

RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking-Navratna)

EOI No: RailTel/EOI/COMKTG/EB/SMS/2026-27/ 01 dated 01st April 2026

RAILTEL CORPORATION OF INDIA LIMITED

(A Govt. of India Undertaking-NAVRATNA)

**Expression of Interest for Selection of Partner
from Empaneled Business Associate**

For

**"Selection of Partner for Implementation of Student Management System
(SMS)
at AIIMS, New Delhi"**

EOI No: RailTel/EOI/COMKTG/EB/SMS/2026-27/01 dated 01st April 2026

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EOI NOTICE

Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi-110023
Notice No: RailTel/EOI/COMKTG/EB/SMS/2025-26/ ___ dated ___ March 2026

EOI

RailTel Corporation of India Ltd. (hereinafter referred to as "RailTel") invites EOIs from RailTel's Empaneled Partners for the selection of a suitable partner for "Selection of Partner for Implementation of Student Management System (SMS) at AIIMS, New Delhi".

The details are as under:

1	Last date for submission of Technical Packet against EOIs by bidders	07 th April at 17:00 Hours
2	Opening of Technical Bid of EOIs	07 th April at 17:30 Hours
3	Number of copies to be submitted for scope of work	One
4	EOI fees inclusive tax (Non-refundable)	Rs. 5,900/- (Five Thousand Nine Hundred only)
5	Token EOI EMD	Rs. 5,00,000/- (Five Lakhs Only) to be submitted along with EOI (To be submitted via online bank transfer only.) RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064. Partner needs to share the online payment transfer details like UTR No., date and Bank along with the proposal.
6	Balance EMD (To be submitted by the shortlisted Business Associate to be intimated later)	Balance EMD for Rs. 5,00,000/- (Five Lakhs Only) To be submitted by shortlisted Business Associate, in the form of BG or online transfer before RailTel submits its bid to the end customer. In Case of Balance EMD submitted as Bank Guarantee: Validity: Bid validity period (180 days) + 2 months and claim period of 1 year from BG expiry. BG advising via SFMS: IFN 760COV/IFN 767COV. IFSC Code of ICICI Bank: ICIC0000007. Mention unique reference (RAILTEL6103) in field 7037. In case of Balance EMD via Online Transfer: RailTel Bank Details: Union Bank of India, Account No. 340601010050446, IFSC Code - UBIN0534064.

The EMD should be in the favor of RailTel Corporation of India Limited payable at Delhi through online bank transfer. Partner needs to share the online payment transfer details like UTR No., date and Bank along with the proposal.

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

EOI Notice and EOI Document are available on RailTel's website and can be downloaded from <https://www.railtel.in>.

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The Respondent shall bear all costs associated with preparation and submission of the Expression of Interest. RailTel will not be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

All future information viz. corrigendum/addendum/amendments etc. for this EOI shall be posted on RailTel's website only.

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

Level 1 Contact: Vrishad Shahade

Designation: Asst. GM/Mktg

Email: vrishad.shahade@railtelindia.com

Level 2 Contact: Anish Singh Gusain

Designation: DGM/EB

Email: anishgusain@railtelindia.com

Level 3 Contact: Ganga Ram

Designation: AGM/Finance

Email: cagangaram@railtelindia.com

Note:

1. Empaneled partners are required to submit a soft copy of the technical packet through e-mail at eoi.ebco4@railtelindia.com duly signed by Authorized Signatories with Company seal and stamp.
2. The EOI response is invited from eligible Empaneled Partners of RailTel only.
3. All documents must be submitted with proper indexing and page numbers.
4. This is an exclusive pre-bid partnership arrangement with an empaneled business associate of RailTel for participating in the end customer RFP. The selected partner's authorized signatory has to give an undertaking that they will not submit directly or indirectly their bids and techno-commercial solutions/association with any other organization once selected in this EOI for pre-bid teaming arrangement (before and after submission of bid to the end customer organization by RailTel).
5. Transfer and Sub-letting: The Business Associate has no right to give, bargain, sell, assign, or sublet or otherwise dispose of the Contract or any part thereof, or to let a third party take benefit or advantage of the present Contract or any part thereof.

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1. Introduction about RailTel

RailTel Corporation of India Limited (RailTel), an ISO 9001:2015 organization, is a Nav Ratna Government of India undertaking under the Ministry of Railways. The Corporation was formed in September 2000 with the objectives to create a nationwide Broadband Telecom and Multimedia Network, to modernize Train Control Operation and Safety System of Indian Railways, and to contribute to the realization of goals under the national telecom policy. RailTel is a wholly-owned subsidiary of Indian Railways.

RailTel has approximately 61,000 kms of OFC along protected Railway tracks. The transport network is built on high-capacity DWDM and an IP/MPLS network to support mission-critical communication requirements of Indian Railways and other customers. RailTel has MeitY-empaneled Tier-III Data Centers in Gurgaon and Secunderabad hosting critical applications.

RailTel's business service lines include B2G/B2B (Business to Government and Business to Business) and B2C (Business to Customers). RailTel holds Infrastructure Provider-1, National Long Distance Operator, International Long Distance Operator and Internet Service Provider (Class-A) licenses.

RailTel has delivered multiple digital transformation programs across government and public sector organisations, including large-scale deployments in complex operational environments with multi-stakeholder coordination and mission-critical service delivery. This positions RailTel as a reliable prime contractor for institutional digital platform projects.

Unlike traditional software vendors, RailTel offers an integrated delivery model that combines infrastructure, MeitY-empaneled secure hosting, deployment, and long-term operations support. RailTel operates as a long-term technology partner for government and institutional programmes ensuring continued platform enhancement, technical support, and operational stability over the full contract lifecycle.

2. Project Background and Objective of EOI

All India Institute of Medical Sciences (AIIMS), New Delhi, one of India's premier medical education and research institutions, has invited RailTel to submit a comprehensive Technical and Financial Proposal for implementation of the Student Management System (SMS) at AIIMS, New Delhi. Following a demonstration of the SMS solution by RailTel at AIIMS New Delhi on 27.02.2026 and subsequent approval of the Minutes of the Meeting by the competent authority at AIIMS, New Delhi vide communication dated 23.03.2026, RailTel has been requested to submit a detailed Technical and Financial Proposal for the SMS.

RailTel intends to select a suitable backend partner for "Student Management System (SMS) at AIIMS, New Delhi" and accordingly invites EOIs from RailTel's Empaneled Partners.

3. Scope of Work

RailTel intends to participate in responding to the Request for Detailed Technical & Financial Proposal for Student Management System (SMS) issued by AIIMS, New Delhi received vide communication dated 23.03.2026. The scope of work covers the following two categories of modules: (i) modules explicitly requested by AIIMS Delhi, and (ii) additional modules presented by RailTel during its demonstration to AIIMS Delhi, which AIIMS may optionally include in the final scope.

