

रेलटेल कॉर्पोरेशन ऑफ़ इंडिया लिमिटेड
(रेल मंत्रालय के अधीन नवरत्न सार्वजनिक उपक्रम)



रुचि की अभिव्यक्ति (ईओआई) आमंत्रित करने हेतु नोटिस
NOTICE INVITING EXPRESSION OF INTEREST (EOI)

ईओआई संख्या:

आरसीआईएल/एनआर_सीडीजी/ईओआई/एमकेटीजी/पीएसटीसीएल/पंजाब/2026
दिनांक 4th Feb, 2026.

EOI No.:RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

Expression of Interest (EOI) for "Procurement of Cloud Based Email Solution for the period of 3 years for Customer of RailTel (CoR).

जारीकर्ता:

रेलटेल कॉर्पोरेशन ऑफ़ इंडिया लिमिटेड
(रेल मंत्रालय के अधीन नवरत्न पीएसयू)
उत्तरी क्षेत्र

रेलटेल कॉर्पोरेशन ऑफ़ इंडिया लिमिटेड,
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वेबसाइट: - <https://www.railtelindia.com>

Disclaimer

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

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

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EOI NOTICE

RailTel Corporation of India
Limited, Railway Telephone
Exchange, Railway Station,
Chandigarh-160102

EOI Notice No: **RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.**

RailTel Corporation of India Ltd., (here after referred to as "RailTel") invites EOIs from RailTel's Empaneled Partners for ""Procurement of Cloud Based Email Solution for the period of **3 years.**

The detailed are as under:

SCHEDULE OF EVENTS

1	Date of EOI Floating	4th Feb , 2026 at 16:00Hours
2	Last date for submission of Bids against EOI	9th Feb ,2026 at 15:00Hours
3	Opening of Bids received against EOI	9th Feb ,2026 at 15:30Hours
4	Bidding Stage	Single Stage (Two Packet System)
5	EOI document cost inclusive Tax (Non-refundable)	NIL
6	EOI processing fee exclusive Tax (Non-refundable)	As per e-Nivida Portal
7	Estimated amount of bid	Rs. 25,25,997/-- (including GST)
8	EMD for Pre-Bid Arrangement	EMD- ₹36,000/- (Rupees Thirty Six Thousand Only) is to be paid in form of Online Bank Transfer only in favor of "RailTel Corporation of India Limited, New Delhi" issued by any scheduled commercial bank/Nationalized Bank, valid till the finalization of end customer WO/Tender i.e. award of order and till submission of Performance Guarantee of requisite value required by end customer on back to back basis.

EMD deposited by online mode shall not bear any interest.

9 Bid submission mode

Online on <https://railtel.enivida.com>

Note: RailTel reserves the right to change the above dates at its discretion.

Earnest Money Deposit (EMD)

1. Bidder needs to share the online payment transfer details like UTR No. date and Bank along with the proposal.
- NEFT/ RTGS: Account Name: RailTel NR Collection Account Bank Name: Union Bank of India Branch Name: Connaught Place Delhi Account Number: 307801010917906 IFSC Code: UBIN0530786 MICR Code: 110026006
2. Offers not accompanied with EMD shall be summarily rejected.
- The EMD may be forfeited if a bidder withdraws or amends its/his EoI or impairs or derogates from the EoI in any respect within the period of validity of the EoI or in the case of a successful bidder, if the bidder fails to accept the Purchase order/LOA or fails to furnish performance bank guarantee (security deposit) in case the bidder emerges L1.

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

Contact Details for this EOI:

1. Sh. Chitvan Chhabra, Assistant General Manager/Tech
Email: chitvan.chhabra@railtelindia.com
2. Sh. Satkar Singh, Sr. DGM & Territory
Manager/Chandigarh Email:
satkarsandhu@railtelindia.com

Note:

1. The EOI response is invited from eligible Empanelled Partners of RailTel only.
2. This is an exclusive partnership arrangement with empaneled business associate of RailTel for delivery of No. **Memo No. 49/IT-1261 Dated :16.01.2026**
3. Transfer and Sub-letting: The Business Associate has no right to give, bargain, sell, assignor 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.

Bidder has to agree to comply with all OEM technical & financial documentation including MAF (as asked in EOI), Technical certificates/others as per end-to-end requirement mentioned in the end customer's No. **Memo No. 49/IT-1261 Date:16.01.2026**

4. No exemption/relaxations applicable to MSME/Startups.
5. OEM considered by SI for this project have to mandatorily comply all the eligibility & technical criteria/compliance on back-to-back basis in line with **Memo No. 49/IT-1261 Date:16.01.2026**
6. Benefits available under MSME Act will not be applicable to EOI.
7. Scope of work is as per end customer requirement and all the conditions will be applicable back-to-back to the Bidder/Partner including SLA/penalty.
8. Original documents like POA and affidavits must reach RailTel office before opening of bid.
9. EMD of successful bidders will be returned post submission of PBG. EMD of unsuccessful bidders shall be returned within 15 days from award of work to L-1 bidder. In case of EOI cancellation by RailTel due to administrative reasons, the EMD of all participating bidders shall be returned within 15 days of EOI cancellation by RailTel.
10. Bidder Should Attach Site Visit Report along With Technical Documents as Per Given Format/Annexure. It is Mandatory without It, Bid Summarily Rejected.

1. About RailTel

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. The portfolio of services provided by

RailTel includes Data Centre & DR services, Tele-presence as a service, NLD services, IP-1 services, Internet and Broadband services on a pan-India basis.

Equipped with an ISO 9001, 20000-1:2011 & 27000 certification, RailTel offers a wide gamut of managed telecom services to Indian Telecom market including Managed lease lines, Tower co-location, MPLS based IP-VPN, Internet, Data Centre services, NGN based voice carriage services to Telecom Operators, Dark fibre leasing to MSOs/LCOs. The major customer segment for RailTel comprises of Enterprises, Banks, Government Institutions/Department, Educational Institutions/Universities, Telecom Service Providers, Internet Service Providers, MSOs, etc. RailTel being a "Navratna (Category-I)" PSU is steaming ahead in the enterprise segment with the launch of various services coupled with capacity augmentation in its Core Network.

2. Background of EOI

RailTel Corporation of India Ltd (hereafter referred to as 'RailTel') an ICT arm of Indian Railways has been in the forefront of building innovative platforms and solutions and vision to build range of Information and Communication Technology (ICT) Services for its customers.

RailTel invites bids from RailTel's Empaneled Partners (BA/DSP/SI) for the selection of suitable partner for execution of above-mentioned work for the agreed scope work. The empaneled partner is expected to have excellent execution capability and good understanding of the customer local environment.

Bidder has to agree to comply with all OEM Technical & Financial documentation including MAF (if required), Technical certificates/others as per end-to-end requirement mentioned in the end customer's RFP.

3. Scope of Work

Scope of Work shall be as per the **Memo No. 49/IT-1261 Date:16.01.2026** Bidder can participate only as a sole bidder and must be RailTel's empaneled partner and will be responsible for all the conditions mentioned in the end customer RFP for their scope of work.

Stage-I: Technical Bid: All documents like MAF (as asked in EOI) of major/all components, Technical Compliance, Technical Solution Proposed and Eligibility criteria documents shall be covered in this stage.

Stage-II: Financial Bid:

- i. The bids should be strictly as per Annexure-4 of EOI for financial quote
- ii. For the opened bid as per outcome of technical bid, the bidder will be selected on the lowest quote (L-1) basis for complete 'Scope of Work' as mentioned in the EOI document and Physical documents of technical specifications of CoR, subject to the respective overall bid is in compliance to the requirements of this EOI. The so selected partner will be termed as 'Commercially Suitable Partner (hereafter referred to as 'CSP')'. It is re-mentioned, that the final selection of CSP will be on the L-1 basis only. Further, RailTel reserves the right to have negotiation with the CSP.
- iii. As of now, EoI response from interested partners is invited considering that the selected partner will be responsible for delivering of complete 'Scope of Work' as mentioned in the CoR's tender document and subsequent corrigenda. However, RailTel at its discern, may take-up a certain portion/percentage of 'Scope of Work' by communicating to the CSP at any point of time during the engagement period. (The day at which 'CSP' is declared, will mark the start of engagement period. In case, RailTel comes out to be winner of the CoR tender, then the engagement period will get auto-extended to the period RailTel serves CoR for the said tender, unless terminated earlier by RailTel as per terms and conditions mentioned in this EoI document). In this scenario, commercial engagement with the CSP will be for that portion/percentage only, which has not been taken by RailTel. Accordingly, resultant value of work will be derived on the basis of negotiated (in case) commercial bid of the CSP.

4. Eligibility Criteria for interested Bidders:

SN	Eligibility Criteria	Documentary Proof
1	The interested Bidder/Partner should be an Empanelled Partner with RailTel on the last date of bid submission of EOI.	Copy of Empanelment letter/Renewal of Empanelment letter issued by RailTel.
2	The Bidder/Partner should be: 1) A company incorporated in India under the Companies Act, 1956 / 2013, and subsequent amendments thereto or any constitution of the firm as applicable. 2) Registered with GST Authorities in India. 3) Should have been operating in India till/upto the date of online submission of bid (including name change / impact of mergers or acquisitions).	Following documents shall be furnished by the Bidder/Partner duly signed by its authorized signatory: documents to be submitted: 1. Copy of Certificates of Incorporation or Any legal document confirming constitution of the legal entity. 2. Power of Attorney/Board Resolution to Authorized Signatory as per Annexure- 08. 3. Copy of PAN and Copy of Registration Certificates with GST Authorities.
3	a) The Minimum Cumulative Turnover of the bidder firm should be at least 150% of estimated value of EOI during the last three financial years (2022-23, 2023-24,2024-25). b) Bidder/Partner should be having positive net worth during last three Financial Years i.e., 2022-23,2023-24 and 2024-25. c) The Bidder should be profit making in last three consecutive Financial Years, i.e., FY 2022-23,2023-24 and 2024-25.	Following document shall be furnished by the Bidder/Partner: 1. Chartered Accountant (CA) Certificate clearly specifying the Cumulative Annual Turnover & Net worth & Net Profit for the last 03 Financial Years (i.e. 2022-23, 2023-24,2024-25). 2. Audited Balance Sheet Account of Financial Years FYs 2022-23, 2023-24,2024-25 should be enclosed along with CA certificate. Note: If Audited Balance Sheet for FY 2024-2025 is not readily available, Provisional BS duly certified by CA/Statutory Auditor and Provisional Certificate duly certified by CA/Statutory Auditor shall be submitted.CA certificate and Audited Financial Statements must have UDIN Number.

