

RailTel Corporation of India Ltd

(A Navratna PSU under Ministry of Railways)

NOTICE INVITING EXPRESSION OF INTEREST (EOI)

EOI No.: RCIL/NR/RO/EOI/MKTG/CoR/2026-27/02 dated 25-05-2026

Expression of Interest (EOI) for Selection of RailTel empaneled Business Associates for Manpower Support Services for the NOC/SOC Solution Project of Customer of RailTel.



Issued by:

RailTel Corporation of India Ltd

(A Navratna PSU under Ministry of Railways) Northern Region

RailTel Corporation of India Limited, Northern Region,
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

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

Email: - ednr@railtelindia.com
<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 bidders in making their decision of whether to bid or not to bid.

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

S. NO.	TABLE OF CONTENT : DESCRIPTION
1.	EOI Notice, Schedule of Events and Notes
2.	About RailTel
3.	Background of EOI, Scope of Work & Partner Selection
4.	Compliance Requirements and Eligibility Criteria for Interested Bidders
5.	Proposal Preparation and Submission Cost
6.	Amendment to EOI Document
7.	Bid Validity Period
8.	Right to Terminate the Process
9.	Language of Bid
10.	Submission of Bid
11.	Right to Accept / Reject any or all EOI Response
12.	Payment Terms
13.	Performance Bank Guarantee (PBG)
14.	Details of Commercial Bid / Financial Bid
15.	Duration of the Contract Period
16.	Restriction of 'Transfer of Agreement'
17.	Suspension, Revocation or Termination of Contract / Agreement
18.	Dispute Settlement
19.	Governing Laws
20.	Statutory Compliance
21.	Intellectual Property Rights
22.	Severability
23.	Force Majeure
24.	Indemnity
25.	Limitation of Liability towards RailTel
26.	Confidentiality cum Non-disclosure
27.	Assignment
28.	Insurance
29.	Exit Management
30.	Waiver
31.	Changes in Contract Agreement
32.	Annexure – 01 (EOI Cover Letter)
33.	Annexure – 02 (Local Content Compliance)
34.	Annexure – 03 (Checklist of Documents for Bid Submission)
35.	Annexure – 04 (Commercial Bid)
36.	Annexure – 05 (Proforma for Performance Bank Guarantee)
37.	Annexure – 06 (Non-Disclosure Agreement)
38.	Annexure – 07 (Technical Compliance)
39.	Annexure – 08 (Pre-Bid Agreement)
40.	Annexure – 09 (EMD BANK GUARANTEE FORMAT)
41.	Annexure – 10 (Power of Attorney)
42.	Annexure – 11 (FORMAT FOR AFFIDAVIT)
43.	Annexure - 12 Non-Blacklisting & Arbitration Case
44.	Annexure – 13 - Compliance to GFR
45.	Appendix-A (SOW, Technical document)

EOI NOTICE

RailTel Corporation of India Limited, Northern Region, 6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

EOI Notice No: RCIL/NR/RO/EOI/MKTG/CoR/2026-27/02 dated 25-05-2026

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from Selection of RailTel empaneled Business Associates for Manpower Support Services for the NOC/SOC Solution Project of Customer of RailTel.

Details are as under:

SCHEDULE OF EVENTS

1	Date of EOI Floating	25-05-2026
2	Last date for submission of Bids against EOI	27-05-2026 at 17:00 Hours
3	Opening of Bids received against EOI	27-05-2026 at 17:30 Hours
4	Mode of Bid Submission	Single Stage (Two Packet System)
5	Estimate of EOI (including taxes)	Rs.67,10,858/-
6	EOI processing fee inclusive tax (non-refundable)	As per E-nivida portal fees
7	Bid Validity Period	90 Days from the Last Date of Bid Submission.
8	Contract Period	16 months (from the date of issue of LOA/PO)
9	EMD for Pre-Bid Arrangement	Rs. 67,500/- (Rupees Sixty-Seven Thousand Five Hundred Only) EMD deposited by online mode NEFT/RTGS only. EMD to be paid online on eNivda Portal along with the EOI, without EMD, bid will be summarily rejected.
10	Bid Submission Mode	Online on https://railtel.enivida.com

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

The validity of EMD must be maintained till the finalization of end customer RFP / tender/LOA/PO i.e. award of order and till submission of performance guarantee of requisite value required by end customer on back-to-back basis.

RailTel Bank Details for Submission of EMD Online:

- Bank Name: Union Bank of India
- Branch Name: Connaught Place, New Delhi Branch
- Account Number: 307801010917906
- IFSC Code: UBIN0530786
- MICR Code: 110026006

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. Akash Barha, AGM/Mktg/RO/NR.

Email: akash@railtelindia.com Contact: +91-9717644170

2: Sh. Rajeev Saroha, Sr. DGM/Mktg/RO/NR.

Email: rajeev.saroha@railtelindia.com Contact: +91-9004444143

//* CoR stands for Customer of RailTel

Note:

1. The EOI response is invited from eligible Empaneled Partners of RailTel only.
2. All the documents must be submitted with proper indexing and page number.
3. Transfer and Sub-letting: The Business Associate has no right to give, bargain, sell, assign or sublet or otherwise dispose-off 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.
4. The selected bidder will have to accept all Terms & Conditions of CoR RFP/tender/LOA/PO on back-to-back basis.
5. Any corrigendum(s) issued by CoR against pertinent tender/RFP/LOA/PO shall be the part and scope of this EOI document on back-to-back basis.
6. Only, the eligibility clause/criteria and marks scoring criteria for SI/BA (Prospective BA/SI) as mentioned in CoR's RFP/tender/LOA/PO is not applicable on the bidder/BA applying against this EOI. Rest all Terms & Conditions of RFP/tender/LOA/PO floated for pertinent tender will be complied by SI/BA/bidders.
7. However, SI/BA for this project have to mandatorily comply all the eligibility & technical criteria/compliance on back-to-back basis in line with CoR RFP/tender/LOA/PO and corrigendum(s) issued thereof.
8. The CoR Payment terms will remain applicable on back-to-back basis on successful bidders.
9. Bidder may check the price/commercial bid as per BOQ and match the same with FORMATS FOR SUBMISSION OF THE COMMERCIAL BID of CoR's RFP/tender/LOA/PO and if found any discrepancy, may be brought in the notice of RailTel immediately and may modify their financial bid format as per CoR RFP financial bid document.
10. This is a customer centric bid on back-to-back basis.
11. All terms and conditions including SLA/Payment/Penalties will be applicable back-to-back to the bidder.
12. No advance payment is applicable in the EOI and payment will be released on receipt from the CoR.
13. Bidders are also required to provide the documents as per CoR's requirement duly addressing RailTel.