The detailed proposal requirements as communicated by AIIMS include, inter alia, the following:

Part A: Modules Explicitly Requested by AIIMS New Delhi (Mandatory Scope)

S. No.	Module Name	Functional Requirement
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1	Course & Batch Management	Curriculum structure management, academic scheduling, and academic planning including multi-semester planning and department-level course mapping. Controls course offerings, approvals, and student selections to produce authoritative course registration records.
2	Registration & Admission	Complete admission lifecycle management including application processing, document verification, eligibility checking, and end-to-end admission workflow. Verifies allotted candidates, checks mandatory documents, and creates the official student enrollment record.
3	Academic Scheduling	Builds institution-wide, program-wise academic timetables from weekly templates, calendars, course offerings, syllabus-mandated hours, facility capacity, faculty availability constraints, and academic exceptions. Includes clash detection and schedule publishing.
4	Attendance Management	Classroom and mobile attendance capture via face recognition-based auto-attendance, QR code, and biometric systems. Ingests signals from multiple sources, consolidates into a single attendance state, and supports post-freeze correction via approval workflow with scanned authorization documents. Links attendance to eligibility.
5	Exam Schedule & Result	Full examination lifecycle management including eligibility determination, scheduling, hall ticket generation, invigilation planning, evaluation, result processing, normalization, grading, and result publication. Publishes marksheets and official result datasets.
6	Thesis Management	Orchestrates thesis submission, plagiarism and similarity detection, assignment to external examiners, collection of examiner comments, and AI-based evaluation summarization to support chief guide decision-making before final thesis acceptance. Includes multi-level approval workflows (Guide → HOD → Dean → Academic Council) and digital thesis repository.
7	Dashboards & Governance	Publishes governance dashboards by combining cross-domain aggregates into decision-ready views. Provides cross-domain analytics by aggregating academic, assessment, operational, finance, and digital usage data to generate trends, risk signals, KPI insights, and decision-support outputs.
8	Exit & Promotion Management	Evaluates progression and completion rules on result data to issue promotion decisions or formal student exit orders. Covers no-dues clearance, transcript issuance, and data archival.
9	Alumni Management	Maintains alumni profiles and engagement history to support outreach, events, and long-term institutional connect. Includes alumni database, communication tools, and directory.
10	Internship & Externship	Coordinates internship and externship postings, creates executable schedules, and tracks lifecycle status including active internship, pause requests, approved pause periods, and resumption. Ensures accurate continuity and completion tracking. Includes stipend eligibility integration and digital completion certificate workflow.

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Note on Scope Classification: Part A modules above are explicitly requested by AIIMS Delhi and form the mandatory core scope. Vendors must price all Part A modules. Part B modules below were additionally demonstrated by RailTel at AIIMS Delhi. AIIMS may selectively include any Part B module(s) at its discretion. Pricing of Part B modules shall not affect Part A pricing. Vendors must provide unit prices for all Part B modules to enable selective inclusion.

Part B: Additional Modules Presented by RailTel at AIIMS Delhi

S.No.	Module Name	Functional Requirement
1	Entrance Counselling	<i>Captures applicant preferences for programs and institutions, applies rank, quota, and admission rules, and generates a counselling allotment record.</i>
2	Evaluation (incl. OSM)	<i>Scoring engine: evaluates answer scripts using configured workflows including OSM, examiner actions, and marking rules to produce validated assessment score datasets and moderation-ready evidence.</i>
3	CQB (Central Question Bank)	<i>Centralized question bank where faculty contribute and maintain questions mapped to topic and competency, and authorized users curate those questions to assemble exam-ready question papers.</i>
4	Viva Management	<i>Administers viva assessments using question sets and checklists from CQB, manages slot booking and examiner allocation, runs viva sessions, and records examiner observations and marks for downstream evaluation.</i>
5	OSCE / OSPE	<i>Operationalizes station-based practical assessments by configuring blueprints and circuits, scheduling batches and slots, assigning examiners and standardized patients, capturing checklist-based observations, and producing structured per-station score datasets.</i>
6	Convocation	<i>Prepares award-eligible student lists, manages degree certificate generation, convocation workflows, and records final degree conferral outcomes for post-completion tracking.</i>
7	CBME / OBE Management	<i>Maps competencies and outcomes to curriculum and assessments to operationalize OBE or CBME models.</i>
8	Exchange Students Management	<i>Manages inbound and outbound exchange students with configurable intake windows (semester-based or ad-hoc). Creates provisional exchange registration, ensures visibility to central administration, and links students to timetable, course, attendance, and assessment processes. Generates completion and closure reports.</i>
9	Clinical Rotation Management	<i>Plans and assigns clinical rotations across departments and units while preserving rotation history and coverage rules.</i>
10	Logbook	<i>Captures clinical and competency activities against CBME/OBE competency mappings, tracks completion evidence, and maintains student log records for assessment readiness and outcome attainment review.</i>
11	Clinical Learning	<i>Integrates with HMS, LMS, and RIS to derive anonymized clinical case packs from real care data for teaching, enables case-based practical learning, and tracks learner interaction and progress longitudinally.</i>
12	Mentorship Management	<i>Mentor-mentee assignment and tracking workflows, progress review, and supervisor sign-off processes.</i>

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13	Organogram	<i>Defines reporting structure, hierarchy, and positions so HR and governance modules operate on a common org model.</i>
14	Recruitment	<i>End-to-end hiring from manpower indent and requisition approval through roster-based post creation, job publication, application screening, interview and selection, and completion of pre- and post-joining onboarding checklists.</i>
15	Onboarding	<i>Converts selected candidates into active employee records with designation, role, and joining context.</i>
16	Offboarding	<i>Handles resignation or exit triggers and creates formal employee separation records for downstream processing.</i>
17	Payroll	<i>Computes payroll outcomes from attendance signals and payroll rules to produce registers and payslips.</i>
18	Leave Management	<i>Applies leave rules to requests and balances to enforce leave eligibility and utilization decisions. Supports multi-level approvals, auto-escalation, and attendance integration.</i>
19	Vacation / Leave Management	<i>Student leave management workflows with multi-level approvals, auto-escalation, integration with attendance records, and eligibility impact tracking.</i>
20	Performance & Appraisal	<i>Captures appraisal inputs, applies rating logic, and records performance outcomes for career actions.</i>
21	Promotion / Transfer / Suspension / Resumption	<i>Issues service orders for staff status changes after applying policy and approval conditions.</i>
22	Expense Management	<i>Processes claims through settlement checks and records approved expense payouts for accounting.</i>
23	HRA Reporting	<i>HR-related reporting and integration with HR portal for House Rent Allowance reporting and claim processing.</i>
24	LTC Reporting	<i>HR portal-based Leave Travel Concession reporting and integration.</i>
25	EHS Module	<i>Employee Health Scheme integration including health records linkage and scheme eligibility tracking.</i>
26	Compliance	<i>Compiles statutory HR and payroll evidence into compliance filings for regulatory submission.</i>
27	APAR Workflow Support	<i>Assembles APAR dossiers from faculty activity evidence and routes them through review workflow.</i>
28	Faculty Management	<i>Maintains faculty employment lifecycle records for institutions managing central or state or private staffing models.</i>
29	Research Management	<i>Tracks research protocols, grants, ethics approvals, and trial artifacts to maintain end-to-end research records.</i>
30	Fees Management	<i>Applies fee structures, exemptions, and enrollment context to generate demand notices, receipts, and clearance status.</i>
31	Billing & Reconciliation	<i>Reconciles receipts, bank statements, and invoices to detect variances and finalize billing records.</i>
32	Payments & Accounting	<i>Posts approved financial transactions into vouchers and statements for institutional books of accounts.</i>

