

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

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

For

“Selection of partner for Procurement of e-ICU Solution -01No. for end customer”.

EOI No. RailTel/EOI/COMKTG/e-ICU/2026-27/05 dated 13.05.2026

EOI NOTICE

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

Notice No RailTel/EOI/COMKTG/e-ICU/2026-27/05 dated 13.05.2026

RailTel Corporation of India Ltd., (here after referred to as “RailTel”) invites EOIs from RailTel’s Empaneled Partners for the selection of suitable partner for “Procurement of e-ICU Solution -01No. for end customer”

The details are as under:

1	Last date for submission of Technical Packet against EOIs by bidders	16 th May 2026 at 15:00 Hours
2	Opening of Technical Bid of EOIs	16 th May 2026 at 15:30 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.

The EMD should be in the favor of RailTel Corporation of India Limited payable at Delhi through online bank transfer in favour of RailTel Corporation of India Limited. 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>.

The Respondent shall bear all cost associated with preparation, submission/participation of the Expression of Interest. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

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 document, through the following Nominated Point of Contact persons:

Level:1 Contact: Vrishad Shahade
Designation: Asst.GM/Mktg
Email: vrishad.shahade@[railtelindia.com](mailto:vrishad.shahade@railtelindia.com)

Level:2 Contact: Abishek Pratap Singh
Designation: AGM/Tech/EB
Email : abhishek.singh@[railtelindia.com](mailto:abhishek.singh@railtelindia.com)

Level:3 Contact: Kriti Gupta
Designation: AGM/Finance
Email : cakriti@[railtelindia.com](mailto:cakriti@railtelindia.com)

Note: -

1. Empaneled partners are required to submit a soft copy of the technical packet through an e-mail at eoi.ebco2@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 the documents must be submitted with proper indexing and page no.
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 they will not submit directly or indirectly their bids and techno-commercial solution/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). This undertaking has to be given with this EOI Response.
5. Partner can submit their response as sole bidder only.
6. **Transfer and Sub-letting.** The Business Associate has no right to give, bargain, sell, assign, or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

1. Introduction about RailTel

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

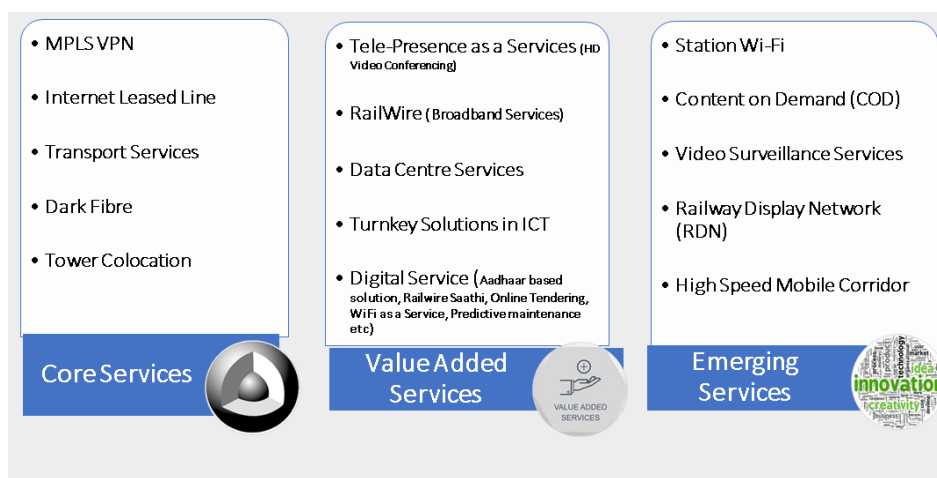
RailTel has approximately 61000 kms of OFC along the protected Railway tracks. The transport network is built on high-capacity DWDM and an IP/ MPLS network over it to support mission critical communication requirements of Indian Railways and other customers. RailTel has Tier-III Data Center in Gurgaon and Secunderabad hosting / collocating critical applications. RailTel is also providing Telepresence as a Service (TPaaS), where a High-Definition Video Conference facility bundled with required BW is provided as a Service.

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

RailTel's business service lines can be categorized into three heads namely B2G/B2B (Business to Government and Business to Business) and B2C (Business to customers):

Licenses & Service portfolio:

Presently, RailTel holds Infrastructure Provider -1, National Long Distance Operator, International Long Distance Operator and Internet Service Provider (Class-A) licenses underwhich the following services are being offered to various customers:



a) Carrier Services

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

b) Enterprise Services

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

c) DATA CENTER Infrastructure as a service (IaaS), Hosting as Services, Security operation Centre as a Service (SOCaaS): RailTel has MeitY empaneled two Tier-III data centers in Gurgaon & Secunderabad. Presently RailTel is hosting critical applications of Indian Railways, Central & State government/ PSUs applications. RailTel will facilitate Government's applications

/ Hosting services including smooth transition to secured state owned RailTel's Data Centers and Disaster Recovery Centers. RailTel also offers SOC as a Service 'SOCaaS'. In addition, RailTel offers VPN client services so that employees can seamlessly access the government's intranet, applications securely from anywhere without compromising security.