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 fiber network on exclusive Right of Way (ROW) along Railway track. The OFC network presently reaches 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, and 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 colocation, MPLS based IP-VPN, Internet, Data Centre services, NGN based voice carriage services to Telecom Operators, Dark fiber 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.

In this regard, RailTel intends to execute the work of Manpower Support Services for the NOC/SOC Solution Project for Customer of RailTel (hereafter referred to as ‘CoR’) and accordingly seeks to select a suitable partner on back-to-back basis”.

Bidder must agree to comply with all technical & financial documentation certificates/others as per end-to-end requirement mentioned in the end customer’s RFP.

3. Scope of Work and Partner Selection

The scope of work is mentioned in the end Customer organization’s RFP with all the amendment/ Corrigendum/ clarifications issued before the date of Bid Submission. The prospective bidder / partner is supposed to read all the T&C of CoR RFP in detail before submission of this EOI response to RailTel.

Special Note: *RailTel may retain some portion of the work mentioned in the end organization RFP, where RailTel has competence so that overall proposal becomes most winnable proposal.*

- 3.1 Purpose of EOI: The intent of this RFP is to invite proposals from the prospective bidders for work/ services to be catered as stated in end customer RFP/tender/LOA/PO with all the amendment/ Corrigendum/ Clarifications issued till date of bidding by RailTel.
- 3.2 The present proposal seeks the turnkey solution for carrying out CoR needs. It is proposed to provide and maintain services with as mentioned in RFP floated by CoR.

- 3.3 Solution providers need to offer solution with no single point of failure in hardware and without any downtime in operations of CoR. SLA shall be applied as per CoR's tender /LOA/PO document and corrigendum released, if any on back-to-back basis.
- 3.4 Bidders may submit their response in form of duly signed and stamped and submit techno-commercial bid at the E-nivida portal through online mode, within the stipulated date and time, as mentioned in this EOI document.
- 3.5 Interested partners may note that this is a Single Stage & Two Packet Bid.
- 3.6 Only those bids shall be opened, which have been submitted within the stipulated time as mentioned in this EOI document
- 3.7 Stage-I : Technical Bid contains following**
- i. **Eligibility Criteria -Mandatory.**

S. No.	Type	Description	Document Required
1	Existence/ Origin	The company must be registered in India.	Certificate of Incorporation
2	General	The company must have: I. A valid PAN card. II. Been registered with GST.	I. Copy of PAN Card. II. Copy of GST registration certificate.
3	Turnover	The bidder must have cumulative turnover of at least 150% of estimated value of contract in the last three financial years i.e (FY 22-23, FY23-24 and FY24-25) ending 31 st March 2025.	Audited Balance Sheet and CA certificate.
4	Net Worth	The bidder must have positive net worth in last 3 FY i.e (FY 22-23, FY23-24 and FY24-25) ending 31 st March 2025.	Audited Balance Sheet and CA certificate.
5	Experience	The bidder must have executed similar work in last 3 years, ending last day of month previous to the one in which EOI is invited. 1. One similar work of at least 35% of estimated value of contract. OR 2. Two similar works of at least 20% of estimated value of contract. OR 3. Three similar works of at least 15% of estimated value of contract.	Copy of Purchase/ Work Order and completion/ satisfactory performance certificate issued by client or in case of PO received from GeM, Consignee Receipt and Acceptance Certificate (CRAC) copy of GeM. The bidder must provide details of personnel for verification purpose at PO/ certificate issuing organization clearly mentioning name of client, designation, contact number and mail ID on bidder's letter head. For ongoing works / substantially completed works: - Ongoing works/ substantially completed works will be considered for value of executed work (minimum 70% work executed of total work value) as certified by PO issuing authority / customer, mentioning

S. No.	Type	Description	Document Required
		Definition of similar work: Similar work means SITC of a project in the field of IT / ITeS / ICT / Telecom for MoD / Central Armed Police Forces (CAPF) under Ministry of Home Affairs. The forces include BSF, CRPF, CISF, ITBP, SSB, NSG, and Assam Rifles. Source of definition of CAPF defined as per the Government of India released a circular (in 2011) adopting a uniform nomenclature to change the name of the forces to Central Armed Police Forces (CAPF) under the Ministry of Home Affairs.	completed value on the certificate along with satisfactory performance certificate for work substantially completed so far.
6	Empanelment	Bidder must be empaneled with RailTel as business associate.	Copy of Empanelment letter and Empanelment PBG submitted, if any. Confirmation of renewal of empanelment also to be attached if any.
7	Bidder must have at least one of the following certified professionals.	* Two CCIE (Cisco Certified Internetwork Expert) and at least two other security certified professionals in their team for advanced troubleshooting and design-level support. * At least 1 PMP certified professional.	All certificate to be submitted along with the bid should be valid as on date of opening of tender.
8	bidder must hold and submit valid certificates of the following standards, as applicable to the scope of NOC-SOC management, operations, and cyber security assurance.	* ISO/IEC 27035-1: 2023 (IT-Information Security Incidence Management. *ISO/IEC 27001:2022 (Information Security Management System) *ISO/IEC 20000-1:2018 (IT Service Management System) *PCI DSS (Payment Card Industry Data Security Standard)	All certificate to be submitted along with the bid should be valid as on date of opening of tender.
9	Technical Compliance of the Scope of Work	The Technical Compliance of the Scope of Work must be submitted. However, format may be modified by bidder as per their choice,	Bidder has to submit the technical compliance of the scope of work
10	Unconditional Acceptance of the Scope of work.	Undertaking on letterhead duly signed and stamped by authorized signatory for unconditional Acceptance of the Scope of work and any Other/General Document of CoR Tender /RFP/LOA/PO along with all the corrigendum and addendum.	Bidder has to submit Undertaking on letterhead duly signed and stamped by authorized signatory for unconditional Acceptance of the Scope of work and any Other/General Document of CoR Tender RFP/LOA/PO along with all the corrigendum and addendum.
11	Unconditional acceptance of EOI terms	EOI's unconditional acceptance on company's letter head	Bidder has to submit EOI's unconditional acceptance on company's letter head
12	Annexure – 01	EOI COVER LETTER	Bidder has to submit the EOI Cover letter
13	Annexure – 02	Local Content Compliance	Bidder has to submit the Local Content Compliance
14	Annexure – 03	CHECKLIST OF DOCUMENTS FOR BID	Bidder has to checklist of document