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33	Procurement & Stores	<i>Runs purchase and inventory workflows from request to asset and stock record creation.</i>
34	Organisation Management	<i>Maintains the institutional master structure used across all modules for consistent organisational context.</i>
35	Communication & Notification	<i>Delivers event-driven messages using templates and channels (email, SMS, push) while preserving notification logs.</i>
36	Certificates & Verification	<i>Manages certificate template design and versioning. Issues institution-approved certificates (Bonafide, Migration, Internship, Degree) by applying templates to verified outcomes with digital signature, QR code, and traceable verification support.</i>
37	Generic Request Module	<i>Institutional request and ticket workflow management with multi-level approvals, status tracking, and resolution SLAs.</i>
38	Help & Support	<i>Captures user issues and service requests, routes them through support workflow, and tracks triage-to-resolution status.</i>
39	Facility Management	<i>Manages campus infrastructure operations including classrooms, labs, halls, and shared spaces through booking, allocation, occupancy planning, and maintenance-aware scheduling. Tracks facility availability, capacity, and status.</i>
40	Mess Management	<i>Manages student meal services including menu cycles, meal-slot planning, order capture, entitlement checks, consumption tracking, and mess billing. Supports pause/resume of meal plans and integrates with facility availability.</i>
41	Machine Management	<i>Monitors equipment telemetry and maintenance requests to schedule and track machine upkeep.</i>
42	Task Management	<i>Creates and tracks operational tasks so cross-functional activities are assigned and completed transparently.</i>
43	Utilities – Conflict Management	<i>Detects resource or schedule conflicts and records governed resolution decisions.</i>
44	eLearning Platform	<i>Delivers enrolled learning content, tracks learner progress, and records completion evidence.</i>
45	Content Uploading / LMS	<i>Learning content management including study materials, recorded lectures, presentations, and subject-wise document repository.</i>
46	Lecture Recording & Capture	<i>Captures lecture sessions with metadata and stores reusable recordings for digital delivery.</i>
47	Digital Library	<i>Provides governed access to subscribed digital resources and logs usage for academic visibility.</i>
48	Case Based Learning Coach	<i>Runs guided case-based learning interactions and stores session outcomes for faculty and analytics use.</i>
49	Website CMS	<i>Manages institutional web content creation and publishing for public-facing pages.</i>
50	Website Analytics & Dashboard	<i>Tracks website behaviour and traffic signals to measure digital engagement performance. Presents KPIs and trends in a consolidated dashboard.</i>

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Role-Based Access Control (RBAC)

Each user shall interact with the system according to assigned roles, with access privileges tailored to job functions and data protection norms. The following user roles are defined:

Role	Key Permissions	Typical Users
Administrator	System setup, global configuration, manage department/faculty/student records, audit trail access	IT/Admin staff
Academic Section / Course Admin	Admission verification, schedule and batch management, student data review, roll allocation	Academic office, Course managers
Faculty Member / Guide	View and update schedule, record attendance, upload educational content, evaluate students	Professors, Instructors
Department / HOD	Oversee departmental student list, schedule approval, monitor attendance/results	HODs, Section heads
Student	View schedule, attendance, results, submit requests, access content, update profile	All enrolled students
Examination Cell	Setup and manage exam schedules, compile and publish results, handle dispute resolution	Examination office staff
External Users (Hostel, Library etc.)	Restricted access to relevant modules (e.g., library usage, hostel occupancy)	Hostel wardens, Library staff

RBAC Features:

- ☐ Authentication: Secure login via username/password with OTP; optional biometric authentication for sensitive operations.
- ☐ Authorization: Actions permitted only for authorized roles — only faculty can upload content; only admins can add/delete users.
- ☐ Data Segregation: Each user sees only data relevant to their role.
- ☐ Approval Workflows: Multi-level approval chains (certificate issuance, schedule changes, leave requests) supported.
- ☐ Audit Trail: Complete logs of all user actions maintained for audit and compliance.

Testing Requirements

The selected partner shall plan, provision, execute, and evidence end-to-end testing of all modules and integrations. A Master Test Plan, Schedule, and Risk Register shall be prepared and approved before execution. A Requirements Traceability Matrix (RTM) shall map every requirement to test cases and results.

- ☐ Functional Testing: Positive/negative, boundary, and usability test cases covering all features, roles, and workflows; cross-browser compatibility (Chrome/Edge/Firefox/Safari).
- ☐ Integration & API Testing: All internal/external APIs validated for schema, auth, idempotency, and error contracts.
- ☐ Regression & Test Automation: Regression suite with $\geq 70\%$ automation coverage (UI/API) maintained and executed for every release.
- ☐ Performance, Load & Soak Testing: $P95 \leq 2s$ and $P99 \leq 4s$ for key journeys at agreed concurrency; soak tests of ≥ 4 hours.

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- ☐ Security Testing: SAST/DAST and dependency vulnerability scans per release; OWASP Top 10 and MASVS coverage mandatory; VAPT before go-live and annually thereafter.
- ☐ User Acceptance Testing (UAT): Conducted by the institution with partner facilitation using agreed scenarios and acceptance criteria.
- ☐ Data Migration & Reconciliation Testing: Trial migrations with field-level mapping, validation rules, and exception handling.
- ☐ Accessibility & UX Testing: WCAG 2.1 AA conformance; multilingual content (English/Hindi) verified.
- ☐ DR/Backup/Restore & Resilience Testing: Backup/restore drills, disaster-recovery failover, and RPO/RTO objectives tested and evidenced.

Other Requirements

The partner shall host and operate the solution only on a Hyperscale Cloud Service Provider (CSP) simultaneously meeting all of the following requirements:

- ☐ MeitY-empaneled Hyperscale Cloud Service Provider (CSP); listed on MeghRaj/GeM; ISO/IEC 27001, 27017, 27018 and SOC 2 Type II certified; data centres of Uptime Tier III or higher.
- ☐ Data residency in India for all content, logs, backups, and snapshots; primary and DR in distinct India regions/seismic zones.
- ☐ Availability & DR: Production deployed across ≥ 2 Availability Zones; RPO ≤ 15 minutes and RTO ≤ 4 hours; quarterly DR drills with evidenced reports.
- ☐ SLA & durability: Public CSP SLAs of $\geq 99.95\%$ for compute/DB and object storage durability of $\geq 99.999999999\%$ (11 $\times$ 9).
- ☐ Encryption & keys: TLS 1.2+ in transit; AES-256 at rest using Customer-Managed Keys (CMK) via CSP KMS/HSM (FIPS 140-2 L3 or higher) with key rotation ≤ 365 days.
- ☐ Identity & access: SSO with Client IdP (SAML/OIDC); MFA for all privileged access; Just-in-Time/PAM for admin elevation; least-privilege RBAC; quarterly access reviews.
- ☐ Network security: Private subnets for app/DB tiers; no public IPs on databases; WAF and DDoS protection on all internet-facing endpoints; mTLS for service-to-service communication.
- ☐ Separate subscriptions/accounts for Production, DR, and Non-Production environments.
- ☐ Logging & monitoring: Control-plane and data-plane audit logs enabled and immutable; hot retention ≥ 180 days and archive ≥ 7 years; integrated with a 24 $\times$ 7 SIEM/SOC.
- ☐ Backup & recovery: 3-2-1 policy with immutability/WORM; DB point-in-time restore $\geq 7-30$ days; quarterly restore tests.
- ☐ DevSecOps & supply chain: All infrastructure via IaC under version control with code reviews; SAST/DAST/dependency scans in CI pipeline; SBOM per release.
- ☐ CERT-In compliance; DPDP 2023 + privacy-by-design; lawful basis, granular consent, DPIA, data-minimisation, opt-out + fallback, retention and deletion schedules.
- ☐ Incident response SLA: Acknowledgement ≤ 15 minutes; containment ≤ 2 hours for Severity 1; breach notification ≤ 6 hours.
- ☐ On-site support resource: The selected partner shall deploy a dedicated, full-time on-site resource at AIIMS Delhi for the entire duration of the contract.
- ☐ Performance benchmarks: 5,000 concurrent users; P95 $< 2s$ for key pages; P99 $< 4s$; bulk operations $\geq 10,000$ records/minute; quarterly soak tests of ≥ 4 hours.

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The selected partner shall provide comprehensive Annual Maintenance Contract (AMC) support covering software updates, security patches, preventive maintenance, corrective maintenance, performance tuning, and helpdesk support for all implemented modules.