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

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

e) Retail Services – Rail Wire

RailWire: Triple Play Broadband Services for the Masses. RailTel has a unique model of delivering broadband services, wherein local entrepreneurs are engaged in delivering & maintaining broadband services and up to 66% of the total revenues earned are shared to these local entrepreneurs in the state, generating jobs and revitalizing local economies. On date RailTel is serving approx. 6,10,000 subscribers on PAN Indian basis. RailTel can provide broadband service across— Government PSU or any organization's officers colonies and residences.

2. Project Background and Objective of EOI

RailTel intends to select the partner for participation in the end customer RFP “for Procurement of e-ICU Solution -01No. for end customer”.

RailTel invites EOIs from RailTel’s Empaneled Partners for the selection of suitable partner for participating in the below mentioned work for the agreed scope work. The empaneled partner is expected to have excellent execution capability and a good understanding of the customer local environment.

3. Scope of Work:

RailTel intends to select a partner which can fulfill the requirements of end Customer organization for “for Procurement of e-ICU Solution -01No”. vide GEM bid no. GEM/2025/B/6103294 dated 02.04.2025

3.1 Scope of Work as per end customer RFP:

A) Project Objectives and Scale

The EMR and eICU systems will focus on inpatient management across various facilities within the Department of Neurosurgery:

- Neuro Surgery Operating Rooms: 7 ORs
- Neuro Surgery ICU (including Post-Operative beds): Catering to 26 patients
- Neuro Surgery Wards**: Two wards with nursing stations, each catering to 36 beds, including occasional patient admissions in neurology or peripheral wards (e.g., Emergency wards C6/D6).
- Private Wards: Spread across 4 floors, catering to approximately 50 patients

Total Coverage: The solution must be capable of handling 160-175 patients at any given time, with an average of 25 episodes per patient. The software/hardware must be scalable to include more patients if the need be.

A separate quotation may also be submitted if OPD patients or the followup of inpatients in OPD is to be done.

B) Detailed Requirements:

The project scope includes but is not limited to:

- Patient On-boarding**: Integration with the existing E-Health system for seamless patient registration.
- Patient Episode Management**: Comprehensive tracking of all patient encounters.
- Data Handling**: Scanning of printed PDFs, data extraction, and transformation for seamless integration.
- Lab Report Management**: Automated handling and integration of lab results into patient records.
- Device Integration**: Integration with existing bedside monitoring devices from various manufacturers in the neurosurgery ICU and wards.
- Data Security and Compliance**: Adherence to the highest standards of data security, privacy, and regulatory compliance as per Government of India (GOI) Guidelines. AIIMS has been declared as a critical structure by the GOI. All guidelines for the cyber security of such infrastructure are to be followed.
- Response time of less than 0.2 Seconds.
- Software must run on windows /apple and linux devices.
- Change requests - In case any change requests are made then the turn around time should be less than 7 days for minor requests and 15 days for major requests.

C) Technical Specifications:

Electronic Medical Record (EMR) System:

- Patient Information Management:
- Comprehensive patient demographics and medical history.

- Secure access control with user authentication and audit trails.

- Inpatient Management:

- Real-time recording and monitoring of vitals, medications, and treatments.
- Charting and documentation for OR, Recovery, ICU, standard beds, and VIP Ward.
- Real-time data entry and retrieval, with support for mobile access.

-Operating Room (OR) Management:

- WHO/Surgical checklist integration.
- Scheduling and documentation of surgical procedures, with the ability to archive operative photographs securely.
- Anesthesia management with real-time data entry.
- Post-operative care documentation, including patient progress tracking.

-Recovery and ICU Management:

- Continuous patient monitoring with real-time updates.
- Comprehensive integration with existing bedside monitoring devices. These devices are from various manufacturers. The integration of the devices will be the sole responsibility of the vendor of eICU solution. All prospective bidders are encouraged to do a survey before the Pre Bid meeting to understand the nature, make and type of existing devices. In case, any software or hardware or license etc are required for this integration then the vendor will have to arrange. This will not be the responsibility of the department.
- Critical care documentation, automated alerts for patient status changes, and intervention triggers.

-Ward and VIP Ward Management:

- Bed management, allocation, and nursing care plan documentation.
- Enhanced privacy, personalized care plans, and specialized features for VIP patients.

-Clinical Documentation Modules:

- Daily Notes, Bedside Notes, OR Notes, Post-OP Notes, and other relevant clinical documentation.
- Doctor Orders, Prescriptions, Drug Interaction Mapping, and integration with drug services.
- Disease Code Mapping (ICD 10, ABDM), and inventory tracking for material consumed during operations.
- MIS Reports, document uploading, and querying features with intuitive, customizable templates.