S. No.	Type	Description	Document Required
		SUBMISSION	submitted along with the bid
15	Annexure – 04	Commercial Bid	Un price Bid sheet to be provided along with the technical bid
16	Annexure – 05	PROFORMA FOR PERFORMANCE BANK GUARANTEE	Bidder has to submit undertaking to accept.
17	Annexure-06	Non-Disclosure Agreement	Bidder has to submit the signed copy of NDA along with bid.
18	Annexure – 07	Technical Compliance	Bidder has to submit the technical compliance of the scope of work.
19	Annexure-08	Pre Bid Team Arrangement	Not Applicable
20	Annexure 09	EMD BANK GUARANTEE FORMAT	Bidder has to submit the EMD payment in the format attached if EMD payment is made through BG.
21	Annexure 10	Power of Attorney: The bid should be duly signed and submitted by Authorized Signatory. The bidder has to submit notarized non-judicial stamp paper of appropriate value Power of Attorney having authorized signatory's nomination along with board resolution in favor of power of attorney.	Bidder has to submit the Power of Attorney along with Board Resolution for the authorized person.
22	Annexure 11	AFFIDAVIT form	Bidder has to submit a notarized affidavit as per the format enclosed along with the bid. If bidder has not submitted the Annexur-11, bid shall be Summarily rejected .
23	Annexure 12	Non-Blacklisting & Arbitration Case	Bidder has to submit and undertaking on letterhead duly signed and stamped by authorized signatory
24	Annexure 13	Land Border sharing 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.	Bidder has to submit undertaking.
25	EMD payment	EMD payment	Bidder has to submit proof of EMD payment

- ii. Technical Compliance of the Scope of Work. However, format may be modified by bidder as per their choice.
- iii. The Technical Compliance sheet with make and model.
- iv. BOM without Price quote (Not Applicable).
- v. Compliance of OEM with their MAF's with Make and Model (if required in CoR tender) and all mandatory documents asked by CoR.
- vi. **Undertaking on letterhead duly signed and stamped by authorized signatory** for unconditional Acceptance of the Tender document/LOA/PO of CoR and any Other/General Document of CoR Tender RFP/LOA/PO along with all the corrigendum and addendum. During Technical Evaluation if found that bidder is not complying with the technical requirement(s) as per CoR tender document and corrigendum's, then the bid

- will be technically disqualified.
- vii. This EOI's unconditional acceptance on company's letter head.
 - viii. **The Bidder should not be backlisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body on the last date of submission of EOI. This should be provided on a letterhead duly signed and stamped by authorized signatory.**
 - ix. All Annexure filled as per formats given in this EOI.
 - x. Undertaking for no deviation to Delivery Period as per duration specified in End Customer's RFP.
 - xi. The bid should be duly signed and submitted by Authorized Signatory. The bidder has to submit Power of Attorney having authorized signatory's nomination on notarized non-judicial stamp paper of appropriate value along with board resolution in favour of power of attorney.
 - xii. **The bidder has to mandatorily submit notarized affidavit (Annexure-11) if applicable on non-judicial stamp paper of Rs. 100, if notarized affidavit is not submitted then bid shall be summarily rejected.**
- 3.8 The prospective bidder's bid evaluation will be done based on the above-mentioned documents. Bids of those Bidders **may be rejected** who submit Technical Documents without technical Compliance, and unconditional acceptance of the CoR hard Copies and this EOI.
- 3.9 Based on evaluation of outcome against 3.7, Whoever may qualify as per criteria mentioned under clause 3.7.i and further complying technical requirement with supporting documents of OEM MAF (**if required in CoR RFP**), datasheets (**if required in CoR RFP**), BOQ/BOM may be treated as Technically qualified partner for Stage-1.
- 3.10 Bidders selected as per Para 3.9 above will be treated as eligible for financial bid opening.
- 3.11 **Stage-II: Financial Bid:**
- i. The **Annexure - 4 of EOI** for financial quote.
- 3.12 For the opened bid as per outcome of Clause 3.10 above, 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 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.
- 3.13 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/LOA/PO and subsequent corrigendum. However, RailTel at its discretion, 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. The period will be valid till final outcome of this tender is announced by CoR. 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 concerned 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.

- 3.14 RailTel on the basis of inputs / factors available to it from various resources, past experiences of its ICT projects and on the basis of negotiated (in case) commercial bid of the CSP, will endeavor to place best techno-commercial bid in response to the pertinent CoR's tender/RFP/LOA/PO. Further relationship with CSP will be based on the outcome pertinent CoR's tender/RFP/LOA/PO.