4	The Bidder must have successfully completed any one of the following categories of work(s) during last 07 (seven) financial years i.e,2018-19,2019-20,2020-21, 2021-22,2022-23,2023-24,2024-25), (in line with CoR) ending last day of month previous to the one in which tender is invited: (i) One similar works each costing not less than the amount equal to 60% of advertised value of the tender, OR (ii) Two similar works each costing not less than the amount equal to 40% of advertised value of the tender, OR (iii) Three similar works each costing not less than the amount equal to 20% of advertised value of the tender Similar Work: Comprehensive AMC (CAMC) support for Computer Hardware/CCTV, Audio-video system with Resident Engineer / supply (and/or) installation of Server/Firewall/ Networking Equipment/storage/IT hardware/(Any IT work)	Following documents shall be furnished by the Bidder: a) Copy of Relevant Work Order. b) Completion Certificate/CRAC from client on client's letter head duly signed by client in the name of the bidder. c) If client is a private company and end customer is State/UT/Central Govt. department/ PSUs - Client certificate (Private Company) clearly mentioning end customer name and address, scope of work and cost of work along with copy of completion certificate issued by end customer shall be submitted. RailTel/CoR has the right to verify the credentials from end customer. Note: -The PO/Work order/contracts/ letter should be in the name of the bidder and clearly mention the scope of work. Project should have been successfully completed in the last seven financial years in India till the date of online submission of bid i.e., completion certificate date must be within the last seven financial years counted backwards from date of online submission of bid including till the last date of online submission of bid. Completion means: Project should have been successfully completed/CRAC or ongoing having Go-LIVE/CRAC or successful commissioned.
5	a) Tender Fee- NIL & EMD of ₹36,000/- shall be deposited. b) MAF of cloud based EMAIL service provider and Technical Compliance as per Appendix 9	a) Proof of EMD submission b) Tender specific MAF for major OEM's is mandatory, without any MAF bid will be summarily rejected. c) In case of any discrepancy in Technical compliance in the EOI document, technical compliance of CoR Memo No. 49/IT-1261 Date:16.01.2026 d) bid shall

6	Bidder/Partner should not have been blacklisted by RAILTEL or any State/UT/Central Govt. department or its agencies, autonomous bodies, PSUs, reputed organizations at the time of bidding.	Self-Certified letter (As per Non-blacklisting "Annexure 10") duly signed by authorized signatory
7	The interested Bidder/Partner should submit undertaking that they are in compliance to insertion of Rule 144(xi) in the GFR, 2017 vide office OM no. 6/18/2019-PPD dated 23-July-2020 issued by Ministry of Finance, Government of India, including revisions.	Undertaking on letterhead to be submitted as per Appendix-2
8	The interested Bidder/Partner should submit undertaking that there is not any ongoing or past, arbitration case(s) between 'RailTel or Organizations under Indian Railways' and 'Interested Bidder/Partner' on the last date of submission of EOI.	Undertaking on letterhead to be submitted as per Appendix 4
9	Undertaking in the form of Affidavit as mentioned at Appendix-5 shall be submitted by the Bidder/Partner alongwith Technical bid. Without this the bid Will be summarily rejected.	Undertaking Affidavit to be submitted as per Appendix -5
10	The interested Bidder/Partner shall not have a conflict of interest with one or more bidding parties. Participation of interested Bidder/Partner(s) with a conflict-of-interest situation will result in the disqualification of all bids in which it is involved. A Bidder/Partner may be in a conflict of interest with one or more parties if including but not limited to : Have controlling shareholders as his/her family members viz. spouse, son, daughter, father, mother or brother etc. in common or; Have a relationship with each other directly or through common third parties that puts them in a position to have access to information about or influence on the bid of another Interested partner.	Undertaking on Letterhead to be submitted
11	Hardcopy of Technical Bid to be submitted	Hardcopy of Technical Bid to be submitted before technical bid opening.

Note: Joint Venture/Consortium is not allowed.

- a) Documentary proof to be submitted along with the bid. The Bidder/Partner must attach valid documents in support to their Technical and Financial capabilities/strength, as mentioned above. Without proper supporting documents, the Bid proposals are liable to be rejected.
- b) A bid submitted by a Bidder who has acquired a Company/Division of a company shall also be considered for evaluation if the eligibility and technical evaluation criteria are met jointly by the bidder and the Company/Division acquired. In such cases, Business Transfer Agreement (BTA) or Board resolution of both company or valid order of merger & acquisition from ROC and/or Court.
- c) Even though the Bidder/Partners meet the above qualifying criteria, they are subject to disqualification if they have:
 - i Made misleading or false representations in the forms, statements and attachment submitted in proof of the qualification requirements; and/or
 - ii Record of poor performance such as abandoning the works, not properly completing the contract due to Contractor's failure, litigation history, or financial failures etc.

Note: The interested bidder should submit duly signed and stamped EOI cover letter as per the format mentioned at Annexure-01 of this EOI document, as unconditional submission of meeting the clauses mentioned above, from Clause 4.1. To Clause 4.11.

5. Proposal Preparation and Submission Cost

5.1. All participating Bidders/Partners are required to register in the e-nivida portal (Link is <https://railtel.enivida.com/>). The Bidder/Partner intending to participate in the bidding is required to register in the portal using his/her active personal/official e-mail ID as his/her Login ID and attach his/her valid Digital Signature Certificate (DSC) to his/her unique Login ID. He/ She must submit the relevant information as asked for, about the firm/contractor.

5.2. 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. This EOI document does not commit to award a contract or to engage in negotiations.

6. Amendment to EOI Document

6.1. At any time prior to the deadline for submission of bids, RailTel, may, for any reason can modify the EOI document by an amendment. All the amendments made in the document would be informed by displaying on RailTel's (www.railtelindia.com) website only. The interested bidders are advised to visit the RailTel website on regular basis for checking necessary updates. RailTel also reserves the rights to amend the dates mentioned in this EOI for bid process. RailTel may, at its discretion, extend the last date for receipt of EOI response.

7. Bid Validity Period

7.1. Bid of Interested partners shall remain valid for the period of 60 days from the last date of submission of EOI, as mentioned in this EOI document.

7.2. RailTel may request for an extension of the period of validity. The validity of the 'EMD' should also be suitably extended if called upon to do so by RailTel. The request and the responses thereto shall be made in writing through e-mail communication only. Further, whenever the bid validity extension is submitted by the interested partner, it should be ensured by interested partner that their PBG related to the empanelment should have minimum validity of 60 days from the last date of extended bid validity period.

8. Right to Terminate the Process

8.1. 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 bidder's participation in this process may result in RailTel selecting the CSP 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.

9. Language of Bid

9.1. 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

9.2. in which case, for purposes of interpretation of the bid, the English translation shall govern.

9.3. 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 Authorized Signatory of the interested partner.

10. Submission of Bid

10.1. The interested bidder should take into account any Corrigendum to this EOI document that may have been published before submitting their EOI response. The bid is to be submitted in the mode as mentioned in this EOI document. EOI response submitted in any other mode will not be entertained.

10.2. Interested bidders in their own interest are advised to submit the EOI response well in time before the last date and hence to avoid any inconvenience at the last moment.

10.3. An Organization / Interested Bidder can submit only 'One EOI Response'. Submission of multiple EOI Response by interested bidder(s) may lead to rejection of all of its bid.

11. Rights to Accept/Reject any or all EOI Response

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 bidder(s), or any obligation to inform the affected Bidders of the ground for RailTel's action.

12. Notification of Award:

- 12.1 Subject to this Clause, RailTel will award the Contract to the Bidder/Partner whose bid has been determined to be technically responsive by the evaluation committee and who has offered the lowest evaluated bid price.
- 12.2 In the eventuality of failure on the part of the Successful Bidder/Partner to submit the performance security within the stipulated time, the Bidder/Partner shall be debarred in future from participating in all the Bids from any Government owned agency/ corporation/Employer/special purpose vehicle, for three years and will be recommended for blacklisting by the competent Employer.
- 12.3 The Bidder/Partner, whose Bid has been accepted, shall be notified as successful Bidder/Partner by RailTel prior to expiration of the Bid validity period by e- mail/courier. This letter (hereinafter and in the Conditions of Contract called the "**Letter of Intent (LoI)**") will state the sum that RailTel will pay to the Bidder/Partner in consideration of the execution, completion and remedying defects of the Works by the Selected Bidder/Partner as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").
- 12.4 Upon the issue of LOI by RailTel to successful Bidder/Partner, the Performance Security (PBG) will be submitted by the successful bidder/partner within 15 days of LOI date.
- 12.5 A Detailed Project Plan including but not limited to Project Organization, Project Management, Project Risk Management, Key Objectives, Project Delivery Schedule, Acceptance Test Plans, Communication Structure, Helpdesk Management, Monitoring and Reporting, Roles and Responsibilities, Exit Management Plan, Processes and Tool Sets used for quality assurance, security in accordance with the industry best practices, shall be submitted within 15 days from the date of LOI issued by RailTel for further submission to CoR.
- 12.6 The Contract Agreement shall be signed between RailTel and the successful

Bidder/Partner in the office of the RailTel within 28 days following the issue of the Letter of Intent, on successful submission of Performance Security as mentioned in the EOI Document. This will incorporate all Terms and conditions assigned between CoR and RailTel.

- 12.7 The notification of award /issue of LOA will constitute the formation of the Contract, subject only to the furnishing of a performance security in accordance with the provisions mentioned in the RFP within 15 days of issue of letter of intent.

13. Payment Terms

- 13.1. For each schedule in commercial bid/SOR , payment shall be done on back-to- back basis for each CoR contract upon receipt of RailTel's payment and post that after deduction of RailTel's margin, applicable payment shall be done to the selected bidder. No advance will be given to selected BA/SI.

- 13.2.** Payment will be released after receiving the invoice for the work / services and after RailTel has received the payment from CoR for the same work / services. Any deduction / penalties levied by CoR on invoices of RailTel will be carried back-to-back and will be deducted from selected Bidder/Partner's invoices as per actual deduction done by CoR on RailTel's invoices, subject to the cause to deduction / penalty is due to deviation in terms and conditions of service standards by the selected Bidder/Partner.

- 13.3. Documents list required at the time of payment/invoice submission by selected Bidder/Partner shall be:-

- i PO copy issued to selected vendor.
- ii Payment Proof that the end customer has paid to RailTel for the period claimed by Selected Bidder/Partner/vendor against invoices raised by RailTel for such services.
- iii Submission/Declaration of applicable BG amount against PO issued to select Bidder/Partner/vendor.
- iv Original Invoice for the period claimed.
- v TDS declaration.

- vi Bill Passing Authority shall be TM/Chandigarh and Bill Paying Authority shall be Sr DGM/Fin./NR.

14. Performance Bank Guarantee (PBG)

- 14.1 In case of successful participation by RailTel in the pertinent CoR's tender and subsequent engagements with CSP, The CSP shall at its own expense, deposit with department, within fifteen(15) days of the notification of award (done through issuance of the Purchase Order / Work Order etc.) and communicated through email, an unconditional and irrevocable Performance Bank Guarantee (PBG) from aa Nationalized/Commercial Scheduled Indian Bank as per the format enclosed in this EOI, payable on demand, for the due performance and fulfilment of the contract by the CSP. **This PBG will be for an amount of 5 (%) of Contract Value** in accordance with the Conditions of Contract. The quantum of this 'percentage (%)' will be equal to the PBG % as asked by CoR from RailTel. All charges whatsoever such as premium, commission, etc. with respect to the PBG shall be borne by the CSP. Besides, if the total BG amount comes upto Rs. 05 Lakhs, then same may be deposited through DD/RTGS/NEFT. Along with submission of PBG, CSP needs to submit PBG issuing bank's SFMS report. The SFMS report is also to be submitted in case of renewal / extension of PBG.
- 14.2 The PBG should have validity for a period of 60 days beyond the date of validity of the contract. The PBG may be discharged / returned by RailTel upon being satisfied that there has been due performance of the obligations of the CSP under the contract. However, no interest shall be payable on the PBG. In the event, CSP being unable to service the contract for whatsoever reason, RailTel would invoke the PBG at its discern. Notwithstanding and without prejudice to any rights whatsoever of RailTel under the contract in the matter, the proceeds of the PBG shall be payable to RailTel as compensation for any loss resulting from the CSP's failure to complete its obligations under the contract. RailTel shall notify the CSP in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the CSP is in default.
- 14.3 RailTel shall also be entitled to make recoveries from the CSP's bills, PBG or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.
- 14.4 If the service period gets extended by virtue of extension of same by CoR, PBG should also be extended accordingly.
- 14.5 During the contract period, RailTel may issue Purchase Order(s) for the additional services ordered by CoR (in case) to RailTel. In such scenario(s) also, Clause No. 14.1. to Clause No. 14.4. are to be followed by the CSP.
- 14.6 In case the CoR has sought PBG of the contract in the terms of Indemnity Bond from RailTel, the selected bidder has to provide the equivalent value PBG from scheduled Bank to RailTel. No. Indemnity Bond from Selected Bidder will be accepted in lieu of

PBG from Scheduled Bank.

- 14.7 In case CoR has sought any other types of PBG in this contract at present or in future or else Integrity Pact PBG (presently or in future, same remain applicable on selected Bidder. The Said PBG will be issued by Selected Bidder from Scheduled Bank favoring RailTel Corporation of India Limited. No Indemnity Bond in lieu of such PBG will be accepted by RailTel.
- 14.8 Failure of the successful Bidder to comply with the requirement of the above Clause shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD. Penal interest of 15% shall be applicable after 30 days of non-submission from the date of LOI/LOA/PO.
- 14.9 If, CoR ask for submission for value more than 5%, same also needs to be submitted by the selected BA.
- 14.10 In case the CoR has sought PBG of the contract in the terms of security deposit from RailTel, the selected bidder has to provide the equivalent value security deposit from scheduled Bank to RailTel.

