I acknowledge that RailTel will be relying on the information provided in the Proposal, and we certify that all information provided therein is true and correct; nothing has been omitted which renders such information misleading; and all documents accompanying the Proposal are true copies of their respective originals.
- I undertake, if our EOI is accepted, to commence our services as per the scope of work as specified in the contract/LoA document.
- Until a formal Purchase Order or Contract is prepared and executed, this Bid and supplement/additional documents submitted, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us.

Signature of Authorised Signatory: _____

Name: _____

Designation: _____

Date: _____

Seal: _____

Annexure – 02: Compliance to Rule 144 (xi) of GFR, 2017

(On Organisation Letter Head)

Bid Ref No.: _____

Date: _____

To,
Joint General Manager (Mktg),
RailTel Corporation of India Limited, Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref: EOI No. RailTel/EOI/CO/Mktg/EnHM/2026-27/56783

Date: 05 [June] 2026

Dear Sir,

I, the undersigned, on behalf of M/s _____, have read the clause/para regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries.

(a) I certify that M/s _____ is not from such a country and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority.
OR (Strikeout whichever is not applicable)

(b) I certify that M/s _____ is from such a country and has been registered with the Competent Authority.

I hereby certify that M/s _____ fulfills all requirements in this regard and is eligible to be considered.

Signature of Authorised Signatory: _____

Name: _____ Designation: _____

Annexure – 03: Undertaking for Non-Blacklisting & Arbitration Case

(On Organisation Letter Head)

Bid Ref No.: _____

Date: _____

To,
Joint General Manager (Mktg),
RailTel Corporation of India Limited, Plate-A, 6th Floor, Office Block Tower-2,
East Kidwai Nagar, New Delhi - 110023

Ref: EOI No. RailTel/EOI/CO/Mktg/EnHM/2026-27/56783 Date: 05 [June] 2026

Dear Sir,

I, the undersigned, on behalf of M/s _____, hereby submit that:

- We are not blacklisted by any State/Central Government Ministry/Department/Corporation/Autonomous Body at the time of submission of bid.
- We are not having any ongoing or past arbitration case(s) with RailTel at the time of submission of bid.

Signature of Authorised Signatory: _____

Name: _____ Designation: _____

Annexure – 04: Checklist of Documents for EOI Response

S. No.	Document	Reference / Status
1	EOI Cover Letter	Annexure-01
2	Copy of RailTel's Empanelment Letter	
3	Proof of EOI Processing Fee payment (if applicable)	
4	Compliance to Rule 144 (xi) of GFR, 2017	Annexure-02
5	Undertaking for Non-Blacklisting & Arbitration Case	Annexure-03
6	Eligibility Documents as per Clause 5 (Legal entity, turnover, net worth, experience, manpower CVs)	As per Clause 5
7	Copy of Permanent Account Number (PAN)	
8	Copy of GST Identification Number (GSTIN)	
9	Technical Proposal – Methodology, Approach, Work Plan and Timeline for proposal preparation and budgetary estimation	Annexure-05
10	Other documents mentioned in EOI	
11	Scope of Work Module Schedule and Implementation Phasing	Annexure-I
12	Indicative work-estimate set out as below to be filled (exclusive of taxes).	Annexure-06: Price Quote Format

Note:

- The EOI response should have an 'Index' at the starting and all pages should be serially numbered.
- All submitted documents should be duly stamped and signed by the Authorised Signatory at each page.
- The above checklist is indicative only. RailTel may ask for additional documents from the bidders as per requirement.

Annexure – 05: Format for Submission of Technical Proposal

Subject: Design, development, implementation ' and 24-month Operations & Maintenance of the Integrated Environment & Housekeeping Management (E&HM) Digital Platform of Indian Railways.
Ref: EOI No. RailTel/EOI/CO/Mktg/EnHM/2026-27/56783 on above subject.

Note: Submission under this Annexure is subject to evaluation under technical bid. Bidders are advised to strictly focus and address each topic/sub-topic in a structured manner. Superfluous submission shall be at bidder's risk.

i. Understanding of Scope of Work (EOI clause 2.1):

Bidder's understanding for Development of Design, development, implementation ' and 24-month Operations & Maintenance of the Integrated Environment & Housekeeping Management (E&HM) Digital Platform of Indian Railways. .

.....

ii. Methodology and Technical Approach:

Detailed methodology for solution and stakeholder coordination plan.

.....

iii. Work Plan and Timeline:

Proposed work plan with milestone-based timeline (Bar Chart / Gantt Chart)

.....

iv. Key Personnel Details:

CVs of proposed Bridge/Structural Engineer(s) and Data Management professional(s), with specific experience highlighted against the requirements.

.....

v. Relevant Prior Experience:

Details of similar assignments completed in the past, with client name, scope, and value. Work Orders/Completion Certificates to be attached.

.....

vi. Tools, Software and Platforms Proposed:

For Design, development, implementation ' and 24-month Operations & Maintenance of the Integrated Environment & Housekeeping Management (E&HM) Digital Platform of Indian Railways required tools, software and proposed platforms detailed preparation.

.....

vii. Any other aspects the Bidder may wish to add:

.....

Annexure – 06: Price Quote Format

(On Organisation Letter Head)

Bid Ref No.: _____

Date: _____

To,
 Joint General Manager (Mktg),
 RailTel Corporation of India Limited, Plate-A, 6th Floor, Office Block Tower-2,
 East Kidwai Nagar, New Delhi - 110023

Ref: EOI No. RailTel/EOI/CO/Mktg/EnHM/2026-27/56783 Date: 05 [June] 2026

SN	Mile stone	Work type	Phase	Tentative delivery	Indicative (in Rs & Exclusive Taxes)
1	Core Data Platform & Centralised MIS	Development	1	D+3m	
2	Vendor Onboarding & Workforce Monitoring	Development	1	D+5m	
3	AI-driven Multilingual LMS & Certification Platform	Development	1	D+6m	
4	Cloud Hosting & Maintenance	DevOps	1	D+1m – 6m	
5	Data Lake & SoP-Compliance Platform	Development	2	D+9m	
6	Citizen Grievances, Feedback and AI-driven Vido Analytics & IoT	Development	2	D+12m	
7	Cloud Hosting & Maintenance	DevOps	2	D+7m– 12m	
8	Assessment & Ranking Module	Development	3	D+15m	
9	Centralized Support & Enhancement	Enhancement /O&M	3	D+13m – 18m	

10	Cloud Hosting & Maintenance through pilot completion	DevOps	3	D+13m- 18m	
11	Grand Total Phase 1-3 (excluding taxes)	Sum of SN-1 to SN-10		D→ D+24m	

Signature of Authorised Signatory: _____

Name: _____ **Designation:** _____

Notes: (i) All figures are exclusive of GST and other statutory dues which shall be payable extra at applicable rates.

(iii) Hardware (IoT sensors, cameras, edge devices) shall be procured separately by the end customer and is excluded from Scope of Work for partners.

(iii) Payment terms shall be milestone-linked and back-to-back basis, and subject to acceptance against delivery criteria set by end customer.

(iv) The price bid quote should be neatly filled and typed on letter head of the organization and there should be no cutting / overwriting, as in such case RailTel without any further notice to bidder can reject its bid. Further, in case of totalling error, RailTel will accept the 'Grand Total' figure at SN-11 only, and bidder may be asked to submit revised price quote so as Grand Total is tallied with constituent figures (SN-1 to SN-10).