4. Compliance Requirements and Eligibility Criteria for Interested Bidders

- 4.1 The interested bidder should be an Empaneled Partner with RailTel on the last date of bid submission of EOI & has to provide relevant documents to qualify as per Clause 3.10 of this EOI.
- 4.2 The interested bidder should submit Earnest Money Deposit (EMD) in the format as mentioned in this EOI document along with the bid.
- 4.3 The interested bidder should be 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.
- 4.4 The interested bidder may submit an undertaking for maintaining of '**Local Content Compliance**' and shall submit a certificate mentioning the 'Local Content Percentage' duly signed and stamped by statutory auditor or cost auditor or authorized signatory of the interested partner. This will not be a binding clause in cases where end customer has not asked Local Content Clause/Make in India Clause in their Current RFP. Mandatory in case required in pertinent tender.
- 4.5 **The bidder has to mandatorily provide all Annexures of CoR's RFP in name of RailTel addressing the tender issuing authority and corrigendum(s) thereof, in the name of RailTel Corporation of India Limited addressing the tender issuing authority.**
- 4.6 The interested bidder should not be backlisted by any State / Central Government Ministry / Department / Corporation / Autonomous Body on the last date of submission of EOI. This should be provided on letter head duly signed and stamped by authorized signatory.
- 4.7 There should not be any ongoing or past, arbitration case(s) between 'RailTel or Organizations under Indian Railways' and 'Interested Bidder' on the last date of submission of EOI. This should be provided on letter head duly signed and stamped by authorized signatory.
- 4.8 The interested bidder shall not have a conflict of interest with one or more bidding parties. Participation of an interested bidder(s) with a conflict-of-interest situation will result in the disqualification of all bids in which it is involved. A bidder may be in a conflict of interest with one or more parties if including but not limited to:
- a) Have controlling shareholders as his/her family members viz. spouse, son, daughter, father, mother or brother etc. in common or;
 - b) 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.
- 4.9 The interested bidder should not be seeking / extending / exploring similar arrangements / engagements with any other organization except RailTel, for the CoR tender.
- 4.10 The interested partner should have a valid Goods and Service Tax Identification Number (GSTIN), as on the last date of submission of EOI.

4.11 In addition to above clauses, bid of interested bidder should be in compliance to terms and conditions and technical requirements of the pertinent CoR tender as referred above.

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

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

At any time prior to the deadline for submission of bids, RailTel, may, for any reason, 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 to check the 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

7.1. Bid of Interested partners shall remain valid for the period of **120 days** from the last date of submission of this EOI.

7.2. RailTel may request 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 90 days from the last date of extended bid validity period.

8. Right to Terminate the Process

RailTel may terminate the EOI process at any time without assigning any reason. RailTel makes no commitments, express or implies 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 CSP to engage in further discussions and negotiations toward execution of a contract and a contract agreement will be signed with the CSP if the work is awarded.** 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

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

than English, translation of the same in English language is to be duly attested by the 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. Payment Terms

- 12.1 Payment will be on '**back-to-back**' basis and as per the payment terms mentioned in the pertinent CoR's RFP. Bidder's/CSP's invoice shall become due upon receipt of payment by RailTel from CoR.
- 12.2 Payment for the Manpower will be done on Quarterly basis after completion of each quarter. The payment for each Milestone will be made after the deliverable for that milestone is submitted and is approved by the Competent Authority. The same will be done on receipt of satisfactory completion report for the quarter and deduction of any Delay or Penalty on account of reason by CoR.
- 12.3 Payment will be released within 45 days from date of receiving the invoice for the work / services and after RailTel has received the payment from CoR for the same work / services. Any deduction /Penalties/Liquidation Damage (LD) levied by CoR on invoices of RailTel will be carried as it is back-to-back and will be deducted from CSP's invoices, subject to the cause to deduction / penalty is due to deviation in terms and conditions of service standards by the CSP.
- 12.4 Documents list required at the time of payment/invoice submission by selected bidder 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/vendor against invoices raised by RailTel for such services.
 - iii. On submission of bill and SLA report, RailTel will pay the AMC charges quarterly after deduction of the SLA on back-to-back basis.
 - iv. Submission/Declaration of applicable BG amount against PO issued to selected bidder/vendor.
 - v. Original Tax Invoice/ e-Invoice for the period claimed.
 - vi. Copy of project Insurance.

13. Performance Bank Guarantee (PBG)/ Performance Security

- 13.1 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 21 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 a 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 3% of the total contract value.** If the COR asks for higher % of PBG the same will be applicable. 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 ₹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.
- 13.2 The PBG should have validity for a period of 3 months beyond all contractual obligations as per CoR tender terms and conditions.
- 13.3 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 discretion. 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.
- 13.4 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.
- 13.5 If the service period gets extended by virtue of extension of same by CoR, PBG should also be extended accordingly.
- 13.6 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. 13.1. to Clause No. 13.4. are to be followed by the CSP.
- 13.7 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.
- 13.8 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.
- 13.9 **Details for online SFMS confirmation using the plate form are as below:**
- BG advising message – IFN 760COV/ IFN 767COV via SFMS
 - To mandatorily send the Cover message at the time of BG issuance.

- IFSC Code of ICICI Bank to be used (ICIC0000007).
- Mention the unique reference (RAILTEL6103) in field 7037.
- Customer ID: 571916103,
- Unique identifier for Field 7037: RCIL571916103.

13.10 **If PBG is not submitted within the stipulated timeframe it shall attract a penal interest at the rate of 15% per annum.**

14. Details of Commercial Bid / Financial Bid

- 14.1 Interested partner should submit commercial bid as per format given in the EOI.
- 14.2 The commercial bid should clearly bring out the cost of the goods/ services with detailed break-up of taxes.
- 14.3 The rates mentioned in the commercial bid of the CSP will form basis of commercial transaction between RailTel and bidder.
- 14.4 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.
- 14.5 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.
- 14.6 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.
- 14.7 In addition to the Payment Terms, all other Contractual Terms will also be on 'back-to-back' basis between RailTel and CSP, as mentioned in the pertinent CoR's tender.
- 14.8 As per COR tender, This EOI involves Reverse auction. Therefore, selected L1-bidder is required to comply this and RailTel will consult L-1 bidder during e-Reverse auction on GeM portal to quote by RailTel winning price. For this, bidder has to attend RailTel office on receipt of communication in this regard.

15. Duration of the Contract Period

The contract duration shall be same as of CoR's contract duration with RailTel until otherwise terminated earlier. (Including warranty & support) **plus** as per the CoR document from Date of Commencement of award of PO, unless otherwise terminated earlier, as mentioned in this EOI document and subject to successful participation of RailTel in the pertinent CoR's tender. The contract duration can be renewed / extended/ additional PO may be issued by RailTel to CSP by RailTel at its discern, in case CoR extends / renews services or take additional service with RailTel by virtue of extending / renewing / new issuance of one or more Purchase Order(s) placed by CoR to RailTel.

16. 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.

17. Suspension, Revocation or Termination of Contract / Agreement

- 17.1 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.
- 17.2 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:
- i. The CSP failing to perform any obligation(s) under the contract / agreement.
 - ii. The CSP failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.
 - iii. Nonadherence to Service Level Agreements (SLA) which RailTel has committed to CoR for the pertinent tender.
 - iv. The CSP going into liquidation or ordered to be wound up by competent authority.
 - v. 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.
 - vi. 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.
 - vii. 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.