15. Details of Commercial Bid/Financial Bid

- 15.1 Successful bidder/Partner which shall emerge L-1 or lowest bidder shall be called "Commercially Suitable Partner" (CSP).
- 15.2 Interested partner should submit commercial bid strictly as per the format mentioned in the EOI.
- 15.3 The commercial bid should clearly bring out the cost of the services with detailed break- up of taxes.
- 15.4 The rates mentioned in the commercial bid of the CSP will form basis of commercial transaction between RailTel and Bidder/Partner.
- 15.5 The quantity of 'Line Items' may vary at the time of placing of Purchase Order or during the Contract Period, as communicated by CoR (in case) to RailTel. In such scenarios, the 'Per Unit' cost will be considered to arrive on contractual amount between RailTel and CSP.
- 15.6 It is also possible that CoR may surrender/ increase, some or all of the quantities of service items ordered to RailTel during the contract period and accordingly the contractual amount between RailTel and CSP shall be considered, at sole discern of RailTel. Per Unit Rate inclusive of Taxes shall be taken for such reference.
- 15.7 It is also possible that during the contract period, CoR may raise Purchase Order to RailTel for the line items (and respective quantities) which are not mentioned in the pertinent tender of CoR. In such scenario, RailTel at its sole discretion, may extend the scope of the contract with CSP by placing order to

CoR, on back-to-back basis

- 15.8 In addition to the Payment Terms, all other Contractual Terms will also be on 'back- to- back' basis between RailTel and CSP, same are mentioned in the EOI.
- 15.9 The Selected Service Provider shall ensure that the OEMs supply equipment or components including associated accessories and software required and shall support the Selected Service Provider in the installation, commissioning, integration, and maintenance of these components during the entire period of contract. The Selected Service Provider shall ensure that the OEMs supply the software applications and shall support in the installation or deployment, integration, roll-out and maintenance of these applications during the entire period of contract. It must clearly be understood by the Selected Service Provider that warranty and AMC of the system, products and services incorporated as part of system would commence from the day of Go-Live.

16. Duration of the Contract Period

- 16.1 The contract duration shall be same as of CoR's contract duration with RailTel until otherwise terminated earlier. O&M support for 03 years inclusive warranty from the date of delivery acceptance by CoR.
- 16.2 The contract duration can be renewed/extended by RailTel at its discern, in case CoR extends / renews services with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by CoR to RailTel.

17. Delivery

Delivery as per **Memo No. 49/IT-1261 Date:16.01.2026**

- 17.1 The Service Provider shall bear the cost for packing, transport, insurance, and delivery of all the goods as applicable for this project at allocations identified by the Purchaser.
- 17.2 The Goods supplied under this Contract shall conform to the standards mentioned in the RFP, and, when no applicable standard is mentioned, to the authoritative standards; such standard shall be approved by Purchaser.

18. Project Plan

- 18.1 Within 07 (seven) calendar days of effective date of the contract/notification of Award, Service Provider shall submit to the Purchaser for its approval a detailed Project Plan with details of the project showing the sequence, procedure, and method in which

he proposes to carry out the works. The Plan so submitted by Service Provider shall conform to the requirements and timelines specified in the Contract. The Purchaser and Service Provider shall discuss and agree upon the work procedures to be followed for effective execution of the works, which Service Provider intends to deploy and shall be clearly specified. The Project Plan shall include but not limited to project organization, communication structure, proposed staffing, roles and responsibilities, processes and tool sets to be used for quality assurance, security and confidentiality practices in accordance with industry best practices, project plan and delivery schedule in accordance with the Contract. Approval by the Purchaser's Representative of the Project Plan shall not relieve Service Provider of any of his duties or responsibilities under the Contract.

If Service Provider's work plans necessitate a disruption/ shutdown in Purchaser's operation, the plan shall be mutually discussed and developed to keep such disruption/shutdown to the barest unavoidable minimum. Any time and cost arising due to failure of Service Provider to develop/adhere such a work plan shall be to the Service Provider's account.

19. Deliverables and Timelines

Deliverable and Timelines shall be exactly as per **Memo No. 49/IT-1261**
Date:16.01.2026 within 30 days from the date of issue of LOI to successful bidder or as per CoR.

20. Restrictions on 'Transfer of Agreement'

The CSP 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.

21. Suspension, Revocation or Termination of Contract/Agreement

- 21.1. 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 CSP shall be payable by RailTel.

21.2. 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 or as per CoR tender condition whichever is earlier issued to the CSP, terminate/or suspend the contract / agreement under any of the following circumstances:

- a) The CSP failing to perform any obligation(s) under the contract/agreement.
- b) The CSP 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 CoR for the pertinent tender.
- d) The CSP going into liquidation or ordered to be wound up by competent authority.
- e) If the CSP 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 suitably modifying the conditions, as deemed fit under the circumstances.
- f) It shall be the responsibility of the CSP 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 CSP'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 CSP shall extend all reasonable facilities and shall endeavor

to remove the hindrance of every type upon such inquiry. In case of default by the CSP in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of CSP available with RailTel can be forfeited.

22. Dispute Settlement

- 22.1 In case of any dispute concerning the contract / agreement, both the CSP 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.
- 22.2 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.
- 22.3 All arbitration proceedings shall be conducted in English.

23. 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.

24. Statutory Compliance

- 24.1 During the tenure of this Contract nothing shall be done by CSP in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof and shall keep RailTel indemnified in this regard.
- 24.2 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.

25. Intellectual Property Rights

- 25.1 Each party i.e. RailTel and CSP 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.
- 25.2 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.

26. Severability

In the event any provision of this EOI and subsequent contract with CSP is held invalid or not enforceable by a court of competent jurisdiction, such provision shall be considered Novarately and such determination shall not invalidate the other provisions of the contract and Annexure/s which will be in full force and effect.

27. Force Majeure

- 27.1 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.
- 27.2 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.

28. Indemnity

28.1 The CSP 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 CSP or
- b) The failure by the CSP 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 CSP pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by CSP 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 any third party against RailTel arising out of any act, deed or omission by the CSP or
- d) Claim filed by a workman or employee engaged by the CSP for carrying outwork 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.

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

29. Limitation of Liability towards RailTel

29.1 The CSP liability under the contract shall be determined as per the Law in force

for the time being. The CSP 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 CSP 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 CSP or his agents or any person / persons claiming through under said CSP, However, such liability of the CSP shall not exceed the total value of the contract.

- 29.2 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 CSP is legally liable.

30. Confidentiality cum Non-disclosure

- 30.1 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.
- 30.2 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.
- 30.3 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.

30.4 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.

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

31. Assignment

Neither this contract nor any of the rights, interests or obligations under this contract 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 contract will be binding upon, inure to the benefit of, and be enforceable by, the Parties and their respective successors and assigns.

32. Insurance

The CSP agrees to take insurances to cover all the elements of the project under this EOI including but not limited to Manpower, Hardware, Software etc. as per CoR tender specified terms on back to back basis as per **Memo No. 49/IT-1261 Dated:16.01.2026.**

Also in addition to that project should be covered under contractors all risk insurance policy which should be effective from the date of commencement of the project till the project is handed over to the customer. The insurance policy shall cover the entire material purchased under the project including installation cost. In case terms AND CONDITIONS with CoR. requires any additional insurance such as warranty peeriod the compliance of the same should also be ensured.

33. Exit Management

33.1 Exit Management Purpose

- a) This clause sets out the provision, which will apply during Exit Management period. The parties shall ensure that their respective associated entities carry out their respective obligation set out in this Exit Management Clause.
- b) The exit management period starts, in case of expiry of contract, at least 03

months prior to the date when the contract comes to an end or in case of termination contract, on the date when the notice of termination is sent to the CSP. The exit management period ends on the date agreed upon by RailTel or Three (03) months after the beginning of the exit management period, whichever

is earlier.

33.2 Confidential Information, Security and Data: CSP will promptly, on the commencement of the exit management period, supply to RailTel or its nominated agencies the following (if asked by RailTel in writing):

- a) Information relating to the current services rendered and performance data relating to the performance of the services; documentation relating to the project, project's customized source code (if any); any other data and confidential information created as part of or is related to this contract;
- b) All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RailTel and its nominated agencies, or its replacing vendor to carry out due diligence in order to transition the provision of the services to RailTel or its nominated agencies, or its replacing vendor (as the case may be).

33.3 Employees : Promptly on reasonable request at any time during the exit management period, the CSP shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide RailTel a list of all employees (with job titles and communication address), dedicated to providing the services at the commencement of the exit management period; To the extent that any Transfer Regulation does not apply to any employee of the CSP, RailTel or there placing vendor may make an offer of contract for services to such employees of the CSP and the CSP shall not enforce or impose any contractual provision that would prevent any such employee from being hired by RailTel or any replacing vendor.

33.4 Rights of Access to Information: Besides during the contract period, during the exit management period also, if asked by RailTel in writing, the CSP shall be obliged to provide an access of information to RailTel and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware/software/active/passive), documentations, manuals, catalogues, archive data, Live data, policy documents or any other related material.

Note: RailTel at its sole discern may not enforce any or all clauses / sub-clauses under the 'Exit Management' clause due to administrative convenience or any other reasons as

deemed fit.

34. Waiver

Except as otherwise specifically provided in the contract, no failure to exercise or delay in exercising, any right, power or privilege set forth in the contract will operate as a waiver of any right, power or privilege.

35. Changes in Contract Agreement

No modification of the terms and conditions of the Contract Agreement shall be made except by written amendments signed by the both CSP and RailTel.

36. Deviations

The Bidder may submit their deviations to the contents of the RFP document.

37. Liquidated Damages

As per Contract No. **Memo No. 49/IT-1261 Date:16.01.2026** on actual as levied by COR on RailTel.

37.1 Time is the essence of the Project and the delivery dates are binding on the Service Provider. In the event of delay or any gross negligence in implementation of the project before Go-Live, for causes solely attributable to the Service Provider, in meeting the deliverables, the Purchaser shall be entitled at its option to recover from the Service Provider as agreed, liquidated damages, as SLA mentioned in **Memo No. 49/IT-1261 Date:16.01.2026**

37.2 applicable on back-to-back basis at actuals. Purchaser reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Purchaser to the Service Provider. Liquidated damages will be calculated on per week basis.

Any such recovery or liquidated damages shall not in any way relieve the Service Provider from any of its obligations to complete the Work or from any other obligations and liabilities under the Contract.

Delay not attributable to the Service Provider will be considered for exclusion for computing liquidated damages. However, the same may be done at the sole discretion of the purchaser

37.3 In the event of failure by the Successful Service Provider to fulfil the delivery

conditions, Purchaser at its discretion may initiate any of the actions as given below:

- a) Additional resources will be requested for speeding up the work.
- b) Liquidated Damages will be levied.
- c) Contract with the Successful Service Provider may be terminated as per the Termination clause.
- d) Any other action as may be deemed fit in the best interest of the Purchaser.

38. SERVICE LEVEL AGREEMENTS (SLAs):

SLAs shall be applicable on back-to-back basis at actuals as per No. **Memo No. 49/IT-1261 Date:16.01.2026** and corrigendum(s) issued thereof. SLA shall become the part of Agreement between RailTel and the Successful Bidder/Partner. SLA defines the terms of the Successful Bidder/Partner's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The Successful Bidder/Partner shall comply with Service Levels requirements to ensure adherence to project timelines, quality and availability of services. The Successful Bidder/Partner shall provision for Hardware/ Software/ Automated Tools to monitor all the SLAs mentioned in the RFP. Penalties shall not be levied in the following cases:

- a. There is a Force Majeure event effecting the SLA which is beyond the control of the Successful Bidder/Partner.
- b. The non-compliance to the SLA is due to reasons beyond the control of the Bidder/Partner.

Note:

- i. Theft cases by default would not be considered as "beyond the control of Bidder/Partner". However, certain cases, based on circumstances and certain locations, RailTel/ End User Department may agree to qualify as "beyond the control of Bidder/Partner".
- ii. Power shut down (less than 1 hour) would not be considered as "beyond the control of Bidder/Partner".
- iii. Damages due to road accident/ mishap will be considered as "beyond the control of Bidder/Partner".
- iv. Bidder/Partner is also required to note that in case of SLAs not being made applicable for cases considered as "beyond the control of Bidder/Partners", the Bidder/Partner would still need to replace the component (if it is not functional as

per SLA) within the SLA defined for resolution of Critical level/Medium level/Low level issues. In case the Bidder/Partner doesn't adhere to the Issue Resolution SLA timelines, the original SLA shall be made applicable.