-Mobile Design:

- Mobile voice dictation support for documentation.
- Customizable templates with auto-fill functionality for efficient data entry.

D)Inventory Management System (Optional):

- Stock Management:

- Real-time tracking of medical supplies, with automated reordering based on predefined inventory levels.
- Detailed alerts and notifications for inventory shortages or surplus.

- Asset Management:

- Comprehensive tracking of all medical equipment, including maintenance schedules and service histories.
- Integration with the EMR system for tracking inventory usage during patient care.

- Integration:

- Seamless interoperability with the EMR system for efficient inventory and asset management.
- Advanced reporting and analytics for data-driven decision-making.
- Integration with existing GE and if required Fuji PACS of Neuroradiology and Main AIIMS radiology Department.

- Integration with existing eHospital software of the NIC for pulling up all relevant reports.
- In case, the hospital acquires any EMR (Electronic Medical Record) or HMIS (Health Management Information System) software or solution then the vendor will be obliged to integrate the software with the new version at no extra cost.

E)Functional Requirements

- User Interface:

- Intuitive, user-friendly interface.

- Interoperability:

- Full compliance with HL7 and FHIR standards.
- Integration with existing HIS, RIS, PACS, and other medical devices.

- Data Security:

- Comprehensive encryption of data at rest and in transit.
- Role-based access control, HIPAA compliance, and adherence to Government of India guidelines for critical infrastructure data security.
- Patient related data is considered very sensitive. The Government of India has declared AIIMS as a critical infrastructure and laid guidelines for data security. These need to be followed. Vendors will be responsible for data security and maintaining privacy. All necessary safeguards must be built to prevent any cybersecurity incidents.
- CERT-In certification and mandatory VAPT (Vulnerability Assessment and Penetration Testing) every 6 months by a third-party vendor, with reports submitted to the Department.

- Reporting:

- Customizable reports and dashboards, with compliance with all regulatory reporting requirements

Data storage

Apart from the storage server/disk, one backup server / drive must be installed on premise. Further, a backup must also be created on the Government of India, approved cloud storage platform for safe storage and recovery. The license/fee for the cloud storage is to be borne by the vendor. No extra payment will be done for this. The selection of cloud must be as per government of India Guidelines. Cloud backup must be done on a 6 Hourly basis.

F)Training and Support

- Comprehensive Training:

- Detailed training programs for both clinical and administrative staff, covering all aspects of the eICU, EMR, and Inventory Management systems.

- Ongoing Support:

- 24/7 technical support and maintenance services.
- Regular software updates and upgrades, including security patches.

G) Technical Capability and Compliance

- Solution Architecture and Design :

- **System Design:** Assessment of the overall architecture, including modularity, scalability, and redundancy.
- **Interoperability:** Compliance with HL7, FHIR, and other relevant standards. Integration capabilities with existing systems (HIS, RIS, PACS) and medical devices.
- **Customization:** Ability to customize the solution to meet the specific needs of the Department of Neurosurgery.

- Software Quality :

- **Performance:** Evaluation of software speed, reliability, and efficiency under peak loads on desktop and mobile devices.
- **Security:** Implementation of robust security features, including data encryption, access control, and compliance with CERT-In standards.
- **VAPT Compliance:** Regular VAPT testing and the ability to swiftly address vulnerabilities.

- User Interface and User Experience :

- **Ease of Use:** Intuitiveness of the user interface for clinical and administrative staff, including multi-language support.
- **Mobile Compatibility:** Availability and functionality of mobile versions of the software, with features like voice dictation and auto-fill templates.
- **Training Materials:** Quality and availability of training resources, user manuals, and support documentation.

H) Cloud and Data Management

- Data Storage and Backup :

- As specified above Apart from the storage server/drive, one backup server / drive must be installed on premise. Further, a backup must also be created on the Government of India, approved cloud storage platform for safe storage and recovery.
- **Cloud Storage:** Assessment of cloud storage solutions for data backup, disaster recovery plans, and data redundancy.
- **Data Residency and Compliance:** Compliance with local data residency requirements and adherence to data protection regulations.
- **Backup Frequency and Restoration:** Frequency of data backups, ease of data restoration, and testing of disaster recovery mechanisms.

I) Data Security and Privacy:

- **Encryption:** Encryption standards for data at rest and in transit.
- **Access Control:** Implementation of role-based access controls, audit trails, and secure authentication mechanisms.
- **Data Anonymization:** Mechanisms for anonymizing patient data for research or reporting purposes while maintaining privacy.

J) Functionality and Feature Set:

- Comprehensive EMR and ICU Features:

- **Clinical Modules:** Availability and robustness of clinical documentation modules, including bedside notes, OR notes, and ICU management.