18. Dispute Settlement

- 18.1 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.

18.2 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.

18.3 All arbitration proceedings shall be conducted in English.

19. 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.

20. Statutory Compliance

20.1 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.

20.2 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 Labor (Abolition and Regulation) Act 1970, Factories Act, 1948, Minimum Wages Act and Regulations, Shop and Establishment Act and Labor Laws which would be amended/modified or any new act if it comes in force whatsoever, and all actions claim and demand arising therefrom and/or related thereto.

21. Intellectual Property Rights

21.1 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.

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

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

23. Force Majeure

23.1 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.

- 23.2 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.

24. Indemnity

- 24.1 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 misstatement 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 out work related to this agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.
- 24.2 Any payment made under this contract to an indemnity or claim for breach of any provision of this contract shall include applicable taxes.

25. Limitation of Liability towards RailTel

- 25.1 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.

- 25.2 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.

26. Confidentiality cum non-disclosure

- 26.1 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.
- 26.2 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.
- 26.3 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.
- 26.4 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.
- 26.5 This Confidentiality and Non- Disclosure clause shall survive even after the expiry or termination of this contract.

27. 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.

28. Insurance

The CSP agrees to take project 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.

The Insurance cover should be effective from the date of commencement of project till the project is handed over to the customer. In case, RailTel is executing the project through Business Associates (BAs) or sub-contractors, the terms and conditions of EOI for selection of Business Associates (BAs) or sub-contractors should clearly mention that the responsibility of taking the Project insurance should be of Business Associates (BAs)/sub-contractors and RailTel shall be the beneficiary in the said policy.

29. Exit Management

29.1 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 obligations 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.

29.2 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).

29.3 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 the replacing 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.

29.4 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.

30. 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.

31. Changes in Contract Agreement

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

32. Liquidation Damages (LD)

Liquidation Damages (LD) shall be governed by the end customer RFP / tender terms and shall be applicable on bidder as per actual on back-to-back basis. Any deduction in payment on grounds of LD shall be carried to bidder as per figures actually charged by end customer on back-to-back basis.

33. Variation Clause:

Variation in quantity will be governed as per the contract between RailTel and CoR.

34. Negotiation Clause:

RCIL reserves the right to negotiate with the successful BA/SI in order to make the bid competitive.

35. Reverse Auction:

EOI is subject to Reverse Auction if applicable as per terms and conditions of customers of RailTel (CoR) tender documents.

EOI COVER LETTER
(On Organization Letter Head)

Eoi Ref No.: _____

Dated: XX-XX-XXXX

To,

Group General Manager (Mktg),

RailTel Corporation of India Limited, Northern Region,

6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

Dear Sir,

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 210 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 CoR RFP issued vide End Customer Bid No. GEM/2026/B/7153905 dt 06.02.2026, against this EOI based customer's requirement.
7. I hereby undertake that there will be no deviation from the Terms and Conditions of EOI and CoR's RFP issued vide End Customer Bid No. GEM/2026/B/7153905 dt 06.02.2026.

Signature of Authorized Signatory**Name:****Designation**

**Local Content Compliance
(On OEM letter head)**

Eol Ref No.: _____

Date:XX-XX-XX

To,
Group General Manager (Mktg),
RailTel Corporation of India Limited, Northern Region,
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

Dear Sir,

I, the undersigned, on behalf of M/s , hereby submits that our technical solution for the 'Scope of Work' mentioned under the Eol 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 Eol 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 Eol.

Signature of Authorized Signatory

Name:

Designation:

CHECKLIST OF DOCUMENTS FOR BID SUBMISSION

S. No.	Type	Description	Page No.
1	Existence/ Origin	The company must be registered in India.	
2	General	The company must have: III. A valid PAN card. IV. Been registered with GST.	
3	Turnover	The bidder must have cumulative turnover of at least 150% of estimated value of contract in the last three financial years i.e (FY 22-23, FY23-24 and FY24-25) ending 31 st March 2025.	
4	Net Worth	The bidder must have positive net worth in last 3 FY i.e (FY 22-23, FY23-24 and FY24-25) ending 31 st March 2025.	
5	Experience	The bidder must have executed similar work in last 3 years, ending last day of month previous to the one in which EOI is invited. - One similar work of at least 35% of estimated value of contract. OR - Two similar works of at least 20% of estimated value of contract. OR - Three similar works of at least 15% of estimated value of contract. Definition of similar work: Similar work means SITC of a project in the field of IT / ITeS / ICT / Telecom for MoD / Central Armed Police Forces (CAPF) under Ministry of Home Affairs. The forces include BSF, CRPF, CISF, ITBP, SSB, NSG, and Assam Rifles. Source of definition of CAPF defined as per the Government of India released a circular (in 2011) adopting a uniform nomenclature to change the name of the forces to Central Armed Police Forces (CAPF) under the Ministry of Home Affairs.	
6	Empanelment	Bidder must be empaneled with RailTel as business associate.	

S. No.	Type	Description	Page No.
7	Bidder must have at least one of the following certified professionals.	* Two CCIE (Cisco Certified Internetwork Expert) and at least two other security certified professionals in their team for advanced troubleshooting and design-level support. * At least 1 PMP certified professional.	
8	bidder must hold and submit valid certificates of the following standards, as applicable to the scope of NOC-SOC management, operations, and cyber security assurance.	* ISO/IEC 27035-1: 2023 (IT-Information Security Incidence Management). *ISO/IEC 27001:2022 (Information Security Management System) *ISO/IEC 20000-1:2018 (IT Service Management System) *PCI DSS (Payment Card Industry Data Security Standard)	
9	Technical Compliance of the Scope of Work	The Technical Compliance of the Scope of Work must be submitted. However, format may be modified by bidder as per their choice,	
10	Unconditional Acceptance of the Scope of work.	Undertaking on letterhead duly signed and stamped by authorized signatory for unconditional Acceptance of the Scope of work and any Other/General Document of CoR Tender /RFP/LOA/PO along with all the corrigendum and addendum.	
11	Unconditional acceptance of EOI terms	EOI's unconditional acceptance on company's letter head	
12	Annexure – 01	EOI COVER LETTER	
13	Annexure – 02	Local Content Compliance	
14	Annexure – 03	CHECKLIST OF DOCUMENTS FOR BID SUBMISSION	
15	Annexure – 04	Commercial Bid	
16	Annexure – 05	PROFORMA FOR PERFORMANCE BANK GUARANTEE	
17	Annexure-06	Non-Disclosure Agreement	
18	Annexure – 07	Technical Compliance	
19	Annexure-08	Pre Bid Team Arrangement	
20	Annexure 09	EMD BANK GUARANTEE FORMAT	
21	Annexure 10	Power of Attorney: The bid should be duly signed and submitted by Authorized Signatory. The bidder has to submit notarized non-judicial stamp paper of appropriate value Power of Attorney having authorized signatory's nomination along with board resolution in favor of power of attorney.	
22	Annexure 11	AFFIDAVIT form	