39. Contract/Quantity Variation Clause:

Within the period of contract, in case the CoR wishes to increase/decrease the scope of work, then same shall be applicable to the CSP or L-1 bidder. The variation in quantities shall be dealt as per the policy of RailTel & the variation quantity shall be as per allowed Variation in Memo No. 49/IT-1261 Date:16.01.2026 and corrigendum(s) issued thereof. The rate for any item beyond the BOQ asked in the CoR and RailTel EOI, shall be discovered basis the Margin Vis-à-vis Customer PO placed to RailTel. In case CoR wishes to extend the contract with RailTel beyond the period as mentioned in Memo No. 49/IT-1261 Date:16.01.2026 and corrigendum(s) issued thereof, then RailTel shall approach the CSP or L-1 bidder for negotiation of the rates quoted by Successful bidder/Partner. Post negotiation, Contract may be extended after seeking approval of the competent authority in RailTel.

Annexure-01

EOI COVER LETTER

To be submitted alongwith EOI
(On Organization Letter Head)

Bid Ref No.:

Date:

To,
Territory Manager,
RailTel Corporation of India
Limited, Microwave Complex,
Railway Telephone Exchange
Railway Station, Chandigarh –
160102

Ref:1. RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

2.Memo No. 49/IT-1261 Date:16.01.2026

Dear Sir/Madam,

1. 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. It is also undertaken and submitted that we are in abidance of Clause 4 (from Clause 4.1 to Clause 4.11) of EOI.
2. I agree to abide by this Proposal, consisting of this letter, our Pre-qualification, Technical and Commercial Proposals, for a period of 90 days from the date fixed for submission of Proposals as stipulated in the EOI and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. I acknowledge that the Authority will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Commercially Suitable Partner (CSP) for the aforesaid Service, 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.
4. I undertake, if our Bid is accepted, to commence our services as per scope of work as

specified in the contract document.

5. Until a formal Purchase Order or Contract is prepared and executed, this Bid and supplement/additional documents submitted (if any), together with your written acceptance thereof in your notification of award shall constitute a binding contract between us.
6. I hereby undertake and give unconditional acceptance for compliance of all terms & conditions of this EOI based customer's requirement.
7. I hereby undertake that there will be no deviation from the Terms and Conditions of EOI.
8. It is undertaken that all contents of the bid & documents submitted are genuine and Bidder/Partner shall be liable for penal action as per Government of India norms, if deviation is found at any stage during the contract.
9. I hereby undertake that SLAs as applicable in CoR tender and PO issued to RailTel by CoR shall be applicable on back-to-back basis and payments shall be released to our organization after deduction of actual penalties deducted by CoR from RailTel bills submitted to CoR.
10. Within 15 days of receipt of the LOI, the successful Bidder shall sign the Contract and return it to the Purchaser i.e. RailTel.
11. It is undertaken that full EMD has been deposited along with EOI Bid Proposal.

Signature of Authorised

Signatory

Name

Designation

Annexure-02

Local Content Compliance

To be submitted alongwith EOI
(On Organization Letter Head)

Bid Ref No.:

Date:

To,

Territory Manager/Chandigarh,
RailTel Corporation of India Limited,
Railway Telephone Exchange, Railway
Station, Chandigarh- 160102

Ref:1. RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

2. Memo No. 49/IT-1261 Date:16.01.2026

Dear Sir/Ma'm,

I, the undersigned, on behalf of M/s _____, hereby submits that our technical solution for the 'Scope of Work' mentioned under the EoI document is in compliance of local content requirement and makes us equivalent to 'Class-I local supplier' / 'Class-II local supplier' (mention whichever is applicable) for the EoI under reference, as defined under the order No. P-45021/2/2017- PP(BE-II) dt. 04-June-2020 issued by Ministry of Commerce and Industry, Govt. of India.

I hereby certify that M/s _____ fulfills all requirements in this regard and is eligible to be considered and for the submitted bid Local Content Percentage is % (write in figures as well as in words).

I hereby acknowledge that in the event of acceptance of bid of M/s _____ on above certificate and if the certificate is found to be false at any stage, the false certificate would be a ground for immediate termination of contract and further legal action in accordance with the Law, including but not limited to the encashment of Bank Guarantee related to Empanelment and Performance Bank Guarantee (PBG), as available with RailTel, related to this EoI.

Signature of Authorised Signatory

Name

Designation

Annexure-03:NA

CHECKLIST OF DOCUMENTS FOR BID SUBMISSION (reference purpose only)

Ref:1. **RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.**

2. Memo No. 49/IT-1261 Date:16.01.2026

S. No.	Document Description
1	This EOI copy duly Signed and Stamped by the Authorised Signatory of Bidder/Partner, as token of acceptance
2	EMD & Tender Fee as per EOI document
3	Compliance of each Eligibility Criteria along with documentary proof documents as per Clause 4
4	Annexure-01 (on letter head), Annexure-02 (on letter head)
5	Annexure-04 (on letter head on envida commercial packet only), Annexure- 06 (on letter head), Annexure 08 (on 100 Rs stamp paper duly notarized), Annexure 10
6	Appendix-2 (on letter head), Appendix-4 (on letter head), Appendix-5 (on 100 Rs stamp paper duly notarized), Appendix-6 (on letter head), Appendix-8 (on letter head)
7	MAF, Technical Compliance & OEM Eligibility Criteria Compliance(as asked in EOI) Appendix 9
8	Any other relevant document found suitable by Bidder/Partner

Note:

1. The technical bid should have an 'Index' at the starting and all pages of bid should be serially numbered and should be traceable as per the 'Index'.
2. All the submitted documents should be duly stamped and signed by the Authorized Signatory at each page.
3. The above checklist is indicative only. RailTel may ask for additional documents from the bidders, as per the requirement.

Annexure-04

Commercial Bid

(On Organization Letter Head on enivida portal in financial packet only)

Bid Ref No.:

Date:

To,

Territory Manager/Chandigarh,
RailTel Corporation of India
Limited, Railway Telephone
Exchange, Railway Station,
Chandigarh-160102

Ref:1. **RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.**

2. Memo No. 49/IT-1261 Date:16.01.2026

To,

Territory Manager/Chandigarh, RailTel Corporation of India Limited,
Railway Telephone Exchange, Railway Station, Chandigarh-160102

Ref 1: Expression of Interest (EOI) for "Procurement of Cloud Based Email Solution for the period of 3 years for Customer of RailTel (CoR).

2. EOI No.:RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

3. Memo No. 49/IT-1261 Date:16.01.2026

Name of the Company

S.No.	Item	Quantity	Total Amount 3 years
1	Storage per mail box (minimum 5GB per mailbox)	600	2276928
2	Additional Storage space (Per TB)	1	38815.92
3	SSL Cost	1	48519.912

4	One Time Migration cost from existing mail exchange to new solution	1	161733.048
Total Final Value with GST			2525996.88
%Above/Below			
Final price with GST			

Terms and conditions:-
i). All prices should be mentioned in INR (Rs.)
ii). The commercial bid should be neatly typed and any cutting, overwriting or manual entry may lead to rejection of bid.
iii). The L-1 (CSP) will be decided based on lowest grand total price (Inclusive of All Taxes, Levies etc.).
iv). In case of any calculation error, Grand Total Price (Inclusive of All Taxes, Levies etc.) mentioned in words will be considered for further reference purposes.
v). Commercial bid should be submitted online in a separate envelope other than containing technical bid.
vi). Percentage above or below (in appropriate row) needs to be submitted by the bidder in the commercial bid.
vii). Quoted prices shall be inclusive of cost of Warranty, Licenses, Insurance, Installation and Commissioning cost along with all required IT and Non-IT accessories, Spares to meet SLAs, Support including but not limited to spares, patches, upgrades for the quoted products shall be available for complete project duration as per the scope mentioned in the CoR Contract and as per duration of contract agreement.
viii) All Other Terms and Conditions as per Memo No. 49/IT-1261 Date:16.01.2026 . and all Corrigendum(s) issued thereof should be followed by the bidder while submitting their bid in this commercial bid.
ix). Refer Appendix 9 for tech specs. Also it shall be the responsibility of the bidder to get the material Accepted by CoR. However detailed scope of work/Railtel bid documents/customer work order can be viewed in RailTel Chandigarh Territory office during working hours.

x). Also refer Appendix-3 for BOM

xi). All the items which are used to provide service shall be completely maintained by Bidder. Sufficient spare of the items shall be available with the bidder. In case of any item fault, Bidder shall provide On-site replacement of item. CoR/RailTel will not be liable in any case for the replacement of items.

xii). Work to be completed as per the CoR agreed timelines on back to back timeline basis.

Signatory
Name
Designation

Annexure-05

(Only for reference Purposes ,only for L1 Bidder)

PROFORMA FOR PERFORMANCE BANK GUARANTEE

To be submitted by L1 bidder post EOI
(On Stamp Paper of ₹ One Hundred)

To,

Territory Manager/Chandigarh, RailTel
Corporation of India Limited,
Railway Telephone Exchange, Railway
Station, Chandigarh-160102

Ref:1. RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

2. Memo No. 49/IT-1261 Dated:16.01.2026

1. In consideration of the RailTel Corporation of India Limited (CIN : L64202DL2000GOI107905), having its registered office at Plate-A, 6th Floor, Office Block Tower- 2, East Kidwai Nagar, New Delhi – 110023 (herein after called "RailTel") having agreed to exempt

..... (CIN:) having its registered office at (hereinafter called "the said Contractor") from the demand, under the terms and conditions of Purchase Order No.....dated... made between RailTel and

for

(hereinafter called "the said Agreement") of security deposit for the due fulfillment by the said Contractor of the terms and condition contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs. Only). We (indicate the name and

address and other particulars of the Bank) (hereinafter referred to as 'the Bank') at the request of contractor do hereby undertake to pay RailTel an amount not exceeding

Rs. (Rs Only) 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 of any of the terms or conditions contained in the said Agreement.

2. We, the 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 by the said Contractor of any of terms or conditions contained in the said Agreement 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 (Rs Only).

3. We, the Bank undertake to pay the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor 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 shall have no claim against us for making such payment.

4. We, the 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 and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us in writing on or before

(36

Months from Go-Live). We shall be discharged from all liability under this Guarantee thereafter.

5. We, the Bank further agree with the RailTel that the RailTel shall have 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 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 or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor or by any such matter or thing whatsoever which under the law relating to sureties would, but for

Annexure-06

Non-Disclosure Undertaking (NDU) Format (On Letter Head alongwith EOI)

NON-DISCLOSURE UNDERTAKING

To,

Territory Manager/Chandigarh,
RailTel Corporation of India
Limited, Railway Telephone
Exchange, Railway Station,
Chandigarh-160102

Ref:1. RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

2. Memo No. 49/IT-1261 Dated:16.01.2026

(Hereinafter referred to as "RailTel" or "Disclosing Party" "Tender Floating Agency")

We, (CIN:), a company duly incorporated under the Companies Act, 1956 and having its registered office at (here in after referred to as the "Bidder/Partner/Receiving Party", which expression shall, unless repugnant to or inconsistent with the context or meaning thereof mean and include its successors and permitted assigns), do here by solemnly declare and state as follows:-

1. We are the Bidder/Partners/Prospective Bidder/Partners for the EOI floated by RailTel for Provision of Passive Infrastructure.
2. We are well aware that the said tender relates to for procurement of services and equipment for defence/high security installations. Hence, being a prospective Bidder/Partner, we agree and acknowledge that it becomes imperative on our part to maintain utmost confidentiality in relation to said tender.
3. We undertake that any information relating to said tender (hereinafter referred to as the Confidential Information) which is or will be disclosed/ divulged by RailTel as a Disclosing Party to us, will be received and treated by us as strictly confidential and we shall not, without the prior written consent of the RailTel or as expressly permitted herein, disclose or make available to any other person such information.
4. We agree and undertake that we shall use any such information relating to said tender only for the purpose of bidding in the tender and will not use for any other purpose whatsoever.
5. We further undertake that we will disclose such Confidential Information to our employees or Representatives only on a strict "need to know" basis, for the sole purpose of preparation and submission of our Bid subject to such employee or representative being bound by the

confidentiality obligation hereunder. We shall be responsible for any breach of the terms of this Undertaking by us or by any of our employees or Representatives.