The above scope of work is indicative. In case of any discrepancy or ambiguity in any clause/specification pertaining to scope of work, the RFP/requirements released by the end customer organization shall supersede and will be considered sacrosanct (including all associated clarifications, responses to queries, revisions, addendum and corrigendum).

Special Note:

- RailTel may retain any portion of the work mentioned in the end organization's requirements where RailTel has competence, so that the overall proposal becomes the most winnable proposal.
- Business associate can participate as a sole bidder only; bids in consortium are not allowed.
- All terms and conditions will be as per the end customer's requirements.

3.1 Financial Proposal Requirements

The responding Business Associate shall submit an indicative financial proposal indicating the cost components for the Student Management System (SMS) implementation, to enable RailTel to formulate its technical and commercial proposal to AIIMS New Delhi. The financial proposal shall be submitted as a password-protected PDF (Annexure 7) and shall cover the following components:

3.1.1 General Financial Proposal Requirements

- ☐ All prices shall be quoted in Indian Rupees (INR) exclusive of applicable taxes. Tax treatment shall be as per Clause 8.6.
- ☐ The proposal shall clearly distinguish between one-time costs, recurring annual costs, and AMC charges.
- ☐ Prices shall remain valid for 180 days from the date of submission of the EOI response to RailTel.
- ☐ No conditional discounts or price variations based on scope changes shall be included in the indicative price. Prices quoted are indicative and shall form the basis for RailTel's proposal to AIIMS New Delhi; final commercial terms shall be agreed upon at the time of contract award.
- ☐ The Business Associate shall provide module-wise cost breakup for both AIIMS-mandated modules (Part A) and additional modules (Part B) separately so that AIIMS may opt for selective modules.

3.1.2 Financial Proposal Components

The financial proposal shall include the following distinct components:

- ☐ Section I — One-Time Development & Configuration Cost, module-wise for Part A (AIIMS-mandated) and Part B (additional) modules, as per Annexure 7
- ☐ Section II — Separately Priced Implementation Services: System Integration, Customisation & Configuration, Data Migration, and Training & Hand-Holding

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- ☐ Section III — Recurring & Operational Costs: Cloud Hosting (Year-wise), AMC (Year 1 & 2), On-site Support Resource (Per Man-Day), Post Go-Live Customisation / Integration / Configuration (Per Man-Hour), and VAPT / Annual Security Audit
- ☐ Section IV — Taxes, Duties & Proposal Validity

3.1.3 Price Bid Format (BOQ — Annexure 7)

The Business Associate shall submit the detailed Price Bid using the format prescribed in Annexure 7 of this document. The BOQ in Annexure 7 is structured into four sections: Section I covers one-time development and configuration costs for all modules (Part A: AIIMS-mandated; Part B: additional); Section II covers separately priced implementation services; Section III covers recurring and operational costs including a post go-live man-hour rate for customisation, integration, and configuration work; and Section IV covers taxes and proposal validity. All Part A modules must be priced. Part B module pricing shall be independent of Part A. AIIMS reserves the right to accept any combination of modules.

4. Response to EOI Guidelines

4.1 Language of Proposals

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

4.2 RailTel's Right to Accept/Reject Responses

RailTel reserves the right to accept or reject any response and annul the bidding process or reject all responses at any time before selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate.

4.3 EOI Response Document

The bidder is expected to examine all instructions, forms, terms and conditions, and technical specifications in the bidding documents. Submission of bids not substantially responsive to the bidding document may result in rejection of the bid. All pages of the documents shall be signed by the bidder in token of having studied the EOI document.

4.4 Period of Validity of Bids

Bids shall remain valid for 180 days from the last date of submission of bids to the end customer organization.

4.5 Bid Earnest Money (EMD)

1. The Business Associate shall furnish a sum as given in EOI Notice via online transfer from any scheduled bank in India in favor of "RailTel Corporation of India Limited" along with the offer. This will be called EOI EMD.
2. Offers not accompanied by valid EOI Earnest Money Deposit shall be summarily rejected.
3. In case of Bidder's offer being selected for bidding, the bidder has to furnish Balance Earnest Money Deposit (EMD) for the bid to RailTel for the amount as mentioned in this EOI Notice. The selected Business Associate shall submit balance EMD amount in proportion to the quoted value/scope of work to RailTel before submission of bid to the end customer.
4. Return of EMD for unsuccessful Business Associates: EOI EMD of the unsuccessful Business Associate shall be returned without interest after completion of EOI process.
5. Return of EMD for successful Business Associate: EOI-EMD and Balance EMD of the successful bidder will be discharged/returned after receipt of RailTel's EMD/BG from the

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Customer and/or on receipt of Security Deposit Performance Bank Guarantee from Business Associate.

Forfeiture of EOI EMD and/or Penal Action:

6. The EOI EMD may be forfeited and/or penal action initiated if a Business Associate withdraws or modifies the terms and conditions of the offer during the validity period.
7. Non-submission of SD/PBG leads to forfeiture of EOI EMD and initiation of suitable action as prescribed in the EMD Declaration.

4.6 Security Deposit / Performance Bank Guarantee (PBG)

1. In case the bid is successful, the PBG of the requisite amount proportionate to the agreed scope of work will have to be submitted to RailTel.
2. As per work share arrangements agreed between RailTel and Business Associate, the PBG will be proportionately decided and submitted by the selected Business Associate.

4.7 Last date & time for Submission of EOI Response

EOI response must be submitted to RailTel at the email address specified in the EOI Notice not later than the specified date and time mentioned in the EOI Notice.

4.8 Modification and/or Withdrawal of EOI Response

EOI response once submitted will be treated as final and no modification will be permitted except with the consent of RailTel. No Business Associate shall be allowed to withdraw the response after the last date and time for submission. In case of withdrawal or back-out by the successful business associate, the Earnest Money Deposit shall be forfeited.

4.9 Details of Financial Bid

Business Associates meeting eligibility criteria will be selected for financial bid opening. The Business Associate with the lowest (L1) offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solutions so that the most winnable solution is submitted to the end customer.

4.10 Clarification of EOI Response

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

4.11 Period of Association / Validity of Agreement

RailTel will enter into a pre-bid agreement with the selected bidder with detailed terms and conditions.

5. Eligibility Criteria for Bidding Business Partner of RailTel

S.N o.	Particulars	Criteria / Document Required (Mandatory Compliance & Document Submission)
A)	FINANCIAL CONDITIONS	

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i)	Bidder should be an empaneled partner of RailTel	1. Certificate of Incorporation 2. GST Registration 3. PAN Card 4. Valid empanelment letter issued by RailTel
ii)	Bidder should have combined cumulative turnover of at least INR 8 Cr. (5Cr for Startup) for last three years (FY 22-23, 23-24, 24-25)	CA Certificate with UDIN / Audited Balance Sheets and Profit & Loss statement for last three years
iii)	The Bidder must have positive Net Worth as on 31st March 2025	CA Certificate with UDIN / Audited Balance Sheets for FY 2022-23, 2023-24, 2024-25
iv)	Relevant Experience: Bidder must have successfully undertaken project(s) related to development, implementation, and support of Student Management System (SMS) / Academic ERP, Hospital Management Information System (HMIS), Laboratory Information Management System (LIMS), Radiology Information System (RIS) / PACS, or other comparable Health IT or Education IT platforms in Government schools/ Government Institutes/PSU/State departments/Private companies in India during the last 7 years from bid submission date. At least one project worth minimum INR 3 Crore; OR at least two projects each worth minimum INR 2 Crore; OR at least three projects each worth minimum INR 1.5 Cr.	Copy of work order / Contract / Experience Certificate from end client clearly indicating the nature of work, value and duration
v)	Undertaking for Compliance to all specification items - The proposed solution must meet or exceed the functional and technical requirements outlined by AIIMS, New Delhi, including all modules specified.	Technical Compliance Statement / Proposal as per format to be submitted with EOI response
vi)	The Bidder must not have been declared insolvent/bankrupt or should not have filed for insolvency/bankruptcy before any designated authority preceding Bid Due Date	Declaration on company letterhead signed by Authorized Signatory
B)	ANNEXURES	
vii)	Annexure 1	Covering Letter: Self-certification duly signed by authorized signatory on company letterhead
viii)	Annexure 2	Self-Certificate & Undertaking: The Bidder should agree to abide by all technical, commercial & financial conditions for the agreed scope of work
ix)	Annexure 3	Undertaking for not being blacklisted/debarred by any Governmental/Non-Governmental Organization in India as on bid submission date
x)	Annexure 4	Format for Affidavit to be uploaded by bidder with the tender documents
xi)	Annexure 5	Non-Disclosure Agreement (NDA) with RailTel
xii)	Power of Attorney	Power of Attorney and Board Resolution in favour of the employee who will sign the Bid Documents
xiii)	Annexure 6	EMD (as per format)