S. No.	Type	Description	Page No.
23	Annexure 12	Non-Blacklisting & Arbitration Case	
24	Annexure 13	Land Border sharing 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.	
25	EMD payment	EMD payment	

Note:

1. The technical bid should have a '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.

Signature of Authorized Signatory

Name:

Designation:

Annexure - 04

**Commercial Bid
(On Organization Letter Head)**

(TO BE UPLOADED AS BOQ SHEET)

EoI Ref No.: _____

Date: XX-XX-XXXX

To,
Group General Manager (Mktg),
RailTel Corporation of India Limited, Northern Region,
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

 रेलटेल RAILTEL		RailTel Corporation of India Limited (A Government of India Enterprise, Ministry of Railways)						
		Financial Bid						
EOI Ref. No.:-		RCIL/NR/RO/EOI/MKTG/CoR/2026-27/02 dated 22-05-2026						
Name of the work:		Expression of Interest (EOI) for Selection of RailTel empaneled Business Associates for Manpower Support Services for the NOC/SOC Solution Project of Customer of RailTel.						
Name of the Bidder:								
S.NO	Suggested Professional	Number of Resources (A)	Min Qualification	IT certifications preferred	Monthly Prices per Resouces (Incl. of Taxes) (B)	Duration in months (C)	Total prices/per month (no.of resources) (D=AxB)	Total price for 16 Months (Incl. of taxes) (E=BxC)
1	L2 Engineer	3	Bachelor's degree in Computer Science, IT, or related field (or equivalent experience).	CCNP, VMware VCP, Microsoft Windows Server (MCSE), LINUX, SIEM certifications.		16	0	0
2	L1 Engineer	2	Bachelor's degree in Computer Science, IT, or related field (or equivalent Diploma)	CCNA		16	0	0
Total Amount (in figure)								0.00
Total Amount (in words)								

#Note: This Annexure should be submitted as separate in Financial Bid section, NO price / cost details should be mentioned along with Technical Bid documents.

Signature of Authorized Signatory

Name & Designation:

Place:

PROFORMA FOR PERFORMANCE BANK GUARANTEE
(On Stamp Paper of ₹ One Hundred)

To,
 Group General Manager (Mktg),
 RailTel Corporation of India Limited, Northern Region,
 6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

EOI No :

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 fulfilment 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 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 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 this provision, have effect of so relieving us.

This Guarantee will not be discharge due to the change in the constitution of the Bank or the Contractor. (Indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of RailTel in writing.

Dated the Day of 2024 for (Name of Bank)

In the presence of Witnesses:

Signature With Date	Signature With Date
Name:	Name:
Designation:	Designation:

Encl: SFMS PBG Report

NON-DISCLOSURE AGREEMENT

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

This Non-Disclosure Agreement (this "Agreement") is made and entered into on this _____ day of _____, 20XX (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 unauthorized disclosure, but in no event shall a less than reasonable degree of care be exercised by either party.

2. Designation.

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

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

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

4. Ownership of Information. All Information remains the property of Disclosing Party and no license or other rights to such Information is granted or implied hereby.

Notwithstanding the foregoing, Disclosing Party understands that Receiving Party may

currently or in the future be developing information internally, or receiving information from other parties that may be similar to Information of the Disclosing Party. Notwithstanding anything to the contrary, nothing in this Agreement will be construed as a representation or inference that Receiving Party will not develop products, or have products developed for it, that, without violation of this Agreement, compete with the products or systems contemplated by Disclosing Party's Information.

5. No Obligation. Neither this Agreement nor the disclosure or receipt of Information hereunder shall be construed as creating any obligation of a Party to furnish Information to the other Party or to enter into any agreement, venture or relationship with the other Party.
6. Return or Destruction of Information.
 - a) All Information shall remain the sole property of Disclosing Party and all materials containing any such Information (including all copies made by Receiving Party) and its Representatives shall be returned or destroyed by Receiving Party immediately upon the earlier of:
 - i. termination of this Agreement.
 - ii. expiration of this Agreement; or
 - iii. Receiving Party's determination that it no longer has a need for such Information.
 - b) Upon request of Disclosing Party, Receiving Party shall certify in writing that all Information received by Receiving Party (including all copies thereof) and all materials containing such Information (including all copies thereof) have been destroyed.
7. Injunctive Relief: Without prejudice to any other rights or remedies that a party may have, each party acknowledges and agrees that damages alone may not be an adequate remedy for any breach of this Agreement, and that a party shall be entitled to seek the remedies of injunction, specific performance and/or any other equitable relief for any threatened or actual breach of this Agreement
8. Notice.
 - a) Any notice required or permitted by this Agreement shall be in writing and shall be delivered as follows, with notice deemed given as indicated:
 - i. by personal delivery, when delivered personally;
 - ii. by overnight courier, upon written verification of receipt; or
 - iii. by certified or registered mail with return receipt requested, upon verification of receipt.
 - b) Notice shall be sent to the following addresses or such other address as either Party specifies in writing.

RailTel Corporation of India limited:	
Attn:	Attn:
Address:	Address:
Phone:	Phone:
Email:	Email
9. Term, Termination and Survivability.