6. We undertake that we shall exercise no lesser security or degree of care than we apply to our own Confidential Information of an equivalent nature, but in any event not less than the degree of care which a reasonable person with knowledge of the confidential nature of the information would exercise.
7. We shall ensure that all such Confidential Information is kept safe and secured at all times and is protected from unauthorised access, use, dissemination, copying, theft or leakage.
8. We undertake that we shall at no time, discuss with any person, other than as permitted under this Undertaking, the Confidential Information, or any other matter in connection with, or arising out of, the discussions or negotiations in relation to the Bid Process.
9. Without prejudice to any other rights or remedies that RailTel may have, we agree and acknowledge that in the event of a breach or threatened breach of the provisions of this Undertaking, money or damages may not be an adequate remedy for a breach of any of the provisions of this Undertaking and it is reasonable that the RailTel, in addition to any other relief or remedy that it may have, shall also be entitled to the injunctive relief, specific performance and other equitable relief for any threatened or actual breach of the provisions of this Undertaking.
10. In case any loss or damages are incurred by RailTel owing to any breach or threatened breach by us, we undertake to hold RailTel harmless and indemnify in full to RailTel for any such loss.
11. We hereby represent and warrants that we have the requisite power and authority to execute, deliver and perform its obligations under this Undertaking.
12. The terms and conditions of this Undertaking shall inure to the benefit of and be binding upon the successors and permitted assigns of the Parties. The obligations under this Undertaking shall not be assigned or otherwise transferred in whole or in part by either party without the prior written consent of the other parties.
13. The obligation relating to confidentiality under this undertaking shall survive even after award of the project and successful completion of project.

For and on behalf of Authorised Signatory

Annexure-07:
Non-Disclosure
Agreement(NDA)Format (To be
submitted by L1 bidder post EOI)
NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this "Agreement") is made and entered into on this _____ day of _____, 2025
(the "Effective Date") at_.

By and between

RailTel Corporation of India Limited, (CIN: L64202DL2000GOI107905), a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower -2, East Kidwai Nagar, New Delhi-110023 & Northern Region office at 6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi - 110053, (hereinafter referred to as 'RailTel'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of the ONE PART,

And

_____ (CIN:_____), a company duly incorporated under _____ the provisions of Companies Act, having its registered office at _____

_____, (hereinafter referred to as '_____'), which expression shall unless repugnant to the context or meaning thereof, deem to mean and include its successors and its permitted assignees of OTHER PART

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

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

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

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

1. Permitted Use.

(a) Receiving Party shall:

- (i) hold all Information received from Disclosing Party in confidence;
- (ii) use such Information for the purpose of evaluating the possibility of entering into a commercial arrangement between the Parties concerning such Information; and
- (iii) restrict disclosure of such Information to those of Receiving Party's officers, directors, employees, affiliates, advisors, agents and consultants (collectively, the "Representatives") who the Receiving Party, in its reasonable discretion, deems need to know such Information, and are bound by the terms and conditions of (1) this Agreement, or (2) an agreement with terms and conditions substantially similar to those set forth in this Agreement.

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

- (i) is wholly and independently developed by Receiving Party without the use of Information of Disclosing Party;
- (ii) at the time of disclosure to Receiving Party, was either (A) in the public domain, or (B) known to Receiving Party;
- (iii) is approved for release by written authorization of Disclosing Party; or
- (iv) is disclosed in response to a valid order of a court or other governmental body in the India or any political subdivision thereof, but only to the extent of, and for the purposes set forth in, such order; provided, however, that Receiving Party shall first and immediately notify Disclosing Party in writing of the order and permit Disclosing Party to seek an appropriate protective order.

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

reasonable degree of care be exercised by either party.

2. Designation.

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

- (i) written or other tangible form, such Information is clearly marked as proprietary or confidential when disclosed to Receiving Party; or
- (ii) oral or other intangible form, such Information is identified as confidential or proprietary at the time of disclosure.

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

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

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

6. Return or Destruction of Information.

- (a) All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:
- (i) termination of this Agreement;
 - (ii) expiration of this Agreement; or
 - (iii) Receiving Party's determination that it no longer has a need for

such Information.

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

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

8. Notice.

- (a) Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:
- (i) by personal delivery, when delivered personally;
 - (ii) by overnight courier, upon written verification of receipt; or
 - (iii) by certified or registered mail with return receipt requested, upon verification of receipt.
- (b) Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:

Attn:

Addr

ess:

Phon

e:

Emai

l.:

Attn:

Addr

ess:

Phon

e:

Emai

I

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 sole arbitrator.

14. The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the part

15. 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.

16. 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.

17. 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.

18. 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.

19. 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.

20. 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.

21. 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

22. 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.

:

By

_ Name: Title:RailTel

Corporation of India

Limited: By

Witnesses:

Annexure-0

8

**(To be submitted alongwith EOI)
"FORMAT FOR POWER OF ATTORNEY TO AUTHORIZE SIGNATORY"**

Power of Attorney

(To be executed on non-judicial paper of appropriate value as per Stamp Act relevant to place of execution and Notorized)

Know all men by these presents, We, _____ (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms. (name),

_____ son/daughter/wife of _____ and presently residing at _____, who is presently employed with us and holding the position of _____, as our true and lawful attorney (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Bid for the- ***insert name of work*** proposed or being developed by the RailTel Corporation of India Limited (the "Employer") pursuant to the NIT/EOI document no.*****INSERT EOI NUMBER HERE***** issued by Employer, including but not limited to signing and submission of all applications, Bids and other documents and writings, participate in Bidder/Partners and other conference and providing information/ responses to the Employer, representing us in all matters before the Employer, signing and execution of all contracts including the Contract Agreement and undertakings consequent to acceptance of our Bid, and generally dealing with the Employer in all matters in connection with or relating to or arising out of our Bid for the said Project and/or upon award thereof to us and/or till entering into the Contract Agreement with the Employer.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2025 _____

(Signature, Name, Designation and Address of Person Authorized by Board Resolution (in case of Firm/ Company)/ partner in case of Partnership firm

Witness 1: Witness 2:

Accepted Notarized

(Signature Name, Designation and Address of Attorney)

Annexure- 9

Sample Contract Agreement

(To be submitted post EOI by L1 bidder)

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

This Pre-Bid Agreement (the "**Agreement**") is made at New Delhi on this _____ Day of _____ (month) 2025.

BETWEEN

M/s. RailTel Corporation Of India Limited, (CIN: L64202DL2000GOI107905) a company registered under the Companies Act 1956, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi India – 110 023 and Northern Regional office at 6th Floor, 3rd Block, Delhi IT Park, Shashtri Park, New Delhi - 110053 (hereinafter referred to as "**RailTel**" which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the **FIRST PART**.

AND

M/s. XXXX, (CIN: _____) a company registered under the Companies Act 1956, having its registered office at _____

_____ and its Corporate Office located _____ at _____, (hereinafter referred to as "**XXXX**" which expression shall, unless repugnant to the context or meaning thereof, be deemed to include its successors and permitted assigns) of the **SECOND PART**.

RailTel and _____ shall be hereinafter individually referred to as "**Party**" and collectively as "**Parties**."

WHEREAS,

- A) RailTel is a "Mini Ratna (Category-I)" CPSU of Ministry of Railways, having exclusive right of way along Indian Railways and has created an OFC backbone and associated transport and network infrastructure to provide carrier class telecom services. RailTel has Unified License issued by DoT to provide a range of telecom services. RailTel also has two tier III certified data centres at Secundrabad and Gurugram. RailTel has created a slew of digital services like cloud, hosting, hosted Video Conferencing service, Aadhar Services, Content delivery platform, WiFi as a service etc. RailTel has strong capabilities in managing telecom infrastructure, MPLS network infrastructure, data centre services like IaaS (Infrastructure as a Service) and PaaS (Platform as a Service).

- B) _____ (DETAILS OF SECOND PART)

C) RailTel had floated an EOI No: _____ dated _____ pursuant to the RFP floated by End Customer for "

_____ for End Customer Organization for agreed Scope of Work"(hereinafter referred as "The said work/project/tender"), and subsequently, based on the offer submitted by M/s XXXX towards the RailTel's EOI, M/s XXXX has been selected by RailTel as Business Associate for the said Project.

D) RailTel is in the process of participating in the tender issued by end customer, complete details of which have deliberately not been shared with XXXX and XXXX has waived its right to get the RFP document of end customer owing to confidentiality concern raised by the end customer. However, a limited scope of work on 'need to know basis' and as detailed in clause 1.7 below, which will be carried out by XXXX has been shared with XXXX and based on the representation of "XXXX" that "XXXX" has read the said limited Scope of Work and has understood the contents thereof and that "XXXX" has sufficient experience to execute the said limited and defined scope of work, the Parties have mutually decided to form a " Business association" wherein RailTel shall act as the "Bidder" and "XXXX"shall act as the "business associate" in terms of the said Tender and in accordance to the terms agreed hereunder;

E) RailTel shall submit Rupees YYYY as BG against pre integrity pact at the time of submission of bid as an Integrity Pact bank guarantee to end customer and accordingly "XXXX" shall submit Rupees ZZZZ as BG of pre integrity pact on back to back basis to RailTel before final submission of the said bid to end customer. **(This is applicable on cases to case basis as per CoR requirement. May please read in conjunction of the current RFP.)**

F) Party hereby acknowledges that RailTel has received Rs.

____/- (Rs. _____

____) from M/s XXXX as per the Terms and conditions of EOI no.

_____ dated _____.

G) The Parties are thus entering into this Agreement to record the terms and conditions of

their understanding and the matters connected therewith.

RailTel has agreed to extend all the necessary and required support to "XXXX" during the entire contract period.

NOW, THEREFORE, in consideration of the mutual covenants set forth herein it is hereby agreed by and between the Parties hereto as under:

1. SCOPE OF CO-OPERATION

- 1.1. Parties have agreed to form a "business association" to co-operate with each other on an exclusive basis with respect to execution of the said Project.
- 1.2. It has been further agreed between the Parties that Parties shall not bid individually for the said Project nor shall they enter into any arrangement with other parties for the purpose of bidding for the said Project during the validity of this Agreement.
- 1.3. The Parties also agree that the terms of the said EOI for limited and defined scope of work along with the Corrigendum's issued thereafter shall apply mutatis-mutandis to this Agreement.
- 1.4. The Parties further agree that they shall, enter into a 'Definitive Agreement' containing elaborate terms and conditions, role and responsibilities and respective scope of work of this Agreement after declaration of RailTel as the successful bidder of the said Project.
- 1.5. RailTel shall submit the PBG amounting Rs. XXXXX, earnest money deposit / EMD declaration (whichever is applicable) and performance bank guarantee to **End customer** and accordingly "XXXX" shall submit to RailTel, BG amounting to Rs. as the earnest money deposit. Further, XXXX shall also pay the performance bank guarantee in proportionate to the extent of its defined scope of work.
- 1.6. RailTel may further retain some portion of the work mentioned in the end organization's RFP, where RailTel has competence so that overall proposal becomes most winnable proposal.

XXXX agrees, undertakes and acknowledges that following shall be Scope of Work of XXXX out of the total project work.:

2. Technical Terms – As per CoR document

3. TERM AND TERMINATION

- 3.1. This Agreement shall come into force as of the date of signing and shall continue to be in full force and effect till the complete discharge of all obligations, concerning the carrying out of the said Project, except terminated earlier by the Parties in terms of this Agreement or in terms of the said project, whichever is applicable.
- 3.2. This Agreement can be terminated by either Parties forthwith in the event of happening of the following events:
 - (a) End customer announces or notifies the cancellation of the said Project and / or withdrawing the said RFP.
 - (b) The receipt of an official communication that End customer chooses not to proceed with RailTel for the said Project or RailTel is not short listed by End customer.
 - (c) Material breach of any of the terms and conditions of this Agreement by either of the Parties and the same is not rectified by the defaulting Party beyond 15 (fifteen) days (or a reasonable time period as mentioned under the notice issued by the other Party) from the date of receipt of notice from the other Party to cure the said breach.
- 3.3. Parties agree and understand that as of the execution of this Agreement they are contractually bound and obligated to perform the services, obligations and the scope of work entrusted, should RailTel be declared as the successful bidder of the said Project. Any Party shall not withdraw its participation subsequent to execution of this Agreement, at any point in time except in case of material breach of any of the terms of the Agreement.
- 3.4. In case "XXXX" breach the terms of Agreement i.e. defaulting party in such case the balance unsupplied quantity or service shall be completed by RailTel i.e. non- defaulting party and cost for completion of that balance unsupplied quantity or service of such defaulting party shall be executed by RailTel at the risk and cost of such defaulting party.