- Integration with Devices:** Seamless integration with existing bedside monitoring devices, including vendor responsibility for any additional software/hardware needed.
- Decision Support:** Availability of clinical decision support tools, drug interaction mapping, and alerts for critical patient status changes.

K)Inventory Management System::

- Real-Time Tracking:** Effectiveness of the inventory tracking system, including automated reordering and stock management.
- Asset Management:** Ability to track medical equipment, schedule maintenance, and integrate with EMR for usage tracking.
- Reporting and Analytics:** Customizability and comprehensiveness of inventory reports, usage analytics, and integration with hospital management systems.

L)Support and Maintenance Services

-Support Structure:

- 24/7 Technical Support:** Availability of round-the-clock technical support, including response times for critical issues. Except for the initial phase of implementation and stabilisation post-Go Live (6 months)where 24X7 on site technical support is required, the bidder can choose between providing 24x7 on site or remote support for ensuring compatibility with the conditions of software maintenance and availability clauses.
- On-Site Support:** Provision for 24X7 on-site technical assistance, particularly during the initial phase of implementation.
- Regular Updates:** Commitment to regular software updates, including security patches and new feature rollouts.

-Training and User Adoption:

- Training Programs:** Quality and comprehensiveness of training programs offered for clinical and administrative staff.
- User Adoption Strategy:** Vendor's strategy to ensure smooth user adoption, including post-implementation support and feedback mechanisms.

M)Data Backup and Disaster Recovery

- Backup Frequency:** The vendor must ensure hourly backup on local server and cloud backup must be done every 6 hours. All critical data must be stored securely. Weekly full backups and daily incremental backups are mandatory.
- Data Restoration:** The vendor must demonstrate the ability to restore the system within 2 hours in the event of data loss or corruption.
- Disaster Recovery Plan:** A robust disaster recovery plan must be in place, with testing conducted bi-annually. Recovery Time Objective (RTO) should be 2 hours, and Recovery Point Objective (RPO) should be 15 minutes.

N)System Migration and Data Portability

- Data Portability:** In the event that end customer decides to migrate to a different platform, the vendor must provide all data in a structured, widely accepted format (e.g., CSV, XML) within 30 days of the request.

-Assistance in Migration: The vendor must provide technical assistance for data migration to a new system, including data extraction, transformation, and loading (ETL) processes. Failure to assist in the migration will result in penalties as mentioned below.

-Penalties for Non-Compliance:

-Failure to Provide Data: 25% penalty on the total project cost, immediate provision of data required.

-Delay in Migration Assistance: 25% penalty on the remaining contract value for every week of delay beyond the stipulated 30-day period.

O) Software Updates and Maintenance

-Regular Updates: The vendor must provide regular updates, including security patches, at least Six monthly (Half Yearly). Critical updates must be applied within 48 hours of release.

-Bug Fixes: All reported bugs must be addressed within 7 days for non-critical issues and within 24 hours for critical issues affecting patient care or data integrity.

P) Customer Support and Response Time

-Support Availability: 24/7 customer support must be available, with response times defined as follows:

-Critical Issues (System down, data loss, major functionality failure): Response within 15 minutes and resolution within 2 hours.

-High Priority Issues (Significant functionality impacted): Response within 30 minutes and resolution within 4 hours.

-Medium Priority Issues (Minor functionality impacted): Response within 1 hour and resolution within 12 hours.

-Low Priority Issues (General inquiries, minor bugs): Response within 4 hours and resolution within 48 hours.

OTHER TERMS & CONDITIONS

1. The cost of all Consumables/Accessories/spares/parts should be quoted upfront and should be valid for 10 years. Cost of any Consumables/Accessories/spares parts not quoted will be considered FREE OF COST.

2. Warranty: 02 years onsite comprehensive (including labour/accessories/spares parts) + 08 years CMC (including labour/accessories/spare parts).

3. In no case the instrument should remain in non-working condition for more than 7 days, beyond which a penalty as per the rules of the institute will be levied.

4. The vendor should have a good service and application back up along with instruments to provide an effective trouble shooting and support. (response time < 24 hours).

5. All technical bids comparative statement to the tender specifications must be enclosed along with reference no., paragraph no. from original catalogue of the equipment.

6. Original Manufacturer or their subsidiary or authorized dealer who is quoting should be present in India having selling experience of more than 5 years with at least 5 installations in government institutes/hospitals.

7. Demonstration is Mandatory, failing which your bid will be disqualify/rejected

In case of any discrepancy or ambiguity in any clause / specification pertaining to scope of work area, the RFP released by end customer organization shall supersede and will be considered sacrosanct. (All associated clarifications, response to queries, revisions, addendum and corrigendum, associated prime service agreement (PSA)/MSA/SLA also included).