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xiv)	Annexure 7	Price Bid Format (BOQ) / Financial Bid with password-protected PDF
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6. Bidder's Profile

The bidder shall provide the information in the below table:

S.No.	Item	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary/head/corporate office	
3.	Name, designation, and full address of the Chief Executive Officer, including contact numbers and Email Address	
4.	Full address, telephone and fax numbers, and email addresses of the office dealing with this tender	
5.	Name, designation, and full address of the person dealing with the tender; telephone, mobile, fax, and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	
7.	GST Registration number	

7. Evaluation Criteria

7.1 The Business Associates are first evaluated on the basis of the Eligibility Criteria as per Clause 5 above.

7.2 The Business Associate with the lowest commercial (L1) offer will be selected for exclusive pre-bid arrangement for optimizing technical and commercial solutions so that the most winnable solution is submitted to the end customer.

7.3 RailTel reserves the right to accept or reject the response against this EOI without assigning any reasons. The decision of RailTel is final and binding on the participants. The RailTel evaluation committee will determine whether the proposal/information is complete in all respects and its decision shall be final. RailTel may at its discretion assign a lead factor to the Business Associate as per RailTel policy for shortlisting.

7.4 All General requirements mentioned in the Technical Specifications are required to be complied with. The solution proposed should be robust, scalable, and secure.

8. Payment Terms

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

8.2 Bidder/selected partner understands that if selected, they will be treated as Bidder and not vendor in any manner. Provisions related to MSE shall not be applicable to the selected partner, and payment terms shall be governed by the definitive agreement entered into with the bidder.

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8.3 Actual payment terms shall be as per agreement between RailTel and the Customer and shall be confirmed at the time of PO issuance and on back to back basis.

8.4 RailTel shall release the payment to the selected bidder after receiving payment from Customer and on submission of Tax Invoice by the selected bidder, on a back-to-back basis. Bidder shall support RailTel with supporting documents to raise invoices to the end customer in a timely manner.

8.5 Deleted.

8.6 All prices shall be quoted in Indian Rupees (INR) exclusive of applicable taxes. GST and other statutory levies shall be indicated separately and shall be payable in accordance with the prevailing government regulations at the time of invoicing. Any statutory changes in tax rates subsequent to the submission of the proposal shall be dealt with in accordance with applicable law.

9. Delivery Timeline

The selected bidder shall make all arrangements for timely delivery and implementation of the SMS solution as per end customer requirements for successful completion of the project. No incidental/TA/DA/other expenditure shall be paid by RailTel.

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

10. Variation in Contract

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

11. Penalty

Any penalty or Liquidated Damages (LD) deducted by the end customer (AIIMS, New Delhi) from RailTel on account of delays or deficiencies attributable to the selected Business Associate's scope of work shall be passed on to the Business Associate on a proportionate back-to-back basis. The total LD liability passed through to the Business Associate shall not exceed the pending project fee payable to the Business Associate at the time of LD imposition. Any LD deduction shall be communicated to the Business Associate in writing with reasons, and the Business Associate shall have 15 days to raise a written dispute before the deduction is processed.

12. Billing Authority

Bill passing authority is JGM/Govt Business/CO and Bill payment authority is Finance/CO.

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13. Limitation of Liability towards RailTel

The SELECTED BIDDER's liability under the contract shall be determined as per the law in force. The SELECTED BIDDER shall be liable to RailTel for loss or damage occurred or caused on account of any act of omission on the part of the SELECTED BIDDER and its employees (direct or indirect), including loss caused to RailTel on account of defect in goods or deficiency in services. However, such liability of the SELECTED BIDDER shall not exceed the total value of the contract.

14. Insurance

The SELECTED BIDDER shall maintain adequate insurance coverage for all elements of the project including, but not limited to, Professional Indemnity, Cyber Liability / Data Breach coverage, and Workmen's Compensation as per applicable law. The indemnity under any insurance claim attributable to the SELECTED BIDDER's scope of work shall not exceed the pending project fee payable to the SELECTED BIDDER at the time of the claim. Specific coverage requirements, minimum insured amounts, and the requirement to name RailTel as an additional insured shall be finalised in the definitive agreement at the time of contract award.

15. Restrictions on 'Transfer of Agreement'

The SELECTED BIDDER shall not assign or transfer its rights 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.

16. Suspension, Revocation or Termination of Contract / Agreement

16.1. RailTel reserves the right to suspend the operation of the contract/agreement at any time due to change in its own license conditions or upon directions from the competent government authorities. The suspension will not be a cause or ground for extension of the period of the contract/agreement.

16.2. RailTel may, by a written notice of Three (03) months to the SELECTED BIDDER, terminate/suspend the contract/agreement under any of the following circumstances:

- The SELECTED BIDDER failing to perform any obligation(s) under the contract/agreement.
- The SELECTED BIDDER failing to rectify, within the time prescribed, any defect pointed out by RailTel.
- Non-adherence to Service Level Agreements (SLA) committed to the end customer.
- The SELECTED BIDDER going into liquidation or ordered to be wound up by competent authority.
- Failure to maintain agreed Quality of Service during the notice period for surrender/termination, leading to forfeiture of PBG.

17. Dispute Settlement

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

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17.2. The arbitral tribunal shall consist of a Sole Arbitrator to be mutually agreed upon by both parties within thirty (30) days of a written request for arbitration. Failing such agreement, the Sole Arbitrator shall be appointed by a designated arbitral institution (such as the Delhi International Arbitration Centre or ICADR) upon application by either party. All arbitration proceedings shall be conducted in English at New Delhi.

18. Governing Laws

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

19. Statutory Compliance

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

19.2. The Bidder shall comply and ensure strict compliance by employees and agents of all applicable Central, State, Municipal and Local laws and Regulations.

20. Intellectual Property Rights

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

20.2. Neither party shall remove or misuse or modify any copyright, trade mark or any other proprietary right of the other party.

20.3. The SELECTED BIDDER shall ensure the following with respect to data ownership, continuity, and transition: (i) all data created, processed, or stored on the platform by or on behalf of AIIMS Delhi shall remain the exclusive property of AIIMS Delhi / Government of India and shall not be used by the SELECTED BIDDER for any purpose other than performance of this contract; (ii) the SELECTED BIDDER shall place the complete source code, or at minimum deployable binaries with build scripts and deployment documentation, in escrow with a neutral third party acceptable to AIIMS Delhi, to be released to AIIMS Delhi in the event of contract termination, insolvency of the SELECTED BIDDER, or failure to perform; (iii) all institutional data shall be exportable by AIIMS Delhi in standard open formats (CSV, JSON, XML, or equivalent) at any time on request, at no additional charge; and (iv) on expiry or termination of the contract for any reason, the SELECTED BIDDER shall provide a minimum of sixty (60) days of assisted transition support to enable AIIMS Delhi or its successor vendor to assume full operational control of the platform without disruption.