4. Liability:

It is understood that the parties are entering into this pre-bid teaming agreement for requirement of submission of bid against the RFP floated by end customer for Implementation of Network Security System and Integration for end Customer Organization. Parties acknowledge and agree that "XXXX" shall be completely liable for the successful execution of this project, in relation to its defined scope of work (as detailed in clause 1.7 above), fully complying the end customer requirements . Accordingly, it is agreed that notwithstanding anything contained in the RFP document, "XXXX" shall be liable to RailTel with regard to its obligations and liability to complete the agreed and defined scope of work as detailed in clause 1.7 above.

5. EXCLUSIVITY

Parties agree to co-operate with each other for the purpose of the said Project on an exclusive basis with respect to applying for, submitting and execution of the said Project including providing of technical demo, proof of concept for the agreed and defined scope of work.

6. PAYMENT TERMS

The payment terms between the parties shall be only on receipt of payment from end customer.

7. TAXES

Parties agree that they will comply with the Indian Income Tax Act in force from time

to time and pay Indian Income Tax, as may be imposed / levied on them by the Indian

Income Tax Authorities, for the payments received by them for the Project under this agreement and any other taxes, cess, surcharge, etc. for their respective scope of works;

8. INDEMNIFICATION

8.1 Parties agree to and undertake to indemnify and hold each other, its officers, directors, agents and employees harmless, from and against any and all claims, demands, causes of action, losses, damages, costs and expenses (including attorney's reasonable fees, costs of investigation and defence) arising out of or resulting from any claim, action or other proceeding (including any proceeding by any of the indemnifying party's employees, agents or contractors) based upon:

- i. any breach or contravention of any of the terms, conditions, covenants of this Agreement by the Party;
- ii. Unethical business practices;
- iii. any acts or omission of the Party and/ or any of its employees, agents or contractors, and the liability for damages to property arising from or out of party operations in connection with the performance of this agreement;
- iv. any claim for taxes that might arise or be imposed due to this performance of Services hereunder;
- v. any representation or warranty or information furnished by the Party being found to be false;
- vi. Parties failure to pay all applicable compensation to its respective personnel;
- vii. death or personal injury to any person;
- viii. destruction or damage to any property by acts or omissions of either Party, its representatives or personnel;
- ix. any violation/non-compliance by the Party with any applicable laws governmental regulations or orders;
- x. any third party liability;
- xi. improper handling or misuse of the Confidential Information of the Party(ies) by the Party

8.2 XXXX shall be liable to all risks and consequences (including the risk of payments) suffered in the performance of services under the Project and undertakes to indemnify RailTel from and against any non payments (of RailTel's share payable to RailTel), recoveries and claim from End Customer or any other cost or losses incurred due to default/non performance on part of XXXX.

9. COMPLIANCES TO STATUTORY OBLIGATIONS

9.1. Parties shall also obtain and keep in place necessary insurance policies, mediclaim policies, group insurance schemes of adequate value to cover their workmen, supervisors, etc. with regard to any accidents, injury or the liability under the Employee Compensation Act.

9.2. Parties shall observe and be responsible for the compliance of all labour laws

(including labour cess) as per government notifications and shall maintain necessary records for the same and shall submit the same to RailTel when so required.

- 9.3. Parties shall duly maintain all records / registers required to be maintained by them under various labour laws mentioned above and shall produce the same before the concerned Statutory Authorities whenever required and called upon to do so.

10. LEGAL STATUS

This Agreement constitutes a contractual relationship and shall relate solely to the Project and shall not extend to other activities or be construed to create a corporation, body corporate, partnership or any other form of legal entity.

11. REPRESENTATIONS AND COVENANTS

- 11.1. Each Party represents and warrants to the other Party as follows:

- 11.1.1. That it has full capacity, power and authority and has obtained all requisite consents and approvals to, enter into and to observe and perform this Agreement and to consummate the transactions contemplated hereunder. Each of the Persons / personnel executing this Agreement on behalf of the each of the Parties have full capacity and authority to sign and execute this Agreement on behalf of the respective Parties;
- 11.1.2. The execution, delivery and consummation of, and the performance by it, of this Agreement shall not conflict with, violate, result in or constitute a breach of or a default under, (a) any contract by which it or any of its assets or properties, are bound or affected, and/or (b) its constitutional documents;
- 11.1.3. This Agreement constitutes its legal, valid and binding obligations, enforceable against it, in accordance with their terms under Applicable Statutory Law(s);
- 11.1.4. It has the right, authority and title to execute this Agreement;

12. SUBCONTRACTING BETWEEN PARTIES

If a Party subcontracts certain supplies or services pertaining to its scope of work to the other party, then the resulting relationship between such parties shall be governed by a Novate subcontract. This Agreement shall not in any way be affected thereby except as stated otherwise in this Agreement

13. GOVERNING LAW AND JURISDICTION

The construction, validity and performance of this Agreement shall be governed in all respects by the Laws of India. The Parties hereby submit to the exclusive jurisdiction of the Indian courts at Delhi only.

14. GOOD FAITH NEGOTIATION AND DISPUTE RESOLUTION

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.

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.

The sole arbitrator shall be appointed by CMD/RailTel out of the panel of independent arbitrators maintained by RailTel, having expertise in their respective domains. The seat

and the venue of arbitration shall be New Delhi. The arbitration proceedings shall be in accordance with the provision of the Arbitration and Conciliation Act 1996 and any other statutory amendments or modifications thereof. The decision of arbitrator shall be final and binding on both parties. The arbitration proceedings shall be conducted in English Language. The fees and cost of arbitration shall be borne equally between the parties.

15. FORCE MAJEURE

"Force Majeure Event" shall mean any event beyond the reasonable control of the affected Party including acts of God, fires, earthquakes, strikes, pandemic, epidemics, lock down, and labor disputes, acts of war or terrorism, civil unrest, economic and financial sanctions, or acts or omissions of any Governmental Authority occurring on or after the Signature Date.

No Party shall be liable to the other if, and to the extent, that the performance or delay in performance of any of its obligations under this Agreement is prevented, restricted, delayed or interfered with, due to a Force Majeure Event.

The Party affected by Force Majeure Event shall promptly inform the other Party in writing and shall furnish within 30 (thirty) days thereafter, sufficient proof of the occurrence and expected duration of such Force Majeure Event. The Party affected by Force Majeure Event shall also use all reasonable endeavours to mitigate the negative effects of such Force Majeure Event on such Party's ability to perform its contractual obligations. In the event of a Force Majeure Event, the Parties shall immediately consult with each other in order to find an equitable solution and shall use all reasonable endeavours to minimise the consequences of such Force Majeure Event.

The occurrence of a Force Majeure Event shall however, not relieve a Party of any obligation to pay any sum due under this Agreement prior to the occurrence of the Force Majeure Event.

If the Force Majeure lasts for more than 6 (six) months, the Parties may mutually decide in writing on the future course of action with respect to this Agreement.

16. INTELLECTUAL PROPERTY RIGHTS

16.1. Each Party shall remain the sole owner of all industrial or intellectual property rights, Technical Data, Know-How, designs, specifications and the like, generated or acquired before the signature, or beyond the scope of this agreement.

16.2. Each Party shall remain the sole owner of all industrial or intellectual property rights, technical data, know-how, design specifications and the like generated solely by that Party during the course of the performance of this agreement and shall not be free to use it by the other party and if the other party uses that intellectual property rights prior permission shall be taken with paying necessary fees for such rights.

16.3. In case of joint development, the work-share and associated ownership of intellectual property of each Party shall be mutually agreed upon and defined in advance in the definitive agreement for the specific program. However, should any invention be jointly made by the Parties in the performance of this agreement, without neither Party being in a position to reasonably claim the ownership of said intellectual property right, the said right shall be jointly owned by the Parties and the corresponding measures of protection for both Parties of the said right as may be

practicable shall be mutually agreed by both Parties and cost for such registration of such right shall be borne by the parties proportionately as per the ownership of the rights.

16.4 As on date, Parties confirms that there are no infringements of any Intellectual Property Rights of the products contemplated under this agreement, in accordance with the laws prevailing in the country.

16.5. The Parties undertake and confirm that the Technology / Knowhow / Design owned by each of them and intended to be put into use for execution of various Projects pursuant to this agreement has been originally developed by each of such Parties. The Parties are entitled to all the Intellectual Property Rights in Technology / Knowhow / Design intended to be put into use for execution of various Projects and no third-party Intellectual Property Rights have been put into use either in their original or modified form without proper authorisation of such third party. The Parties further vouchsafes that the foregoing undertaking is actuated by truth and accuracy and no misrepresentation is being put into use for inducing each other to enter into this agreement.

17. CONFIDENTIALITY

17.1. During the term of this agreement, either party may receive or have access to technical information, as well as information about product plans and strategies, promotions, customers and related non-technical business information which the disclosing party considers to be confidential ("Confidential Information as per RFP tender document"). In the event Confidential Information is to be disclosed, the Confidential Information must be marked as confidential at the time of disclosure, or if disclosed orally but stated to be confidential, and be designated as confidential in writing by the disclosing party summarizing the Confidential Information disclosed and sent to the receiving party within thirty (30) days after such oral disclosure.

17.2. Confidential Information may be used by the receiving party only with respect to the performance of its obligations under this Agreement, and only by those employees of the receiving party and its subcontractors who have a need to know such information for purposes related to this Agreement, provided that such subcontractors have signed Novate agreements containing substantially similar confidentiality provisions. The receiving party must protect the Confidential Information of the disclosing party by using the same degree of care to prevent the unauthorized use, dissemination or publication of such Confidential Information, as the receiving party uses to protect its own confidential information of like nature.

17.3. The obligations is not applicable to any information which is:

17.3.1. Already known by the receiving party prior to disclosure;

17.3.2. Publicly available through no fault of the receiving party;

17.3.3. Rightfully received from a third party without being responsible for its confidentiality;

17.3.4. Disclosed by the disclosing party to a third party without being responsible for its Confidentiality on such third party;

17.3.5. Independently developed by the receiving party prior to or independent of the disclosure;

17.3.6. Disclosed under operation of law;

17.3.7. Disclosed by the receiving party with the disclosing party's prior written approval.

17.3 XXXX agrees and acknowledges that XXXX, 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. XXXX shall always and at all times comply with the obligations and restrictions contained in the said regulations. In terms of the said regulations, XXXX 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

17.4 Notwithstanding anything contained in this agreement, XXXX undertakes, agrees and acknowledges that being RailTel's Business Associate, XXXX shall maintain utmost confidentiality in relation to said Project. XXXX further, undertakes that any information relating to said Project which is or will be disclosed/ divulged by RailTel on need to know basis, will be received and treated by XXXX as strictly confidential and XXXX shall not, without the prior written consent of the RailTel or as expressly permitted herein, disclose or make available to any other person such information.

18. NOTICES

Notices, writings and other communications under this Agreement may be delivered by hand, by registered mail, by courier services or facsimile to the addresses as set out below:

To RailTel Corporation of India Limited

To: RailTel Corporation of India

Ltd Kind Attn: Executive Director / Northern

Region

Address: 6th Floor, 3rd Block, Delhi IT Park, New Delhi -

110053 Tel No.: +91-11-22185933/22185934

Email: ednr@railtelindia.com

To XXXX

To: XXXX

Kind Attn: _____

_____ Address: _____

_____ Mob. No.: _____

Email: _____

19. AMENDMENT

No amendment or modification or waiver of any provision of these presents, nor consent to any departure from the performance of any obligations contained herein, by any of the Parties hereto, shall in any event be valid and effective unless the same is in writing and signed by the Parties or their duly authorized representative especially empowered in this behalf and the same shall be effective only in respect of the specific instance and for the specific purpose for which it is given.

20. PRIOR UNDERSTANDING

This Agreement contains the entire Agreement between the Parties to this Agreement with respect to the subject matter of the Agreement, is intended as a final expression of such Parties' agreement with respect to such terms as are included in this Agreement is intended as a complete and exclusive statement of the terms of such

agreement, and supersedes all negotiations, stipulations, understanding, Agreements, representations and warranties if any, with respect to such subject matter, which precede or accompany the execution of this Agreement.

21. GENERAL

21.1. Binding Effect:

This Agreement shall be binding upon and inure to the benefit of the Parties here to and their respective legal successors.

21.2. Counterparts:

This Agreement may be executed simultaneously in 2 (two) counterparts, each of which shall be deemed to be original and all of which together shall constitute the same Agreement.