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 even reject all responses at any time before selecting the partner, without thereby incurring any liability to the affected bidder or Business Associate or without any obligation to inform the affected bidder or bidders about the grounds for RailTel's action.

4.3 EOI response Document

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

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

4.4 Period of Validity of Bids and Bid Currency

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

4.5 Bid Earnest Money (EMD)

4.5.1 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.

4.5.2 Offers not accompanied by valid EOI Earnest Money Deposit shall be summarily rejected.

4.5.3 In case of Bidder's offer is selected for bidding, 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 have to submit balance EMD amount in proportion to the quoted value/scope of work to RailTel before submission of bid to end customer.

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

4.5.5 Return of EMD for successful Business Associate: EOI-EMD & Earnest Money Deposit (balance proportionate EMD) if applicable of the successful bidder will be discharged / returned as promptly as possible after the receipt of RailTel's EMD/BG from the Customer and or on receipt of Security Deposit Performance Bank Guarantee as applicable (clause no. 4.6) from Business Associate whichever is later.

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

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

4.5.6.2 In case of non-submission of SD/PBG (as per clause no. 4.6) leads to forfeiture of EOI EMD, EMD (balance EMD) if applicable and or suitable action as prescribed in the EMD Declaration shall be initiated as applicable.

4.6 Security Deposit / Performance Bank Guarantee (PBG)

4.6.1 In case the bid is successful, the PBG (5% of total work order value) of the requisite amount proportionate to the agreed scope of the work will have to be submitted to RailTel on a back-to-back basis i.e. to the extent that the end customer requires a PBG from RailTel.

4.6.2 As per work share arrangements agreed between RailTel and Business Associate the PBG will be proportionately decided and submitted by the selected Business Associate on a back to back basis, as mentioned above.

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 the RailTel.

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

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

4.9 Details of Financial bid for the above-referred tender

Business Associate meeting eligibility criteria will be selected for financial bid opening.

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

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

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 the price or substance of the EOI response shall be sought, offered, or permitted.

4.11 Period of Association/Validity of Agreement

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

5. Eligibility Criteria for Bidding Business Partner of RailTel

S No.	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
A)	Financial Conditions	
i)	Bidder should be empaneled partner of RailTel	1. Certificate of Incorporation 2. GST Registration 7. PAN Card 8. Valid empaneled letter issued by RailTel.
ii)	Bidder should have cumulative turnover of at least INR 5.25 Cr. for last three financial years (FY 22-23, 23-24, 24-25).	Certificate from the Statutory Auditor or Chartered Accountant on Turn Over, (CA certificate with UDIN)/ Audited Balance Sheets for last three years i.e. 2022-23, 2023-23 and 24-25
iii)	Relevant Experience- I Bidder must have experience successful implementation of similar solutions in large hospitals with more than 500 beds, with references and case studies. Any Central Government / State Government / Autonomous Bodies/ Private Hospital in the last five (5) years Value based Criteria - At least one relevant Project worth minimum INR 2.1 Crore Or - At least two relevant Projects, each worth minimum INR 1.4 Crore Or	Documentary proof to be submitted: Copies of work order and completion certificate/certificate from customer/Copy of invoice to customer or Go-live certificate of the respective project/ CA Certificate for services/supply/ Payments received against the project along with Customer's purchase orders/ work orders etc. for ongoing/ completed project For ongoing project, CA certificate with UDIN with invoices raised along with % of work completion to be submitted.

S No.	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
	At least three relevant Projects, each worth minimum INR 1.05 Crore Similar work: eICU solution to any recognized hospital in India.	
iv	Undertaking for Compliance to all specification items - Each item proposed must meet or exceed the specifications outlined in Scope of Work.	Technical Compliance Statement for the proposed items
v	Certifications	1. CMMI Level-3 2. ISO 9001:2015 3. ISO/IEC 20000-1:2018 4. ISO/IEC 27001:2022
Vi	HIPAA compliance, and adherence to Government of India guidelines for critical infrastructure data security	Supporting relevant documents and undertaking on Rs. 100 Non judicial stamp paper and duly notarized
vii	VAPT (Vulnerability Assessment and Penetration Testing) of proposed solution	Supporting document to be submitted
viii	Technical Capability and Compliance:1	1) Interoperability: Compliance with HL7, FHIR, and other relevant standards. Integration capabilities with existing systems (HIS, RIS, PACS) and medical devices 2) Customization: Ability to customize the solution to meet the specific needs of the Department of Neurosurgery. 3) Mobile Compatibility: Availability and functionality of mobile versions of the software, with features like voice dictation and auto-fill templates. 4) Data Residency and Compliance: Compliance with local data residency requirements and adherence to data protection regulations Relevant supporting documents/datasheets/undertaking to be submitted
ix	MAF	As per end customer RFP format
x	Technical Proposal	As per scope of work
B)	Annexures	
vi)	Annexure 1	Covering Letter: Self-certification duly signed by authorized signatory on company letter head.