21. Severability

In the event any provision of this EOI and subsequent contract with SELECTED BIDDER is held invalid or not enforceable by a court of competent jurisdiction, such determination shall not invalidate the other provisions of the contract which will remain in full force and effect.

22. Force Majeure

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22.1. If during the contract period, the performance in whole or in part is prevented or delayed by reason beyond the control of the parties including war, hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction from Statutory Authority, explosion, epidemic, quarantine restriction, strikes and lockouts, fire, floods, earthquakes, natural calamities or any act of GOD, provided notice of happenings of any such event is given by the affected party within twenty-one (21) days from the date of occurrence thereof, neither party shall have any claims for damages against the other.

22.2. In the event of a Force Majeure continuing for more than sixty (60) days, the party injured by the inability of the other to perform shall have the right, upon written notice of thirty (30) days, to terminate this contract.

23. Indemnity

23.1. The SELECTED BIDDER agrees to indemnify and hold harmless RailTel, its officers, employees and agents from and against any and all losses, claims, damages, liabilities, costs and expenses arising out of: (a) any mis-statement or breach of any representation or warranty by SELECTED BIDDER; (b) failure to fulfill any covenant or condition in the contract; (c) any compensation/claim by the end customer or any third party arising out of any act, deed or omission by the SELECTED BIDDER; or (d) claim filed by a workman or employee engaged by the SELECTED BIDDER.

24. Confidentiality cum Non-disclosure

24.1. The Receiving Party agrees that it will not disclose to third parties any information belonging to the Disclosing Party which is provided before, during, and after the execution of this contract. All such information shall be considered Confidential Information. Confidential Information includes prices, quotations, negotiated issues, design and other related information.

24.2. Neither Party shall have obligations regarding non-use or non-disclosure of any information which is already known to the Receiving Party at time of disclosure; is or becomes part of the public domain; is shown to have been independently developed by the Receiving Party; or is received from a third party without similar restrictions.

24.3. This Confidentiality and Non-disclosure clause shall survive even after the expiry or termination of this contract, and shall remain in force for a period of five (5) years from the date of such expiry or termination.

25. SLA

The selected bidder will be required to adhere to the SLA matrix as defined by the end customer organization (AIIMS, New Delhi) for their scope of work. SLA breach penalty will be applicable proportionately on the selected bidder. Any deduction by the customer from RailTel payments on account of SLA breach attributable to the Partner will be passed on to the Partner proportionately based on its scope of work.

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Annexure 1: Format for Covering Letter

COVERING LETTER

(To be on company letterhead)

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

Dear Sir,

SUB: Participation in the Eol process for Implementation of Student Management System (SMS) at AIIMS, New Delhi

Having examined the Invitation for Eol document bearing the reference number RailTel/EOI/COMKTG/EB/SMS/2025-26/___ released by your esteemed organization, we, the undersigned, hereby acknowledge the receipt of the same and offer to participate in conformity with the said Invitation for Eol document.

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

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

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

Authorized Signatory Name: _____

Designation: _____

Date: _____

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Annexure 2: Format for Self-Certificate & Undertaking

Self-Certificate

(To be on company letterhead)

Eoi Reference No: _____ Date: _____

To,

RailTel Corporation of India Ltd.

Plate-A, 6th Floor, Office Tower-2,

NBCC Building, East Kidwai Nagar, New Delhi-110023

Sub: Self Certificate for Tender, Technical & other compliance

1. Having examined the technical specifications mentioned in this EOI & end customer requirements, we hereby confirm that we meet all specifications.
2. We _____ agree to abide by all the technical, commercial & financial conditions of the end customer (AIIMS, New Delhi) for which EOI is submitted. We understand and agree that RailTel shall release the payment to the selected partner after the receipt of corresponding payment from the end customer by RailTel.
3. We agree to abide by all the technical, commercial & financial conditions for the agreed scope of work for which this EOI is submitted.
4. We hereby agree to comply with all OEM technical & financial documentation requirements as per the end-to-end requirements of the end customer's proposal/RFP.
5. We hereby certify that any services, equipment and materials to be supplied are produced in eligible source countries complying with applicable government guidelines on procurement.
6. We hereby undertake to work with RailTel as per end customer's terms and conditions and confirm submission of all supporting documents.
7. We understand and agree that RailTel is intending to select a partner who is willing to accept all terms & conditions of end customer organization's requirements for the agreed scope of work.
8. We hereby agree that in case of being selected by RailTel as the partner for this proposed project, we will submit all forms, appendices, and relevant documents to RailTel that are required by the end customer well before the bid submission date.
9. We hereby undertake to sign the Pre-Bid Agreement and Non-Disclosure Agreement with RailTel on a non-judicial stamp paper of Rs. 100/- in the prescribed format.
10. We undertake that we will not submit directly or indirectly our bids and techno-commercial solutions/association with any other organization once selected in this EOI for pre-bid teaming arrangement.

Authorized Signatory Name & Designation: _____

Date: _____

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Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

RailTel Corporation of India Ltd.

Plate-A, 6th Floor, Office Tower-2,

NBCC Building, East Kidwai Nagar, New Delhi-110023

Subject: Undertaking for not Being Blacklisted/Debarred

We, _____ [Company Name], having its registered office at
_____ [Address], hereby declare that the Company has not been
blacklisted/debarred by any Governmental/Non-Governmental organization in India for the past 3
years as on bid submission date.

Date and Place: _____

Authorized Signatory's Signature: _____

Authorized Signatory's Name and Designation: _____

Bidder's Company Seal: _____

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Annexure 4: Format of Affidavit

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

I _____ (Name and designation), appointed as the attorney/authorized signatory of the BA, M/s _____, for the purpose of the EOI documents for the work of "Implementation of Student Management System (SMS) at AIIMS, New Delhi" as per the EOI No. _____ of RailTel Corporation of India Ltd., do hereby solemnly affirm and state on the behalf of the BA 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, deletion or alteration to the content of the EOI document.
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.
6. I/we declare that the information and documents submitted along with the EOI are correct and I/we are fully responsible for the correctness of the information and documents submitted by us.
7. I/we understand that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during evaluation, it shall lead to forfeiture of the EOI EMD besides banning of business for five years on entire RailTel.
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, forfeiture of EMD/SD and Performance Guarantee, and banning of business for five years on entire RailTel.

DEPONENT SEAL AND SIGNATURE OF THE BA

VERIFICATION

I/We above named 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.

Place: _____ Dated: _____

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EOI No: RailTel/EOI/COMKTG/EB/SMS/2026-27/ 01 dated 01st April 2026

Annexure 5: Non-Disclosure Agreement (NDA) Format

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement (this "Agreement") is made and entered into on this ____ day of _____, 2026 at _____.

By and between

RailTel Corporation of India Limited (CIN: L64202DL2000GOI107905), a Public Sector Undertaking under Ministry of Railways, Govt. of India, having its registered and corporate office at Plate-A, 6th Floor, Office Block, Tower-2, East Kidwai Nagar, New Delhi-110023, (hereinafter referred to as '**RailTel**'), 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 '_____), 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; and WHEREAS, the Parties have initiated discussions regarding a possible business relationship for implementation of Student Management System (SMS) at AIIMS, New Delhi.