- a) Unless terminated earlier in accordance with the provisions of this agreement, this Agreement shall be in full force and effect for a period of years from the effective date hereof.
 - b) Each party reserves the right in its sole and absolute discretion to terminate this Agreement by giving the other party not less than 30 days' written notice of such termination.
 - c) Notwithstanding the foregoing clause 9(a) and 9 (b), Receiving Party agrees that its obligations, shall:
 - i. In respect to Information provided to it during the Term of this agreement, shall survive and continue even after the expiry of the term or termination of this agreement; and
 - ii. not apply to any materials or information disclosed to it thereafter.
10. Governing Law and Jurisdiction. This Agreement shall be governed in all respects solely and exclusively by the laws of India without regard to its conflicts of law principles. The Parties hereto expressly consent and submit themselves to the jurisdiction of the courts of New Delhi.
11. Counterparts. This agreement is executed in duplicate, each of which shall be deemed to be the original and both when taken together shall be deemed to form a single agreement
12. No Definitive Transaction. The Parties hereto understand and agree that no contract or agreement with respect to any aspect of a potential transaction between the Parties shall be deemed to exist unless and until a definitive written agreement providing for such aspect of the transaction has been executed by a duly authorized representative of each Party and duly delivered to the other Party (a "Final Agreement"), and the Parties hereby waive, in advance, any claims in connection with a possible transaction unless and until the Parties have entered into a Final Agreement.
13. Settlement of Disputes:
- a) The parties shall, at the first instance, attempt to resolve through good faith negotiation and consultation, any difference, conflict or question arising between the parties hereto relating to or concerning or arising out of or in connection with this agreement, and such negotiation or
 - b) Consultation shall begin promptly after a Party has delivered to another Party a written request for such consultation.
 - c) 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.
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. UNPUBLISHED 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: _____	RailTel Corporation of India Limited
Name:	By:
Title:	Name:
	Title:

Witnesses:

Technical Compliance

EoI Ref. No.: _____ Date: XX-XX-XXXX

Business Associates are requested to mention the details of compliance of technical solution proposed.

S.No.	Scope Item	Specification as per technical Document	Proposed OEM Name	MAF Provided (if required) (Yes/No)	Compliance sheet
A	B	C	D	E	F
1	To be filled by Bidder As per Technical Document Copy of CoR	To be filled by Bidder As per Technical Document Copy of CoR	To be filled by Bidder	To be filled by Bidder	To be filled by Bidder
2	To be filled by Bidder	To be filled by Bidder	To be filled by Bidder	To be filled by Bidder	To be filled by Bidder

Signature of Authorised Signatory

Name:

Designation:

**Pre-Bid Agreement
(Not Applicable)**

EMD BANK GUARANTEE FORMAT

EOI Ref No: _____

Date: _____

BID SECURITY (BANK GUARANTEE)

WHERE AS, [name of Bidder] (hereinafter called "the Bidder") has submitted his Bid dated [date] Selection of Implementation Partner from RailTel Empaneled Business Associate for exclusive PRE-BID TEAMING ARRANGEMENT for the work of SELECTION OF SYSTEM INTEGRATOR For " _____ " (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 in words only) for which payment well and truly to be made to the said Employer the Bank binds itself, his successors and assigns by these presents.

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

Seal of Bank: _____

[Signature, name, and address]

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

POWER OF ATTORNEY

Know all men by these presents We having its registered office at anddo hereby irrevocably constitute, nominate, appoint and authorize Mr., 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 proposal..... is response to the EoI No..... including but not limited to signing and submission of all applications, proposals and other documents and writings, and providing information/ responses in all matters before the department, signing and execution of all contracts and undertakings/declarations consequent to acceptance of our proposal and generally dealing with the department in all matters in connection with or relating to or arising out of our proposal for the said assignment and/ or upon award thereof to us till the execution of appreciate Agreement/s with the department.

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 Authorized 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 Authorized 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 EXABOVE-NAMED POWER OF ATTORNEY ON THISDAY OF....., 2024

For Bidder

Accepted by: -

Person identified by me/ personally appeared before me/Attested/ Authenticated

FORMAT FOR AFFIDAVIT TO BE UPLOADED BY BA ALONGWITH THE EOI DOCUMENTS

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

I _____ (Name and designation)** appointed as the attorney/ authorized signatory of the BA (including its constituents), M/s _____ (hereinafter called the BA) for the purpose of the EOI documents for the work of _____ as per the EOI No. _____ of (RailTel Corporation of India Limited), do hereby solemnly affirm and state on the behalf of the BA including its constituents as under:

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

Further, I/we (insert name of the BA) ** and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.

8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of EMD/SD and Performance guarantee besides any other action provided in the contract including banning of business for five years on entire RailTel.

DEPONENT
SEAL AND SIGNATURE OF THE BA
VERIFICATION

I/We above named EOI 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

Place:
Dated:

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

Undertaking for Non-Blacklisting & Arbitration Case
(On Organization Letter Head)

EOI Ref No:

Date:

To,
Group General Manager (Mktg),
RailTel Corporation of India Limited, Northern Region,
6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

Dear Sir,

I, the undersigned, on behalf of M/s hereby submits that

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

I hereby acknowledge that in the event of acceptance of bid of M/son above undertaking and if the undertaking is found to be false at any stage, the false undertaking 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-13

Compliance to Rule 144 (xi) of GFR, 2017 including amendments till date

(On Organization Letter Head)

EOI Ref:

Date :

To,

Group General Manager (Mktg),

RailTel Corporation of India Limited, Northern Region,

6th Floor, 3rd Block, Delhi IT Park, Shastri Park, New Delhi-110053

Dear Sir,

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

(a) I certify that M/s is not from such a country and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I also certify that M/s..... will not offer any products / services of entity from such countries unless such entity is registered with the Competent Authority.

OR (Strikeout either (a) or (b), whichever is not applicable)

(b) I certify that M/s is from such a country and has been registered with the Competent Authority. I also certify that M/s has product/services of entity from such countries and these entity /entities are also registered with the Competent Authority.

(Where applicable, evidence of valid registration by the Competent Authority is to be attached with the bid.)

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

I hereby acknowledge that in the event of acceptance of my bid 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.