S No.	Particulars	Criteria for Tender Package
		(Mandatory Compliance & Document Submission)
vii)	Annexure 2	The Bidder should agree to abide by all the technical, commercial & financial conditions of the end customer RFP for which EOI is submitted. Self-certification duly signed by authorized signatory on company letter head.
viii)	Annexure 3	An undertaking signed by the Authorized Signatory of the company to be provided on letter head. The Bidder should not have been blacklisted/debarred by any Governmental/ Non-Governmental Organization in India as on bid submission date.
ix)	Annexure-4	Format for Affidavit to be uploaded by bidder with the tender documents.
x)	Annexure-5	Non-disclosure agreement with RailTel.
xi)	Power of Attorney	In case of Sole bidder: Power of Attorney/ Board Resolution in favour of one of its employees who will sign the Bid Documents one of its employees who will sign the Bid Documents for this particular EOI.
xiii)	Annexure-6	EMD (as per Format)
xiv)	Annexure-7	Price Bid Format (BOQ) (Financial Bid) with password protected PDF.

6. Bidder's Profile

The bidder shall provide the information in the table below:

S. No.	ITEM	Details
1.	Full name of bidder's firm	
2.	Full address, telephone numbers, fax numbers, and email address of the primary office of the organization / main / head / corporate office	
3.	Name, designation, and full address of the Chief Executive Officer of the bidder's organization as a whole, including contact numbers and EmailAddress	
4.	Full address, telephone and fax numbers, and email addresses of the office of the organization dealing with this tender	
5.	Name, designation, and full address of the person dealing with the tender to whom all reference shall be made regarding the tender enquiry. His/her telephone, mobile, Fax, and email address	
6.	Bank Details (Bank Branch Name, IFSC Code, Account number)	

7.	GST Registration number	
----	-------------------------	--

7. Evaluation Criteria:

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

8. Payment terms

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

8.2 Bidder/selected partner understands that if he so selected will be treated as Bidder and not Partner in any manner. It is categorically agreed without any doubt that provision related to MSE shall not be applicable to the selected partner and payment terms shall be governed in accordance with the definitive agreement entered into with bidder.

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

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

9. Delivery Timeline

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

- RailTel reserves the right to modify the timelines as per the client's requirements. The milestones and timelines may be shortened based on the specific needs of individual projects or the end client at the time of issuing the work order. The Selected bidder's timelines for execution will start from the date of customer's work order to RailTel/signing of agreement with end customer. RailTel shall inform formally to selected bidder on receipt of work order to initiate the execution of project. Formal work order to selected bidder shall be issued at the earliest after receipt of work order from the end customer.

- The bidder shall deliver services and ensure performance aligns with the specified requirements within the timelines set by the Purchaser. If, at any point during the contract, the bidder faces conditions that may delay the timely delivery of goods or services, they must promptly notify the Purchaser in writing, specifying the nature of the delay, its probable duration, and its causes.
- Upon receiving such notification, the Purchaser will evaluate the situation and may, at its discretion, grant an extension for the bidder's performance with or without imposing liquidated damages. Any extension will be formalized through an amendment to the contract, mutually agreed upon by both parties.

10. Variation in Contract

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

11. Penalty

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

12. Billing Authority

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

13. Limitation of Liability towards RailTel

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

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

14. Insurance

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

15. Restrictions on 'Transfer of Agreement'

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

16. Suspension, Revocation or Termination of Contract / Agreement

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

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

- a) The SELECTED BIDDER failing to perform any obligation(s) under the contract / agreement.
 - b) The SELECTED BIDDER failing to rectify, within the time prescribed, any defect as may be pointed out by RailTel.
 - c) Non adherence to Service Level Agreements (SLA) which RailTel has committed to RAILTEL CUSTOMER for the pertinent tender.
 - d) The SELECTED BIDDER going into liquidation or ordered to be wound up by competent authority.
 - e) If the SELECTED BIDDER is wound up or goes into liquidation, it shall immediately (and not more than a week) inform about occurrence of such event to RailTel in writing. In that case, the written notice can be modified by RailTel as deemed fit under the circumstances. RailTel may either decide to issue a termination notice or to continue the agreement by suitable modifying the conditions, as it feels fit under the circumstances.
 - f) It shall be the responsibility of the SELECTED BIDDER to maintain the agreed Quality of Service, even during the period when the notice for surrender/termination of contract / agreement is pending and if the Quality of Performance of Solution is not maintained, during the said notice period, it shall be treated as material breach liable for termination at risk and consequent of which SELECTED BIDDER's PBG related to contract / agreement along with PBG related to the Empanelment Agreement with RailTel shall be forfeited, without any further notice.
 - g) Breach of non-fulfillment of contract / agreement conditions may come to the notice of RailTel through complaints or as a result of the regular monitoring. Wherever considered appropriate RailTel may conduct an inquiry either suo-moto or on complaint to determine whether there has been any breach in compliance of the terms and conditions of the agreement by the successful bidder or not.
- The SELECTED BIDDER shall extend all reasonable facilities and shall endeavor to remove the hindrance of every type upon such inquiry. In case of default by the SELECTED BIDDER in successful implementation and thereafter maintenance of services / works as per the conditions mentioned in this EOI document, the PBG(s) of SELECTED BIDDER available with RailTel will be forfeited.