21.3. Non-Partnership:

21.3.1. This Agreement shall be on a principal-to-principal basis and shall not create any principal-agent relationship between the Parties.

21.3.2. Nothing in this Agreement shall be deemed to constitute a partnership or joint venture between the Parties or otherwise entitle either Party to have an authority to bind the other Party for any purpose.

21.4. Severability:

In the event any provision of this agreement is held invalid or un-enforceable by a court of competent jurisdiction, such provision shall be considered Novarately and such determination shall not invalidate the other provisions of this agreement and annexure/s which will be in full force and effect.

21.5. Waiver:

A failure by any Party to exercise or enforce any rights conferred upon it by this Agreement shall not be deemed to be a waiver of any such rights or operate so as to bar the exercise or enforcement thereof at any subsequent time.

21.6. Time is of essence:

Time is the essence of this agreement and the Parties herein agree and acknowledge to abide by the same.

22. Miscellaneous

22.1. No Party to this agreement will have any rights or obligations arising from or in relation to this agreement in excess of those rights and obligations expressly declared herein.

22.2. No Party to this agreement is entitled to sell, assign or otherwise transfer any of its rights and/or obligations arising from or in relation to this agreement to any third party, without the prior written consent of the other Party of this agreement.

22.3. Each Party shall be solely responsible for its own actions or failures to act and for its own commitments and undertakings. Neither Party shall present itself as the representative or agent of the other Party, nor shall it have the power or the authority to commit the other Party, unless it receives the other Party's prior written consent.

22.4. No release shall be made by any Party to the news media or the general public relating to this agreement and/or the subject matter thereof without prior written approval of the other Party.

22.5. During the term of this agreement, each party shall refrain from taking any action or attempt to take any action with the intent of impairing or causing prejudice to the business relationship, whether existing or prospective that subsists between the

other party and its customers and business partners. Each party shall also desist from inducing or influencing or attempting to induce or influence any customer or business partner, whether existing or prospective of the other party, resulting into prejudice or detriment to business prospects of the other party.

Furthermore, Parties shall not compete with or cause detriment to the business prospects of each other by making use of confidential information, whether in its embodied or disembodied form, shared pursuant to this agreement.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the day and year first above written.

For RailTel Corporation of India Limited
Authorised Signatory

For XXXX Limited
Authorised Signatory

Name:
Designation:

Name:
Designation:

In Presence of witness:

Signature:

Name:

Address:

Signature:

Name:

Address

Annexure-10

DECLARATION REGARDING NON-BLACKLISTING

(On Organization Letter Head)

Bid Ref No.:

Date:

To,

Territory
Manager/Chandigarh,
RailTel Corporation of India
Limited, Railway Telephone
Exchange, Railway Station,
Chandigarh-160102

Ref:1. RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

2. Memo No. 49/IT-1261 Dated:16.01.2026

We, Company Name , having its registered office at Address hereby declares that that the Company has not been blacklisted/debarred by any State Government/ Central Government / PSU/ ULBs/ Government organization in India for past 3 Years as on bid submission date, due to corrupt and fraudulent trade practices.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Appendix1:List of Technical Personnel ÷ NA

(To be on company letterhead)

*****NOT TO BE SUBMITTED*****

Ref:1 **RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.**

2. Memo No. 49/IT-1261 Dated:16.01.2026

Date:

To,
Territory
Manager/Chandigarh RailTel
Corporation of India
Limited, Railway Telephone
Exchange, Railway Station,
Chandigarh-160102

SUB: List of Technical Personnel on Payroll of
Company Dear Sir,

Having _____ examined the Invitation for EoI document bearing the reference number _____ released by your esteemed organization, we, undersigned, hereby declare that we have below Technical Personnel on Payroll of our Company:

SN	Name	
1		
2		

Authorized
Signatory
(Signature)
Name- Designation-
Company Seal

Appendix 2: Declaration for compliance to Rule under 144(xi) of the General Financial Rule (GFRs) 2017

(To be submitted on company letterhead)

Ref:1. RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

2. Memo No. 49/IT-1261 Dated:16.01.2026

To,

Territory Manager/Chandigarh
RailTel Corporation of India Limited,
Railway Telephone Exchange,
RailwayStation,Chandigarh-160102

SUB: Undertaking towards compliance to Rule under 144(xi) of the General Financial Rule
(GFRs) 2017

Dear Sir,

Having examined the Invitation for EoI document bearing the Reference Number _____ released by your esteemed organization, we, undersigned, hereby declare: "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India I certify that this bidder is not from such a country, or if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered". [Where applicable, evidence of valid registration by the Competent Authority shall be attached]

Certificate for Tenders for Works involving possibility of sub-contracting:

"I have read the clause 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; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered". [Where applicable, evidence of valid registration by the Competent Authority shall be attached] (Strike-off whichever is not applicable)

Authorized Signatory
(Signature) Name-
Designation-
Company
Seal

Appendix3: Indicative BOM
Annexure A

Ref 1: Expression of Interest (EOI) for "Procurement of Cloud Based Email Solution for the period of 3 years for Customer of RailTel (CoR).			
2. EOI No.:RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.			
3. Memo No. 49/IT-1261 Date:16.01.2026			
S.No.	Item	Quantity	Total Amount 3 years
1	Storage per mail box (minimum 5GB per mailbox)	600	2276928
2	Additional Storage space (Per TB)	1	38815.92
3	SSL Cost	1	48519.912
4	One Time Migration cost from existing mail exchange to new solution	1	161733.048
Total Final Value with GST			2525996.88

Appendix 4: Declaration for Dispute/Arbitration

(To be submitted on
company letterhead)

Date:

To,

Territory Manager/Chandigarh,
RailTel Corporation of India Limited,
Railway Telephone Exchange, Railway
Station, Chandigarh-160102

SUB: Declaration of No Dispute/Arbitration

Ref:1.RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

2. Memo No. 49/IT-1261 Dated:16.01.2026

Dear Sir,

Having examined the Invitation for EoI document bearing the reference number released by your esteemed organization, undersigned i.e. Authorized Signatory on behalf of

____(companyname)herebydeclarethattilldatenodispute/arbitration/courtcase/legal proceeding are going on upon/with/against RailTel Corporation of India Limited or Organizations under Indian Railways' and CoR as on the last date of submission of EOI.

Authorized Signatory

(Signature)

Name—

Designation-

Company

Seal

Appendix 5

FORMAT FOR AFFIDAVIT TO BE SUBMITTED BY BA/SI ALONGWITH THE
EOI DOCUMENTS

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

I _____ (Name and Designation)**appointed as the attorney/
authorized signatory of the BA/SI (including its constituents),

M/s _____ (hereafter called the BA/SI) for the purpose of
the _____ EOI documents for the _____ work
of _____

__as per the **RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.**

of (RailTel Corporation of India Limited), do hereby solemnly affirm and state on the behalf of the BA/SI including its constituents as under:

1. I/we the BA/SI (s), am/are signing the document after carefully reading the contents.
2. I/We the BA/SI(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 alteration to the content of the EOI Document. In case of discrepancy noticed at any stage i.e. evaluation of EOIs, 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 alongwith the offer and the 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 the process for evaluation of EOIs, 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/SI)**__and all my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand the 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, alongwith forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT SEAL AND SIGNATURE OF THE BA/SI VERIFICATION

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

DEPONENT SEAL AND SIGNATURE OF THE BA/SI

Place:

Dated

:

BID SUBMISSION FORM (INBIDDING ENTITY'S LETTERHEAD)

To be submitted along with EOI

"APPENDIX-6"

Ref No.

Date:

To,

Territory Manager/Chandigarh
RailTel Corporation of India Limited,
Railway Telephone Exchange,
Railway Station,
Chandigarh-160102

Subject: Bid for *insert name of work*

Ref:1.RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.

2. Memo No. 49/IT-1261 Dated:16.01.2026

We, the undersigned, declare that:

a) We have examined and have no reservations to the Bidding Document, including Addenda No.

We offer to execute in conformity with the Bidding Document the following Works: - *insert name of work*

I/We offer to execute the works described above and remedy any defects therein during the contract period in conformity with the Conditions of Contract, Scope of Work, Technical Specifications, drawings, Bill of Quantities and Addenda for the sum (s) as quoted by me/ us in our Financial Bid.

b) Our Bid shall be valid for a period < as per Bid Validity clause of EOI i.e Clause 7> from the date of online submission of bid in accordance with the Bidding Document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

c) If our Bid is accepted, we commit to submit a Performance Bank Guarantee <as per EOI clause 14 > of the Contract Price valid for the due performance of the Contract as specified in <clause 14 of PBG> .

d) We, including the subcontractor or suppliers for any part of the Contract, are/ shall be from India;

e) We are not participating, as Bidder, in more than one Bid in this bidding process, other than alternative offers, if permitted, in the Bidding Document;

f) Our firm/ company/ partner/ director and our sub-contractor has not been blacklisted/ debarred by State Government/ Central Government / PSU/ ULBs/ Government authority in India;

g) We understand that this Bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal Contract is prepared and executed;

h) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive;

i) We have not paid, or will pay any commissions or gratuities with respect to the bidding process and for execution of the Contract, if awarded;

j) We declare that we have complied with and shall continue to comply with the provisions of the Code of Integrity including Conflict of Interest as specified for Bidders in this Bidding Document during this procurement process and execution of the Works as per the Contract;

k) Unless and until a formal agreement is prepared and executed this Bid together with your

written acceptance thereof, shall constitute a binding contract between us.(Signature of authorized signatory of the Bidder)

Name:

Designation

: Seal:

Date:

Place:

Business

Address: Contact

Number: E-Mail

Id:

~~Appendix 7: BANK GUARANTEE FORM: NA~~

Ref:1. **RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.**

2. Memo No. 49/IT-1261 Dated:16.01.2026

BID SECURITY (BANK GUARANTEE)

WHEREAS, _____ [name of Bidder] (hereinafter called "the Bidder") has submitted his Bid dated _____ [date] Selection of Implementation Partner from RailTel Empanelled Business Associate for exclusive PRE-BID TEAMING 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., 6th Floor, IIIRD Block, Delhi Technology Park, Shastri Park, Delhi-110053 [name of Employer] (hereinafter called "the Employer") in the sum of Rs. _____ (Rupees _____ 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]

* 30 days after the end of the validity period of the Bid.

Appendix8

DETAILS OF BIDDER (IN BIDDING ENTITY'S LETTER HEAD)

Sr. No	Details	
1	Name of the Firm	
2	Registered Office address Telephone Number, e-mail	
3	Correspondence/contact address	
4	Details of Board members/ Directors (Name, designation, address etc.)Telephone Number, e-mail	
5	Details of Contact person (Name, designation, address etc.)Telephone Number, e-mail	
6	Is the firm a registered company? If yes submit documentary proof. Year and Place of the establishment of the Company	
7	Is the firm registered with sales tax department? If yes submit valid sales tax registration certificate with latest filed return.	
8	Is the firm registered under Labour Laws Contract Act? If yes, submit valid registration certificate.	
9	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the officers. Total number of employees	
10	Number of years of experience in similar field	
11	Are you registered with any Government/Department/ Public Sector Undertaking(if yes, give details)	
12	Details of regional offices	
13	Do you have a local representation /office in Punjab? If so, please give the address and the details of staff, infrastructure etc. in the office and no. of years of operation of the local office	
14	Please give details of Key Technical and Administrative staff who will be involved in this project, their role in the project, their Qualifications& experience and the certification attained from network product vendor.(Documentary proof to be submitted)	
15	Were you ever required to suspend a project for a period of more than three months continuously after you started? If so, give the names of project and reasons for the same.	
17	In how many projects you were imposed penalties for delay? Please give details.	

18	The Bidder shall disclose details pertaining to all contingent liabilities, claims, disputes, matters in appeal & in court and any pending litigation against the Bidder. If nil, an undertaking from the Bidder mentioning the same	
19	Whether your organization has Bank's certificate of solvency. If yes, submit documentary proof.	
20	Have you ever been denied tendering facilities by any Government/Department/Public sector Undertaking?(Give details)	

(Signature of authorized signatory of the

Bidder) Name:

Designation

: Seal:

Date:

Place:

Business

Address: Contact

Number: E-Mail

Id:

Appendix-9

Manufacturer's Authorization Form (MAF)

Date: XX.12.2025

To,

Territory Manager/Chandigarh
RailTel Corporation of India
Limited, Railway Telephone
Exchange, Railway Station,
Chandigarh-160102

Sub: Authorization Letter

Ref: EOI No. **RCIL/NR_CDG/EOI/MKTG/PSTCL/PUNJAB/2026 dated 4th Feb, 2026.**

Sir,

We _____, (name and address of the manufacturer) who are established and reputed manufacturers of _____ having factories at _____ (addresses of manufacturing / development locations) do hereby authorize M/s _____ (name and address of the Bidder) to bid, negotiate and conclude the contract with you against the above mentioned RFP for the equipment / software manufactured / developed by us.