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:

[The NDA terms shall follow the standard RailTel NDA template including clauses on Permitted Use, Designation, Cooperation, Ownership of Information, No Obligation, Return or Destruction of Information, Injunctive Relief, Notice, Term & Termination, Governing Law, Counterparts, No Definitive Transaction, Settlement of Disputes, Confidentiality of Negotiations, Representation, Assignment, Employees and Others, No License, Relationship Between Parties, UPSI Compliance, and Miscellaneous provisions.]

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

_____: **RailTel Corporation of India Limited:**

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By _____
Name: _____
Title: _____

By _____
Name: _____
Title: _____

Witnesses: _____

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Annexure 6: EMD (as PBG) Format

BG NO: _____

ISSUANCE DATE: DD-MM-YYYY

BG AMOUNT: Rs. _____/-

EXPIRY DATE: DD-MM-YYYY

CLAIM EXPIRY DATE: DD-MM-YYYY

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 Partner Name (CIN: _____) having its registered office at _____ (herein after called "the said Contractor(s)") from the demand, under the terms and conditions of EOI NO. _____ made between RailTel Corporation of India Limited and _____ for (herein after called "the said Agreement") of security deposit for the due fulfilment by the said contractor(s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs. _____/- (In Words).

We, _____ [Bank Name], a banking company duly incorporated and carrying on Banking Business under The Banking Regulation Act, 1949, having its Registered Office at _____, do hereby undertake to pay RailTel an amount not exceeding Rs. _____/- (In Words) against any loss or damage caused to or suffered by RailTel by reason of any breach by said Contractor(s) of any of the terms or conditions contained in the said Agreement.

[Standard Bank Guarantee terms to follow as per RailTel's standard BG format.]

Date: DD-MM-YYYY

Place: _____

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Annexure 7: Price Bid Format (BOQ) – Financial Bid

(To be submitted as password-protected PDF)

Ref.	Module / Item	Description, Scope & Inclusions	Unit	Rate (excl. GST) INR	Rate (incl. GST) INR
Section I — One-Time Development & Configuration Cost (Module-wise)					
<i>Quote one-time cost per module for development, configuration, and all included deliverables listed below. The following are INCLUDED within module costs and shall NOT be priced separately: System Architecture & Design Documentation (T-1); Deployment Model Setup — Prod/DR/Non-Prod Environments (T-2); RBAC/SSO/MFA Implementation (T-5); Security Controls, Audit Logs & CERT-In/DPDP Compliance (T-7); Implementation Plan, FRS, SRS, Test Plans, RTM, Go-Live Runbook (T-8); SLA Framework, Monitoring & Reporting Setup (T-10).</i>					
Part A — Modules Explicitly Requested by AIIMS New Delhi (Mandatory)					
A-1	Registration & Admission	<i>End-to-end admission lifecycle — application processing, document verification, eligibility checking, end-to-end admission workflow, enrollment record creation. Incl. Entrance Counselling linkage.</i>	Lump Sum		
A-2	Course & Batch Management	<i>Curriculum structure, multi-semester planning, course offerings, approvals, batch configuration, student course registration records.</i>	Lump Sum		
A-3	Time Table / Academic Scheduling	<i>Institution-wide program-wise timetables from weekly templates, calendars, syllabi-mandated hours, facility & faculty availability, clash detection, schedule publishing.</i>	Lump Sum		
A-4	Attendance Capture System (incl. Face Recognition)	<i>Biometric/QR code/facial-recognition attendance ingestion; single consolidated attendance state; post-freeze correction via approval workflow; attendance-to-eligibility linkage.</i>	Lump Sum		
A-5	Exam Schedule & Result Management	<i>Full exam lifecycle — eligibility determination, scheduling, hall ticket generation, invigilation planning, evaluation, normalization, grading, result publication, marksheet generation.</i>	Lump Sum		
A-6	Thesis Management	<i>Thesis submission, plagiarism & similarity detection, external examiner assignment, examiner comment collection, multi-level approval (Guide → HOD → Dean → Academic Council), digital repository.</i>	Lump Sum		

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A-7	Internship & Externship	<i>Internship & externship postings, executable schedules, lifecycle tracking (active/pause/resume), stipend eligibility integration, digital completion certificate workflow.</i>	Lump Sum		
A-8	Exit & Promotion Management / Alumni Management	<i>Exit workflows — no-dues clearance, transcript issuance, data archival, promotion/completion decisions. Alumni profiles, engagement history, communication tools, alumni directory.</i>	Lump Sum		
A-9	Dashboards & Governance (MIS & Reporting)	<i>Cross-domain aggregated governance dashboards; academic, assessment, operational & finance KPI insights; trend analysis; risk signals; decision-support analytics.</i>	Lump Sum		
Sub-Total Part A — Mandatory Modules					
Part B — Additional Modules Presented by RailTel (Optional — AIIMS to Decide Inclusion)					
<i>AIIMS may include any combination of Part B modules. Part A pricing shall not be conditional on Part B. All Part B modules must be priced independently.</i>					
B-1	Evaluation Engine (incl. OSM)	<i>Answer script evaluation, OSM workflows, examiner actions, marking rules, grade moderation, moderation-ready score datasets.</i>	Lump Sum		
B-2	Central Question Bank (CQB)	<i>Faculty question contribution, topic & competency mapping, question curation, exam-ready paper assembly, randomization.</i>	Lump Sum		
B-3	Viva Management	<i>Viva slot booking, examiner allocation, CQB-linked checklists, viva session conduct, marks recording.</i>	Lump Sum		
B-4	OSCE / OSPE	<i>Station-based practical assessments — blueprints, batch/slot scheduling, standardized patients, per-station score datasets.</i>	Lump Sum		
B-5	Convocation	<i>Award-eligible student lists, degree certificate generation, convocation workflows, conferral outcome recording.</i>	Lump Sum		
B-6	CBME / OBE Management	<i>Competency & outcome mapping to curriculum and assessments for OBE/CBME model operationalization.</i>	Lump Sum		
B-7	Exchange Students Management	<i>Inbound/outbound exchange registration with configurable intake windows; timetable/course/attendance/assessment linkage; completion reports.</i>	Lump Sum		

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B-8	Clinical Rotation Management	<i>Clinical rotation planning & assignment across departments; rotation history, coverage rules.</i>	Lump Sum		
B-9	Logbook	<i>Clinical & competency activity capture against CBME/OBE mappings; completion evidence; assessment readiness & outcome attainment review.</i>	Lump Sum		
B-10	Clinical Learning	<i>HMS/LMS/RIS integration for anonymized clinical case packs; case-based practical learning; learner progress tracking.</i>	Lump Sum		
B-11	Mentorship Management	<i>Mentor-mentee assignment & tracking; progress review; supervisor sign-off workflows.</i>	Lump Sum		
B-12	Organogram	<i>Reporting structure, hierarchy, and position definitions for HR & governance modules.</i>	Lump Sum		
B-13	Recruitment	<i>End-to-end hiring — manpower indent, post creation, job publication, screening, interview, pre/post-joining onboarding checklists.</i>	Lump Sum		
B-14	Onboarding / Offboarding	<i>Active employee record creation on joining with designation/role context; formal separation records on exit.</i>	Lump Sum		
B-15	Payroll	<i>Payroll computation from attendance signals and payroll rules; pay registers and payslips generation.</i>	Lump Sum		
B-16	Leave Management — Staff	<i>Leave rule application, balance management, multi-level approvals, eligibility decisions for faculty & admin staff.</i>	Lump Sum		
B-17	Student Leave Management	<i>Student leave workflows — multi-level approvals, auto-escalation, attendance & exam eligibility impact tracking.</i>	Lump Sum		
B-18	Performance & Appraisal	<i>Appraisal input capture, rating logic, performance outcome recording for career and promotion decisions.</i>	Lump Sum		
B-19	Promotion / Transfer / Suspension / Resumption	<i>Service orders for staff status changes after policy verification and approval conditions.</i>	Lump Sum		
B-20	Expense Management	<i>Claims processing, settlement checks, approved expense payout recording for accounting.</i>	Lump Sum		