17. Dispute Settlement

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

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

17.3 All arbitration proceedings shall be conducted in English.

18. Governing Laws

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

19. Statutory Compliance

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

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

20. Intellectual Property Rights

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

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

21. Severability

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

22. Force Majeure

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

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

23. Indemnity

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

a) Any mis-statement or any breach of any representation or warranty made by SELECTED BIDDER; or

b) The failure by the SELECTED BIDDER to fulfill any covenant or condition contained in this contract by any employee or agent of the Bidder. Against all losses or damages arising from claims by third Parties that any Deliverables (or the access, use or other rights thereto), created by SELECTED BIDDER pursuant to this contract, or any equipment, software, information, methods of operation or other intellectual property created by SELECTED BIDDER pursuant to this contract, or the SLAs (i) infringes a copyright, trade mark, trade design enforceable in India, (ii) infringes a patent issues in India, or (iii) constitutes misappropriation or unlawful disclosure or used of another Party's trade secrets under the laws of India (collectively, "Infringement Claims"); or

c) Any compensation / claim or proceeding by ECT or any third party against RailTel arising out of any act, deed or omission by the SELECTED BIDDER or

d) Claim filed by a workman or employee engaged by the SELECTED BIDDER for carrying out work related to this agreement. For the avoidance of doubt, indemnification of Losses pursuant to this section shall be made in an amount or amounts sufficient to restore each of the Indemnified Party to the financial position it would have been in had the losses not occurred.

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

24. Confidentiality cum Non-disclosure

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

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

a) Is already known to the receiving Party at the time of disclosure:

b) Is or becomes part of the public domain without violation of the terms hereof;

c) Is shown by conclusive documentary evidence to have been developed independently by the Receiving Party without violation of the terms hereof:

d) Is received from a third party without similar restrictions and without violation of this or a similar contract.

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

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

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

25. SLA

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

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

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

Annexure 2: Format for Self-Certificate & Undertaking

Self-Certificate (To be on company letter head)

EoI Reference No:

Date:

To,

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

110023Dear Sir,

Sub: Self Certificate for Tender, Technical & other compliance

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

- 7) We understand and agree that RailTel is intending to select partner who is willing to accept all terms & conditions of end customer organization's RFP for the agreed scope of work. RailTel will strategies to retain the scope of work where RailTel has competence.
- 8) We hereby agree to submit that in case of being selected by RailTel as the partner for the proposed project (for which EOI is submitted), we will submit all the forms, appendix, relevant documents etc. to RailTel that are required and desired by end Customer well before the bid submission date and as and when required.
- 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 out 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 end customer organization by RailTel)

Authorized

SignatoryName &

Designation

Annexure 3: Undertaking for not Being Blacklisted/Debarred

<On Company Letter Head>

To,

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

Subject: **Undertaking for not Being Blacklisted/Debarred**

We, Company Name, having its registered office at Address

hereby declares that that the Company has not been blacklisted/debarred by any
Governmental/ Non-Governmental organization in India for past 3 Years as on bid submission date.

Date and Place

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Bidder's Company Seal:

Annexure 4: Format of Affidavit

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

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

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

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:

****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.**

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 (the “**Effective Date**”) at _____.

By and between

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

And

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

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

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

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

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

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

1. Permitted Use.

(a) Receiving Party shall:

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

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

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

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

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

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

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

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

2. Designation.

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

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

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

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

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

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

6. Return or Destruction of Information.

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

(i) termination of this Agreement;

(ii) expiration of this Agreement; or

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

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

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

8. **Notice.**

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

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

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

RailTel Corporation of India limited:

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

_____:

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

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

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

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

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

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

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

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

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

13. Settlement of Disputes:

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

14. CONFIDENTIALITY OF NEGOTIATIONS

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

15. REPRESENTATION

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

16. ASSIGNMENT

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

17. EMPLOYEES AND OTHERS

Each Party shall advise its Representatives, contractors, subcontractors and licensees, and shall

require its Affiliates to advise their Representatives, contractors, subcontractors and licensees, of the obligations of confidentiality and non-use under this Agreement, and shall be responsible for ensuring compliance by its and its Affiliates' Representatives, contractors, subcontractors and licensees with such obligations. In addition, each Party shall require all persons and entities who are not employees of a Party and who are provided access to the Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions no less stringent than those set forth in this Agreement. Each Party shall promptly notify the other Party in writing upon learning of any unauthorized disclosure or use of the Confidential Information by such persons or entities.