The equipment / software to be provided are listed below:

.....

..... We herewith certify that the above-mentioned equipment / software products will be supplied to M/s [name of the bidder] as part of the subject project and We also confirm that the offered system will not be end of life(till 3 Years from date of supply or as per CoR) & shall support for at least 3 years from the date of Go-Live of the project or as per CoR.

Yours faithfully,

For and on behalf of _____ (Name of the M/s
Manufacturer) Signature:

Name:

Designation:

Address:

Date:

Note:

1) This letter of authority should be on the letterhead of the concerned manufacturer and should be signed by an authorized signatory of the manufacturer. The same would need to be submitted by the Bidder as a part of Technical Bid.

Technical Spec :

S. No.	General Features	Compliance (Yes/No)
1	The proposed Email Solution should be of Enterprise Edition and supported by OEM.	
2	The proposed Email Solution should be hosted on MeitY empanelled cloud and the email data should be stored in Data Centre located in India only with High Availability & High Performance.	
3	Proposed Email Solution should be Software as Service (SaaS) on cloud supported by OEM.	
4	Should support advanced search features.	
5	Should support all features across all Web Browsers like Firefox/ Chrome/ Safari/ Edge/ IE/ Opera etc.	
6	Should support E-Mail, Address Book etc.	
7	Should have rich, interactive, web-based interface for end user functions (access through HTTPS).	
8	Should support Users to sort emails in a conversation view & should be able to sort emails based on From, To, Subject, date etc.	
9	Should support Spell check facility while composing email.	
10	The email should be automatically saved in "Drafts" while the user is composing the mail or while abrupt closing of the window.	
11	"The e-mail ids must be in "@pstcl.org" domain & the migrated e-mail ids from the existing email solution to the new solution should remain same.	
	Web Mail	
12	Rich webmail- Should support Rich Webmail UI (at least HTML5) that will auto update and show the latest mails without having to refresh every now and then. Rich interface with multitask and drag-n-drop features.	
13	Folders- Should support add folders to organise mails and drag and drop mails into it from the mail list pane. Accessible even when accessed email from mobile or tablet.	
14	Auto-Responders / Vacation mail- Should support automatic reply mails in absence of access to email with a precomposed message within a time range to everyone emailing when anyone wants email to be on auto-pilot like when he/she goes on a vacation.	

15	Email Redirection (Forwarding) Should support Forward incoming emails to another email address. • Automatic redirection: All (or filtered) incoming mail can be forwarded to another address. • Keep a copy: Option to retain a copy in your original inbox. • Combined with auto-reply: Some systems allow you to use both together, so people get a reply and someone else gets the message forwarded.	
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16	Personal email signature- Should support add an email signature to all outgoing mails. A plain text signature or a rich HTML one with company logo, social media links, promo banner etc.	
17	Mail filters- Should support in auto organizing emails with mail filters by specifying the folders to receive mails from certain email IDs / topics.	
18	Advanced search- Should support advance search offer searching via parameters like from contains, to contains, subject contains, attachment availability, file size range, date range, etc. Bulk emails deletion should also be available as part of the advanced search.	
19	SMTP, IMAP & POP3 (Complete mail sync)- Should support SMTP (Simple Mail Transfer Protocol), IMAP (Internet Message Access Protocol) and POP (Post Office Protocol) to manage emails on desktop and mobile devices.	
Domain Level Management		
20	Disclaimer- Administrator user should have the feature to add organization's disclaimer at the end of every mail of all the users on the domain.	
21	Mailing List /Group IDs- Should support to Create Mailing List, group of unlimited email users based on something common to them - department / project / group (e.g. HR, Support, Customer Service, SWOT team etc.) i.e. when mail is sent to this group ID, the mail should be delivered to the user id's mentioned in the group mail id.	
22	Mail alias- Should support Mail aliases which are alternative virtual addresses to existing mailboxes on the same domain name.	
ADMIN/MIS Reports		
23	A Management Information System (MIS) interface should be provided to the Administrator to give him access to reports in real time. Following are the reports which should be generated. Account usage- Administrator can view the Account details like total logins created, total accounts opened (at least once) and Login details giving Total accounts and Unique account opened. It should also give the view: 1) How many users logged in with frequency per week with last login detail. 2) The overall usage of each account in terms of storage size (in MB/GB) & count of users. 3) All the details of the users created till date include the field such as username, email etc. 4) Average email count per day & average message size. Approximate number of emails received and sent per day. 5) The MIS should be flexible to support custom reports as required by PSTCL in the future.	

24	Download master- The master file which will be complete list of all the important user related information like Email ID, First Name, and Last Name, Last Login, Allocated quota etc should be downloadable. This should be a .CSV file, which should open in applications like MS Excel.	
25	Deactivated user lists- Should show the details of all the users which the administrator has deactivated. The administrator can activate and delete the user permanently.	

26	Backup/ Restore /Logs of emails - The administrative interface shall provide functionality to perform backups of the entire mail/messaging solution, as well as granular-level backups (e.g., individual mailboxes or emails). Restoration capabilities must also support granular recovery for up to the last 30 days. The firm shall maintain the following logs for a minimum period of 180 days: • Interactive Sign-in Logs • Mail Trace Logs • Email Server Logs These logs must be made available to the PSTCL upon request. Additionally, the firm shall ensure the capability to restore deleted emails from delete box for a period of up to 30 days from the date of deletion.	
	User Management	
27	Add, Edit or Delete User mailbox/Email id- Administrator should add or delete a single user/ email id at any given time.	
28	Search User mailbox/email id- An email id can be searched by providing any of his unique information like Email ID.	
29	User status- Any user / email id can be activated or deactivated by accessing his/her user status.	
30	Delegate admin rights- Administrator can assign some special rights and admin privileges to another user in the domain as per organisation's requirements.	
31	Password change- Admin can reset the password of any intended user/email id.	
32	Bulk user mgmt- Admin can add, remove and make changes to a large number of users/email id.	
	Security Features	
33	The proposed messaging solution should relay mails only from authenticated users.	
34	The solution must support LDAP v3.0 for authentication.	
35	The mail messaging software should be run on SSL (HTTPS). The cost of required SSL certificate (if any) be specified in the BOQ.	
36	The mail messaging software should support security features like DKIM (Domain Keys Identified Mail), SSL (Secured Socket layer), TLS (Transport Layer Security), SPF (Sender Policy Framework), DMARC (Domain-based Message Authentication, Reporting, and Conformance), Encryption in transit etc. System should offer Inbuilt Anti-Spam/Malware solution with Email Gateway. It should provide antivirus and anti-spam functionality to filter suspicious, unwanted emails. The security solution should provide a console to administrators for monitoring and making configuration changes. The solution should have the capability of user specific spam/junk submission etc. The solution should have Zero Day Protection & Advanced Persistent Threat (APT) feature.	

37	Multi-Factor Authentication (MFA): The email solution must support Multi-Factor Authentication (MFA) for all users using OTP via SMS/Email or Authenticator App and should be compatible with both web and mobile access. Users should be prompted for MFA when logging in from new devices or IP locations. User should have facility to logout from all/specific devices from the user settings or security panel. Admin console should allow enabling/disabling MFA per user.	
38	Transactional e-mails- The mail messaging software should support transactional mails like registration emails, notifications emails, confirmation emails, feedback emails, automated emails etc.	
39	Incoming and Outgoing Mail Restrictions- The proposed messaging solution should protect inflow and outflow of mail data by framing suitable policies. Restrict incoming/outgoing of mails from/to unwanted domains from the cloud-based admin panel.	
40	Configurable Password policy- Should support Administrator not to only set, reset or retrieve passwords for users but also can set rules to users to change their account password periodically, decide the complexity of the password, assign invalid attempts & enhance the security of the email accounts.	
41	Email Spoof protection- The proposed messaging solution should support the feature that Recipient's mail systems can check to make sure that the server sending email from that domain is authorized to do so, to reduce the chances of email spoofing. Mail servers that accept emails, do a SPF check by looking up the SPF record, DKIM & DMARC of the sender.	
42	Email Authentication Filter – The Proposed Solution should support and implement DMARC, DKIM & SPF to deal with email authenticity and prevent unauthorized email messages being sent on behalf of PSTCL. Policies for recipient handling of authentication failures and reporting from receivers to senders, to improve and monitor protection of the domain from fraudulent email.	
	Other Requirements	
43	The solution shall support 600 mailboxes, each with a minimum of 5 GB storage space on a shared storage basis . In addition, a minimum of 1 TB (expandable on need basis) of shared additional storage shall be provided to accommodate present / future storage expansion needs. This additional storage must be dynamically allocable to individual mailboxes that require storage beyond the initial 5 GB limit, as and when needed.	
44	Provision to migrate e-mails from selected service provider to any new service provider in future (after expiry of contract) and shall also provide necessary support when needed.	
45	The proposed email solution Service should be certified with ISO 27001 - information security management system (ISMS).	
46	Should support mobile based web browser/mobile UI.	
47	Services should be capable to provide access from Mobile devices / Mobile Apps with real time syncing of mails.	
48	The proposed solution should maintain and manage the entire logs such as Users, Date and Time of Access, Time of Message sent and received etc. with regard to the Email Solution offered to Organization. The Logs shall be shared to Organization as and when required by Organization and should be retained for at least 180 days.	

49	Data Migration Services: Seamless migration of existing 600 (approx.) email accounts/ mailboxes from existing Yahoo Email Services without any data loss. The Service provider shall be responsible for successful data migration of existing mail boxes from the current system considering the following: • Service Provider shall develop a data migration strategy covering data migration and testing, in consultation with concerned team of PSTCL. • In first phase all the primary, individual as well as common, mail boxes hosted on Yahoo Server shall be migrated. Migration of mail boxes shall be done for all the active mails, archived mails, folders, subfolders contained within a mail box. Any additional software tool required for the migration of mail boxes shall be the responsibility of the Service Provider and PSTCL will not make any additional payments towards the same.	
50	24x7 support (Email, Web, Chat, telephonic call) directly from OEM for 3 years.	

Additional Information		
51	a) Users will be connected to cloud through internet connection. b) DNS records will be maintained and managed by PSTCL c) There shall be no restriction on size of transactions / application generated emails per day. d) At present, this office cannot provide the average email count per day & average message size and approx. daily in-bound and out-bound mails count. e) At present, there is no other messaging domain hosted except pstcl.org. f) The total current data size of the all-email mailboxes is of approx. 4.0 TB and growing in nature. The exact mailbox size consumed (as per actual usage) will be provided at the time of implementation.	

Advanced Data Protection Features			
Sr. No.	Feature	Description	
1	Multi-Layer Filtering	SpamAssassin + Amavis-new + Rspamd; Bayesian auto-learning from spam/ham training accounts	99%+ catch rate; self-trains via dedicated spam@domain.com, ham@domain.com
2	DMARC/SPF/DKIM Enforcement	Native full-stack validation with reporting; blocks spoofing at MTA edge	Prevents domain abuse (critical for gov compliance)
3	Spy Pixel/Tracker Blocker	Auto-detects/removes 1x1 tracking pixels and links (v10.1.7+)	Privacy protection; notifies users of blocked trackers

4	Greylisting	Temporary rejects unknown senders; auto-whitelists legit ones	Reduces spam volume by 80-90% without false positives
5	Content DLP Integration	Scans outbound for sensitive data patterns during spam checks	Compliance + spam correlation (DLP exclusive to Network)
6	Quarantine Management	Admin/user web quarantine with auto-release rules, end-user release	Delegated control vs open-source basic junk folders
7	Real-Time Blackhole Lists (RBL)	DNSBL integration (Spamhaus, etc.) with custom weights	Dynamic threat intel; tunable aggressiveness
8	Session/Idle Alerts	Blocks automated spam bots via timeout detection	Prevents account compromise spam bursts

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