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B-21	HRA / LTC Reporting	HR portal integration for House Rent Allowance and Leave Travel Concession reporting and claim processing.	Lump Sum		
B-22	EHS Module	Employee Health Scheme integration — health records linkage and scheme eligibility tracking.	Lump Sum		
B-23	Compliance (Statutory HR)	Statutory HR & payroll evidence compilation into compliance filings for regulatory submission.	Lump Sum		
B-24	APAR Workflow Support	APAR dossier assembly from faculty activity evidence; multi-level review workflow routing.	Lump Sum		
B-25	Faculty Management	Faculty employment lifecycle, service & assignment records for state/private and central authority staffing models.	Lump Sum		
B-26	Fees Management	Fee structure application, exemptions, demand notice generation, receipts, clearance status tracking.	Lump Sum		
B-27	Billing & Reconciliation	Receipt, bank statement & invoice reconciliation; variance detection; billing record finalization.	Lump Sum		
B-28	Payments & Accounting	Approved financial transaction posting into vouchers and institutional books of accounts.	Lump Sum		
B-29	Procurement & Stores	Purchase & inventory workflows from indent to asset/stock record creation.	Lump Sum		
B-30	Facility Management	Campus infrastructure — classroom/lab/hall booking, allocation, occupancy planning, maintenance-aware scheduling.	Lump Sum		
B-31	Mess Management	Meal services — menu cycles, slot planning, order/booking capture, entitlement checks, consumption tracking, mess billing, pause/resume.	Lump Sum		
B-32	Machine Management	Equipment telemetry monitoring; maintenance request scheduling and lifecycle tracking.	Lump Sum		
B-33	Organisation Management	Institutional master structure used across all modules for consistent organisational context.	Lump Sum		
B-34	Research Management	Research protocols, grants, ethics approvals, trial artifacts — end-to-end research records.	Lump Sum		

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B-35	Communication & Notification	<i>Event-driven messaging via SMS/email/WhatsApp/push; consent management; delivery tracking; notification audit logs.</i>	Lump Sum		
B-36	Certificates & Verification	<i>Certificate template design, versioning, digital signature, QR-code verification, traceable issuance and archival.</i>	Lump Sum		
B-37	Generic Request / Help & Support	<i>Institutional ticket management — multi-level approvals, status tracking, resolution SLAs, triage-to-resolution workflow.</i>	Lump Sum		
B-38	Task & Conflict Management	<i>Operational task assignment and tracking; resource/schedule conflict detection and governed resolution.</i>	Lump Sum		
B-39	eLearning Platform / LMS	<i>Enrolled learning content delivery, learner progress tracking, assignment/quiz, completion evidence recording.</i>	Lump Sum		
B-40	Content Uploading & Management	<i>Faculty content ingestion — study materials, recorded lectures, presentations, version control, subject-wise repository.</i>	Lump Sum		
B-41	Lecture Recording & Capture	<i>Live lecture session capture with metadata; reusable recording storage for asynchronous digital delivery.</i>	Lump Sum		
B-42	Digital Library	<i>Governed access to subscribed digital resources; usage logging; academic visibility reporting.</i>	Lump Sum		
B-43	Case Based Learning Coach	<i>AI-guided case-based learning interactions; session outcome storage for faculty review and analytics.</i>	Lump Sum		
B-44	Website CMS & Analytics	<i>Institutional web content creation, publishing, traffic/behaviour analytics, stakeholder KPI dashboards.</i>	Lump Sum		
Sub-Total Part B — Additional Modules					
Section II — Separately Priced Implementation Services					
<i>The following services are priced separately as they depend on the actual scope agreed post-FRS, data volumes, and legacy system complexity. Quote as lump-sum or per-unit as specified.</i>					
S-1	System Integration with Existing Institutional Systems / Portals	<i>API development and integration with HIS, HMS, RIS, NEET/INI-CET, IRB/Ethics, Finance, Library, and other AIIMS systems. Per-integration unit pricing preferred.</i>	Per API Integratoin		

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S-2	Customisation & Configuration as per AIIMS-Specific Requirements	<i>Post-FRS customisation of workflows, forms, business rules, and UI beyond standard module configuration. Priced as lump-sum based on agreed FRS scope.</i>	Lump Sum		
S-3	Data Migration from Existing / Legacy Systems	<i>Field-level mapping, data cleansing, trial migrations, reconciliation testing, cutover plan, validated full data migration with sign-off.</i>	Lump Sum		
S-4	Training, Hand-Holding & Post-Implementation Support (6 months)	<i>Train-the-trainer sessions for IT/admin staff; end-user training for all roles; on-site hand-holding during peak academic/exam periods for first 6 months post go-live.</i>	Lump Sum		
Sub-Total Section II — Implementation Services					
Section III — Recurring & Operational Costs (Post Go-Live)					
<i>Annual recurring costs. The Man-Hour Rate column applies only to rows marked 'Per Man-Hour' — this rate will be used for post go-live customisation, integration, and configuration requests raised by AIIMS beyond the standard AMC scope.</i>					
R-1	Cloud Hosting & Infrastructure	<i>MeitY-empanelled CSP; Prod + DR environments across ≥ 2 AZs; RPO ≤ 15 min, RTO ≤ 4 hrs</i>	Per Module Per Annum		
R-2	Annual Maintenance Contract (AMC) — (All accepted modules)	<i>Software updates, security patches, preventive & corrective maintenance, performance tuning, helpdesk support</i>	Per Module Per Annum		
R-3	On-Site Support	<i>Full-time on-site resource at AIIMS Delhi for the entire contract duration. Rate per man-day; minimum 250 man-days per annum.</i>	Per Man-Day		
R-4	Post Go-Live Customisation / Integration / Configuration	<i>Applicable for any post go-live enhancements, new integrations, or configuration changes requested by AIIMS beyond standard AMC scope. Billed at the man-hour rate quoted herein.</i>	Per Man-Hour		
R-5	VAPT / Annual Security Audit	<i>Vulnerability Assessment and Penetration Testing; annual security audit report; remediation support</i>	Per Annum		
Sub-Total Section III — Recurring & Operational Costs					

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Section IV — Taxes, Duties & Proposal Validity					
F-1	GST & Applicable Taxes	<i>Indicate applicable GST rate (%) for each section. All taxes to be shown separately on invoices and paid in accordance with prevailing government regulations.</i>	Rate (%)		
F-2	Proposal Validity	<i>State validity period of the financial proposal from date of submission. Minimum 180 days required.</i>	Days		
GRAND TOTAL (Section I + Section II + Section III; all prices excl. GST)					

Notes: (1) Prices quoted are indicative and for EOI reference purposes only; they will form the basis of RailTel's proposal to AIIMS New Delhi. Final commercial terms shall be subject to negotiation at the time of contract award. (2) All prices in INR, exclusive of GST. GST to be quoted separately in Section IV. (3) Part A modules are mandatory — all must be priced. Part B modules are optional — AIIMS may include any combination; Part A pricing shall not be conditional on Part B acceptance. (3) Section II services are priced separately based on agreed scope post-FRS. (4) Section III recurring costs to be quoted per annum for each contract year. The Man-Hour Rate in R-7 applies to all post go-live customisation, integration, and configuration work requested by AIIMS beyond standard AMC scope. (5) Grand Total covers Sections I, II and III (all prices excl. GST). (6) Proposal validity minimum 180 days. (7) To be submitted as password-protected PDF.