18. NO LICENSE

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

19. RELATIONSHIP BETWEEN PARTIES:

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

20: UNPULISHED PRICE SENSITIVE INFORMATION (UPSI)

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

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

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

_____ :

RailTel Corporation of India Limited:

By _____

Name:

Title:

Witnesses

By_____

Name:

Title:

Annexure-6: EMD (as PBG) Format

BG NO :
ISSUANCE DATE : DD-MM-YYYY
BG AMOUNT : Rs xxxxxxxx /-
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 (Here in after called RailTel) having agreed to exempt **Partner Name (CIN:-)** having its registered office at **Partner's address** (Here in 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 **Partner Name** for (here in 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, or production of a Bank Guarantee for **Rs. /- (In Words)**.

We, **Bank Name** a banking company incorporated under the Companies Act, 1956 and carrying on Banking Business under The Banking Regulation Act, 1949 and having its Registered Office at **Bank's Address** and its Central office at **Bank's Corporate Office Address** (indicate the name of the Bank) here in after referred to as "the Bank") at the request of **Partner's Name** Contractor(s) do hereby undertake to pay the **RailTel** an amount not exceeding **Rs /- (In Words)** .. 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 said Contractor(s) of any of the terms or conditions contained in the said Agreement.

We, **Bank Name** do here by undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the **RailTel** stating that the amount as claimed is due by way of loss or damage caused to or would be caused to or suffered by the **RailTel** by reason of breach by the said Contractor(s) of any terms and conditions contained in the said Agreement or by 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. /- (In Words)**.

We, **Bank's Name** undertake to pay to the **RailTel** any money so demanded not with standing any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal. The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s)/ Supplier(s) shall have no claim against us for making such payment.

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

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

This Guarantee will not be discharged due to the change in the Constitution of the bank or the Contractor(s) Supplier(s).

Bank's Name lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the **RaiITel** in writing.

Date : DD-MM-YYYY

Place :

Annexure-7: Price Bid Format (BOQ) (Financial Bid) with password protected PDF as per end client requirement.

Item No.	BOQ Item	Unit Rate(excluding GST	GST amount in % and in INR	Total Cost(including GST) in INR
1	2	3	4	5 = (3) + (4)
	Supply, installation, training and comprehensive Maintenance of two years of e-ICU solution -1 No. including warranty of two years			
	comprehensive Maintenance of two years of e-ICU solution (Post Warranty)- 8 years			
			Total Cost:	

Annexure: 8

Format for Affidavit of Self Certification regarding Local Content in a Medical Devices to be purchase on Rs. 100/- Stamp Paper.

I _____ S/o, D/o, W/o _____ Resident of _____

_____ do hereby solemnly affirm and declare asunder:

That I will agree to abide by the terms and conditions of the policy of Government of India issued vide Notification No: _____

That the information furnished hereinafter is correct to best of my knowledge and belief and I undertake to produce relevant records before the procuring entity or any authority so nominated by the Department of Pharmaceuticals, Government of India for the purpose of assessing local content.

That the local content for all inputs which constitute the said medical device has been verified by me and I am responsible for the correctness of the claims made therein.

That in the event of the domestic value addition of the product mentioned herein is found to be incorrect and not meeting the prescribed value-addition norms based on the assessment of an authority so nominated by the Department of Pharmaceutical. Government of India for the purpose of assessing the local content, action will be taken against me as per Oder No. P-45021/2/2017-B.E-II dated 15.06.2017 and Guidelines issued vide letter no. 31026/36/2016- MD dated – 18.05.2018.

I agree to maintain the following information in the company's record for a period of 8 years and shall make this available for verification to any statutory authority.

- i. Name and details of the Domestic Manufacturer (Registered Office, Manufacturing unit location, nature of legal entity).
- ii. Date on which this certificate is issued.
- iii. Medical devices for which the certificate is produced
- iv. Procuring entity to whom the certificate is furnished
- v. Percentage of local content claimed
- vi. Name and contact details of the unit of the manufacturer
- vii. Sale Price of the product
- viii. Ex-Factory Price of the product
- ix. Freight, insurance and handling
- x. Total Bill of Material
- xi. List and total cost value of inputs used for manufacture of the medical device.
- xii. List and total cost of inputs which are domestically sourced Value addition certificates from suppliers. If the input is not in use attached.
- xiii. List and cost of inputs which are imported, directly or indirectly.

Name of locally supplied item (for local content value addition)	Name and details of the Domestic Manufacturer (Registered Office, Manufacturing unit location, nature of legal entity).	Percentage of local content claimed (Excluding net domestic indirect taxes).
Total percentage of local content claimed:		%