Signature of Authorized Signatory

Name and Designation:

Appendix-1

1. SCOPE OF WORK

Bidder shall provide qualified manpower and associated services to manage, support, and optimize the operations of COR's NOC-SOC. The scope includes, but is not limited to

- Continuous monitoring and management of deployed NOC-SOC solutions.
- On site deployment support designated office.
- Remote support, on-call support and email-based support for all offices under monitoring
- Ensuring operational readiness, high availability, and compliance with COR's security and service delivery requirements.
- Coordination with respective OEM(s) for advanced support, updates, and escalation handling.

(a) Manpower Team Structure will be as under:

- Three L-2 Engineers (Advanced Configurations, Troubleshooting, Security. Platform Management)
- Two L-1 Engineers (First-Level Troubleshooting, Monitoring, Helpdesk)

(b) Detailed Responsibilities of Manpower:

L-2 Engineers

- Handle SIEM operations -log correlation, incident detection and incident response.
- Manage NAC (Forescout)- compliance enforcement, dual-homing & WiFi restrictions.
- Manage and optimize NMS (OpManager).
- Manage VMware infrastructure - provisioning, cloning, patching. HA/DRS, configuration.
- Configure & optimize firewall and Antivirus policies, monitor traffic utilization, ensure secure access.
- Regular firewall rule review and optimization and support firewall integration with SIEM.
- Prepare monthly incident & monitoring reports.
- Maintain daily operational logs & reports.
- Licensing with the in-house teams such as WAN MPLS Service provider for smooth functioning of the Network and ensuring maximum uptime.
- Device monitoring, downtime tracking, and custom reporting.
- Design, configure, and maintain enterprise network infrastructure (LAN, WAN, WLAN, VPN).
- Install, manage, and troubleshoot routers, switches, firewalls, and wireless access points.
- Monitor network performance, bandwidth utilization and uptime using monitoring tools.

- Troubleshoot connectivity issues across OSI layers (L1-L7).
- Maintain documentation: network diagrams, topology maps, configuration standards.
- Participate in disaster recovery planning and high-availability network design.
- Collaborate with security teams for threat detection, mitigation, and compliance.
- Support migrations, upgrades, and integration of new technologies.
- Administer servers (Windows/Linux)-patch updates, monitoring, AD/DHCP.
- Manage DNS - records, redundancy, error troubleshooting, unauthorized change audits.
- Administer Trellix Antivirus - policies, threat remediation, compliance checks.
- Perform periodic Signature Updates in Antivirus.
- Maintain daily operational logs & reports.
- Perform periodic System/solution Updates and maintain backups/snapshots.
- Perform regular system updates, patching and vulnerability remediation across Endpoint and Servers.

L-1 Engineers

Helpdesk & Endpoint Security

- First contact for user issues (helpdesk/calls/e-mails)
- Troubleshoot endpoint issues.
- Verify endpoint antivirus updates, escalate critical cases to L2.
- Maintain daily operational logs & reports.

Monitoring & Infra Support

- Daily NMS dashboard checks, device health monitoring.
- Perform routine server/VMware/DNS health checks.
- Assist L2 engineers in applying updates & patches.
- Maintain daily operational logs & reports.

(c) Escalation Flow

- L-1 Engineers ☐ Handle user requests, daily health checks, and minor troubleshooting.
- L-2 Engineers ☐ Manage advanced configurations, escalations and optimization.

2.5 Issue Resolution Matrix: -

a.) Remote Support

- Provide remote troubleshooting via Endpoint Central.
- If not resolvable ☐ escalate to L2 Engineer.

b.) On-call & Email Support

- Sub-offices raise tickets via email/calls.
- Acknowledges within 30 minutes.

c) Escalation Flow

- Sub-office User → L1 Helpdesk
- L1 → L2 Engineer (advanced troubleshooting)
- L2 → OEM/bidder (if unresolved)
- L2 → Management Report (for critical issues)

2. Service Level Commitment Parameters and Penalty clause

- a) The service level commitment parameters shall be as per the industry standards.
- b) The LI Engineer shall be responsible for identifying, troubleshooting, and resolving the reported issue within 24 (twenty-four) hours from the time of reporting. In case the issue cannot be resolved within this period, it shall be escalated to the L2 Engineer for further action without delay.
- c) The L2 Engineer shall resolve or troubleshoot the escalated problem within the next 24 (twenty- four) hours of escalation.
- d) In the event that the problem remains unresolved beyond the stipulated period of 48 (forty-eight) hours, a penalty equivalent to one (1) day's wage of the concerned engineer(s) shall be levied for each additional day of delay.
- e) If the issue remains unresolved for a period exceeding one (1) week, a further penalty at the rate of 0.5% (half percent) of the total contract value (or the value of the delayed portion, as applicable) shall be imposed for each week of delay or part thereof, at the sole discretion of the Buyer, subject to a maximum of 10% (ten percent) of the total contract value,
- f) The cumulative penalties imposed under this clause shall be recoverable from any payment due or to become due to the Contractor, without prejudice to the Buyer's right to take any other action under the terms of the contract or law in force

3. TERMINATION

That the termination of the contract shall not be applicable for reasons other than those noted below:

3.1 TERMINATION FOR Convenience

The parties hereto consider termination of this contract for convenience or reasons other than those noted below. Such termination can be done only after providing advance notice of Three (03) Months in writing. In case, CUSTOMER seeks termination under this clause during first Year (Minimum Service Period) i.e. since date of commissioning of services contract, CUSTOMER shall be liable to pay charges for full years as the services will be for a minimum period of one years.

3.2 TERMINATION FOR DEFAULT

That the Bidder, without prejudice to its other rights at law or in equity, may terminate this agreement after advance notice of Thirty (30) days to the CUSTOMER, if the CUSTOMER is in default in the payment of any amount due hereunder and has failed to remedy such default within Thirty (30) days of receipt of written notice from Bidder; or in the event of any evidence of the potential or imminent insolvency or bankruptcy of CUSTOMER. In case, Bidder exercises this activity as a last resort before the completion of 'Minimum Service Period', CUSTOMER shall be liable to pay charges for remaining minimum service period.

4. SLA Penalties and Rebate:

Bidder shall always strive to meet SLA performance levels. However, in case of any Degradation of Service at any point of time during this agreement period, Bidder would bear the penalty conditions within the scope of this agreement. The contractor shall provide substitute manpower in the event of any absence of deployed personnel. Prior intimation shall be given for any planned absence of manpower. Period of Degradation of Service would include downtime for all the performance parameters.